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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES**

Lori A. Shibinette
Commissioner

Lisa M. Morris
Director

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July 22, 2020

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

INFORMATIONAL ITEM

Action #1: Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, and 2020-14, Governor Sununu has authorized the Department of Health and Human Services, Division of Public Health Services, to enter into a **Retroactive, Sole Source** contract with Maxim Healthcare Staffing Services, Inc. (VC#TBD), Manchester, NH in the amount of \$8,465,004 for temporary staff to assist the Department's COVID-19 Public Health Response, with the option to renew for up to one (1) additional year, effective retroactive to June 18, 2020, through December 31, 2020. 100% Federal Funds.

Action #2: Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, and 2020-14, Governor Sununu has authorized the Department of Health and Human Services, Division of Public Health Services, to revise the scope of work to include additional temporary staff positions and revise payment rates for temporary staff with no change to the price limitation of \$8,465,004. 100% Federal Funds.

Funds are available in the following account for State Fiscal Years 2020 and 2021, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Revised Modified Budget
2020	102-500731	Contracts for Prog Svc	90183518	\$400,000	\$400,000
2021	102-500731	Contracts for Prog Svc	90183518	\$8,065,004	\$8,065,004
			Total	\$8,465,004	\$8,465,004

EXPLANATION

Action #1: This item is **Retroactive** because the Department needed to quickly obtain temporary staffing assistance to support the Department's COVID-19 efforts in disease investigation, surveillance, and monitoring. The National Guard was previously supporting the Department in these efforts, due to the movement of the National Guard, the Department needed to rapidly fill these positions. This item is **Sole Source** because the Department determined the vendor was able and willing to immediately staff necessary positions to the State's strategic response to the COVID-19. The vendor is providing approximately one hundred and twenty (120) temporary staff to the Department. The Department has strategically broken up the response into six (6) branches; planning section, case investigation, contact tracing and monitoring, surveillance and epidemiology, command and general staff and laboratory branches. Temporary staff will be assigned to one of the branches and will provide services that correspond to their current credentials and current licensures.

Action #2: This item to amend the contract in Action #1 is **Sole Source** because MOP 150 requires any subsequent amendment to a sole source contract be labelled as a sole source request. The purpose of this amendment is to provide additional temporary staffing positions that were not explicitly contemplated in the original agreement and to revise the payment rates for temporary staff. The additional temporary staff consists of ten (10) positions for the long term care facility testing program. These positions are responsible for ensuring the patient's demographics are obtained from each long term care facility, assisted living facility, or business requesting testing and matching the appropriate mobile testing resources with the testing needs of the facility.

The exact number of residents of the State of New Hampshire served from June 18, 2020, to December 31, 2020, will depend on the trajectory of the COVID-19 pandemic.

The vendor is providing temporary staff to conduct contact tracing, case investigation, monitoring, surveillance, laboratory assistance, and other epidemiology programs. Prior to the temporary staff working for the Department, the vendor will be conducting interviews, background test, and degree verification, as applicable. The vendor will provide a Program Management team that includes, but not limited to, a Senior Project Manager; Area of Director Staffing; and a Business Development Manager to lead the Division of Public Health Services Contact Tracing program. This will assist the Department in direction and resources for all implementation, transition, and contract tasks. The vendor will also be coordinating weekly meetings with the Department throughout the duration of the contract.

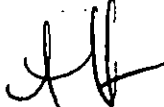
As referenced in Exhibit A of the attached contract, the parties have the option to extend the agreement for up one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and appropriate State approval.

Area served: Statewide

Source of Funds: CFDA #93.323, FAIN #NU50CK000522

The Department will request General Funds in the event that Federal Funds are no longer available and services are still needed.

Respectfully submitted,


Lori A. Shibinette
Commissioner



State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Temporary Staffing Services

This 1st Amendment to the Temporary Staffing Services contract (hereinafter referred to as "Amendment #1") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Maxim Healthcare Staffing Services, Inc., (hereinafter referred to as "the Contractor"), a corporation with a place of business at 608 Chestnut Street P.O. Box 1780 Manchester, NH 03105.

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

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

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

1. Add Exhibit B Scope of Services, Section 2 Scope of Services, Subsection 2.2, Part 2.2.5 to read:
 - 2.2.5 COVID-19 Coordinating Office, which includes:
 - 2.2.5.1 Call Center staff, consisting of an estimated eight (8) Temporary Staff, including:
 - 2.2.5.1.1. Controller
 - 2.2.5.1.2. Coordinating Office - Staff
 - 2.2.5.1.3. Coordinating Office Lead
 - 2.2.5.2 LTCF Testing Program Covid-19 Resident and Staff Sentinel Surveillance Program (CRSSSP), consisting of an estimated three (3) Temporary staff including
 - 2.2.5.2.1. CRSSSP Program Coordinator
 - 2.2.5.2.2. CRSSSP Program Staff
2. Modify Exhibit B-1 Job Descriptions by replacing in its entirety with Exhibit B-1 Job Descriptions Amendment #1, which is attached hereto and incorporated by reference herein.
3. Modify Exhibit C-1 Payment Rates, by replacing in its entirety with Exhibit C-1 Payment Rates, Amendment #1, which is attached hereto and incorporated by reference herein.

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New Hampshire Department of Health and Human Services
Temporary Staffing Services



All terms and conditions of the Contract not inconsistent with this Amendment #1 remain in full force and effect. This amendment shall be retroactively effective to June 20, 2020, upon the date of Governor Approval.

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

State of New Hampshire
Department of Health and Human Services

7/20/20

Date

AHL

Name: Ann Landes
Title: Assistant Commissioner

Maxim Healthcare Staffing Services, Inc.

07/17/2020

Date

E-Signed: 07/17/2020 05:12 PM EDT
Jessa Lombo
jessalombo@maxhealth.com
IP: 148.59.45.115
Title: Regional Controller

New Hampshire Department of Health and Human Services
Temporary Staffing Services



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

OFFICE OF THE ATTORNEY GENERAL

07/27/20
Date

Catherine Pinos
Name: Catherine Pinos, Attorney
Title:

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Exhibit B-1 Job Descriptions

Command and General Staff

Planning Section Chief

Public Health Response Safety and Logistics Officer

Health Screeners

Position Title: COVID-19 Public Health Response Planning Section Chief

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

Contractor Initials

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Date 07/14/2020



Exhibit B-1 Job Descriptions

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Planning Section Chief will manage information related to the response, including the responsibility for managing the activation and demobilization of response resources. Responsibilities include the development of goals and objectives leading to effective strategies to assure a well-coordinated emergency response team.

ACCOUNTABILITIES:

- Manages the preparation of strategies and plans for the incident and submits incident status reports to response personnel
- Prepares, collects, evaluates, disseminates, and uses incident information to develop the Incident Action Plan (IAP)
- Facilitates incident information to maintain situational awareness
- Provides periodic predictions on incident potential and incident course of actions in order to assure appropriate staffing and resources to support the response
- Maintains the status of all resources assigned to the response
- Oversees the entire process of identifying and onboarding response staff, staff scheduling, and demobilization of response staff
- Coordinates and facilitates meetings of the Incident Management Team and assures processes are in place to facilitate coordination across the response

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Seven years of experience in a public health or social service agency providing planning, consultation or direct services.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills
- Completion of National Incident Management System and Incident Command System

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Exhibit B-1 Job Descriptions

training

- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities

Position Title: COVID-19 Public Health Response Safety and Logistics Officer

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Safety and Logistics Officer will identify and provide necessary response needs and assess safety hazards and take action to mitigate them. Responsibility includes the development of goals and objectives leading to effective strategies to assure incident response needs are procured and that plans are in place to support the physical and mental health and safety of emergency response personnel.

ACCOUNTABILITIES:

- Monitors and assesses safety hazards
- Develops measures for ensuring personnel safety
- Assesses facilities for safety hazards
- Participates in developing response plans regarding safety implications
- Provides safety briefings and distributes safety messages to response staff
- Monitors incident operations and advises response leadership on all matters relating to the health and safety of emergency response personnel
- Stops and prevents unsafe actions during incident operations
- Manages logistical needs across the five mission areas for incidents: protection, prevention, mitigation, response, and recovery
- Provides facilities, services, people, and materials in support of the incident
- Advises the Incident Commander (IC) on all matters relating to logistics planning, facilities, communications, ordering, receipt, storage, transport, and onward movement of goods, services, and personnel
- Coordinates activities effectively with other members of the incident management team, including Operations, Planning, and Finance

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical



Exhibit B-1 Job Descriptions

sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years' experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area.

License/Certification: Valid New Hampshire driver's license, if necessary for travel throughout the state.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled.

PREFERRED QUALIFICATIONS:

- Occupational health and safety experience working within an emergency response
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities.

Position Title: COVID-19 Health Screener

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Safety Officer, the Health Screener will conduct a questionnaire and take the temperature of individuals prior to entering facilities housing public health response staff. The Health Screener is responsible for following applicable safety protocols as defined by the Safety Officer and response leadership.

ACCOUNTABILITIES:

- Conducts a questionnaire and take the temperature of all individuals entering facility
- Practices appropriate health and safety protocols
- Registers individuals that enter the facility, if requested by supervisor
- Follows all requirements related to personal protective equipment, cleaning and distancing
- Performs other duties as assigned/necessary



Exhibit B-1 Job Descriptions

MINIMUM QUALIFICATIONS:

Education: High School Diploma or GED equivalent required.

Experience: Two years of work experience in any setting required.

License/Certification: None.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Must be at least 18 years of age.

PREFERRED QUALIFICATIONS

- Ability to effectively elicit/provide information to and from appropriate individuals (including, but not limited to, supervisors, co-workers, clients) via strong communication skills
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities



Exhibit B-1 Job Descriptions

Planning Section

Customer Service Support Specialist

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Exhibit B-1 Job Descriptions

Position Title: COVID-19 Customer Service Support Specialists

SCOPE OF WORK: Under the director of the COVID-19 Planning Chief, perform a variety of administrative support tasks and to ensure the accuracy of administrative support activities.

ACCOUNTABILITIES:

- Provides general administrative support, including typing, filing, answering telephones or scheduling appointments.
- Manage multi-line voice over internet (VOIP) phone triage system.
- Types form letters and prepares rough and final report narratives and tabulations.
- Receives and transcribes dictation to type letters, memoranda, forms, and other materials.
- Maintains and catalogues office supplies and materials for the response team.
- Operates a computer or other electronic equipment to input and retrieve a variety of data.
- Provides information to the general public relating to agency procedures and policies.
- Requires explaining facts, interpreting situations, or advising individuals, of alternative or appropriate courses of action.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in administrative support position.

PREFERRED QUALIFICATIONS:

- Excellent customer service skills.
- Previous experience working in a medical setting.
- Ability to maintain confidential information
- Knowledge of modern office equipment and methods of operation.
- Knowledge of business English, spelling, and arithmetic.
- Knowledge of office practices and procedures.
- Ability to type a variety of correspondence and statistical material and reports with speed and accuracy as well as transcribe dictation.
- Ability to maintain fiscal or departmental records, as needed.
- Ability to work independently.



Exhibit B-1 Job Descriptions

- Ability to establish and maintain harmonious and effective working relationships with other employees and the public.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

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Exhibit B-1 Job Descriptions

Operations Section

Case Investigation Branch

COVID-19 Case Investigation Branch Director

Case Investigation Unit

Case Investigation Unit Lead
Nurse Investigator
Case Investigator

Case Coordination Unit

Case Coordination Unit Leads
Case Coordination Support Specialists

Position Title: COVID-19 Case Investigation Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Chief, the COVID-19 Case Investigation Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, field visits and

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Exhibit B-1 Job Descriptions

issuing isolation and quarantine orders. Responsibility includes the development of goals and objectives leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 programs, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides public health expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and support staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for internal public health matters related to COVID-19 activities

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

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Exhibit B-1 Job Descriptions

PREFERRED QUALIFICATIONS:

- Infectious Disease experience
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to prepare budgets
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

Position Title: COVID-19 Investigation Unit Lead

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Case Investigation Branch Director, the COVID-19 Investigation Unit Lead will supervise and monitor public health COVID-19 response staff. This will include planning and development of work procedures and policy for subordinate employees.

ACCOUNTABILITIES:

- Supervises the operation of a COVID-19 Response organizational unit with responsibility for evaluation of employee work performance
- Plans and evaluates the implementation of COVID-19 Response unit objectives, including developing and revising work methods and procedures for subordinate employees
- Prepares reports evaluating program effectiveness and recommends changes in policies and methods
- Develops, updates and reviews proposed training manuals and informational materials to ensure consistency and conformance with overall agency objectives and policies
- Provides consultation to agency professionals and reviews recommendations made by subordinate employees
- Coordinates the development and drafting of plans, policies and procedures of a unit

MINIMUM QUALIFICATIONS:

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

Contractor Initials

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Exhibit B-1 Job Descriptions

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years of experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the five years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Medical background (e.g. nurse) preferred. Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Ability to communicate effectively orally and in writing to individuals and groups
- Nurse preferred

Position Title: COVID-19 Nurse Investigator

SCOPE OF WORK: Applies specialized clinical skills, advanced public health nursing strategies and epidemiological principles to investigate, prevent, and control the transmission of SARS

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Exhibit B-1 Job Descriptions

CoV-2 (COVID-19) and other conditions of public health importance for the Division of Public Health Service's Bureau of Infectious Disease Control.

ACCOUNTABILITIES:

- Using nursing and epidemiological techniques, assesses and investigates individual reports or outbreaks of SARS CoV-2 (COVID-19) among individuals and communities.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral:
 - Utilizing best practices, conducts telephonic interviews of patients infected with COVID-19;
 - Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview;
 - Explains the requirements of isolation during the patient's infectious period;
 - Develops strategies to resolve the ongoing problems and prevent further cases related to current or future situations with the same pattern and risks. Provides expert consultation to medical providers on treatment and transmission;
 - Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary;
 - Conducts field investigations, as needed.
- Provides specialized nursing consultative services, public health education, and recommendations to health care facilities targeting the development of appropriate plans for the prevention and control of communicable diseases.
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies.
- Coordinates medical and non-medical care services for patients with COVID-19.
- Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation.
- Develops and maintains medical records and other related confidential documentation of case management for clients receiving direct nursing care services.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.
- This position does not provide direct clinical care, however a background in nursing is required to ensure appropriate level of knowledge and experience.



Exhibit B-1 Job Descriptions

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major nursing or related human service field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience as a registered nurse in a health care facility or position related to Epidemiology, Infectious Diseases or Public Health. Each additional year of approved work experience may be substituted for one year of appropriate formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

Special Requirements: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Case Investigator

SCOPE OF WORK: To provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies.

ACCOUNTABILITIES:

- Reviews and implements program policies and procedures related to transmission COVID-19.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients,

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Exhibit B-1 Job Descriptions

notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral

- Utilizing best practices, conducts telephonic interviews of patients infected with COVID-19;
 - Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview;
 - Explains the requirements of isolation during the patient's infectious period;
 - Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary;
 - Conducts field investigations, as needed.
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies.
 - Coordinates medical and non-medical care services for patients with COVID-19.
 - Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation.
 - Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major in public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional or paraprofessional experience in public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Driver's license, if necessary for travel throughout the State.

Special Requirements: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

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Exhibit B-1 Job Descriptions

- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Case Coordination Unit Lead

SCOPE OF WORK: Under the direction of the COVID-19 Case Investigation Branch Directors, collects infectious disease-related clinical information from healthcare providers and laboratories, requests, reviews, and interprets medical records, and enters data into surveillance software. Researches and reviews information related to infectious disease program policy, procedure, and regulations to provide accurate, consistent, and technically proficient support for state infectious disease programs. Acts in a supervisory role in the COVID-19 Case Coordination Unit.

ACCOUNTABILITIES:

- Researches and reviews infectious disease program policies, procedures and regulations for use in providing technical assistance and medical information
- Collects and verifies infectious disease-related clinical information through oral and written communication with other state agencies, health care providers, laboratories, and the public
- Requests, reviews, and interprets medical records from healthcare organizations to determine if an infectious disease occurred and whether the report requires further intervention by COVID-19 investigators
- Uses medical knowledge to triage, distribute and delegate disease reports from healthcare providers and laboratories for follow-up as needed to COVID-19 investigators, other bureau staff, city health departments, or out-of-state health departments
- Receives and logs disease incidence and case information in infectious disease surveillance software systems, and monitors the receipt of infectious diseases reports and makes recommendations for additional investigation to supervisors when potential anomalies are detected

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Exhibit B-1 Job Descriptions

- Requires partial supervision of other employees doing work including assigning job duties, providing training, giving instructions and checking work
- Implements quality assurance procedures to ensure completeness, accuracy, and validity of collected and documented clinical information, and participates in efforts to streamline work processes and makes recommendations for improvement
- Reviews, clarifies, interprets, and explains state infectious disease reporting laws, department rules and department policy to medical providers, other professionals and the public
- Develops and prepares infectious disease-related policy or procedural manuals, reports and publications according to established guidelines and procedures
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

MINIMUM QUALIFICATIONS:

Education: Associates's degree from a recognized college or university with a major study in a health, medical or paramedical field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of professional or paraprofessional experience in a healthcare setting at the level of a nurse, medical assistant, paramedic, or related occupation. At least one year of supervisory or work delegation experience. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience with infectious disease
- Experience working in a medical office
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Ability to communicate effectively in oral and written form and to establish and maintain effective relationships with governmental officials, other employees and the general public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: Case Coordination Support Specialists

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

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Exhibit B-1 Job Descriptions

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

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Exhibit B-1 Job Descriptions

Operations Section

Contact Tracing and Monitoring Branch

COVID-19 Contact Tracing and Monitoring Branch Director

Monitoring Unit

Monitoring Unit Leads

Maxim Healthcare Staffing Services, Inc.

SS-2020-DPHS-20-STAFF-04

Exhibit B-1

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Contact Tracing Unit

Contact Tracing Unit Leads

Contractor Initials

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Exhibit B-1 Job Descriptions

Contact Tracer/Health Monitor

Contact Tracer/Health Monitor

Position Title: COVID-19 Contact Tracing and Monitoring Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Chief, the COVID-19 Contact Tracing and Monitoring Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing and patient monitoring. Responsibility includes the development of goals and objectives leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 programs, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides public health expertise and direct consultation services to health

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Exhibit B-1 Job Descriptions

agencies and organizations

- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal; other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and support staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for internal public health matters related to COVID-19 activities

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Infectious Disease experience
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to prepare budgets
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public

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- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Operations Unit Lead: Contact Tracing/Health Monitoring

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Contact Tracing and Monitoring Branch Director, the COVID-19 Operations Unit Lead serves as a Team Lead to provide supervision and monitoring of a team of public health COVID-19 response staff. This will include planning and development of work procedures and policy for subordinate employees.

ACCOUNTABILITIES:

- Supervises the implementation of daily administrative procedures for a COVID-19 Operations Response unit
- Reviews work of subordinates to determine compliance with COVID-19 procedures and policies
- Evaluates employee work performance and provides feedback for skills improvement.
- Maintains records on COVID-19 Response unit effectiveness and provides appropriate statistics to the COVID-19 Contact Tracing and Monitoring Branch Director
- Delegate daily workload and areas of responsibility to subordinate unit members, including training unit members in established work procedures
- Investigates problems and complaints, including developing and implementing solutions

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the five years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERED QUALIFICATIONS:

- Experience working in the field of infectious disease

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Exhibit B-1 Job Descriptions

- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Nurse preferred

License/Certification: Valid driver's license, if necessary for travel throughout the State.

Position Title: Contact Tracer/Health Monitor

SCOPE OF WORK: To provide public health disease control through investigation, education, analysis and control of disease exposure.

ACCOUNTABILITIES:

- In a professional and empathetic manner, performs telephone interviews of:
 - Individuals identified to be infected with or have been in contact with someone diagnosed with COVID-19, and in doing so, reinforce need for isolation and how to do so
 - Individuals identified to have been in contact with someone diagnosed with COVID-19, and in doing so, articulate need to quarantine and guidance on how to do so
- Assess clients for symptoms of COVID-19, need for additional health screening and make referrals to testing, as necessary; enroll clients in monitoring for COVID-19 symptoms for the duration of their quarantine or isolation period
- Collect and maintain electronic records and other related confidential documentation of case management for clients in the Contact Tracing Salesforce Platform and New Hampshire Electronic Disease Surveillance System (NHEDSS)
- Assess the need and make referrals for additional services for those who are under quarantine (housing, food, etc.).
- Escalate client records to supervisor for consideration of legal orders, for clients who verbally indicate refusal for adhere to voluntary quarantine
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

MINIMUM QUALIFICATIONS:

Education: Associate's degree from an accredited institute of higher education with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each



Exhibit B-1 Job Descriptions

additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in a field of health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for providing program information to others. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience with telephonic interviews
- Ability to communicate effectively orally and in writing to individuals and groups.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Operations Section

Surveillance and Epidemiology Branch

COVID-19 Surveillance and Epidemiology Branch Director

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Exhibit B-1 Job Descriptions

COVID Epidemiology Unit

Epidemiology Unit Leads
Epidemiologists

COVID Cluster Investigation Unit

Infection Prevention/Cluster Investigation Unit Lead
Infection Preventionist/Investigators
Data Entry Specialists

Position Title: COVID-19 Epidemiology and Surveillance Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Section Chief, the COVID-19 Epidemiology and Surveillance Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing and patient monitoring. Responsibility includes the development of goals and objectives related to epidemiology and surveillance leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 surveillance and epidemiology teams, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides epidemiology expertise and direct consultation services to health agencies and organizations



Exhibit B-1 Job Descriptions

- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and epidemiology staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for epidemiology and surveillance matters related to COVID-19 activities
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, epidemiology, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

PREFERRED QUALIFICATIONS:

- Considerable knowledge of epidemiology, statistics, and data visualization
- Coursework in epidemiology, biostatistics, health services research or administration preferred
- Experience or training in managing information technology projects preferred
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental



Exhibit B-1 Job Descriptions

officials and the public

- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Epidemiology Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Epidemiology Unit Lead, oversees program activities, such as interpretation of statewide data, policies and procedures for use in COVID-19 planning and response. Oversees the use of surveillance systems to track the occurrence of infectious diseases and COVID-19.

ACCOUNTABILITIES:

- Supervises other epidemiology professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of epidemiological investigations, including but not limited to: 1) guiding study design and questionnaire or other data collection instrument development; 2) conducting statistical analysis and adapting technique to fulfill specific needs; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences
- Develops and revises methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Oversees epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigation.
- Finalizes routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Finalizes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Serves as a resource for current information about COVID-19; provides education materials to clinical staff, the public, medical providers, Department staff and others

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Exhibit B-1 Job Descriptions

- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional experience in public health, biostatistics, data analysis, and/or epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

OR

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years of professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health
- Applied public health experience

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Exhibit B-1 Job Descriptions

- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues
- Master's degree from a recognized university with major study in epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form, communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource unitization; knowledge and experience in supervision preferred

Position Title: COVID-19 Epidemiologist

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Unit Lead the COVID-19 Epidemiologist analyzes and interprets statewide data, policies and procedures for use in COVID-19 planning and response. Utilizes surveillance systems to track the occurrence of infectious diseases and COVID-19. Analyzes and interprets complex data sets for reporting and informing disease intervention activities.

ACCOUNTABILITIES:

- Conducts and participates in the planning and coordination of epidemiological investigations, including but not limited to: 1) conducting statistical analysis and adapting technique to fulfill specific needs; 2) conducting site visits and interviews of patients and/or healthcare providers; and 3) interpreting and communicating findings for a variety of audiences
- Implements methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Conducts epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information.
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigations
- Drafts routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Writes protocols for COVID-19 investigations and develop emergency preparedness

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Exhibit B-1 Job Descriptions

plans as requested by supervisor

- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years' professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in epidemiology preferred; considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing

Position Title: COVID-19 Infection Prevention/Cluster Investigation Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Infection Prevention/Cluster Investigation Unit Lead oversees program activities, such as cluster investigation in healthcare facilities and other congregate settings, develops policies and procedures for use in COVID-19 planning and response. Oversees infection prevention activities in



Exhibit B-1 Job Descriptions

responding to COVID-19 and enhances tracking systems to monitor clusters or outbreaks.

ACCOUNTABILITIES:

- Supervises other infection prevention professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of investigations in congregate settings and healthcare; including but not limited to: 1) guiding investigation steps and development of data collection tools to identify infection control concerns; 2) works with staff to conduct statistical analysis; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences
- Develops and revises methods and procedures related to infection prevention for COVID-19
- Oversees cluster/outbreak investigations following the approved protocol; revises and communicates suggestions to improve protocols; collects and interprets disease reports and other information
- Applies scientific knowledge, best practice in infection prevention, to effectively respond to outbreaks and clusters and mitigate infection control concerns identified
- Collaborates with federal, other state and local agencies to provide ongoing statewide infection prevention and COVID-19 investigation
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, Health Facilities Administration, and others to ensure coordination and prompt response
- Finalizes routine, interim and final reports on COVID-19 outbreaks and clusters
- Finalizes protocols for COVID-19 cluster investigations and develops infection prevention plans as requested by supervisor
- Serves as a resource for current infection prevention information about COVID-19. Provides education materials to clinical staff, the public, medical providers, Department staff and others
- Analyzes existing policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation and outbreak management projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Maxim Healthcare Staffing Services, Inc.

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Exhibit B-1 Job Descriptions

Education: Master's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

OR

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field

Experience: Five years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigation methods, infection prevention, and proficiency in computer applications and ability to analyze data
- Understanding of social determinants of health
- Applied infection prevention and public health experience preferred
- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues
- Master's degree from a recognized university with major study in nursing, infection prevention, and/or epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form, communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource unitization; knowledge and experience in supervision preferred

Position Title: COVID-19 Infection Prevention Investigator

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SCOPE OF WORK: Under the direct supervision of the COVID-19 Infection Prevention/Cluster Investigation Unit Lead, the COVID-19 infection prevention investigator conducts investigations in congregate, institutional, business, or healthcare settings and provides infection prevention recommendations and guidance to affected locations. Analyzes and interprets data from investigations, documents investigations, and works on policies and procedures for use in COVID-19 planning and response.

ACCOUNTABILITIES:

- Conducts and participates in cluster and outbreak investigations of COVID-19 and provides infection prevention recommendations relevant to specific settings
- Implements methods and procedures related to data collection systems necessary to provide and link the data for cluster investigations
- Conducts investigations following the approved protocol; collects, analyzes and interprets investigation reports and other information
- Applies scientific infection prevention knowledge to investigations
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, Health Facilities Administration, medical providers, and others to ensure coordination and prompt response to cluster investigations
- Drafts reports on COVID-19 outbreaks and clusters for review by supervisor
- Coordinates testing strategy, site visits as necessary, and necessary follow-up to locations or settings experiencing an outbreak or cluster of COVID-19
- Analyzes existing infection prevention and control policies and procedures and provides recommendations to supervisor
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other investigation, outbreak management and COVID-19 projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field.

Experience: Five years of professional experience in nursing, infection prevention, public health, or healthcare epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work

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Exhibit B-1 Job Descriptions

experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigations and infection prevention
- Proficiency in computer applications preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in nursing and/or healthcare epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing
- Nurse preferred.

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data

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Exhibit B-1 Job Descriptions

entry equipment.

PREFERRED QUALIFICATIONS:

- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
-

Laboratory Branch

Microbiologist IV
Microbiologist II
Laboratory Scientist II
Central Receiving
Data Entry Specialists
Program Specialist III



Exhibit B-1 Job Descriptions

Position Title: COVID-19 Microbiologist IV

SCOPE OF WORK: Oversees laboratory activities in the area of virology and special testing with responsibility for supervising laboratory specialists, developing and performing complex microbiological procedures, and reporting high-quality test results.

ACCOUNTABILITIES:

- Performs and interprets complex microbiological laboratory tests on human, animal and environmental specimens and reports the results to health care and public health professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload; exhibits competency in all tasks of laboratory unit or specialty to which assigned
- Serves as the Supervisor of the Virology and Special Testing Laboratory Unit; supervises and schedules staff assigned to the laboratory unit and performs special laboratory functions to assure effective, efficient operations; participates in employee performance evaluations and the interview process; trains subordinate microbiologists and laboratory assistants; trains and offers technical assistance to field personnel; documents all training activities and competency assessment to assure compliance with federal regulations

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Exhibit B-1 Job Descriptions

- Independently reports results; enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies. Queries database to gather information for lab users; prepares statistical reports from the data to satisfy management and client needs
- Performs, documents, and evaluates quality control to assure accuracy of test results; drafts laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; ensures compliance with all federal regulations
- Operates, maintains, and troubleshoots highly complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses
- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation; ensures that program is represented on PHL Quality Assurance Committee
- Communicates with health care providers and other laboratory users to convey test results with their interpretation and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, follows, and teaches subordinates all laboratory safety rules, to protect self and co-workers
- Assists the Virology and Molecular Diagnostics Program Manager in preparing grant applications, budget needs and progress reports; oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; manages laboratory unit as Unit Supervisor
- Works flexible hours when the public health situation demands; attends disease outbreak meetings with professionals from other department bureaus and coordinates laboratory response

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology may be substituted for one year of required work experience.

Experience: Five years of experience in a microbiological, clinical or public health laboratory, with one year in a supervisory level position.

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Exhibit B-1 Job Descriptions

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must demonstrate successful completion of basic Core Training and Intermediate Training or their equivalent plus Advanced Level Training specialized to job function or its equivalent.
2. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.
3. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.

SPECIAL QUALIFICATIONS:

Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests and be willing to take vaccines that will allow working with Select Agents, e.g., anthrax and smallpox vaccines. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: COVID-19 Microbiologist II

SCOPE OF WORK: Conducts and interprets quality assured and time dependent microbiologic and molecular diagnostic analyses on human, animal and environmental specimens in support of public health activities. Conducts DNA sequence-based surveillance activities to support the mission of NH PHL.

ACCOUNTABILITIES:

- Performs and interprets laboratory tests on clinical and environmental specimens using a variety of microbiological and molecular techniques such as Polymerase chain reaction (PCR), DNA sequencing and next generation sequencing in support of public health activities' participates in DNA sequence- based surveillance activities to support the mission of NHPHL
- Performs QC and analysis on Sanger sequencing and next generation sequencing



Exhibit B-1 Job Descriptions

- data using computer software
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses; prepares reagents and monitors supplies and instrument parts to assure constant ability to perform testing
 - Enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies; queries database to gather information for lab users
 - Understands and adheres to strict quality control policies; participates in proficiency testing to demonstrate competency, as required by federal regulations; performs quality improvement projects as assigned
 - Conducts evaluation and validation of laboratory methodologies and instrumentation in detecting and characterizing microorganisms; drafts reports and procedures pertaining to method implementation
 - Communicates with public health officials, health care providers, and other laboratory users to convey test results with their interpretation for patient diagnosis and treatment decisions; maintains confidentiality at all times
 - Provides training to subordinate microbiologists, laboratory scientists, and students; participates in cross training as directed to meet agency goals and assure coverage for disease outbreaks; attends training to enhance job knowledge
 - Following strict laboratory safety procedures, works with highly infectious microorganisms, which cause diseases in humans
 - Actively participates on laboratory committees and task forces to comply with laboratory policies and meet federal regulations

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Three years of experience in a microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

OR

Education: Bachelor's degree from a recognized college or university with major study in microbiology, medical technology, the biological sciences, the health sciences or the



Exhibit B-1 Job Descriptions

health professions. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Four years of experience in microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.
3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.
4. Understands and adheres to strict laboratory safety protocols, undergoes diagnostic testing and receives vaccines where appropriate to provide for personal safety.
5. Understands the public health mission and works flexible hours when required.
6. Must wear personal protective equipment that may cause discomfort.
7. Must maintain laboratory expertise.

SPECIAL QUALIFICATIONS: Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, brain tissue, shellfish meats, septage, and samples that are known to or may contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B or other vaccines if applicable to position. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests.

Position Title: Public Health Laboratory Scientist II

SCOPE OF WORK: Analyzes specimens and interprets and reports results of a variety of laboratory tests in support of public health activities.

ACCOUNTABILITIES:

- Performs and interprets complex laboratory tests on human, animal and environmental specimens and reports results to health care and public health

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Exhibit B-1 Job Descriptions

professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload

- Enters data into Laboratory Information Management System (LIMS) to accurately track testing process; reviews data and corrects inaccuracies; queries database to gather and interpret information for lab users or the public
- Performs, documents, and evaluates quality control to assure accuracy of test results; assists with drafting of laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; assists in the development of new methods
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses
- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation
- Trains subordinate laboratory scientists and laboratory assistants; trains and offers technical assistance to field personnel; reviews data entry of other staff to ensure accuracy of information; documents all training activities to assure compliance with federal regulations
- Communicates with health care providers and other laboratory users to convey test results and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times.
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, and follows, all laboratory safety rules, to protect self and co-workers
- Oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; contributes to laboratory related publications such as newsletter articles, poster presentations, peer reviewed journals
- Works flexible hours when the public health situation demands

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in the biological sciences, health sciences, or physical sciences.

Experience: Two years of experience in a clinical or public health laboratory.

License/Certification: Applicants must meet certification requirements of the Health Care Financing Administration for Clinical Laboratory Personnel (CLIA '88).

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Exhibit B-1 Job Descriptions

SPECIAL REQUIREMENTS:

1. For appointment consideration, Laboratory Scientist II applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the State agency in which the vacancy exists.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.
3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.

SPECIAL QUALIFICATIONS: Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: Laboratory Central Receiving Assistant I

SCOPE OF WORK: Under the direction of a Laboratory Assistant III, perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and

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Exhibit B-1 Job Descriptions

clients regarding sample and specimen collection, transport and general PHL information

- Adheres to all regulatory guidelines in program activities, including but not limited to, adhering to State and Federal regulations, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup
- Understands and adheres to program policies and procedures. Organizes work for effective utilization of time; contributes to an environment in which the laboratory personnel can work together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement
- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines
- Assists with financials including creating invoices, statements and debits and credits; receives Rabies specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education in the fields of biological sciences, chemical sciences and health professions may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work.

License/Certification: None required.

For Promotion from the Laboratory Assistant I to the Laboratory Assistant II level:

1. Must have a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and



Exhibit B-1 Job Descriptions

3. Meet the minimum qualifications of the Laboratory Assistant II.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Laboratory Central Receiving Assistant II

SCOPE OF WORK: Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously.
- Adheres to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup
- Understands and adheres to program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work



Exhibit B-1 Job Descriptions

together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement

- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines
- Assists with financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Trains and oversees work of laboratory personnel as assigned in the above tasks; conducts informational and operational training as assigned; assumes program responsibility in absence of supervisor; participates in a PHL Committee
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

For promotion from Laboratory Assistant II to Laboratory Assistant III, employees:

1. Must attain a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and
3. Meet the minimum qualifications of the Laboratory Assistant III.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant

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Exhibit B-1 Job Descriptions

specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Laboratory Central Receiving Assistant III

SCOPE OF WORK: Oversee the daily receipt, opening and data entry of samples and specimens delivered to the Public Health Laboratories. Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service, program advisor to clients, and supervise staff. Assures quality and safe practices within working unit.

ACCOUNTABILITIES:

- Assumes program responsibility. Supervises, trains and oversees laboratory personnel; schedules work, recommends leave, reviews work for accuracy, performs staff evaluations and is involved in hiring process; conducts informational and operational training as required and assigned; participates in a PHL Committee
- Coordinates accurate and efficient laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis; maintains confidentiality of laboratory information
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously; manages customer complaints and feedback.
- Assures compliance to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Oversees the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; ensures participation with the biohazard and chemical needs in assigned areas; ensures adherence to all safety regulatory guidelines, and safe working environment; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; maintains proper lab cleanliness and packages biohazard waste for pickup
- Develops, writes and implements program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work

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Exhibit B-1 Job Descriptions

together in a cooperative manner; responds to unit needs or suggestions for improvement

- Manages the receipt of customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; ensures compliance with current packaging and shipping guidelines
- Manages financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Seeks and designs quality assurance and quality improvement activities; oversees competency exercises and promotes opportunities for professional development; documents and investigates root causes of problems and complaints
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run

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Exhibit B-1 Job Descriptions

- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Knowledge of keying and data entry systems.
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

Position Title: Laboratory Program Specialist III

SCOPE OF WORK: Oversees the pre-analytical and post-analytical laboratory operations related to the Laboratory Information Management System (LIMS) for the Bureau of Laboratory Services. Pre-analytical operations include sample collection, handling, transport as well as test ordering and use of laboratory requisition. Post-analytical operations focus on test result reporting. Generates, analyzes, and interprets data reports to assist program and laboratory decision making.

ACCOUNTABILITIES:

Monitors LIMS to ensure electronic messages and reports are generated and delivered successfully. Assumes responsibility for the LIMS in the absence of the Program Manager.

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Exhibit B-1 Job Descriptions

- Monitors both the external and internal web portals to ensure they are functioning properly
- Works with Program Managers and Unit Supervisors to develop data queries and data sets to support improvement projects and increase performance
- Acts as a customer service point of contact for the LIMS; manages, prioritizes and documents customer requests. Develops and runs quality reports for LIMS to assess customer needs
- Identifies COVID training needs; develops and conducts end-user training
- Coordinates the development of operational policies and procedures related to the LIMS COVID response; designs and modifies Lab-IT forms and instructions for laboratory staff use.
- Participates in program audits, quality improvement projects, and quality metric data collection and analysis to achieve IT quality objectives
- Assists in the scheduling and coordination of data entry staff
- Generates reports and data summaries for laboratory and other management

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in a health science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in a medical laboratory or facility involving patient specimen handling and familiarity with laboratory testing and laboratory information systems, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

07/14/2020

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-1 Job Descriptions

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07/14/2020



Covid-19 Coordinating Office

Call Center

Long Term Care Facilities Testing Program
(CRSSSP)

Controller

CRSSSP Program Coordinator

Coordinating Office- Staff

CRSSSP Program Staff

Coordinating Office –Lead

Position Title: Controller

SCOPE OF WORK: The controller is responsible for answering phone calls and help collect enough information to connect the caller with the appropriate resource. The controller will also assist with obtaining physician orders for testing as requested by the Covid-19 Coordinating Office lead. This position also assists long term care facilities with obtaining results under the direction of the Covid-19 Coordinating Office lead. Additionally, the controller assists the Covid-19 Coordinating Office lead with maintaining logistical supply par levels. This position assists the Covid-19 Coordinating Office leads and the Covid-19 Resident and Staff



Exhibit B-1 Job Descriptions

Sentinel Surveillance Program (CRSSSP) coordinator with other duties as assigned. Typical work schedule: Monday-Friday 8am-4pm.

Covid-19 Coordinating Office controller responsibilities:

- Primarily responsible for answering phones and answering questions from long term care facilities looking to schedule testing and/or looking for results
- Proactively contacts long term care facilities 3 days after testing to ensure they have all the results
- Assists long term care facilities CRSSSP program with notifications as necessary
- Tracks testing supply inventory and orders supplies for mobile testing teams
- Assists with data entry into online data portal when necessary
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: Two years as an administrative assistant with a focus on public health preferred.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

Position Title: Coordinating Office- Staff

SCOPE OF WORK: These positions are responsible for ensuring the patient's demographics are obtained from each long term care facility, assisted living facility, or business requesting testing and matching the appropriate mobile testing resources with the testing needs of the facility. This staff maintains a continuous schedule of testing team deployments and ensures lab slips are created in the appropriate online laboratory data portals. These positions report to the Covid-19 Coordinating Office. Typical work schedule: Monday-Friday 8am-4pm.

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Exhibit B-1 Job Descriptions

Covid-19 Coordinating Office staff responsibilities:

- Completes data entry for long term care facilities staff and residents into the schedule
- Completes data entry for long term care facilities staff and residents into the correct online data portal
- Completes QA checks at the completion of each day
- Prepares paperwork packet(s) for the mobile teams
- Provides proper paperwork to long term care facilities (consent forms, line list spreadsheets, etc.) and ensures it is completed prior to scheduling a mobile testing team
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Associate's degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: 2 years' experience working in a system that requires critical thinking skills, data entry skills, and effective time management skills.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

Position Title: Coordinating Office- Lead

SCOPE OF WORK: The lead position supervisors the registration/data entry staff and the controller and is responsible for providing direction and assignments to each staff member. The lead serves as the liaison between the Covid-19 Coordinating Office staff and the Covid-19 coordinating office administrators (DHHS personnel) and prepares daily reports for these administrators. The Covid-19 Coordinating Office meets with the administrators daily to receive assignments, provide briefings on daily activities, and make recommendations for program improvements. The lead is also responsible for managing testing supplies inventory



Exhibit B-1 Job Descriptions

and monitoring the QA program. The lead reports to the Covid-19 Coordinating Office administration. Typical work schedule: Monday-Friday 8am-4pm.

ACOVID-19 COORDINATING OFFICE UNTA BILITIES:

- Provides oversight to all Covid-19 Coordinating Office staff and reports directly to the Covid-19 Coordinating Office Administrators
- Coordinates long term care facilities outbreak testing program
- Supervises the QA processes and reports QA data to the Covid-19 Coordinating Office administrators
- Trains new staff under the direction of Covid-19 Coordinating Office Administrators
- Gives data entry assignments to registration staff
- Oversees long term care outbreak scheduling and reports to Covid-19 Coordinating Office Administrator
- Oversee assignments for CST with the Abbott ID machine
- Assigns mobile teams to the deployments
- Schedules the Covid-19 Coordinating Office staff
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: 2 years' experience working in a system that requires critical thinking skills, data entry skills, and effective time management skills.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

Position Title: CRSSSP Program Coordinator

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Exhibit B-1 Job Descriptions

SCOPE OF WORK: The Covid-19 Resident and Staff Sentinel Surveillance Protocol (CRSSSP) program coordinator serves as the liaison between the long term care facilities enrolled in the CRSSSP program and DHHS staff. The coordinator calls all enrolled facilities to monitor participation rates, coordinate testing, connects requests for clinical information/advice with DHHS personnel, and joins testing teams with available resources. The coordinator provides daily reports to the Covid-19 Coordinating Office administration which provides data on participation rates, identified barriers to testing, and program needs. The CRSSSP program coordinator reports to the Covid-19 Coordinating Office administration. Typical work schedule: Monday-Friday 8am-4pm.

COVID-19 COORDINATING OFFICE UNTA BILITIES:

- Provides oversight to the CRSSSP program and supervises staff within the long term care facilities surveillance testing program
- Responsible for monitoring the long term care facilities through the CRSSSP program and tracks when the facilities are in outbreak response
- Coordinates testing initiative with long term care facilities' point of contact (ie administrator) and ensures appropriate testing supplies, courier services (if applicable), and mailing supplies are available
- Answers questions by long term care facilities associated with the CRSSSP program
- Participates in weekly conference calls with long term care facilities
- Records staff and resident participation rates in each facility
- Provides weekly reports to the Covid-19 Coordinating Office administrator
- Works with the Bureau of Infectious Disease Control (Clusters, Contact tracing, epidemiologists, etc.) for clinical input
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: 2 years' experience working in a system that requires critical thinking skills, data entry skills, and effective time management skills.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

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Exhibit B-1 Job Descriptions

Position Title: CRSSSP Program Staff

SCOPE OF WORK: The CRSSSP program staff assist the CRSSSP program coordinator assist LONG TERM CARE FACILITIES with coordinating testing as part of the CRSSSP program. The CRSSSP staff performs data entry and prepares reports for the CRSSSP coordinator. Additional responsibilities include creating spreadsheets, developing graphics to explain testing participation rates, and other duties as assigned by the CRSSSP program coordinator. This staff reports to the CRSSSP program coordinator. Typical work schedule: Monday-Friday 8am-4pm.

ACOVID-19 COORDINATING OFFICE UNTA BILITIES:

- Reports to CRSSSP program coordinator
- Performs data entry to include participation rates, lab requisition slips, and program updates
- Assists the program coordinator with coordinating testing arrangements with the LONG TERM CARE FACILITIES
- Participates in weekly LONG TERM CARE FACILITIES phone calls
- Other duties as assigned

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

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Exhibit C-1 Payment Rates, Amendment #1

REGULAR PAY Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 75
Branch Director - Contact Tracing and Monitoring Team	\$ 56
Investigation Lead	\$ 56
Nurse Investigator	\$ 51
Case Investigator	\$ 51
CT/Monitoring Leads	\$ 43
Contact Tracer/Health Monitor	\$ 28
Epidemiologist Branch Director	\$ 115
Epidemiologist Lead	\$ 105
Epidemiologists -Remote	\$ 71
Epidemiologist	\$ 85
Infection Prevention Lead	\$ 95
Infection Preventionist	\$ 65
Case Coordination Unit Leads	\$ 38
Case Coordination Support Specialists	\$ 25
Cluster Data Entry Specilaist	\$ 25
Microbiologist IV	\$ 72
Microbiologist II	\$ 59
Laboratory Scientist II	\$ 43
Lab Central Receiving	\$ 28
Lab Data Entry Specialist	\$ 25
Lab Program Specialist III	\$ 75
Saftey Officer	\$ 51
Health Screeners	\$ 28
Planning Chief	\$ 60
Logistics Chief	\$ 51
Customer Service Support Specialists	\$ 25
Coordinating Office Lead	\$ 75
LTCF Program Coordinator	\$ 56
Controller	\$ 37
Coordinating Office Staf	\$ 28
CRSSSP Staff	\$ 28

Contractor Initials

Date 07/14/2020

Exhibit C-1 Payment Rates, Amendment #1

HOLIDAY Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 98
Branch Director - Contact Tracing and Monitoring Team	\$ 73
Investigation Lead	\$ 73
Nurse Investigator	\$ 66
Case Investigator	\$ 66
CT/Monitoring Leads	\$ 56
Contact Tracer/Health Monitor	\$ 36
Epidemiologist Branch Director	\$ 150
Epidemiologist Lead	\$ 137
Epidemiologists -Remote	\$ 92
Epidemiologist	\$ 111
Infection Prevention Lead	\$ 124
Infection Preventionist	\$ 85
Case Coordination Unit Leads	\$ 49
Case Coordination Support Specialists	\$ 33
Cluster Data Entry Specilaist	\$ 33
Microbiologist IV	\$ 94
Microbiologist II	\$ 77
Laboratory Scientist II	\$ 56
Lab Central Receiving	\$ 36
Lab Data Entry Specialist	\$ 33
Lab Program Specialist III	\$ 98
Saftey Officer	\$ 66
Health Screeners	\$ 36
Planning Chief	\$ 78
Logistics Chief	\$ 66
Customer Service Support Specialists	\$ 33
Coordinating Office Lead	\$ 98
LTCF Program Coordinator	\$ 73
Controller	\$ 48
Coordinating Office Staf	\$ 36
CRSSSP Staff	\$ 36



Contractor Initials _____

Date 07/14/2020

Exhibit C-1 Payment Rates, Amendment #1

OVERTIME Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 98
Branch Director - Contact Tracing and Monitoring Team	\$ 73
Investigation Lead	\$ 73
Nurse Investigator	\$ 66
Case Investigator	\$ 66
CT/Monitoring Leads	\$ 56
Contact Tracer/Health Monitor	\$ 36
Epidemiologist Branch Director	\$ 150
Epidemiologist Lead	\$ 137
Epidemiologists -Remote	\$ 92
Epidemiologist	\$ 111
Infection Prevention Lead	\$ 124
Infection Preventionist	\$ 85
Case Coordination Unit Leads	\$ 49
Case Coordination Support Specialists	\$ 33
Cluster Data Entry Specilaist	\$ 33
Microbiologist IV	\$ 94
Microbiologist II	\$ 77
Laboratory Scientist II	\$ 56
Lab Central Receiving	\$ 36
Lab Data Entry Specialist	\$ 33
Lab Program Specialist III	\$ 98
Saftey Officer	\$ 66
Health Screeners	\$ 36
Planning Chief	\$ 78
Logistics Chief	\$ 66
Customer Service Support Specialists	\$ 33
Customer Service Support Specialists	\$ 33
Coordinating Office Lead	\$ 98
LTCF Program Coordinator	\$ 73
Controller	\$ 48
Coordinating Office Staf	\$ 36
CRSSSP Staff	\$ 36

Contractor Initials _____

Date 07/14/2020

State of New Hampshire

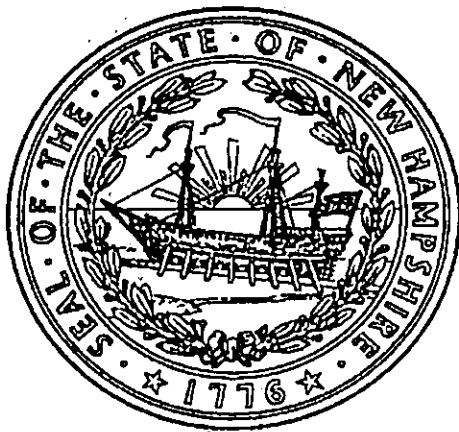
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that MAXIM HEALTHCARE STAFFING SERVICES, INC. is a Maryland Profit Corporation registered to transact business in New Hampshire on February 22, 2019. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 813579

Certificate Number: 0004931067



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 16th day of June A.D. 2020.

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

William M. Gardner
Secretary of State

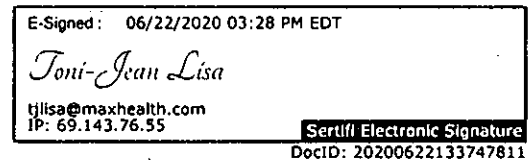


7227 Lee Deforest Drive
Columbia, MD 21046
Phone: 410-910-1500
Fax: 410-910-1675

Signatory Authority

The undersigned, as an officer of Maxim Healthcare Services, Inc., ("Maxim") and as authorized by the Board of Directors of Maxim, hereby authorizes Jessa Lombo, Regional Controller for Maxim to sign the SS-2020-DPHS-20-Staff-04 - Temporary Staffing Services Contracts between the State of New Hampshire Department of Health and Human Services and Maxim Healthcare Staffing Services, Inc., effective June 19, 2020.

DATE: June 22, 2020



Toni-Jean Lisa
Senior Vice President, General Counsel, and
Secretary

CARING. SERVING. ENRICHING LIVES.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/01/2020

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must 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).

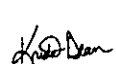
PRODUCER Altus Partners, Inc 919 Conestoga Road Building 3, Suite 311 Rosemont PA 19010	CONTACT NAME: Krista Dean PHONE (A/C, No, Ext): (610) 526-9130 E-MAIL ADDRESS: certs@altuspartners.com	FAX (A/C, No): (610) 526-2021
	INSURER(S) AFFORDING COVERAGE	
INSURED Maxim Healthcare Services, Inc. 7227 Lee DeForest Drive Columbia MD 21046	INSURER A: Lloyds of London	NAIC # 2623/623
	INSURER B: ACE American Insurance Co.	22667
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 2020 Healthcare Std + X8 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$3,000,000 SIR			PH1907813	01/29/2020	11/30/2020	EACH OCCURRENCE \$ 3,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Exclusion \$				
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS		H25285645 (Owned Auto) H25285682				11/30/2019 11/30/2020 COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED RETENTION \$		PH1907813				01/29/2020 11/30/2020
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	C66043885 (AOS) C66043927 (CA, MA) C66043800 (WX) C66043848 (OR, WA)	11/30/2019	11/30/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
	<input checked="" type="checkbox"/> Professional Liability			PH1907813 (\$4M SIR)	01/29/2020	11/30/2020	\$4,000,000 per claim / Agg

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Certificate is issued as evidence of insurance per policy terms, conditions and exclusions. Agent/Broker will endeavor to mail 30 days written notice to the certificate holder should any of the above described policies be cancelled before the expiration date.

CERTIFICATE HOLDER New Hampshire Department of Health and Human Services 129 Pleasant Street 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 Krista Dean/NLK 

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Subject: SS-2020-DPHS-20-STAFF-04 - Temporary Staffing Services

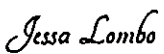
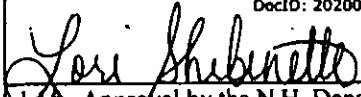
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.


AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Maxim Healthcare Staffing Services, Inc.		1.4 Contractor Address 608 Chestnut Street P.O. Box 1780 Manchester, NH 03105	
1.5 Contractor Phone Number (410) 910-1500	1.6 Account Number 05-95-90-903010-1901000	1.7 Completion Date December 31, 2020	1.8 Price Limitation \$8,465,004
1.9 Contracting Officer for State Agency Nathan D. White, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature E-Signed: 06/19/2020 05:53 PM EDT  Jessa Lombo jekarko@maxhealth.com IP: 148.59.45.115 DocID: 20200619164301458		1.12 Name and Title of Contractor Signatory Jessa Lombo, Regional Controller	
 Lori Shubinette Date: 6/19/2020		1.14 Name and Title of State Agency Signatory Lori Shubinette, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>Catherine Pinos</u> On: <u>06/26/20</u>			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials 
 Date 6/19/2020

2. 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 B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("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 affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. 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 reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source 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 C 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 applicable 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 employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property 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. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

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

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

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



8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, 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 give the Contractor a written notice specifying the Event of Default and 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 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. 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.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, 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 B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 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.

10.2 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.

10.3 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.

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.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. 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 continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

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

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 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 ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

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. The 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. **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.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and 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. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

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 or modifying provisions set forth in the attached EXHIBIT A 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 with respect to the subject matter hereof.



EXHIBIT A

REVISIONS TO STANDARD CONTRACT PROVISIONS

1. Revisions to Form P-37, General Provisions

1.1. Paragraph 3, Subparagraph 3.1, Effective Date/Completion of Services, is amended as follows:

3.1. Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor issued under Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, and 2020-10 of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall become effective upon signature of both parties ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding Subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to one (1) additional year from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and appropriate State approval.

1.3 Paragraph 9, Termination, is amended by adding subparagraph 9.3 as follows:

9.3. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification.

1.4 Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed and how corrective action shall be managed if the subcontractor's performance is inadequate. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

Handwritten initials "JO" inside a circle.



Exhibit B

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor shall submit and comply with a detailed description of the language assistance services they will provide to persons with limited English proficiency and/or hearing impairment to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court, federal or state court orders, or executive orders by the Governor of New Hampshire may have an impact on the Services described herein, the Department of Health and Human Services (Department) has the right to modify service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

2. Scope of Services

- 2.1. The Contractor shall secure Temporary Staff for the Department's COVID-19 Public Health Response to conduct disease investigation, laboratory testing, surveillance, monitoring and overall response activities.
- 2.2. Temporary Staff in sufficient numbers to perform the services in this Exhibit B and meeting the qualifications set forth in the job descriptions attached as Exhibit B-1 will be assigned to the Command and General Staff, the Planning Section, Operations Section, and the Laboratory Branch:
 - 2.2.1. Command and General Staff, consisting of an estimated ten (10) Temporary Staff, including:
 - 2.2.1.1. COVID-19 Public Health Response Planning Section Chief
 - 2.2.1.2. COVID-19 Public Health Response Safety and Logistics Officer
 - 2.2.1.3. COVID-19 Health Screeners.
 - 2.2.2. Planning Section, consisting of an estimated three (3) Temporary Staff, including:
 - 2.2.2.1. Customer Service Support Specialists.
 - 2.2.3. Operations Section, which includes:
 - 2.2.3.1. Case Investigation Branch, which consists of:
 - 2.2.3.1.1. Case Investigation Branch Director to oversee a Case Investigation Unit, Containment Strike team and a Case Coordination Unit:
 - 2.2.3.1.1.1. Case Investigation Unit, consisting of an estimated sixteen (16) Temporary Staff, including:

Maxim Healthcare Staffing Services, Inc.

Exhibit B

Contractor Initials JO



Exhibit B

- 2.2.3.1.1.1. Case Investigation Unit Lead
- 2.2.3.1.1.1.2. Infectious Disease Investigators.
- 2.2.3.1.1.2. Case Coordination Unit, consisting of an estimated six (6) Temporary Staff, including:
 - 2.2.3.1.1.2.1. Case Coordination Unit Leads
 - 2.2.3.1.1.2.2. Case Coordination Support Specialists.
- 2.2.3.2. Contact Tracing and Monitoring Branch, which consists of:
 - 2.2.3.2.1. Contract Tracing and Monitoring Branch Director to oversee a Contract Tracing and Monitoring Unit:
 - 2.2.3.2.1.1. Monitoring Unit, consisting of an estimated twenty (20) Temporary Staff, including:
 - 2.2.3.2.1.1.1. Monitoring Unit Leads
 - 2.2.3.2.1.1.2. Contact Tracers/Health Monitors.
 - 2.2.3.2.1.2. Contact Tracing Unit, consisting of an estimated twenty (20) Temporary Staff, including:
 - 2.2.3.2.1.2.1. Contact Tracing Unit Leads
 - 2.2.3.2.1.2.2. Contact Tracers/Health Monitors.
 - 2.2.3.3. Surveillance and Epidemiology Branch, which consists of:
 - 2.2.3.3.1. Surveillance and Epidemiology Branch Director to oversee the Epidemiology Unit, and a Cluster Investigation Unit:
 - 2.2.3.3.1.1. COVID Epidemiology Unit, consisting of an estimated twelve (12) Temporary Staff, including:
 - 2.2.3.3.1.1.1. Epidemiology Unit Leads
 - 2.2.3.3.1.1.2. Epidemiologists.
 - 2.2.3.3.2. COVID Cluster Investigation Unit, consisting of an estimated fourteen (14) Temporary Staff, including:



Exhibit B

- 2.2.3.3.2.1.1. Infection Prevention/Cluster Investigation Unit Leads
 - 2.2.3.3.2.1.2. Infection Preventionists/ Investigators
 - 2.2.3.3.2.1.3. Data Entry Specialists.
- 2.2.4. Laboratory Branch, consisting of estimated fifteen (15) Temporary Staff, including:
- 2.2.4.1. Microbiologist IV
 - 2.2.4.2. Microbiologist IIs
 - 2.2.4.3. Public Health Laboratory Scientist IIs
 - 2.2.4.4. Central Receiving
 - 2.2.4.5. Data Entry Specialist
 - 2.2.4.6. Program Specialist III
- 2.3. The number of Temporary Staff allocated in Paragraph 2.2 may be modified as agreed upon by the Department and the Contractor.
- 2.4. The Contractor shall conduct a degree verification on positions outlined in Exhibit B-1, Job Descriptions, that require a Bachelor's Degree and above.
- 2.5. The supplemental job description in Exhibit B -1 are the typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.
- 2.6. The Contractor shall provide the Department with the resume, credentials and current licensure information of each Temporary Staff personal. The Contractor shall. The Contractor shall provide the Department with any updates or changes to the licensure information within ten days of any update or change
- 2.7. The Contractor shall conduct a degree verification on positions that are listed in Exhibit B-1 that require a Bachelor's Degree and above.
- 2.7.1. The official transcript shall be provided to the Department upon receipt.
 - 2.7.2. Services commence using qualified, prescreened Temporary Staff prior to completion of the degree verification.
- 2.8. The Contractor shall notify the Department, in writing, of any change in staff and provide the Department with resume, credentials and licensure information of proposed new staff.
- 2.9. The Contractor shall provide services under the direction of the Department, including deployment to other areas within the Department that require similar clinical skill.

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Exhibit B

- 2.10. The Contractor has the right in to refuse any assignment in which the staff are not clinically qualified to accept.
- 2.11. The Contractor shall accept immediate verbal and written notification from the Department of any staffing dismissal with or without cause, which provides reasonable detail of the reason(s) for the dismissal, if applicable, which will result in compensation for all hours worked prior to the dismissal.
- 2.12. All Temporary Staff provided by the Contractor shall attend an orientation that includes, but is not limited to:
 - 2.12.1. Client confidentiality.
 - 2.12.2. Medical records and other documentation practices.
 - 2.12.3. Any other policies and procedures the Department deems necessary.
 - 2.12.4. Training appropriate for the position.
- 2.13. All Temporary Staff working remotely much adhere to HIPAA best practices for privacy and security.
- 2.14. The Contractor shall work on a rotating or set schedule to ensure coverage of the operating hours of 8:00 AM-8:00 PM, including weekends, as set by the Department. The parties shall collaborate regarding staffing provided to ensure staff is consistent and have the required training.
- 2.15. The Contractor agrees that the State may designate that employees under this Agreement are serving as emergency management workers pursuant and subject to the terms of NH RSA 21-P:41 and NH RSA 21-P:53.
- 2.16. The Contractor shall ensure Temporary Staff have proficiency in basic computer skills related to secure data collection and entry. The Department will provide all technology to the Temporary Staff.
- 2.17. The work schedule may be modified as agreed upon by Department and Contractor.
- 2.18. Temporary Staff shall consent to a health screening prior to each working day and must attest that they do not have a fever, cough or shortness of breath, or otherwise are not feeling well.

2.19. Background checks

- 2.19.1. The Contractor shall obtain, at the Contractor's expense, a Criminal Background Check and shall release the results to the Department to ensure no convictions for the following crimes:
 - 2.19.1.1. A felony for child abuse or neglect, spousal abuse, any crime against children or adults, including but not limited to: child pornography, rape, sexual assault, or homicide;

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Exhibit B

- 2.19.1.2. A violent or sexually-related crime against a child or adult, or a crime which may indicate a person might be reasonably expected to pose a threat to a child or adult; and
- 2.19.1.3. A felony for physical assault, battery, or a drug-related offense committed within the past five (5) years in accordance with 42 USC 671 (a)(20)(A)(ii).
- 2.19.2. The Contractor shall authorize the Department to conduct a Bureau of Elderly and Adults Services (BEAS) State Registry Check at no cost to the Contractor.
- 2.19.3. The BEAS State Registry Check confidential results are returned directly to the Department.
- 2.19.4. The Contractor may commence services using qualified, prescreened Temporary Staff prior to completion of the Criminal Background Check and BEAS State Registry Check and verification of those Checks by the Department if the Contractor has provided the Department with documentation that it has requested the Criminal Background Check and BEAS State Registry Check for those Temporary Staff.

2.20. **Confidentiality**

- 2.20.1. Any and all confidential information obtained or received by Contractor, including all Temporary Staff, shall be kept confidential and shall not be disclosed to anyone for any reason outside the scope of this Agreement. The Contractor shall comply with the Health Insurance Portability and Accountability Act, 42 CFR Part 2, and NH RSA 141-C. "Confidential Information" means all information identifying an individual directly or indirectly, and owned, managed, created, or received from the Individual(s), entity(ies), the Department, any other agency of the State, or any medical provider, that is protected by Federal or State information security, privacy or confidentiality laws or rules. Confidential Information includes, but is not limited to, Derivative Data, protected health information (PHI), personally identifiable information (PII), federal tax information (FTI), Social Security Administration information (SSA) and criminal justice information services (CJIS) and any other sensitive confidential information provided under the Agreement. This covenant shall survive the termination of the Agreement.
- 2.20.2. The Contractor shall comply with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and the standards for safeguarding confidentiality of substance use disorder (SUD) information and records of 42 CFR Part 2.

Maxim Healthcare Staffing Services, Inc.

Exhibit B

Contractor Initials

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Exhibit B-1 Job Descriptions

Command and General Staff

Planning Section Chief

Public Health Response Safety and Logistics Officer

Health Screeners



Exhibit B-1 Job Descriptions

Position Title: COVID-19 Public Health Response Planning Section Chief

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Planning Section Chief will manage information related to the response, including the responsibility for managing the activation and demobilization of response resources. Responsibilities include the development of goals and objectives leading to effective strategies to assure a well-coordinated emergency response team.

ACCOUNTABILITIES:

- Manages the preparation of strategies and plans for the incident and submits incident status reports to response personnel
- Prepares, collects, evaluates, disseminates, and uses incident information to develop the Incident Action Plan (IAP)
- Facilitates incident information to maintain situational awareness
- Provides periodic predictions on incident potential and incident course of actions in order to assure appropriate staffing and resources to support the response
- Maintains the status of all resources assigned to the response
- Oversees the entire process of identifying and onboarding response staff, staff scheduling, and demobilization of response staff
- Coordinates and facilitates meetings of the Incident Management Team and assures processes are in place to facilitate coordination across the response

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Seven years of experience in a public health or social service agency providing planning, consultation or direct services.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

Contractor Initials

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Exhibit B-1 Job Descriptions

- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities

Position Title: COVID-19 Public Health Response Safety and Logistics Officer

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Safety and Logistics Officer will identify and provide necessary response needs and assess safety hazards and take action to mitigate them. Responsibility includes the development of goals and objectives leading to effective strategies to assure incident response needs are procured and that plans are in place to support the physical and mental health and safety of emergency response personnel.

ACCOUNTABILITIES:

- Monitors and assesses safety hazards
- Develops measures for ensuring personnel safety
- Assesses facilities for safety hazards
- Participates in developing response plans regarding safety implications
- Provides safety briefings and distributes safety messages to response staff
- Monitors incident operations and advises response leadership on all matters relating to the health and safety of emergency response personnel
- Stops and prevents unsafe actions during incident operations
- Manages logistical needs across the five mission areas for incidents: protection, prevention, mitigation, response, and recovery
- Provides facilities, services, people, and materials in support of the incident
- Advises the Incident Commander (IC) on all matters relating to logistics planning, facilities, communications, ordering, receipt, storage, transport, and onward movement of goods, services, and personnel
- Coordinates activities effectively with other members of the incident management team, including Operations, Planning, and Finance

MINIMUM QUALIFICATIONS:

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Exhibit B-1 Job Descriptions

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years' experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area.

License/Certification: Valid New Hampshire driver's license, if necessary for travel throughout the state.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled.

PREFERED QUALIFICATIONS:

- Occupational health and safety experience working within an emergency response
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities.

Position Title: COVID-19 Health Screener

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Safety Officer, the Health Screener will conduct a questionnaire and take the temperature of individuals prior to entering facilities housing public health response staff. The Health Screener is responsible for following applicable safety protocols as defined by the Safety Officer and response leadership.

ACCOUNTABILITIES:

- Conducts a questionnaire and take the temperature of all individuals entering facility
- Practices appropriate health and safety protocols
- Registers individuals that enter the facility, if requested by supervisor
- Follows all requirements related to personal protective equipment, cleaning and distancing

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Exhibit B-1 Job Descriptions

- Performs other duties as assigned/necessary

MINIMUM QUALIFICATIONS:

Education: High School Diploma or GED equivalent required.

Experience: Two years of work experience in any setting required.

License/Certification: None.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Must be at least 18 years of age.

PREFERRED QUALIFICATIONS

- Ability to effectively elicit/provide information to and from appropriate individuals (including, but not limited to, supervisors, co-workers, clients) via strong communication skills
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities



Exhibit B-1 Job Descriptions

Planning Section

Customer Service Support Specialist

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Exhibit B-1 Job Descriptions

Position Title: COVID-19 Customer Service Support Specialists

SCOPE OF WORK: Under the director of the COVID-19 Planning Chief, perform a variety of administrative support tasks and to ensure the accuracy of administrative support activities.

ACCOUNTABILITIES:

- Provides general administrative support, including typing, filing, answering telephones or scheduling appointments.
- Manage multi-line voice over internet (VOIP) phone triage system.
- Types form letters and prepares rough and final report narratives and tabulations.
- Receives and transcribes dictation to type letters, memoranda, forms, and other materials.
- Maintains and catalogues office supplies and materials for the response team.
- Operates a computer or other electronic equipment to input and retrieve a variety of data.
- Provides information to the general public relating to agency procedures and policies.
- Requires explaining facts, interpreting situations, or advising individuals, of alternative or appropriate courses of action.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in administrative support position.

PREFERRED QUALIFICATIONS:

- Excellent customer service skills.
- Previous experience working in a medical setting.
- Ability to maintain confidential information
- Knowledge of modern office equipment and methods of operation.
- Knowledge of business English, spelling, and arithmetic.
- Knowledge of office practices and procedures.

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Exhibit B-1 Job Descriptions

- Ability to type a variety of correspondence and statistical material and reports with speed and accuracy as well as transcribe dictation.
- Ability to maintain fiscal or departmental records, as needed.
- Ability to work independently.
- Ability to establish and maintain harmonious and effective working relationships with other employees and the public.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

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Exhibit B-1 Job Descriptions

Operations Section

Case Investigation Branch

COVID-19 Case Investigation Branch Director

Case Investigation Unit

Case Investigation Unit Lead
Infectious Disease Investigators

Case Coordination Unit

Case Coordination Unit Leads
Case Coordination Support Specialists

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Exhibit B-1 Job Descriptions

Position Title: COVID-19 Case Investigation Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Chief, the COVID-19 Case Investigation Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, field visits and issuing isolation and quarantine orders. Responsibility includes the development of goals and objectives leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 programs, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides public health expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and support staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for internal public health matters related to COVID-19 activities

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study

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Exhibit B-1 Job Descriptions

in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Infectious Disease experience
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to prepare budgets
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
-

Position Title: COVID-19 Investigation Unit Lead

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Case Investigation Branch Director, the COVID-19 Investigation Unit Lead will supervise and monitor public health COVID-19 response staff. This will include planning and development of work procedures and policy for subordinate employees.

ACCOUNTABILITIES:

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

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Exhibit B-1 Job Descriptions

- Supervises the operation of a COVID-19 Response organizational unit with responsibility for evaluation of employee work performance
- Plans and evaluates the implementation of COVID-19 Response unit objectives, including developing and revising work methods and procedures for subordinate employees
- Prepares reports evaluating program effectiveness and recommends changes in policies and methods
- Develops, updates and reviews proposed training manuals and informational materials to ensure consistency and conformance with overall agency objectives and policies
- Provides consultation to agency professionals and reviews recommendations made by subordinate employees
- Coordinates the development and drafting of plans, policies and procedures of a unit

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years of experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the five years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Medical background (e.g. nurse) preferred. Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned

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Exhibit B-1 Job Descriptions

- duties and responsibilities as determined by the agency appointing authority
- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Ability to communicate effectively orally and in writing to individuals and groups
- Nurse preferred

Position Title: COVID-19 Case Investigator

SCOPE OF WORK: To provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies.

ACCOUNTABILITIES:

- Reviews, modifies and implements program policies and procedures related to transmission COVID-19
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral
 - Conducts specialized interviews utilizing best practices of patients infected with COVID-19
 - Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview
 - Explains the requirements of isolation during the patient's infectious period
 - Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary
 - Conducts field investigations, as needed
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies
- Coordinates medical and non-medical care services for patients with COVID-19
- Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation

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Exhibit B-1 Job Descriptions

- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional or paraprofessional experience in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Driver's license, if necessary for travel throughout the State.

Special Requirements: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Case Coordination Unit Lead

SCOPE OF WORK: Under the direction of the COVID-19 Case Investigation Branch Directors, collects infectious disease-related clinical information from healthcare providers and laboratories, requests, reviews, and interprets medical records, and enters data into surveillance software. Researches and reviews information related to infectious disease



Exhibit B-1 Job Descriptions

program policy, procedure, and regulations to provide accurate, consistent, and technically proficient support for state infectious disease programs. Acts in a supervisory role in the COVID-19 Case Coordination Unit.

ACCOUNTABILITIES:

- Researches and reviews infectious disease program policies, procedures and regulations for use in providing technical assistance and medical information
- Collects and verifies infectious disease-related clinical information through oral and written communication with other state agencies, health care providers, laboratories, and the public
- Requests, reviews, and interprets medical records from healthcare organizations to determine if an infectious disease occurred and whether the report requires further intervention by COVID-19 investigators
- Uses medical knowledge to triage, distribute and delegate disease reports from healthcare providers and laboratories for follow-up as needed to COVID-19 investigators, other bureau staff, city health departments, or out-of-state health departments
- Receives and logs disease incidence and case information in infectious disease surveillance software systems, and monitors the receipt of infectious diseases reports and makes recommendations for additional investigation to supervisors when potential anomalies are detected
- Requires partial supervision of other employees doing work including assigning job duties, providing training, giving instructions and checking work
- Implements quality assurance procedures to ensure completeness, accuracy, and validity of collected and documented clinical information, and participates in efforts to streamline work processes and makes recommendations for improvement
- Reviews, clarifies, interprets, and explains state infectious disease reporting laws, department rules and department policy to medical providers, other professionals and the public
- Develops and prepares infectious disease-related policy or procedural manuals, reports and publications according to established guidelines and procedures
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

MINIMUM QUALIFICATIONS:

Education: Associates's degree from a recognized college or university with a major study in a health, medical or paramedical field. Each additional year of approved formal education may be substituted for one year of required work experience.

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Exhibit B-1 Job Descriptions

Experience: Two years of professional or paraprofessional experience in a healthcare setting at the level of a nurse, medical assistant, paramedic, or related occupation. At least one year of supervisory or work delegation experience. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience with infectious disease
- Experience working in a medical office
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Ability to communicate effectively in oral and written form and to establish and maintain effective relationships with governmental officials, other employees and the general public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: Case Coordination Support Specialists

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

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Exhibit B-1 Job Descriptions

- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

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Exhibit B-1 Job Descriptions

Operations Section

Contact Tracing and Monitoring Branch

COVID-19 Contact Tracing and Monitoring Branch Director

Monitoring Unit

Monitoring Unit Leads
Contact Tracer/Health Monitor

Contact Tracing Unit

Contact Tracing Unit Leads
Contact Tracer/Health Monitor

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Exhibit B-1 Job Descriptions

Position Title: COVID-19 Contact Tracing and Monitoring Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Chief, the COVID-19 Contact Tracing and Monitoring Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing and patient monitoring. Responsibility includes the development of goals and objectives leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 programs, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides public health expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and support staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for internal public health matters related to COVID-19 activities

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness,

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Exhibit B-1 Job Descriptions

social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Infectious Disease experience
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to prepare budgets
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Operations Unit Lead: Contact Tracing/Health Monitoring

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Contact Tracing and Monitoring Branch Director, the COVID-19 Operations Unit Lead serves as a Team Lead to provide supervision and monitoring of a team of public health COVID-19 response staff. This will include planning and development of work procedures and policy for subordinate employees.

ACCOUNTABILITIES:

- Supervises the implementation of daily administrative procedures for a COVID-19 Operations Response unit
- Reviews work of subordinates to determine compliance with COVID-19 procedures and policies
- Evaluates employee work performance and provides feedback for skills improvement.



Exhibit B-1 Job Descriptions

- Maintains records on COVID-19 Response unit effectiveness and provides appropriate statistics to the COVID-19 Contact Tracing and Monitoring Branch Director
- Delegate daily workload and areas of responsibility to subordinate unit members, including training unit members in established work procedures
- Investigates problems and complaints, including developing and implementing solutions

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the five years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Nurse preferred

License/Certification: Valid driver's license, if necessary for travel throughout the State.

Position Title: Contact Tracer/Health Monitor

SCOPE OF WORK: To provide public health disease control through investigation, education, analysis and control of disease exposure.

ACCOUNTABILITIES:

- In a professional and empathetic manner, performs telephone interviews of:

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Exhibit B-1 Job Descriptions

- Individuals identified to be infected with or have been in contact with someone diagnosed with COVID-19, and in doing so, reinforce need for isolation and how to do so
- Individuals identified to have been in contact with someone diagnosed with COVID-19, and in doing so, articulate need to quarantine and guidance on how to do so
- Assess clients for symptoms of COVID-19, need for additional health screening and make referrals to testing, as necessary; enroll clients in monitoring for COVID-19 symptoms for the duration of their quarantine or isolation period
- Collect and maintain electronic records and other related confidential documentation of case management for clients in the Contact Tracing Salesforce Platform and New Hampshire Electronic Disease Surveillance System (NHEDSS)
- Assess the need and make referrals for additional services for those who are under quarantine (housing, food, etc.).
- Escalate client records to supervisor for consideration of legal orders, for clients who verbally indicate refusal for adhere to voluntary quarantine
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

MINIMUM QUALIFICATIONS:

Education: Associate's degree from an accredited institute of higher education with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in a field of health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for providing program information to others. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience with telephonic interviews
- Ability to communicate effectively orally and in writing to individuals and groups.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

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Exhibit B-1 Job Descriptions

Operations Section

Surveillance and Epidemiology Branch

COVID-19 Surveillance and Epidemiology Branch Director

COVID Epidemiology Unit
Epidemiology Unit Leads
Epidemiologists

COVID Cluster Investigation Unit
Infection Prevention/Cluster Investigation Unit Lead
Infection Preventionist/Investigators
Data Entry Specialists



Exhibit B-1 Job Descriptions

Position Title: COVID-19 Epidemiology and Surveillance Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Section Chief, the COVID-19 Epidemiology and Surveillance Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing and patient monitoring. Responsibility includes the development of goals and objectives related to epidemiology and surveillance leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 surveillance and epidemiology teams, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides epidemiology expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and epidemiology staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for epidemiology and surveillance matters related to COVID-19 activities
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study

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Exhibit B-1 Job Descriptions

in health administration, epidemiology, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

PREFERRED QUALIFICATIONS:

- Considerable knowledge of epidemiology, statistics, and data visualization
- Coursework in epidemiology, biostatistics, health services research or administration preferred
- Experience or training in managing information technology projects preferred
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Epidemiology Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Epidemiology Unit Lead, oversees program activities, such as interpretation of statewide data, policies and procedures for use in COVID-19 planning and response. Oversees the use of surveillance systems to track the occurrence of infectious diseases and COVID-19.

ACCOUNTABILITIES:

- Supervises other epidemiology professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of epidemiological investigations, including but not limited to: 1) guiding study design and questionnaire or other data

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Exhibit B-1 Job Descriptions

collection instrument development; 2) conducting statistical analysis and adapting technique to fulfill specific needs; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences.

- Develops and revises methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Oversees epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigation.
- Finalizes routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Finalizes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Serves as a resource for current information about COVID-19; provides education materials to clinical staff, the public, medical providers, Department staff and others
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.



Exhibit B-1 Job Descriptions

Experience: Four years of professional experience in public health, biostatistics, data analysis, and/or epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

OR

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years of professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health
- Applied public health experience
- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues
- Master's degree from a recognized university with major study in epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form, communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource unitization; knowledge and experience in supervision preferred

Position Title: COVID-19 Epidemiologist

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Unit Lead the COVID-19 Epidemiologist analyzes and interprets statewide data, policies and procedures for use in COVID-19 planning and response. Utilizes surveillance systems to track the occurrence of infectious diseases and COVID-19. Analyzes and interprets complex data sets for reporting and informing disease

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Exhibit B-1 Job Descriptions

intervention activities.

ACCOUNTABILITIES:

- Conducts and participates in the planning and coordination of epidemiological investigations, including but not limited to: 1) conducting statistical analysis and adapting technique to fulfill specific needs; 2) conducting site visits and interviews of patients and/or healthcare providers; and 3) interpreting and communicating findings for a variety of audiences
- Implements methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Conducts epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information.
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigations
- Drafts routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Writes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years' professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

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Exhibit B-1 Job Descriptions

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in epidemiology preferred; considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing.

Position Title: COVID-19 Infection Prevention/Cluster Investigation Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Infection Prevention/Cluster Investigation Unit Lead oversees program activities, such as cluster investigation in healthcare facilities and other congregate settings, develops policies and procedures for use in COVID-19 planning and response. Oversees infection prevention activities in responding to COVID-19 and enhances tracking systems to monitor clusters or outbreaks.

ACCOUNTABILITIES:

- Supervises other infection prevention professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of investigations in congregate settings and healthcare; including but not limited to: 1) guiding investigation steps and development of data collection tools to identify infection control concerns; 2) works with staff to conduct statistical analysis; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences
- Develops and revises methods and procedures related to infection prevention for COVID-19
- Oversees cluster/outbreak investigations following the approved protocol; revises and communicates suggestions to improve protocols; collects and interprets disease reports and other information
- Applies scientific knowledge, best practice in infection prevention, to effectively

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Exhibit B-1 Job Descriptions

respond to outbreaks and clusters and mitigate infection control concerns identified

- Collaborates with federal, other state and local agencies to provide ongoing statewide infection prevention and COVID-19 investigation
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, Health Facilities Administration, and others to ensure coordination and prompt response
- Finalizes routine, interim and final reports on COVID-19 outbreaks and clusters
- Finalizes protocols for COVID-19 cluster investigations and develops infection prevention plans as requested by supervisor
- Serves as a resource for current infection prevention information about COVID-19. Provides education materials to clinical staff, the public, medical providers, Department staff and others
- Analyzes existing policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation and outbreak management projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

OR

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field

Experience: Five years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in

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Exhibit B-1 Job Descriptions

program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigation methods, infection prevention, and proficiency in computer applications and ability to analyze data
- Understanding of social determinants of health
- Applied infection prevention and public health experience preferred
- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues
- Master's degree from a recognized university with major study in nursing, infection prevention, and/or epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form, communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource utilization; knowledge and experience in supervision preferred

Position Title: COVID-19 Infection Prevention Investigator

SCOPE OF WORK: Under the direct supervision of the COVID-19 Infection Prevention/Cluster Investigation Unit Lead, the COVID-19 infection prevention investigator conducts investigations in congregate, institutional, business, or healthcare settings and provides infection prevention recommendations and guidance to affected locations. Analyzes and interprets data from investigations, documents investigations, and works on policies and procedures for use in COVID-19 planning and response.

ACCOUNTABILITIES:

- Conducts and participates in cluster and outbreak investigations of COVID-19 and provides infection prevention recommendations relevant to specific settings
- Implements methods and procedures related to data collection systems necessary to provide and link the data for cluster investigations
- Conducts investigations following the approved protocol; collects, analyzes and interprets investigation reports and other information
- Applies scientific infection prevention knowledge to investigations

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- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, Health Facilities Administration, medical providers, and others to ensure coordination and prompt response to cluster investigations
- Drafts reports on COVID-19 outbreaks and clusters for review by supervisor
- Coordinates testing strategy, site visits as necessary, and necessary follow-up to locations or settings experiencing an outbreak or cluster of COVID-19
- Analyzes existing infection prevention and control policies and procedures and provides recommendations to supervisor
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other investigation, outbreak management and COVID-19 projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field.

Experience: Five years of professional experience in nursing, infection prevention, public health, or healthcare epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigations and infection prevention
- Proficiency in computer applications preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in nursing and/or healthcare epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues

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Exhibit B-1 Job Descriptions

- Perform technical writing
- Nurse preferred.

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)



Exhibit B-1 Job Descriptions

Laboratory Branch

Microbiologist IV
Microbiologist II
Laboratory Scientist II
Central Receiving
Data-Entry Specialists
Program Specialist III

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Exhibit B-1 Job Descriptions

Position Title: COVID-19 Microbiologist IV

SCOPE OF WORK: Oversees laboratory activities in the area of virology and special testing with responsibility for supervising laboratory specialists, developing and performing complex microbiological procedures, and reporting high-quality test results.

ACCOUNTABILITIES:

- Performs and interprets complex microbiological laboratory tests on human, animal and environmental specimens and reports the results to health care and public health professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload; exhibits competency in all tasks of laboratory unit or specialty to which assigned
- Serves as the Supervisor of the Virology and Special Testing Laboratory Unit; supervises and schedules staff assigned to the laboratory unit and performs special laboratory functions to assure effective, efficient operations; participates in employee performance evaluations and the interview process; trains subordinate microbiologists and laboratory assistants; trains and offers technical assistance to field personnel; documents all training activities and competency assessment to assure compliance with federal regulations
- Independently reports results; enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies. Queries database to gather information for lab users; prepares statistical reports from the data to satisfy management and client needs
- Performs, documents, and evaluates quality control to assure accuracy of test results; drafts laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; ensures compliance with all federal regulations
- Operates, maintains, and troubleshoots highly complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses
- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation; ensures that program is represented on PHL Quality Assurance Committee

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Exhibit B-1 Job Descriptions

- Communicates with health care providers and other laboratory users to convey test results with their interpretation and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, follows, and teaches subordinates all laboratory safety rules, to protect self and co-workers
- Assists the Virology and Molecular Diagnostics Program Manager in preparing grant applications, budget needs and progress reports; oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; manages laboratory unit as Unit Supervisor
- Works flexible hours when the public health situation demands; attends disease outbreak meetings with professionals from other department bureaus and coordinates laboratory response

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology may be substituted for one year of required work experience.

Experience: Five years of experience in a microbiological, clinical or public health laboratory, with one year in a supervisory level position.

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must demonstrate successful completion of basic Core Training and Intermediate Training or their equivalent plus Advanced Level Training specialized to job function or itsequivalent.
2. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.
3. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.

SPECIAL QUALIFICATIONS:

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Exhibit B-1 Job Descriptions

Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests and be willing to take vaccines that will allow working with Select Agents, e.g., anthrax and smallpox vaccines. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: COVID-19 Microbiologist II

SCOPE OF WORK: Conducts and interprets quality assured and time dependent microbiologic and molecular diagnostic analyses on human, animal and environmental specimens in support of public health activities. Conducts DNA sequence-based surveillance activities to support the mission of NH PHL.

ACCOUNTABILITIES:

- Performs and interprets laboratory tests on clinical and environmental specimens using a variety of microbiological and molecular techniques such as Polymerase chain reaction (PCR), DNA sequencing and next generation sequencing in support of public health activities' participates in DNA sequence- based surveillance activities to support the mission of NH PHL
- Performs QC and analysis on Sanger sequencing and next generation sequencing data using computer software
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses; prepares reagents and monitors supplies and instrument parts to assure constant ability to perform testing
- Enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies; queries database to gather information for lab users
- Understands and adheres to strict quality control policies; participates in proficiency testing to demonstrate competency, as required by federal regulations; performs quality improvement projects as assigned
- Conducts evaluation and validation of laboratory methodologies and instrumentation in detecting and characterizing microorganisms; drafts reports and procedures pertaining to method implementation
- Communicates with public health officials, health care providers, and other laboratory users to convey test results with their interpretation for patient diagnosis and treatment



Exhibit B-1 Job Descriptions

decisions; maintains confidentiality at all times

- Provides training to subordinate microbiologists, laboratory scientists, and students; participates in cross training as directed to meet agency goals and assure coverage for disease outbreaks; attends training to enhance job knowledge
- Following strict laboratory safety procedures, works with highly infectious microorganisms, which cause diseases in humans
- Actively participates on laboratory committees and task forces to comply with laboratory policies and meet federal regulations

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Three years of experience in a microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

OR

Education: Bachelor's degree from a recognized college or university with major study in microbiology, medical technology, the biological sciences, the health sciences or the health professions. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Four years of experience in microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.
3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.



Exhibit B-1 Job Descriptions

4. Understands and adheres to strict laboratory safety protocols, undergoes diagnostic testing and receives vaccines where appropriate to provide for personal safety.
5. Understands the public health mission and works flexible hours when required.
6. Must wear personal protective equipment that may cause discomfort.
7. Must maintain laboratory expertise.

SPECIAL QUALIFICATIONS: Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, brain tissue, shellfish meats, septage, and samples that are known to or may contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B or other vaccines if applicable to position. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests.

Position Title: Public Health Laboratory Scientist II

SCOPE OF WORK: Analyzes specimens and interprets and reports results of a variety of laboratory tests in support of public health activities.

ACCOUNTABILITIES:

- Performs and interprets complex laboratory tests on human, animal and environmental specimens and reports results to health care and public health professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload
- Enters data into Laboratory Information Management System (LIMS) to accurately track testing process; reviews data and corrects inaccuracies; queries database to gather and interpret information for lab users or the public
- Performs, documents, and evaluates quality control to assure accuracy of test results; assists with drafting of laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; assists in the development of new methods
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses
- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation
- Trains subordinate laboratory scientists and laboratory assistants; trains and offers



Exhibit B-1 Job Descriptions

technical assistance to field personnel; reviews data entry of other staff to ensure accuracy of information; documents all training activities to assure compliance with federal regulations

- Communicates with health care providers and other laboratory users to convey test results and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times.
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, and follows, all laboratory safety rules, to protect self and co-workers
- Oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; contributes to laboratory related publications such as newsletter articles, poster presentations, peer reviewed journals
- Works flexible hours when the public health situation demands

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in the biological sciences, health sciences, or physical sciences.

Experience: Two years of experience in a clinical or public health laboratory.

License/Certification: Applicants must meet certification requirements of the Health Care Financing Administration for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. For appointment consideration, Laboratory Scientist II applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the State agency in which the vacancy exists.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.
3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.

SPECIAL QUALIFICATIONS: Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow for the administration of

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Exhibit B-1 Job Descriptions

vaccines and/or necessary diagnostics tests. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: Laboratory Central Receiving Assistant I

SCOPE OF WORK: Under the direction of a Laboratory Assistant III, perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information
- Adheres to all regulatory guidelines in program activities, including but not limited to, adhering to State and Federal regulations, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup
- Understands and adheres to program policies and procedures. Organizes work for effective utilization of time; contributes to an environment in which the laboratory personnel can work together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement



Exhibit B-1 Job Descriptions

- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines
- Assists with financials including creating invoices, statements and debits and credits; receives Rabies specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education in the fields of biological sciences, chemical sciences and health professions may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work.

License/Certification: None required.

For Promotion from the Laboratory Assistant I to the Laboratory Assistant II level:

1. Must have a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and
3. Meet the minimum qualifications of the Laboratory Assistant II.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Laboratory Central Receiving Assistant II

SCOPE OF WORK: Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and



Exhibit B-1 Job Descriptions

program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously.
- Adheres to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup
- Understands and adheres to program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement
- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines
- Assists with financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Trains and oversees work of laboratory personnel as assigned in the above tasks; conducts informational and operational training as assigned; assumes program responsibility in absence of supervisor; participates in a PHL Committee



Exhibit B-1 Job Descriptions

- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

For promotion from Laboratory Assistant II to Laboratory Assistant III, employees:

1. Must attain a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and
3. Meet the minimum qualifications of the Laboratory Assistant III.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Laboratory Central Receiving Assistant III

SCOPE OF WORK: Oversee the daily receipt, opening and data entry of samples and specimens delivered to the Public Health Laboratories. Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service, program advisor to clients, and supervise staff. Assures quality and safe practices within working unit.

ACCOUNTABILITIES:



Exhibit B-1 Job Descriptions

- Assumes program responsibility. Supervises, trains and oversees laboratory personnel; schedules work, recommends leave, reviews work for accuracy, performs staff evaluations and is involved in hiring process; conducts informational and operational training as required and assigned; participates in a PHL Committee
- Coordinates accurate and efficient laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis; maintains confidentiality of laboratory information
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously; manages customer complaints and feedback.
- Assures compliance to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Oversees the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; ensures participation with the biohazard and chemical needs in assigned areas; ensures adherence to all safety regulatory guidelines, and safe working environment; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; maintains proper lab cleanliness and packages biohazard waste for pickup
- Develops, writes and implements program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work together in a cooperative manner; responds to unit needs or suggestions for improvement
- Manages the receipt of customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; ensures compliance with current packaging and shipping guidelines
- Manages financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Seeks and designs quality assurance and quality improvement activities; oversees competency exercises and promotes opportunities for professional development; documents and investigates root causes of problems and complaints
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

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Exhibit B-1 Job Descriptions

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

Maxim Healthcare Staffing Services, Inc.

Exhibit B-1

Contractor Initials JO



Exhibit B-1 Job Descriptions

- Knowledge of keying and data entry systems.
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

Position Title: Laboratory Program Specialist III

SCOPE OF WORK: Oversees the pre-analytical and post-analytical laboratory operations related to the Laboratory Information Management System (LIMS) for the Bureau of Laboratory Services. Pre-analytical operations include sample collection, handling, transport as well as test ordering and use of laboratory requisition. Post-analytical operations focus on test result reporting. Generates, analyzes, and interprets data reports to assist program and laboratory decision making.

ACCOUNTABILITIES:

Monitors LIMS to ensure electronic messages and reports are generated and delivered successfully. Assumes responsibility for the LIMS in the absence of the Program Manager.

- Monitors both the external and internal web portals to ensure they are functioning properly
- Works with Program Managers and Unit Supervisors to develop data queries and data sets to support improvement projects and increase performance
- Acts as a customer service point of contact for the LIMS; manages, prioritizes and documents customer requests. Develops and runs quality reports for LIMS to assess customer needs
- Identifies COVID training needs; develops and conducts end-user training
- Coordinates the development of operational policies and procedures related to the LIMS COVID response; designs and modifies Lab-IT forms and instructions for laboratory staff use.
- Participates in program audits, quality improvement projects, and quality metric data collection and analysis to achieve IT quality objectives

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Exhibit B-1 Job Descriptions

- Assists in the scheduling and coordination of data entry staff
- Generates reports and data summaries for laboratory and other management

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in a health science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in a medical laboratory or facility involving patient specimen handling and familiarity with laboratory testing and laboratory information systems, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

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EXHIBIT C

Payment Terms

1. For the purposes of this Agreement:
 - 1.1. The Department has identified the Contractor as a Contractor, in accordance with 2 CFR 200.330.
 - 1.2. The Department has identified this Contract as NON-R&D, in accordance with 2 CFR §200.87.
2. Payment for services shall be made monthly on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement.
3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, as specified in Exhibit C-1, Payment Rates.
4. Temporary Staff work thirty-seven and a half (37.5) hours per week. Subsequent hours worked will be paid at the rate specified in Exhibit C-1
5. Temporary Staff who work holidays (listed below) will be paid at the rate specified in Exhibit C-1. Holiday shifts include any shift with hours that occur during the holiday.

New Year's Eve and Day	Easter Sunday	Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. All Temporary Staff shall be employees of the Contractor, who shall pay all Temporary Staff wages, including payment of federal and state taxes.
7. The Contractor shall submit an invoice in a form satisfactory to the State by the fifteenth (15th) working day of the following month, which identifies and requests reimbursement for authorized expenses incurred in the prior month. The Contractor shall ensure the invoice is completed, dated and returned to the Department in order to initiate payment.
8. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to PHLAccountsPayable@dhhs.nh.gov, or invoices may be mailed to:

Financial Manager
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301
9. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if

Maxim Healthcare Services, Inc.

Exhibit C

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Date 6/19/2020

Rev. 01/08/19



EXHIBIT C

- sufficient funds are available, subject to Paragraph 4 of the General Provisions Form Number P-37 of this Agreement.
10. The final invoice shall be due to the State no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
 11. The Contractor must provide the services in Exhibit B, Scope of Services, in compliance with funding requirements.
 12. The Contractor agrees that funding under this Agreement may be withheld, in whole or in part in the event of non-compliance with the terms and conditions of Exhibit B, Scope of Services.
 13. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this agreement may be withheld, in whole or in part, in the event of non-compliance with any Federal or State law, rule or regulation applicable to the services provided, or if the said services or products have not been satisfactorily completed in accordance with the terms and conditions of this agreement.
 14. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, with no requirement for further State approval, if needed and justified.
 15. Audits
 - 15.1. The Contractor is required to submit an annual audit to the Department if any of the following conditions exist:
 - 15.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
 - 15.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
 - 15.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
 - 15.2. If Condition A exists, the Contractor shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part



EXHIBIT C

200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.

- 15.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 15.4. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

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Exhibit C-1 Payment Rates

REGULAR PAY Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 61
Branch Director - Contact Tracing and Monitoring Team	\$ 56
Investigation Lead	\$ 56
Infectious Disease Investigators	\$ 45
CT/Monitoring Leads	\$ 43
Contact Tracer/Health Monitor	\$ 28
Epidemiologist Branch Director	\$ 115
Epidemiologist Lead	\$ 105
Epidemiologists -Remote	\$ 71
Epidemiologist	\$ 85
Infection Prevention Lead	\$ 95
Infection Preventionist	\$ 65
Case Coordination Unit Leads	\$ 28
Case Coordination Support Specialists	\$ 25
Cluster Data Entry Specilaist	\$ 25
Microbiologist IV	\$ 72
Microbiologist II	\$ 59
Laboratory Scientist II	\$ 43
Lab Central Receiving	\$ 28
Lab Data Entry Specialist	\$ 25
Lab Program Specialist III	\$ 28
Saftey Officer	\$ 51
Health Screeners	\$ 28
Planning Chief	\$ 60
Logistics Chief	\$ 51
Customer Service Support Specialists	\$ 25

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Exhibit C-1 Payment Rates

HOLIDAY Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 79
Branch Director - Contact Tracing and Monitoring Team	\$ 73
Investigation Lead	\$ 73
Infectious Disease Investigators	\$ 59
CT/Monitoring Leads	\$ 56
Contact Tracer/Health Monitor	\$ 36
Epidemiologist Branch Director	\$ 150
Epidemiologist Lead	\$ 137
Epidemiologists -Remote	\$ 92
Epidemiologist	\$ 111
Infection Prevention Lead	\$ 124
Infection Preventionist	\$ 85
Case Coordination Unit Leads	\$ 36
Case Coordination Support Specialists	\$ 33
Cluster Data Entry Specilaist	\$ 33
Microbiologist IV	\$ 94
Microbiologist II	\$ 77
Laboratory Scientist II	\$ 56
Lab Central Receiving	\$ 36
Lab Data Entry Specialist	\$ 33
Lab Program Specialist III	\$ 36
Saftey Officer	\$ 66
Health Screeners	\$ 36
Planning Chief	\$ 78
Logistics Chief	\$ 66
Customer Service Support Specialists	\$ 33

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Contractor Initials JO

Exhibit C-1 Payment Rates

OVERTIME Labor Category	Hourly Bill Rate
Branch Director - Case Investigation Team	\$ 79
Branch Director - Contact Tracing and Monitoring Team	\$ 73
Investigation Lead	\$ 73
Infectious Disease Investigators	\$ 59
CT/Monitoring Leads	\$ 56
Contact Tracer/Health Monitor	\$ 36
Epidemiologist Branch Director	\$ 150
Epidemiologist Lead	\$ 137
Epidemiologists -Remote	\$ 92
Epidemiologist	\$ 111
Infection Prevention Lead	\$ 124
Infection Preventionist	\$ 85
Case Coordination Unit Leads	\$ 36
Case Coordination Support Specialists	\$ 33
Cluster Data Entry Specilaist	\$ 33
Microbiologist IV	\$ 94
Microbiologist II	\$ 77
Laboratory Scientist II	\$ 56
Lab Central Receiving	\$ 36
Lab Data Entry Specialist	\$ 33
Lab Program Specialist III	\$ 36
Saftey Officer	\$ 66
Health Screeners	\$ 36
Planning Chief	\$ 78
Logistics Chief	\$ 66
Customer Service Support Specialists	\$ 33

Maxim Healthcare Services, Inc.

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CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

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New Hampshire Department of Health and Human Services
Exhibit D



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

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

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

Vendor Name: Maxim Healthcare Staffing Services, Inc.

6/19/2020

Date

Jessa Lombo

jekarko@maxhealth.com

Name: Jessa Lombo
Title: Regional Controller

Vendor Initials _____

Date 6/19/2020



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Vendor Name: Maxim Healthcare Staffing Services, Inc.

06/19/2020

Date

Jessa Lombo

jekarko@maxhealth.com

Name: Jessa Lombo

Title: Regional Controller



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

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

INSTRUCTIONS FOR CERTIFICATION

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



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Vendor Name: Maxim Healthcare Staffing Services, Inc.

Jessa Lombo
jekarko@maxhealth.com

6/19/2020

Date

Name: Jessa Lombo
Title: Regional Controller



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

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

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

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

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

Exhibit G

Vendor Initials

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

New Hampshire Department of Health and Human Services
Exhibit G



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

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

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

Vendor Name: Maxim Healthcare Staffing Services, Inc.

6/19/2020

Date

Jessa Lombo

jekarko@maxhealth.com

Name: Jessa Lombo
Title: Regional Controller

Exhibit G

Vendor Initials

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



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Vendor Name: Maxim Healthcare Staffing Services, Inc.

6/19/2020

Date

Jessa Lombo

jekarko@maxhealth.com

Name: Jessa Lombo
Title: Regional Controller



Exhibit I

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

(1) Definitions.

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

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Exhibit I
Health Insurance Portability Act
Business Associate Agreement
Page 1 of 6

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Exhibit I

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

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

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business

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Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

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

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

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (l). 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



Exhibit I

- pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.
- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
 - g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
 - h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
 - i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
 - j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
 - k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
 - l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business

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Date 6/19/2020



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

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

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.

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Contractor Initials

Date 6/19/2020



Exhibit I

- e. **Segregation.** If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. **Survival.** Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI; extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

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

Department of Health and Human Services

The State

Lori Shibinette
Signature of Authorized Representative

Lori Shibinette
Name of Authorized Representative

Commissioner
Title of Authorized Representative

6/20/2020
Date

Maxim Healthcare Staffing Services, Inc.

Name of the Contractor

Jessa Lombo
jekarko@maxhealth.com
Signature of Authorized Representative

Jessa Lombo
Name of Authorized Representative

Regional Controller
Title of Authorized Representative

6/19/2020
Date

JO



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

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

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

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

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

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

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

Contractor Name: Maxim Healthcare Staffing Services, Inc.

Jessa Lombo

jekarko@maxhealth.com

6/19/2020

Date

Name: Jessa Lombo
Title: Regional Controller

Contractor Initials _____

Date 6/19/2020



DHHS Information Security Requirements

A. Definitions

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

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

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

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

DHHS Information Security Requirements



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

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

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

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DHHS Information Security Requirements



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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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DHHS Information Security Requirements



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

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

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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



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

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

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Exhibit K

DHHS Information Security Requirements

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

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

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

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

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

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

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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