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August 18, 2016

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

REQUESTED ACTION

Authorize the Department of Education, Bureau of Vocational Rehabilitation to enter into a contract with Granite State Independent Living, Concord, New Hampshire (Vendor Code 155330) to provide independent living services in an amount not to exceed \$227,736.00 effective upon Governor and Council approval for the period of October 1, 2016 through September 30, 2017. 85% Federal Funds, 15% General Funds.

Funds to support this request are available in the following accounts in FY 2017 and are anticipated to be available in FY 2018 upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal years through the Budget Office, if needed and justified, Independent Living Services (Part B):

	<u>FY 2017</u>	<u>FY 2018</u>
06-56-56-565510-64850000-102-500731 Contracts for Program Services	\$160,690.00	\$33,119.00
06-56-56-565510-64850000-601-500931 State Fund Match	10,112.00	23,815.00

EXPLANATION

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

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

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with disabilities who reside in the state, which makes them uniquely suited to provide services to persons with disabilities. Services to be provided under the contract with Granite State Independent Living include: service coordination, adaptive equipment, exterior ramps and doorway enlargements, accessible transportation, and travel training.

A request for proposal was posted to the Manchester Union Leader (May 8-10, 2016), the Department of Education's website, the Statewide Independent Living Council's website, and released to community based organizations that are potential or former vendors. Three proposals were received, Granite State Independent Living, Northeast Deaf and Hard of Hearing Services, Inc., and the Brain Injury Association of New Hampshire. A committee comprised of employees from the Department of Education and the Director of the Client Assistance Program, Governor's Commission on Disability reviewed the proposals submitted utilizing an evaluation tool that was developed based on the request for proposal requirements (Attachment A). The committee recommended funding Northeast Deaf and Hard of Hearing Services, Inc. which will provide service coordination, sight service coordination for individuals who are deaf-blind, Computer Assisted Real Time Captioning (CART) services, and interpreter services to the deaf, hard of hearing, and deaf-blind population in the amount of \$64,222.00; Granite State Independent Living will provide service coordination, access services, transportation, and travel training for persons with disabilities in the amount of \$227,736; and, the Brain Injury Association of New Hampshire (BIANH) will provide family neuro-resource facilitation, armed forces and post-traumatic stress disorder online resource center, information and referral services for persons with acquired brain injury, a program which provides family to family support, and a survivor and family support group specifically for veterans living with a brain injury in the amount of \$79,518.00. The Title VII, Part B funds will be awarded to the three non-profits identified above, pending Governor and Council approval.

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

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

The Title VII, Part B FFY17 RFP review occurred on Wednesday, June 8, 2016. The RFP review panel consisted of the following employees from the Department of Education and Director of the Client Assistance Program, Governor's Commission on Disability

Lisa Hinson-Hatz, Administrator III of Field Services, Bureau of Vocational Rehabilitation. Ms. Hatz brings 14 years of experience in developing and monitoring new contracts and initiatives related to Vocational Rehabilitation field services. She offers a wide range of experience related to service provision to people with disabilities.

Sharon DeAngelis, Administrator IV, Division of Career Technology and Adult Learning. Ms. DeAngelis has 23 years of experience in developing and monitoring budgets for the Division as well as contract development and monitoring contract requirements.

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Joan Holleran, Administrator I, External Relations. Ms. Holleran has administered the Independent Living program at the Department of Education for 15 years and has extensive experience in developing and monitoring the Independent Living contracts during the past decade.

William Finn, Administrator II, Services for Blind and Visually Impaired (SBVI). Mr. Finn has worked in the field of vision rehabilitation and education for 42 years. He has been the Administrator of SBVI for 16 years and has a wealth of experience in mobility and orientation, education, and independent living.

Lorrie Ripley, Director, Client Assistance Program, Governor's Commission on Disability. Ms. Ripley has extensive experience in working with individuals with significant mental illness.

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

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

Respectfully submitted,



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

Attachment A

SCORING FOR REVIEW OF FFY 17 TITLE VII, PART B PROPOSALS

Proposal Criteria in the RFP

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

Grant Score (70 passing)

<u>Title VII, Part B FFY 17 Grantee</u>	<u>Amount</u>	<u>Peer Review</u>
Brain Injury Association of New Hampshire	\$ 79,518	96
Granite State Independent Living	227,736	91.5
Northeast Deaf and Hard of Hearing Services, Inc.	64,222	79.25

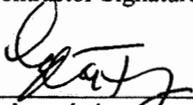
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Education, Vocational Rehabilitation		1.2 State Agency Address 21 South Fruit Street, Suite 20, Concord, NH 03301	
1.3 Contractor Name Granite State Independent Living		1.4 Contractor Address 21 Chenell Drive, Concord, NH 03301	
1.5 Contractor Phone Number 603.228.9680	1.6 Account Number 06-056-6485000-102-500731	1.7 Completion Date September 30, 2017	1.8 Price Limitation \$227,736.00
1.9 Contracting Officer for State Agency Lisa Hinson-Hatz, Administrator III		1.10 State Agency Telephone Number 603-271-3471	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Clyde E. Terry, CEO	
1.13 Acknowledgement: State of <u>New Hampshire</u> county of <u>Merrimack</u> On <u>Aug 4, 2016</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal] <u>Casey N Strickulis</u>			
1.13.2 Name and Title of Notary or Justice of the Peace <u>Casey N. Strickulis, Executive Assistant</u>			
1.14 State Agency Signature <u>Virginia M. Barry</u> Date: <u>8/22/16</u>		1.15 Name and Title of State Agency Signatory <u>VIRGINIA M. BARRY</u> <u>Commissioner of Education</u>	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>Jim McIntyre</u> On: <u>8/29/16</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

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Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

EXHIBIT A

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

I. Professional Services

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

Service Coordination

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

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

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

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

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

Access Services

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


 Contractor Initials _____
 Date 8.4.16

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

Transportation Services

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

Travel Training

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

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Contractor Initials

Date 8-4-16

I Program Evaluation

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

II. Reporting.

All Title VII, Part B funds must be tracked separately, as well as services that were provided by the resources. Monthly reports are required, no later than 25 days, after the close of the previous month. The report/log should identify the following items: type of service being provided, staff providing the service, date of the service, hours of the service, and consumers receiving the service. The Contractor will submit with these reports, monthly invoices for services provided, as described above. The first report and invoice will be due November 25, 2016.

The Contractor will provide a quarterly itemized expenditure report and budget reconciliation report.

The Contractor shall maintain financial records to support the receipt, accounting for, allocation of, and disbursement of all funds awarded. The monthly invoice will support and document all costs associated with services provided on the contact report/log.

The Contractor shall maintain documents to support the delivery of services and make them available for review upon request. Program site visits will be conducted, at least biannually, to include a comprehensive financial review.

EXHIBIT B
ESTIMATED BUDGET: LIMITATION ON PRICE: PAYMENT

<u>Estimated Budget</u>	<u>FY 2017</u>	<u>FY 2018</u>
	(October 1, 2016 - June 30, 2017)	(July 1, 2017 - September 30, 2018)
Service Coordination	\$170,802.00	\$56,934.00
Access Services		
Transportation Services		
Travel Training		

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

Limitation on Price: The total cost for all services provided under this contract shall not exceed \$227,736.00

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

All invoices and reports shall be forwarded to:

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

Contractor Initials et
Date 8.4.16

EXHIBIT C
SPECIAL PROVISIONS
Special Considerations

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

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

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EXHIBIT D

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

BUSINESS ASSOCIATE AGREEMENT

(1) Definitions

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

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

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

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Contractor Initials

Date 8-4-16

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

(3) Obligations and Activities of Business Associate

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

Contractor Initials _____
Date 8-4-16

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

(4) Obligations of Covered Entity

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

Contractor Initials H
 Date 8.4.16

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

(5) Termination for Cause

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

(6) Miscellaneous

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

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

The State

Grand State Independent Living

Virginia M. Barry
Signature of Authorized Representative

Signature of Authorized Representative

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

Clyde E. Terry
Name of Authorized Representative

Commissioner of Education
Title of Authorized Representative

Chief Executive Officer
Title of Authorized Representative

8/22/16
Date

August 4, 2016
Date

Contractor Initials ET
Date 8.4.16

State of New Hampshire Department of State

CERTIFICATE

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



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 8th day of June A.D. 2016

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

William M. Gardner
Secretary of State



Granite State Independent Living

Certificate of Authority

- I, Liza Colby, Secretary of Granite State Independent Living do hereby certify that:
1. I am duly elected Secretary of Granite State Independent Living, a State of New Hampshire corporation;
 2. I maintain and have custody and am familiar with the Seal and minute books of the Corporation;
 3. I am duly authorized to issue certificates with respect to the contents of such books;
 4. The following are true, accurate and complete copies of the resolution duly adopted by the Board of Directors at a vote, duly held on July 27, 2016 which meeting was duly held in accordance with the State of New Hampshire law and the by-laws of the Corporation;
 5. The foregoing resolutions have not been amended or revoked and remain in full force and effect as of the date hereof: and:
 6. The following person(s) has (have) been duly elected to and now occupy the office (s) indicated below:

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

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

8-4-16 2016.

Liza Colby
 Liza Colby, Secretary

State Of New Hampshire

County Of Merrimack

The foregoing instrument was acknowledged before me this 4th day of August 2016, before me, Casey Strickulis, the undersigned Officer, personally appeared Liza Colby who acknowledged herself to be the Secretary of Granite State Independent Living, a Corporation, and that she, as such Secretary being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the Corporation by herself as secretary.

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

Casey N. Strickulis
 , Notary Public

SEAL:

My Commission Expires:

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



Granite State Independent Living

Resolutions of the Board of Directors

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

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

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

Whereas: the New Hampshire Department of Education: Vocational Rehabilitation seeks to enter into a contract for \$227,736.00 with GSIL for such services identified in the approved application.

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

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

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

Certificate of Vote

The undersigned, being the Secretary of Granite State Independent Living., a New Hampshire voluntary corporation (“Corporation”), does hereby certify that the Board of Directors of the Corporation did approve the resolutions set forth above, at a duly called vote of said Board of Directors held on July 27, 2016

DATED: 8-4 2016

Liza Colby
Liza Colby, Secretary

My Commission Expires:

Casey N Strickulis
Notary Public

(SEAL)

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

GRANITE STATE INDEPENDENT LIVING

Statement of Financial Position

September 30, 2015

(With Comparative Totals for September 30, 2014)

ASSETS

	<u>2015</u>	<u>2014</u>
Current assets		
Cash and cash equivalents	\$ 3,578,227	\$ 3,002,131
Assets whose use is limited, self-funded worker's compensation collateral funds	2,610	221,700
Accounts receivable, net of allowance of \$83,961 in 2015 and \$53,046 in 2014	1,679,788	1,440,132
Prepaid expenses and other current assets	<u>364,040</u>	<u>115,444</u>
Total current assets	5,624,665	4,874,598
Assets whose use is limited, restricted cash	167,425	190,382
Property and equipment, net	<u>964,830</u>	<u>1,019,936</u>
Total assets	<u>\$ 6,756,920</u>	<u>\$ 5,989,725</u>

LIABILITIES AND NET ASSETS

Current liabilities and total liabilities		
Accounts payable	\$ 98,801	\$ 88,869
Accrued expenses and other current liabilities	262,114	165,530
Accrued salaries and related expenses	842,813	729,220
Due to the State	<u>25,000</u>	<u>32,085</u>
Total current liabilities and total liabilities	<u>1,228,728</u>	<u>1,015,704</u>
Net assets		
Unrestricted	5,360,767	4,788,932
Temporarily restricted	78,443	89,898
Permanently restricted	<u>88,982</u>	<u>95,191</u>
Total net assets	<u>5,528,192</u>	<u>4,974,021</u>
Total liabilities and net assets	<u>\$ 6,756,920</u>	<u>\$ 5,989,725</u>

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

GRANITE STATE INDEPENDENT LIVING

Statement of Activities

**Year Ended September 30, 2015
(With Comparative Totals for Year Ended September 30, 2014)**

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>2015</u>	<u>2014</u>
Support and revenue					
Program fees	\$15,577,540	\$ -	\$ -	\$15,577,540	\$14,142,753
Grants	1,453,152	62,395	-	1,515,547	1,581,004
Public support	58,266	-	-	58,266	77,041
Interest	6,624	-	-	6,624	3,028
Miscellaneous	83,029	-	-	83,029	42,987
Reclassification	-	6,209	(6,209)	-	-
Net assets released from restrictions	<u>80,059</u>	<u>(80,059)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total support and revenue	<u>17,258,670</u>	<u>(11,455)</u>	<u>(6,209)</u>	<u>17,241,006</u>	<u>15,846,813</u>
Expenses					
Long-Term Care	12,619,471	-	-	12,619,471	11,900,592
Community Economic Development	2,422,184	-	-	2,422,184	2,406,177
General Management	1,498,828	-	-	1,498,828	1,409,166
Fundraising	<u>146,352</u>	<u>-</u>	<u>-</u>	<u>146,352</u>	<u>112,002</u>
Total expenses	<u>16,686,835</u>	<u>-</u>	<u>-</u>	<u>16,686,835</u>	<u>15,827,937</u>
Change in net assets	571,835	(11,455)	(6,209)	554,171	18,876
Net assets, beginning of year	<u>4,788,932</u>	<u>89,898</u>	<u>95,191</u>	<u>4,974,021</u>	<u>4,955,145</u>
Net assets, end of year	<u>\$ 5,360,767</u>	<u>\$ 78,443</u>	<u>\$ 88,982</u>	<u>\$ 5,528,192</u>	<u>\$ 4,974,021</u>

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

GRANITE STATE INDEPENDENT LIVING

Statement of Functional Expenses

**Year Ended September 30, 2015
(With Comparative Totals for Year Ended September 30, 2014)**

	Long-Term Care	Community Economic Development	Total Program	General Management	Fundraising	Total 2015	Total 2014
Personnel expense							
Salaries and wages	\$ 9,675,629	\$ 1,446,792	\$ 11,122,421	\$ 922,560	\$ 93,943	\$ 12,138,924	\$ 11,929,813
Payroll taxes	819,048	116,598	935,646	80,261	7,146	1,023,053	1,034,048
Employee benefits	1,389,802	324,291	1,714,093	145,538	18,820	1,878,451	1,327,154
	<u>11,884,479</u>	<u>1,887,681</u>	<u>13,772,160</u>	<u>1,148,359</u>	<u>119,909</u>	<u>15,040,428</u>	<u>14,291,015</u>
All other expenses							
Advertising	24,697	2,065	26,762	22,200	10,251	59,213	60,269
Provision for bad debts	40,988	144	41,132	-	-	41,132	41,253
Board of directors	-	-	-	33,598	-	33,598	10,602
Building occupancy	119,860	102,418	222,278	60,576	-	282,854	250,901
Computer	85,793	16,885	102,678	3,282	-	105,960	52,148
Consultants	-	-	-	11,900	-	11,900	19,096
Depreciation	81,333	38,052	119,385	11,527	-	130,912	136,300
Dues and subscriptions	113	3,813	3,926	4,996	240	9,162	7,485
Equipment lease and maintenance	28,699	6,233	34,932	4,654	-	39,586	44,899
Grants	-	169,018	169,018	3,274	-	172,292	140,302
Insurance	48,493	9,256	57,749	7,569	-	65,318	50,209
Interpreter	-	4,385	4,385	265	-	4,650	5,381
Meals and entertainment	20	1,177	1,197	26	-	1,223	1,256
Miscellaneous	61,303	3,349	64,652	17,658	6,722	89,032	112,064
Postage and shipping	32,455	2,738	35,193	12,708	4,754	52,655	48,893
Printing	9,327	1,659	10,986	24,323	3,044	38,353	18,239
Professional development	4,471	6,183	10,654	13,568	-	24,222	8,550
Professional fees	54,846	420	55,266	82,193	843	138,302	207,048
Supplies	7,677	6,333	14,010	23,950	158	38,118	42,882
Telephone	48,481	15,437	63,918	3,720	-	67,638	61,172
Transportation	3,749	75,961	79,710	1,698	-	81,408	77,443
Travel	82,687	68,977	151,664	6,784	431	158,879	140,530
Total expenses	<u>\$ 12,619,471</u>	<u>\$ 2,422,184</u>	<u>\$ 15,041,655</u>	<u>\$ 1,498,828</u>	<u>\$ 146,352</u>	<u>\$ 16,686,835</u>	<u>\$ 15,827,937</u>

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

GRANITE STATE INDEPENDENT LIVING

Statement of Cash Flows

**Year Ended September 30, 2015
(With Comparative Totals for Year Ended September 30, 2014)**

	<u>2015</u>	<u>2014</u>
Cash flows from operating activities		
Change in net assets	\$ 554,171	\$ 18,876
Adjustments to reconcile change in net assets to net cash provided by operating activities		
Depreciation	130,912	136,300
Provision for bad debts	41,132	41,253
Decrease (increase) in		
Accounts receivable	(280,788)	(79,718)
Prepaid expenses	(248,596)	155,104
Increase (decrease) in		
Accounts payable	9,932	4,839
Accrued expenses and other liabilities	96,584	106,942
Accrued salaries and related expenses	113,593	79,663
Due to the State	<u>(7,085)</u>	<u>(389,661)</u>
Net cash provided by operating activities	<u>409,855</u>	<u>73,598</u>
Cash flows from investing activities		
Acquisition of equipment	(75,806)	(71,430)
Change in assets whose use is limited	<u>242,047</u>	<u>(262,200)</u>
Net cash provided (used) by investing activities	<u>166,241</u>	<u>(333,630)</u>
Net increase (decrease) in cash and cash equivalents	576,096	(260,032)
Cash and cash equivalents, beginning of year	<u>3,002,131</u>	<u>3,262,163</u>
Cash and cash equivalents, end of year	<u>\$ 3,578,227</u>	<u>\$ 3,002,131</u>

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

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

Employee	Title	Salaries
Clyde Terry	Chief Executive Officer	154,967
Chris Purington	VP of Community Economic Development	72,521
Sarah Melasecca	Director of IL Services	51,168
Sara O'Dougherty	Transportation Manager	44,129
Roger Potter	Transportation Coordinator & Lead Driver	33,014
Holly Innerfield	CED Program & Compliance Administrator	40,034
Jessica Crosby	IL Service Coordinator	33,677
Karen Currier	IL Service Coordinator	36,056
Rinsu Thomas	IL Service Coordinator	34,008
Skot Jervis	IL Service Coordinator	36,582
Madeline Olio Ruano	IL Service Coordinator	41,496
James Taber	IL Service Coordinator	37,148
Teri Nordle	Staff Interpreter - ASL, Part Time	31,377

2015-2016 BOARD OF DIRECTORS

Chair

***Lorna D. Greer** (2016-1)
10 Kimball Hill Rd.
Whitefield, NH 03598
H: (603) 837-9691
ldgreer84@gmail.com

1st Vice Chair

***L. Eric Schlepforth, MD** (2016-1)
1257 Briar Hill Road
Hopkinton, NH
H: (603)746-5376
C: (603)496-0092
eschlepp@tds.net

2nd Vice Chair

***Terry Scott** (2019-1)
245 Main Street, Apt. 17
Manchester, NH 03102
C: (603) 361-5035
Ts71159@gmail.com

Treasurer

Brad Kulacz (2017-1)
Merrimack County Savings Bank
258 South Road
Salisbury, NH 03268
W: (603) 223-2602
C: (603) 568-4118
bradkulacz@gmail.com
Bkulacz@mcsbnh.com

Secretary

***Liza Colby** (2017-1)
Colby Counseling of NH
2 Village Green RD, Suite B-3
Hampstead, NH 03841
C: (603) 785-1126
lizac5435@gmail.com

***Laura Clark** (2019-1)
27 South Summit Ave
Antrim, NH 03440
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NorthernSunshine83@comcast.net

Michael J. Hall (2016-1)
1615 King Hill Road
New London, NH 03257
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michael.hall@capitalpower.com

***Dan Hebert** (2017-2)
12 Branch Tpke
Concord, NH 03301
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Dannh1776@gmail.com

Ron Hoy (2016-1)
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C: (603) 265-0233
RHoy@ride-away.com

***Paul Perry** (2019-2)
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paulpatrickperry@gmail.com

Philip Spurr (2019-2)
Fabulous Looks Boutique
55 C South State Street
Concord, NH 03301
C: (603) 513-9942
psUnivDesign@gmail.com

Theo Vougias (2019-1)
Devine Millimet
603-695-8534
tvougias@devinemillimet.com

Board members receive no salaries

CLYDE E. TERRY, JD

EXPERIENCE:

2002-Present

Chief Executive Officer (CEO)

Granite State Independent Living, Concord, NH

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

During my tenure, GSIL was awarded:

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

2015-Present

Chair of National Council on Disability

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

2001-2002

Executive Director

New Hampshire Developmental Disabilities Council

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

1994 – 2001

Director of Policy and Planning

New Hampshire Developmental Disabilities Council, Concord, NH

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

1996

Adjunct Professor

University of New Hampshire, Durham, NH

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

1988-1994

Hearing Officer/ADA Coordinator

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

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

1985 – 1988

Legal Assistant/Lobbyist

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

- Coordinated government relations activity for state and federal legislation.

- Supervised real estate acquisition.
- Supervised technical staff.

**1984 - 1985 Intern, New Hampshire Attorney General's Office
Consumer Protection Division, Concord, NH**

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

**1979 – 1982 Program Director
Governor's Office, Division of Human Resources, Concord, NH**

**1974 – 1979 Investigator
City of Boston Consumer Council, Boston, MA**

COMMITTEES AND CIVIC ACTIVITIES

- National Task Force on Accessible Elections- Washington, DC
- Citizen's Commission on Supreme Court
- Medical Ethics Committee Concord Hospital
- Endowment for Health Advisory Council
- Medical Care Advisory Committee – 1996 - 2006
- Governor's Task Force on Employment and Economic Opportunity for Persons with Disabilities
- Governor's Task Force on Transportation
- Governor's Commission on Disability
- Help America Vote Act Task Force
- UNH Institute on Disabilities / University Center for Excellence in Developmental Disabilities
Executive Committee member – 2014 to Present
- NH Disability Rights Center, Inc.
Board of Directors 2003 - 2008
- Belknap and Merrimack Counties Community Action Program, Inc.
Board of Directors 1982 – 1998, President 1989 – 1998
- NH Federation of the Blind
Treasurer and Vice President, 1983 – 1985

PUBLICATIONS/AWARDS

Distinguished Alumni Award
Emerson College, June 2010

Gubernatorial Public Service Award
2004

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

National Advocacy Award
National Council for Independent Living, June 2001

CERTIFICATIONS

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

EDUCATION

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

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

OTHER

Solo 4,000 mile bicycle trip; Summer 1982

CHRISTOPHER PURINGTON

HONORS

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

SKILLS

Leadership

Entrepreneurship
Organizational Change
Project Management
Team Leadership

Marketing

Business Development
Digital Marketing
Strategic Communications
Vendor Management

Operations

Budget Management
Lean Business Transformation
Non-Profit Administration
Sales Management

EXPERIENCE

GRANITE STATE INDEPENDENT LIVING (GSIL) – Concord, NH

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

Vice President of Community Economic Development

2/2015 – Present

Director of Business Development

6/2011 – 2/2015

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

BETTER BEYOND 50 – Merrimack, NH

2009 – Present

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

General Manager

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

GATEWAYS COMMUNITY SERVICES – Nashua, NH

2009 – 2011

Regional non-profit that provides disability and senior services

Project Manager

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

GEARBOX RACQUETBALL – Bonita, CA

2007 – 2013

International athletic equipment and apparel manufacturer

Sponsored Marketing Representative

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

COMMUNITY BRIDGES – Concord, NH

2007 – 2008

Regional non-profit that provides disability and senior services

Career Development Specialist

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

EDUCATION

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

Continual business process improvement by increasing value and eliminating waste

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

SARAH B.E. MELASECCA

EDUCATION

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

PROFESSIONAL EXPERIENCE

2012 – Present

Granite State Independent Living

Director of Independent Living Services

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

2011 – 2012

Granite State Independent Living

Independent Living Services Program Manager

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

2007 – 2011

Granite State Independent Living

Housing Program Manager

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

2004 – 2007

Laconia Area Community Land Trust

Homeownership Director

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

2003 – 2004

New Hampshire Federal Credit Union

Mortgage Consultant/Consumer Loan Officer

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

2002 – 2003

First Colebrook Bank

Branch Manager/Assistant Vice President

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

1999 – 2002

First Colebrook Bank

Assistant Branch Manager/Assistant Vice President

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

PROFESSIONAL CERTIFICATIONS

Professional Certifications and Trainings:

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

NCHEC/NeighborWorks America® Certifications:

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

Sara O'Dougherty

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

Education:

Granite State College-Concord, NH

June 2011

Bachelor's Degree - Business Management

- GPA 3.69

Employment:

Granite State Independent Living – Concord, NH

August 2015 – Present

Transportation Manager

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

Student Transportation of America - Bradford, NH

July 2013 – March 2015

Training Supervisor

State Certified Driver/ School Bus Driver Trainer

- Prepare & maintain driver/monitor files of staff of 60+ including all documents for their required background checks & clearances, school bus, first aid & CPR certifications, physicals & licensing for state & company records
- Oversee the training department in the training of all staff for their annual recertification's & the training of new drivers/monitors; including classroom & practical training

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

School Bus Driver - STA

Oct. 2010 – March 2015

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

Krystal's Restaurant - Aiken, SC

July 2008 - July 2009

Shift Manager

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

Laidlaw Education Services – Peterborough, NH

June 2000 – April 2007

Branch Manager

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

Laidlaw Education Services (other positions)

Driver Trainer – State Certified

March 1997 – June 2000

School Bus Driver

Nov. 1996 – March 1997

Relevant Experience & Accomplishments:

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

REFERENCES:

Sandy Rowe, Regional Manager Driver Development & Safety, 603-318-6053

Stacy Fogwil-Kratz, Dispatcher STA Bradford, NH, 603-938-6464

Marian Alese, Business Administrator, SAU #1 – Peterborough, NH
603-924-3336 ext 2024

Howard Anderson, District Manager (Laidlaw) 603-893-5722

Lennie Weeks, former Lead Trainer STA Bradford, NH & former Trainer Laidlaw
Education Services
603-325-5724

Albert Thomas, District Manager Krystal Restaurant 1-706-414-3030

Ashley Kennedy, Monitor Trainer STA, 603-748-0680

In addition I have 5 letters of reference on file

Roger Potter

TECHNICAL SKILLS

- Cisco Command Line Interface
- File sharing, User setup, Print sharing, User groups
- End user support
- Customer Service
- Hardware And Software Upgrading
- Windows Server 2003/2008
- Microsoft Office 2016

EDUCATION

NHTI, Concord's Community College Concord, NH Graduation: May 2015

- Associate in Science in Information Technology
- Information Technology Networking Certificate Program
- Information Technology Tech Support Certificate Program

Greenfield Community College Greenfield, MA Graduated May 1996

- Associate in Liberal Arts

WORK EXPERIENCE

Granite State Independent Living **Concord NH** **2014 – Present**

Lead Driver / Transportation Coordinator

- Maintain proper licensing, training certifications, and medical qualifications as required including defensive driving, passenger assistance and emergency evacuation.
- Pickup, secure, and transport consumers with ground transport door-to-door.
- Complete and submit trip logs, Vehicle inspection reports, expense sheets and other documents.
- Coordinate Travel Reimbursement Program (TRP) including consumer contact and documentation.

Effingham Electric **Effingham, NH** **1993 – Present**

Electrician's Assistant

- Measure, cut, and bend wire and conduit, using measuring instruments and hand tools
- Trace out short circuits in wiring, using test meter; examine electrical units for issues
- Strip insulation from wire ends, using wire stripping pliers, and attach wires to terminals
- Examine electrical units for loose connections and broken
- Construct controllers and panels, using power drills, drill presses, taps, saws and punches

Self Employed **Concord, NH** **2005 – Present**

Personal Computing Solutions

- Virus Removal
- Hardware up-grades
- Network Troubleshooting

Rental Property Manager

- maintain computer network with wireless connectivity for the property
- handle repairs and maintenance issues

Big Y Supermarkets **Springfield, MA** **1993 – 2006**

Assistant Produce Manager, Front End Supervisor

- Computer Ordering and Inventory of Product

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

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

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

Duties and responsibilities to include:

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

10/15/2012 to 2/4/2013
Accountemps

Funding Administrator
Bedford, NH

Duties and responsibilities to include:

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

3/4/2002 to 6/29/2012
Community Bridges, Inc.

Reimbursement & A/R Technician
Concord, NH

Duties and responsibilities to include:

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

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

9/1992 to 5/2001

Valinor, Inc. (Sysinct)

Duties and responsibilities to include:

Purchasing/A/R Billing/Operations

Manchester, NH

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

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

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

Jessica M. Crosby

People Support Specialist

Qualified professional with eight plus years experience within the social services field. I have experience working with adults with a variety of disabilities and socio-economic backgrounds. I provide these adults with consistency and structured environments to be successful in all areas of their lives. I have the knowledge to effectively perform supervisory duties and case management responsibilities.

Professional Experience

Granite State Independent Living, Concord, NH 2014-Present
Independent Living Services Coordinator

- Conduct Intakes
- Assess consumer needs
- Develop Independent living plans
- Skill Building
- Maintain Records
- Home and Vehicle Evaluations
- Coaching
- Support and Encourage consumer self-advocacy
- Advocate for consumers
- Transportation Billing
- Coordinate Transportation Services
- Provide Information and Referral Services

Easter Seals NH, Concord, NH 2012-2014
Community Living Manager

- Supervision of day staff
- Ensure client records meet state standards
- Ensure staff payroll is entered accurately
- Ensure client's rights are not violated
- Write meaningful/measurable progress notes for ISP
- Process ISP paperwork
- Attend all quarterly and ISP meeting
- Author client's annual reports
- Author monthly progress notes
- Develop relationships with clients, case managers, home providers and guardians
- Author meaningful/enjoyable client schedules while maintaining state standards
- Perform duties of team leader and direct support associate
- Assist community based services customers with gaining meaningful employment

Easter Seals NH, Concord, NH 2009- 2012
Team Leader

- Provide support to individuals with developmental disabilities within their communities
- Secure employment for people with developmental disabilities and ensure their success
- Securing volunteer positions, community inclusion and center based services
- Production payroll and billing
- Supervision of day program staff
- Ensure documentation meets states standards
- Ensuring clients rights are not violated
- Scheduling of the day program staff and various other responsibilities
- Ensuring all client books are kept current and meet state standards

Participate and prepare materials for treatment team and agency meetings
Maintain consistent communication with homecare providers, guardians and service coordinators
Train new staff to support individuals that Easter Seals supports
Ensure client monthly notes are submitted on time

The Walking Company, Concord, NH
Assistant Manager per-diem

2008-2010

Responsible for daily operations of the store
Supervising staff
Customer Service and Sales
Visual Merchandising
Closely working with customers to determine their needs

ADDITIONAL EMPLOYMENT HISTORY

Matthew's Hallmark, Concord, NH Assistant Manager
Responsible for daily operations of the store, Customer Service and Sales,
Visual Merchandising

Granite Ledges, Concord, NH Personal Care Attendant
Assisted residents with A.D.L'S.

The Inn at Deerfield in Deerfield, Deerfield NH. Personal Care Attendant
Assisted residents with A.D.L'S.

Education

Southern New Hampshire University, Manchester, NH
Psychology – Present

New Hampshire Technical Institute, Human Services, Concord, NH
Associate's Degree

Concord High School, Concord, NH

Related Skills

- ↓ Knowledgeable of client rights
- ↓ CPR and First Aid certified
- ↓ Knowledgeable of state regulations
- ↓ Knowledgeable of accommodations
- ↓ Microsoft Office (Word, Excel)

Trainings

- ↓ Defensive Driving Course
- ↓ Dealing with difficult people training
- ↓ DISC Training
- ↓ Managing Work Place Stress
- ↓ Creative Problem Solving
- ↓ Time Management
- ↓ Active listening
- ↓ Effective Communication Skills
- ↓ Culture Diversity Awareness
- ↓ College of Direct Support
- ↓ Motivational Interviewing
- ↓ Living Well with a Disability Facilitator

References upon request

Karen J. Currier

Summary of Qualifications

Human Services professional with over 30 years' experience in a variety of settings and positions. Recognized as a natural communicator who commits to relationship building and has a track record of performance, reliability, confidentiality, and ethical standards.

Organization Experience

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

Social Services Experience

- Coordinate to provide advocacy, independent skills training, information & referral, peer support
- Provide respite care for mentally/physically-disabled persons
- Render assistance to clients receiving Physical and/or Occupational therapy
- Worked closely with residents to provide basic care needs
- Assisted and worked one-on-one with care of autistic child
- Ability to interact and respond to a variety of staff and/or clients needs and demands

Education

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

Professional Experience

IL Services Coordinator, Granite State Independent Living, Littleton, NH 2008 - Present

Respite Worker, Common Ground, Littleton, NH 2004 - 2008

LNA, Lafayette Center, Franconia NH 2003 – 2004

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

LNA, Morrison Nursing Home, Whitefield NH 1983 – 1991

HUMAN SERVICES PROFESSIONAL

Passionate, dedicated and experienced Human Services Professional offering extensive background in case management , Mental Health and healthy living skills. Seeking a position where I can present my skills to benefit the individuals served as well as support the mission statement of the agency.

Highlights:

- Case management
- Counseling Experience
- Health and Coach Daily Living Skills
- Knowledge of Community Resources
- Accurate Documentation and Record Keeping
- Conflict Resolution and Crisis Intervention
- Detail Orientated
- Excellent Communication skills
- Excellent Organizational skills
- Certified personal Trainer
- Team player
- Research Experience
- Word, Excel, Power Point and Outlook
- Fluent in English and Malayalam

Experience

Granite State Independent Living- Concord, NH

5/2016-Present

Independent Living Service Coordinator

- Provide individualized coaching services to individuals with disabilities to enhance independent living skills and reach their personal goals
- Provide information and referral services to consumers and community members
- Work with consumers to obtain funding through the Access Modification Program, including researching and applying for internal and external funding sources, coordinating vendor bids and ensuring project completion.
- Assist consumers with reaching their transportation goals by providing access to GSIL's Transportation Program as well as Travel Training.

Center for life Management -Derry, NH

5/2013-4/2015

Health Mentor, Personal Trainer Certification

- manages caseload of 25-30 clients to establish and implement the individual In Shape plans
- Work collaboratively with program staff and In Shape coordinator
- Provide fitness training, monitoring, continuing reassessment of exercise, nutrition and healthy commitments as well as providing fitness assessments as needed and record data
- Encourage member participation and movement along the continuum of wellness and related lifestyle changes
- Contact study participants to schedule structured clinical interview sessions
- Work with the research associate and study site coordinators to trouble-shoot participation issues

Center for Life Management — Salem, NH

2/2010 – 4/2013

Community Support Counselor

- Support clients with managing symptoms and behaviors of mental illness while out in the community
- Develop and maintain healthy relationships and complete many activities of daily living skills
- Educate and assist clients life skills in order for them to live more independently
- Provide a range of community based counseling and skills training services to clients and their families, tracking and reporting on resident's treatment program

Center for Life Management — Salem, NH

8/2009 – 4/2013

Residential Counselor

- Provide a range of residential counseling and skills training services to clients and the families including problem solving, conflict resolution and life skills
- Administer medication to the individuals, ensure consumption accordance with medical orders
- Maintain all documentation

Autistic Services Inc. — Williamsville, NY

8/2008 – 7/2009

Direct Support Professional

- Support individuals residing within the residential home with daily living skills, administering medications and providing a safe environment for all residents

EDUCATION & TRAINING

2008

University of Buffalo, The State University of New York

Bachelor of Science in Occupational Science

Bachelor of Science in Medicinal Chemistry

Community Volunteer Work

2005

Health Education & Human Services Peer Educator

- Complete peer education training seminars on topics including counseling, birth control, rape & sexual assault, HIV, AIDS coalition, pregnancy and human anatomy/physiology
- Collaborated with counselor to education clients on various birth controls and also assisted in office & scheduling

Skot Jervis

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

Madeline Olio Ruano

Job Objective

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

Work History

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

Education

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

Leadership and Training

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

References available on request.

James C. Taber, MS, HS-BCP.

PROFESSIONAL EXPERIENCE

Services Coordinator 05/17/04-current

Granite State Independent Living, Concord, NH 03301

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

Corporate Security Operations Manager 1/08-04/06

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

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

Juvenile Services Case Manager 12/02-10/04

State of NH, Department of Youth Services.

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

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

Education

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

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

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

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

Unites States Navy Veteran.

Computer skills

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

References upon request.

Teri Nordle, NHICS, NIC-W

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

RELEVANT EXPERIENCE

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

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

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

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

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

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

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

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

2008 – 2010 **Sorenson Communications** **Concord, NH**
Video Relay Interpreter
Provided ASL/English Interpreting services utilizing VP technology for consumers.

2005 – Present **ASL/English Interpreter** **NH, MA**
Freelance ASL/English Interpreter
Educational, Community and Medical interpreter, providing communication access to Deaf children,
youth, and adults throughout the New England area.

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

EDUCATION

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

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

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

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