



STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY AND ADULT SERVICES

Jeffrey A. Meyers
Commissioner

Deborah D. Scheetz
Director

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April 1, 2019

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to exercise a renewal option and amend an existing contract with the vendors listed below in bold for the provision of ServiceLink Resource Center (hereinafter "ServiceLink") programs by increasing the price limitation by \$2,261,264.67 from \$8,512,850.28 to an amount not to exceed \$10,774,114.95 and extend the completion date from June 30, 2019 to June 30, 2020 effective upon the date of Governor and Executive Council approval. ServiceLinks statewide provide for Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act Program, Veterans Directed, and Community Based Program. 58% Federal Funds, 42% General Funds.

This agreement was originally approved by Governor and Executive Council on December 21, 2016 (Item #14) and amended on June 20, 2018 (Item #44F).

Funds to support this request were available in the following accounts for State Fiscal Year 2017, 2018 and 2019 and are anticipated to be available in State Fiscal Year 2020 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 without the Governor and Executive Council approval, if needed and justified.

Vendor Name	Vendor Number	Location	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget	G&C Approval Date
Behavioral Health & Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$1,070,860.16	\$0.00	\$1,070,860.16	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Community Action Program Belknap	177203	Concord, NH	\$870,786.25	\$328,801.51	\$1,199,587.76	O: 12/21/16 (Item #14)

and Merrimack Counties, Inc.						A: June 20, 2018 (Item #44F)
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23	\$0.00	\$1,433,441.23	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21	\$400,488.83	\$1,477,841.04	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39	\$326,060.53	\$1,191,161.92	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42	\$443,555.04	\$1,614,479.46	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05	\$570,641.88	\$2,087,717.93	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57	\$191,716.88	\$699,025.45	O: 12/21/16 (Item #14) A: June 20, 2018 (Item #44F)
TOTAL:			\$8,512,850.28	\$2,261,264.67	\$10,774,114.95	

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this renewal request is to allow the ServiceLink contractors to continue to offer access to information on the full range of long term services and supports (hereinafter "LTSS") options and also serve as a single point of entry for Medicaid LTSS programs. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act Program, Veterans Directed, and Community Based Program.

ServiceLink contractors utilize the No Wrong Door and Person Centered Option Counseling models operating as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling, and program enrollment. Additionally, ServiceLink follows standardized processes established by the Department to

ensure that individuals accessing the system experience the same process and receive the same information about publicly funded LTSS through any of the ServiceLink access point locations.

The Department shall consider the state's current ServiceLink structure when working with providers of nursing and home and community based services and other stakeholders in developing options for the delivery of LTSS outside the state's Medicaid Care Management program, that will enhance and improve access, coordination, oversight, quality monitoring, outcomes, and the financial sustainability of such services. The options shall consider the regional delivery of LTSS taking into account existing systems, including ServiceLinks and the Integrated Delivery Network established under New Hampshire's Section 1115 Delivery System Reform Incentive Program (DSRIP) Waiver and the needs of local communities.

Based on previous years' data, it is anticipated that ServiceLinks across NH will provide approximately 105,214 information and assistance referrals with New Hampshire residents from October 1, 2018 through September 30, 2019. Also, in calendar year 2018, ServiceLink offices supported 36,700 clients statewide.

If approved this renewal request will assist the Department in ensuring ServiceLink contractors continue to demonstrate positive outcomes related to the performance measures identified in the initial scope of work approved by Governor and Council on December 21, 2016 (Item #14). Performance measures include:

- Ensuring follow up is performed with all individuals contacting ServiceLink;
- Screening for eligibility and assisting to access community based long term supports and services;
- Ensuring access to respite services for family caregivers;
- All staff performing options counseling are trained in person centered practices; and
- Ensuring individuals receiving ServiceLink services are empowered to make informed decisions, and are satisfied with timeliness and helpfulness of ServiceLink staff.

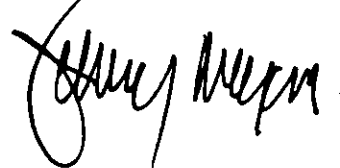
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide, 36,700 people will potentially be impacted by this contract.

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Approved by

A handwritten signature in black ink, appearing to read "Jeffrey Meyers", written over a horizontal line.

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018, SFY 2019 & SFY20**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32	\$0.00	\$12,345.32
102-500734	Contracts for Program Services	2018	\$280,799.45	\$0.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18	\$0.00	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00	\$0.00	\$54,000.00
102-500734	Contracts for Program Services	2019	\$265,995.95	\$0.00	\$265,995.95
545-500387	I & R Contracts	2019	\$15,685.16	\$0.00	\$15,685.16
570-500928	Family Caregiver	2019	\$54,000.00	\$0.00	\$54,000.00
102-500734	Contracts for Program Services	2020	\$0.00	\$259,116.35	\$259,116.35
545-500387	I & R Contracts	2020	\$0.00	\$15,685.16	\$15,685.16
570-500928	Family Caregiver	2020	\$0.00	\$54,000.00	\$54,000.00
		Subtotal	\$698,511.06	\$328,801.51	\$1,027,312.57

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47	\$0.00	\$8,665.47
102-500734	Contracts for Program Services	2018	\$198,575.17	\$0.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79	\$0.00	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00	\$0.00	\$27,000.00
102-500734	Contracts for Program Services	2019	\$187,548.12	\$0.00	\$187,548.12
545-500387	I & R Contracts	2019	\$11,009.80	\$0.00	\$11,009.80
570-500928	Family Caregiver	2019	\$27,000.00	\$0.00	\$27,000.00
102-500734	Contracts for Program Services	2020	\$182,718.00	\$0.00	\$182,718.00
545-500387	I & R Contracts	2020	\$11,010.00	\$0.00	\$11,010.00
570-500928	Family Caregiver	2020	\$27,000.00	\$0.00	\$27,000.00
		Subtotal	\$691,536.35	\$0.00	\$691,536.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35	\$0.00	\$20,773.35
102-500734	Contracts for Program Services	2018	\$483,324.51	\$0.00	\$483,324.51
545-500387	I & R Contracts	2018	\$26,393.33	\$0.00	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00	\$0.00	\$67,000.00
102-500734	Contracts for Program Services	2019	\$457,796.23	\$0.00	\$457,796.23
545-500387	I & R Contracts	2019	\$26,393.32	\$0.00	\$26,393.32
570-500928	Family Caregiver	2019	\$67,000.00	\$0.00	\$67,000.00
102-500734	Contracts for Program Services	2020	\$0.00	\$0.00	\$0.00
545-500387	I & R Contracts	2020	\$0.00	\$0.00	\$0.00
570-500928	Family Caregiver	2020	\$0.00	\$0.00	\$0.00
		Subtotal	\$1,148,680.74	\$0.00	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79	\$0.00	\$12,760.79
102-500734	Contracts for Program Services	2018	\$354,647.07	\$0.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04	\$0.00	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00	\$0.00	\$54,000.00
102-500734	Contracts for Program Services	2019	\$337,386.92	\$0.00	\$337,386.92
545-500387	I & R Contracts	2019	\$16,213.04	\$0.00	\$16,213.04
570-500928	Family Caregiver	2019	\$54,000.00	\$0.00	\$54,000.00
102-500734	Contracts for Program Services	2020	\$0.00	\$330,275.79	\$330,275.79
545-500387	I & R Contracts	2020	\$0.00	\$16,213.04	\$16,213.04
570-500928	Family Caregiver	2020	\$0.00	\$54,000.00	\$54,000.00
		Subtotal	\$845,220.86	\$400,488.83	\$1,245,709.69

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49	\$0.00	\$13,888.49
102-500734	Contracts for Program Services	2018	\$291,106.45	\$0.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82	\$0.00	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00	\$0.00	\$40,500.00
102-500734	Contracts for Program Services	2019	\$275,654.26	\$0.00	\$275,654.26
545-500387	I & R Contracts	2019	\$17,645.84	\$0.00	\$17,645.84
570-500928	Family Caregiver	2019	\$40,500.00	\$0.00	\$40,500.00
102-500734	Contracts for Program Services	2020	\$0.00	\$267,914.71	\$267,914.71
545-500387	I & R Contracts	2020	\$0.00	\$17,645.82	\$17,645.82
570-500928	Family Caregiver	2020	\$0.00	\$40,500.00	\$40,500.00
		Subtotal	\$696,940.86	\$326,060.53	\$1,023,001.39

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$17,093.52	\$0.00	\$17,093.52
102-500734	Contracts for Program Services	2018	\$369,028.10	\$0.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93	\$0.00	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00	\$0.00	\$81,000.00
102-500734	Contracts for Program Services	2019	\$350,362.72	\$0.00	\$350,362.72
545-500387	I & R Contracts	2019	\$21,717.92	\$0.00	\$21,717.92
570-500928	Family Caregiver	2019	\$81,000.00	\$0.00	\$81,000.00
102-500734	Contracts for Program Services	2020	\$0.00	\$340,837.10	\$340,837.10
545-500387	I & R Contracts	2020	\$0.00	\$21,717.94	\$21,717.94
570-500928	Family Caregiver	2020	\$0.00	\$81,000.00	\$81,000.00
		Subtotal	\$941,920.19	\$443,555.04	\$1,385,475.23

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41	\$0.00	\$24,987.41
102-500734	Contracts for Program Services	2018	\$514,051.79	\$0.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40	\$0.00	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00	\$0.00	\$67,500.00
102-500734	Contracts for Program Services	2019	\$485,319.06	\$0.00	\$485,319.06
545-500387	I & R Contracts	2019	\$31,747.40	\$0.00	\$31,747.40
570-500928	Family Caregiver	2019	\$67,500.00	\$0.00	\$67,500.00
102-500734	Contracts for Program Services	2020	\$0.00	\$471,394.48	\$471,394.48
545-500387	I & R Contracts	2020	\$0.00	\$31,747.40	\$31,747.40
570-500928	Family Caregiver	2020	\$0.00	\$67,500.00	\$67,500.00
		Subtotal	\$1,222,853.06	\$570,641.88	\$1,793,494.94

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65	\$0.00	\$8,190.65
102-500734	Contracts for Program Services	2018	\$167,450.00	\$0.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51	\$0.00	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00	\$0.00	\$27,000.00
102-500734	Contracts for Program Services	2019	\$158,874.74	\$0.00	\$158,874.74
545-500387	I & R Contracts	2019	\$10,406.52	\$0.00	\$10,406.52
570-500928	Family Caregiver	2019	\$27,000.00	\$0.00	\$27,000.00
102-500734	Contracts for Program Services	2020	\$0.00	\$154,310.37	\$154,310.37
545-500387	I & R Contracts	2020	\$0.00	\$10,406.51	\$10,406.51
570-500928	Family Caregiver	2020	\$0.00	\$27,000.00	\$27,000.00
		Subtotal	\$409,328.42	\$191,716.88	\$601,045.30

Total 9565	\$6,654,991.54	\$2,261,264.67	\$8,916,256.21
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05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, IHS: ELDERLY AND ADULT ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
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550-500398	Assessment & Counseling	2017	\$96,724.05	\$0.00	\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85	\$0.00	\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84	\$0.00	\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19	\$0.00	\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56	\$0.00	\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61	\$0.00	\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$195,773.21	\$0.00	\$195,773.21
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69	\$0.00	\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180			\$930,039.00	\$0.00	\$930,039.00
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05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46	\$0.00	\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64	\$0.00	\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93	\$0.00	\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28	\$0.00	\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65	\$0.00	\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11	\$0.00	\$11,101.11
		Subtotal	\$11,101.11	\$0.00	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65	\$0.00	\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28	\$0.00	\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255			\$77,091.00	\$0.00	\$77,091.00
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05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
 (86% Federal Funds; 14% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00	\$0.00	\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00	\$0.00	\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00	\$0.00	\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00	\$0.00	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00	\$0.00	\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$20,250.00	\$0.00	\$20,250.00

		Subtotal	\$20,250.00	\$0.00	\$20,250.00
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Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00	\$0.00	\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00	\$0.00	\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00	\$0.00	\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS (100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00	\$0.00	\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09	\$0.00	\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38	\$0.00	\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60	\$0.00	\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78	\$0.00	\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67	\$0.00	\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00	\$0.00	\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$3,173.23	\$0.00	\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75% Federal Funds; 25% General Funds)
 (75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74	\$0.00	\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44	\$0.00	\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87	\$0.00	\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30	\$0.00	\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19	\$0.00	\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10	\$0.00	\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78	\$0.00	\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78	\$0.00	\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100% Federal Funds)
 (100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94	\$0.00	\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79	\$0.00	\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47	\$0.00	\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98	\$0.00	\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35	\$0.00	\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74	\$0.00	\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35	\$0.00	\$11,577.35
		Subtotal	\$11,577.35	\$0.00	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17	\$0.00	\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888			\$99,804.79	\$0.00	\$99,804.79
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05-95-48-481010-8920 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MONEY FOLLOWS THE PERSON
(100% Federal Funds)

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2019	\$87,585.00	\$0.00	\$87,585.00
102-500734	Contracts for Program Services	2020	\$175,170.00	\$0.00	\$175,170.00
		Subtotal	\$262,755.00	\$0.00	\$262,755.00

Total 8920			\$262,755.00	\$0.00	\$262,755.00
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$184,620.51	\$0.00	\$184,620.51

		2018	\$350,484.63	\$0.00	\$350,484.63
		2019	\$335,681.11	\$0.00	\$335,681.11
		2020	\$0.00	\$328,801.51	\$328,801.51
		Subtotal	\$870,786.25	\$328,801.51	\$1,199,587.76

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$125,234.28	\$0.00	\$125,234.28
		2018	\$236,584.96	\$0.00	\$236,584.96
		2019	\$313,142.92	\$0.00	\$313,142.92
		2020	\$395,898.00	\$0.00	\$395,898.00
		Subtotal	\$1,070,860.16	\$0.00	\$1,070,860.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$305,533.84	\$0.00	\$305,533.84
		2018	\$576,717.84	\$0.00	\$576,717.84
		2019	\$551,189.55	\$0.00	\$551,189.55
		2020	\$0.00	\$0.00	\$0.00
		Subtotal	\$1,433,441.23	\$0.00	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$244,892.14	\$0.00	\$244,892.14
		2018	\$424,860.11	\$0.00	\$424,860.11
		2019	\$407,599.96	\$0.00	\$407,599.96
		2020	\$0.00	\$400,488.83	\$400,488.83
		Subtotal	\$1,077,352.21	\$400,488.83	\$1,477,841.04

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$182,049.02	\$0.00	\$182,049.02
		2018	\$349,252.27	\$0.00	\$349,252.27
		2019	\$333,800.10	\$0.00	\$333,800.10
		2020	\$0.00	\$326,060.53	\$326,060.53
		Subtotal	\$865,101.39	\$326,060.53	\$1,191,161.92

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$246,097.75	\$0.00	\$246,097.75
		2018	\$471,746.03	\$0.00	\$471,746.03
		2019	\$453,080.64	\$0.00	\$453,080.64
		2020	\$0.00	\$443,555.04	\$443,555.04
		Subtotal	\$1,170,924.42	\$443,555.04	\$1,614,479.46

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$319,210.40	\$0.00	\$319,210.40
		2018	\$613,299.19	\$0.00	\$613,299.19
		2019	\$584,566.46	\$0.00	\$584,566.46
		2020	\$0.00	\$570,641.88	\$570,641.88
		Subtotal	\$1,517,076.05	\$570,641.88	\$2,087,717.93

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
		2017	\$106,170.80	\$0.00	\$106,170.80
		2018	\$204,856.51	\$0.00	\$204,856.51
		2019	\$196,281.26	\$0.00	\$196,281.26
		2020	\$0.00	\$191,716.88	\$191,716.88
		Subtotal	\$507,308.57	\$191,716.88	\$699,025.45

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,227,801.54	\$0.00	\$3,227,801.54
Grand Total SFY19	2019	\$3,175,342.00	\$0.00	\$3,175,342.00
Grand Total SFY20	2020	\$395,898.00	\$2,261,264.67	\$2,657,162.67
Total Contract		\$8,512,850.28	\$2,261,264.67	\$10,774,114.95

ACCOUNTING UNIT SUMMARY

05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,658,982.54	\$0.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$2,518,938.00	\$0.00	\$2,518,938.00
545-500387	I & R Contracts	2019	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2019	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2020	\$182,718.00	\$1,823,848.80	\$2,006,566.80
545-500387	I & R Contracts	2020	\$11,010.00	\$113,415.87	\$124,425.87
570-500928	Family Caregiver	2020	\$27,000.00	\$324,000.00	\$351,000.00
		Subtotal	\$6,654,991.54	\$2,261,264.67	\$8,916,256.21

05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50% Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00	\$0.00	\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00	\$0.00	\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75	\$0.00	\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75% Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20	\$0.00	\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100% Federal Funds)
 (100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79	\$0.00	\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

05-95-48-481010-8920 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MONEY FOLLOWS THE PERSON
 (100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
102-500734	Contracts for Program Services	2019	\$87,585.00	\$0.00	\$87,585.00
102-500734	Contracts for Program Services	2020	\$175,170.00	\$0.00	\$175,170.00
		Subtotal	\$262,755.00	\$0.00	\$262,755.00

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,227,801.54	\$0.00	\$3,227,801.54
Grand Total SFY19	2019	\$3,175,342.00	\$0.00	\$3,175,342.00
Grand Total SFY20	2020	\$395,898.00	\$2,261,264.67	\$2,657,162.67
Total Contract		\$8,512,850.28	\$2,261,264.67	\$10,774,114.95



State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Community Action Program Belknap & Merrimack Counties Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 2 Industrial Park Drive, Concord, NH 03302.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7., Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$1,199,587.76.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1 and Exhibit B-4, Amendment #2.
6. Add Exhibit B-4, Amendment #2, Budget Sheet.
7. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.



NH Department of Health & Human Services
ServiceLink Resource Center

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

4/3/19
Date

State of New Hampshire
Department of Health and Human Services
[Signature]
Christine Tappan
Associate Commissioner

3/28/2019
Date

Community Action Program Belknap
and Merrimack Counties, Inc.,
[Signature]
NAME Jeanne Agri
TITLE Executive Director

Acknowledgement:

State of New Hampshire, County of Merrimack on 3/28/2019, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

[Signature]
Kathy L. Howard, Notary Public
Name and Title of Notary or Justice of the Peace


KATHY L. HOWARD Notary Public, NH
My Commission Expires October 17, 2023



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

OFFICE OF THE ATTORNEY GENERAL

4/4/2019
Date


Name: Nancy J. Smith
Title: Sr. Asst. Atty General

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.



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- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



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Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.



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- 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



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- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.



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- 2.2.5.17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
 - 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veteran's groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one-part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.



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- 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.



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- 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
- 2.2.8.3. Collaborate with community-based providers.
- 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
- 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
- 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
- 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
- 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:



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- 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.



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- 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services , problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
 - 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
 - 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
- 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to



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- include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
- 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
- 2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.12.3.2. Conduct follow-up contacts.
 - 2.2.12.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.12.3.4. Develop a media list for the geographic area served.
 - 2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
- 2.2.12.4. Be responsible for purchasing media in their local area.
- 2.2.12.5. Comply with procedures for reporting defined by the Department.
- 2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.



3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.



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- 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
- 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
- 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.



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- 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
 - 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.



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- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:



Exhibit A, Amendment #2

- 5.7.2.1. Carroll 0.5 FTE, Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
- 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
- 5.7.2.3. Merrimack County 1.25 FTE; and
- 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE

6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

Exhibit B-4, Amendment #2 Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Community Action Program Belknap-Merrimack Counties Inc

Budget Request for: ServiceLink Resource Center

Budget Period: 7/1/2019 - 6/30/2020

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 194,188.00	\$ 8,282.00	\$ 203,480.00	\$ -	\$ -	\$ -	\$ 194,188.00	\$ 8,282.00	\$ 203,480.00
2. Employee Benefits	\$ 63,803.00	\$ 2,370.00	\$ 66,173.00	\$ -	\$ -	\$ -	\$ 63,803.00	\$ 2,370.00	\$ 66,173.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 2,500.00	\$ 500.00	\$ 3,000.00	\$ -	\$ -	\$ -	\$ 2,500.00	\$ 500.00	\$ 3,000.00
6. Travel	\$ 4,000.00	\$ -	\$ 4,000.00	\$ -	\$ -	\$ -	\$ 4,000.00	\$ -	\$ 4,000.00
7. Occupancy	\$ 10,249.00	\$ 21,500.00	\$ 31,749.00	\$ -	\$ -	\$ -	\$ 10,249.00	\$ 21,500.00	\$ 31,749.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 2,150.00	\$ -	\$ 2,150.00	\$ -	\$ -	\$ -	\$ 2,150.00	\$ -	\$ 2,150.00
Postage	\$ 2,550.00	\$ 449.52	\$ 2,999.52	\$ -	\$ -	\$ -	\$ 2,550.00	\$ 449.52	\$ 2,999.52
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 2,000.00	\$ 500.00	\$ 2,500.00	\$ -	\$ -	\$ -	\$ 2,000.00	\$ 500.00	\$ 2,500.00
Insurance	\$ -	\$ 1,500.00	\$ 1,500.00	\$ -	\$ -	\$ -	\$ -	\$ 1,500.00	\$ 1,500.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 2,500.00	\$ -	\$ 2,500.00	\$ -	\$ -	\$ -	\$ 2,500.00	\$ -	\$ 2,500.00
11. Staff Education and Training	\$ 3,500.00	\$ -	\$ 3,500.00	\$ -	\$ -	\$ -	\$ 3,500.00	\$ -	\$ 3,500.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Printing	\$ 1,450.00	\$ 2,300.00	\$ 3,750.00	\$ -	\$ -	\$ -	\$ 1,450.00	\$ 2,300.00	\$ 3,750.00
Volunteer Travel	\$ 1,500.00	\$ -	\$ 1,500.00	\$ -	\$ -	\$ -	\$ 1,500.00	\$ -	\$ 1,500.00
TOTAL	\$ 298,490.00	\$ 38,401.52	\$ 328,891.52	\$ -	\$ -	\$ -	\$ 298,490.00	\$ 38,401.52	\$ 328,891.52

Indirect As A Percent of Direct

13.2%

Contractor Initials QA

Date 3-28-19

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 COMMUNITY ACTION PROGRAM BELKNAP AND MERRIMACK COUNTIES, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on May 28, 1965. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 63021

Certificate Number: 0004482211



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 1st day of April A.D. 2019.

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

William M. Gardner
Secretary of State

Community Action Program Belknap-Merrimack Counties, Inc.

CERTIFICATE OF VOTE

I, Dennis T. Martino, Secretary-Clerk of Community Action Program Belknap-Merrimack Counties, Inc. (hereinafter the "Corporation"), a New Hampshire corporation, hereby certify that: (1) I am the duly elected and acting Secretary-Clerk of the Corporation; (2) I maintain and have custody and am familiar with the minute books of the Corporation; (3) I am duly authorized to issue certificates with respect to the contents of such books; (4) that the Board of Directors of the Corporation have authorized, on 01/10/2019, such authority to be in force and effect until 6/30/2020 (contract termination date). (see attached)

The person(s) holding the below listed position(s) are authorized to execute and deliver on behalf of the Corporation any contract or other instrument for the sale of products and services:

Jeanne Agri, Executive Director
Michael Tabory, Deputy Director
Steven E. Gregoire, Budget Analyst
Sara A. Lewko, President, Board of Directors

(5) The meeting of the Board of Directors was held in accordance with New Hampshire, (state of incorporation) law and the by-laws of the Corporation; and (6) said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof. Excerpt of dated minutes or copy of article or section of authorizing by-law must be attached.

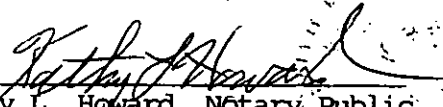
IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the corporation this 28th day of March, 20 19.


Secretary-Clerk

STATE OF NEW HAMPSHIRE
COUNTY OF MERRIMACK

On this 28th day of March, 20 19, before me, Kathy L. Howard the undersigned Officer, personally appeared Dennis T. Martino who acknowledged her/himself to be the Secretary-Clerk of Community Action Program Belknap-Merrimack Counties, Inc., a corporation and that she/he as such Secretary-Clerk being authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.


Kathy L. Howard, Notary Public
Notary Public/Justice of the Peace

Commission Expiration Date:

KATHY L. HOWARD Notary Public, NH
My Commission Expires October 17, 2023

**COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.**

CORPORATE RESOLUTION

The Board of Directors of Community Action Program Belknap-Merrimack Counties, Inc. authorizes the Executive Director, Deputy Director, Budget Analyst, Chief Accountant, President, Vice-President(s) or Treasurer of the Agency to sign contracts and reports with the State of New Hampshire, Departments of the Federal Government, which include all federal #269 and #272 Forms, and public or private nonprofit agencies *including, but not limited to, the following:*

- Department of Administrative Services for food distribution programs
- Department of Education for Nutrition programs
- Department of Health and Human Services
 - Bureau of Elderly and Adult Services for elderly programs
 - Bureau of Homeless and Housing Services for homeless/housing programs
 - Division of Children, Youth, and Families for child care programs
 - Division of Family Assistance for Community Services Block Grant
 - Division of Public Health Services for public health programs
- Department of Justice for child advocacy/therapy programs
- Department of Transportation-Public Transportation Bureau for transportation programs
- Public Utilities Commission for utility assistance programs
- Workforce Opportunity Council for employment and job training programs
- Department of Natural and Cultural Resources
- New Hampshire Office of Strategic Initiatives (OSI) for Low Income Energy Assistance, Weatherization, SEAS and Block Grant programs
- New Hampshire Community Development Finance Authority
- New Hampshire Housing Finance Authority
- New Hampshire Secretary of State
- U.S. Department of Health and Human Services
- U.S. Department of Housing and Urban Development
- U.S. Department of the Treasury – Internal Revenue Service
- and other departments and divisions as required

This Resolution authorizes the signing of all supplementary and subsidiary documents necessary to executing the authorized contracts as well as any modifications or amendments relative to said contracts or agreements.

This Resolution was approved by the Board of Directors of Community Action Program Belknap-Merrimack Counties, Inc. on January 10, 2019, and has not been amended or revoked and remains in effect as of the date listed below.

3/28/2019

Date



Dennis T. Martino
Secretary/Clerk

SEAL



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/29/2019

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

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

PRODUCER FIAI/Cross Insurance 1100 Elm Street Manchester NH 03101		CONTACT NAME: Karen Shaughnessy PHONE (A/C No. Ext): (603) 669-3218 FAX (A/C No.): (603) 645-4331 E-MAIL ADDRESS: kshaughnessy@crossagency.com	
INSURED Community Action Programs, Belknap-Merrimack Counties Inc. P. O. Box 1016 Concord NH 03302		INSURER(S) AFFORDING COVERAGE INSURER A: Philadelphia Ins Co INSURER B: Granite State Health Care and Human Services Self- INSURER C: Federal Ins Co INSURER D: INSURER E: INSURER F:	
		NAIC # 20281	

COVERAGES **CERTIFICATE NUMBER:** 18-19 AII/19-20 WC & D&O **REVISION NUMBER:**

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

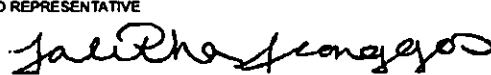
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. JECT <input type="checkbox"/> LOC OTHER:			PHPK1887527	10/01/2018	10/01/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK1887541	10/01/2018	10/01/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist \$ 1,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB649174	10/01/2018	10/01/2019	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	HCHS20190000100(3a.) NH	02/01/2019	02/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Directors & Officers Liability			82471794	04/01/2019	04/01/2020	Limit 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Confirmation of Coverage.

CERTIFICATE HOLDER

CANCELLATION

State of New Hampshire Department of Health & Human Services 129 Pleasant Street Concord NH 03301	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---

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Phone (603) 225-3295
 (800) 856-5525
 Fax (603) 228-1898
 Web www.bm-cap.org



2 Industrial Park Drive
 P.O. Box 1016
 Concord, NH
 03302-1016

**COMMUNITY ACTION PROGRAM
 BELKNAP-MERRIMACK COUNTIES, INC.**

STATEMENT OF PURPOSE

The purpose the corporation includes providing assistance for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient through planning and coordinating the use of a broad range of federal, state, local, and other assistance (including private resources) related to the elimination of poverty; the organization of a range of services related to the needs of low-income families and individuals, so that these services may have a measurable and potentially major impact on the causes of poverty and may help the families and individuals to achieve self-sufficiency; the maximum participation of residents of the low-income communities and members of the groups served to empower such residents and members to respond to the unique problems and needs within their communities; and to secure a more active role in the provision of services for private, religious, charitable, and neighborhood-based organizations, individual citizens, and business, labor, and professional groups, who are able to influence the quantity and quality of opportunities and services for the poor.

(Approved by Agency Board of Directors on 02/24/05
 as part of the Agency Bylaws.)

CAPBMCI Statement of Purpose

<p>ALTON Senior Center..... 875-7102 Prospect View Housing..... 875-3711</p>	<p>CONCORD Area Center..... 225-6880 Head Start..... 224-6482 Early Head Start..... 224-6482 Concord Area Heels on Wheels..... 225-9092 Concord Area Transit..... 225-1989 Horseshoe Pond Place..... 228-8956 WIC/CSFP..... 225-2050 Workplace Success..... 223-2305</p>	<p>EPSOM Meadow Brook Housing... 738-8250</p>	<p>FRANKLIN Area Center..... 934-3444 Head Start..... 934-2161 Early Head Start..... 934-2161 Senior Center..... 934-4151 Riverside Housing..... 934-5340</p>	<p>LACONIA Area Center..... 524-5512 Head Start..... 528-5334 Early Head Start..... 528-5334 Senior Center..... 524-7889 Family Planning..... 524-5453 Workplace Success..... 524-4367</p>	<p>NEWBURY Newbury Commons Housing..... 783-0360</p>	<p>SUNCOOK Area Center..... 485-7824 Senior Center..... 485-4254</p>
<p>BELMONT Senior Center..... 267-9867 Heritage Terr. Housing..... 267-8801</p>					<p>PEMBROKE Village at Pembroke Farms Housing..... 485-1842</p>	<p>TILTON Senior Center..... 527-8291</p>
<p>BRADFORD Senior Center..... 938-2104</p>				<p>MEREDITH Area Center..... 278-4096</p>	<p>PITTSFIELD Senior Center..... 435-8482 Head Start..... 433-6618 Early Head Start..... 433-6611</p>	<p>WARNER Area Center..... 456-2207 Head Start..... 456-2208 North Ridge Housing..... 456-3398</p>



Financial Statements

**COMMUNITY ACTION PROGRAM
BELKNAP – MERRIMACK COUNTIES, INC.**

**FINANCIAL STATEMENTS
FOR THE YEARS ENDED FEBRUARY 28, 2018 AND 2017
AND
INDEPENDENT AUDITORS' REPORT**

COMMUNITY ACTION PROGRAM BELKNAP – MERRIMACK COUNTIES, INC.

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To the Board of Directors
Community Action Program Belknap-Merrimack Counties, Inc.
Concord, New Hampshire

INDEPENDENT AUDITORS' REPORT

Report on the Financial Statements

We have audited the accompanying financial statements of Community Action Program Belknap-Merrimack Counties, Inc. (a nonprofit organization), which comprise the statements of financial position as of February 28, 2018 and 2017, and the related statements of cash flows, and notes to the financial statements for the years then ended, and the related statements of activities and functional expenses for the year ended February 28, 2018.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Community Action Program Belknap-Merrimack Counties, Inc. as of February 28, 2018 and February 28, 2017, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

We have previously audited Community Action Program Belknap-Merrimack Counties, Inc.'s 2017 financial statements, and we expressed an unmodified audit opinion on those audited financial statements in our report dated October 30, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended February 28, 2017, is consistent, in all material respects, with the audited financial statements from which it was derived.

Other Matters

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated January 8, 2019, on our consideration of Community Action Program Belknap-Merrimack Counties, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Action Program Belknap-Merrimack Counties, Inc.'s internal control over financial reporting and compliance.

Leone McDonnell & Roberts
Professional Association

Concord, New Hampshire
January 8, 2019

COMMUNITY ACTION PROGRAM BELKNAP - MERRIMACK COUNTIES, INC.

**STATEMENTS OF FINANCIAL POSITION
FEBRUARY 28, 2018 AND 2017**

	<u>2018</u>	<u>2017</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 1,751,685	\$ 1,732,344
Accounts receivable	2,993,405	2,161,972
Inventory	26,567	21,530
Prepaid expenses	88,287	94,315
Investments	<u>98,753</u>	<u>85,225</u>
Total current assets	<u>4,958,697</u>	<u>4,095,386</u>
PROPERTY		
Land, buildings and improvements	4,634,220	4,618,289
Equipment, furniture and vehicles	<u>6,227,722</u>	<u>5,838,444</u>
Total property	10,861,942	10,456,733
Less accumulated depreciation	<u>6,936,808</u>	<u>6,818,622</u>
Property, net	<u>3,925,134</u>	<u>3,638,111</u>
OTHER ASSETS		
Due from related party	<u>139,441</u>	<u>139,441</u>
Total other assets	<u>139,441</u>	<u>139,441</u>
TOTAL ASSETS	<u>\$ 9,023,272</u>	<u>\$ 7,872,938</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Current portion of notes payable	\$ 172,745	\$ 163,753
Accounts payable	1,443,697	847,707
Accrued expenses	1,056,676	1,019,426
Refundable advances	<u>1,187,333</u>	<u>1,159,331</u>
Total current liabilities	3,860,451	3,190,217
LONG TERM LIABILITIES		
Notes payable, less current portion shown above	<u>962,781</u>	<u>1,151,156</u>
Total liabilities	<u>4,823,232</u>	<u>4,341,373</u>
NET ASSETS		
Unrestricted	3,497,187	2,887,454
Temporarily restricted	<u>702,853</u>	<u>644,111</u>
Total net assets	<u>4,200,040</u>	<u>3,531,565</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 9,023,272</u>	<u>\$ 7,872,938</u>

See Notes to Financial Statements

COMMUNITY ACTION PROGRAM BELKNAP - MERRIMACK COUNTIES, INC.

**STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED FEBRUARY 28, 2018
WITH COMPARATIVE TOTALS FOR THE YEAR ENDED FEBRUARY 28, 2017**

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2018 Total</u>	<u>2017 Total</u>
REVENUES AND OTHER SUPPORT				
Grant awards	\$ 17,935,847	\$ -	\$ 17,935,847	\$ 15,822,185
Other funds	1,538,501	2,870,131	4,408,632	4,769,775
In-kind	1,147,978	-	1,147,978	1,100,528
United Way	30,517	-	30,517	43,751
Realized gain on sale of property	-	-	-	20,250
Total revenues and other support	<u>20,652,843</u>	<u>2,870,131</u>	<u>23,522,974</u>	<u>21,756,489</u>
NET ASSETS RELEASED FROM RESTRICTIONS	<u>2,811,389</u>	<u>(2,811,389)</u>	<u>-</u>	<u>-</u>
Total	<u>23,464,232</u>	<u>58,742</u>	<u>23,522,974</u>	<u>21,756,489</u>
EXPENSES				
Salaries and wages	8,295,198	-	8,295,198	7,973,527
Payroll taxes and benefits	2,054,965	-	2,054,965	1,997,820
Travel	281,239	-	281,239	277,832
Occupancy	1,222,773	-	1,222,773	1,134,026
Program services	7,979,371	-	7,979,371	7,104,507
Other costs	1,636,269	-	1,636,269	1,512,410
Depreciation	236,706	-	236,706	225,631
In-kind	1,147,978	-	1,147,978	1,100,528
Total expenses	<u>22,854,499</u>	<u>-</u>	<u>22,854,499</u>	<u>21,326,281</u>
CHANGE IN NET ASSETS	<u>609,733</u>	<u>58,742</u>	<u>668,475</u>	<u>430,208</u>
NET ASSETS, BEGINNING OF YEAR	<u>2,887,454</u>	<u>644,111</u>	<u>3,531,565</u>	<u>3,101,357</u>
NET ASSETS, END OF YEAR	<u>\$ 3,497,187</u>	<u>\$ 702,853</u>	<u>\$ 4,200,040</u>	<u>\$ 3,531,565</u>

See Notes to Financial Statements

COMMUNITY ACTION PROGRAM BELKNAP - MERRIMACK COUNTIES, INC.

**STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED FEBRUARY 28, 2018 AND 2017**

	<u>2018</u>	<u>2017</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$ 668,475	\$ 430,208
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation	236,706	225,631
Gain on sale of property	-	(20,250)
(Increase) decrease in current assets:		
Accounts receivable	(831,433)	481,783
Inventory	(5,037)	8,393
Prepaid expenses	6,028	6,609
Increase (decrease) in current liabilities:		
Accounts payable	595,990	(335,107)
Accrued expenses	37,250	45,752
Refundable advances	28,002	37,296
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>735,981</u>	<u>880,315</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Additions to property	(523,729)	(127,048)
Investment in partnership	(13,528)	(12,919)
Proceeds from sale of property	-	20,250
NET CASH USED IN INVESTING ACTIVITIES	<u>(537,257)</u>	<u>(119,717)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of long term debt	(179,383)	(152,251)
NET CASH USED IN FINANCING ACTIVITIES	<u>(179,383)</u>	<u>(152,251)</u>
NET INCREASE IN CASH	19,341	608,347
CASH BALANCE, BEGINNING OF YEAR	<u>1,732,344</u>	<u>1,123,997</u>
CASH BALANCE, END OF YEAR	<u>\$ 1,751,685</u>	<u>\$ 1,732,344</u>
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION:		
Cash paid during the year for interest	<u>\$ 73,582</u>	<u>\$ 109,150</u>

See Notes to Financial Statements

COMMUNITY ACTION PROGRAM BELKNAP - MERRIMACK COUNTIES, INC.

**STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED FEBRUARY 28, 2018
WITH COMPARATIVE TOTALS FOR THE YEAR ENDED FEBRUARY 28, 2017**

	<u>Program</u>	<u>Management</u>	<u>2018 Total</u>	<u>2017 Total</u>
Salaries and wages	\$ 8,026,291	\$ 268,907	\$ 8,295,198	\$ 7,973,527
Payroll taxes and benefits	1,948,839	106,126	2,054,965	1,997,820
Travel	279,829	1,410	281,239	277,832
Occupancy	1,107,004	115,769	1,222,773	1,134,026
Program Services	7,979,371	-	7,979,371	7,104,507
Other costs:				
Accounting fees	24,915	27,549	52,464	48,888
Legal fees	5,137	-	5,137	45,447
Supplies	236,553	26,718	263,271	259,191
Postage and shipping	49,153	1,052	50,205	55,100
Equipment rental and maintenance	1,680	-	1,680	5,503
Printing and publications	3,643	27,649	31,292	13,967
Conferences, conventions and meetings	13,730	9,544	23,274	27,628
Interest	68,274	5,308	73,582	109,150
Insurance	123,457	35,257	158,714	158,030
Membership fees	19,045	8,668	27,713	19,672
Utility and maintenance	185,882	64,390	250,272	123,416
Computer services	21,517	17,179	38,696	36,678
Other	645,081	14,888	659,969	609,740
Depreciation	231,959	4,747	236,706	225,631
In-kind	1,147,978	-	1,147,978	1,100,528
Total functional expenses	<u>\$ 22,119,338</u>	<u>\$ 735,161</u>	<u>\$ 22,854,499</u>	<u>\$ 21,326,281</u>

See Notes to Financial Statements

COMMUNITY ACTION PROGRAM BELKNAP – MERRIMACK COUNTIES, INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED FEBRUARY 28, 2018**

1. ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Organization

Community Action Program Belknap – Merrimack Counties, Inc. (the Organization) is a New Hampshire nonprofit organization that serves nutritional, health, living and support needs of the low income and elderly clients in the two county service areas, as well as state wide. These services are provided with the financial support of various federal, state, county and local organizations.

Basis of Accounting

The financial statements are prepared on the accrual basis of accounting in accordance with Generally Accepted Accounting Principles (GAAP) of the United States.

Financial Statement Presentation

Financial statement presentation follows the recommendations of the FASB in its Accounting Standard Codification No. 958 *Financial Statements of Not-For-Profit Organizations*. Under FASB ASC No. 958, the Organization is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. The classes of net assets are determined by the presence or absence of donor restrictions. As of February 28, 2018 the Organization had no permanently restricted net assets and had temporarily restricted net assets of \$702,853.

The financial statements include certain prior-year summarized comparative information in total but not by net asset class. Such information does not include sufficient detail to constitute a presentation in conformity with generally accepted accounting principles. Accordingly, such information should be read in conjunction with the Organization's financial statements for the year ended February 28, 2017, from which the summarized information was derived.

Income Taxes

The Organization is organized as a nonprofit corporation and is exempt from federal income taxes under Internal Revenue Code Section 501(c)(3). The Internal Revenue Service has determined them to be other than a private foundation.

The Organization files information returns in the United States and the State of New Hampshire. The Organization is no longer subject to examinations by tax authorities for years before 2014.

Accounting Standard Codification No. 740 (ASC 740), *Accounting for Income Taxes*, established the minimum threshold for recognizing, and a system for measuring, the benefits of tax return positions in financial statements. The Organization has analyzed its tax position taken on its information returns for the years (2014 through 2017), and has concluded that no additional provision for income taxes is necessary in the Organization's financial statements.

Property

Property and equipment is recorded at cost or, if donated, at the approximate fair value at the date of the donation. Assets purchased with a useful life in excess of one year and exceeding \$5,000 are capitalized unless a lower threshold is required by certain funding sources. Depreciation is computed on the straight-line basis over the estimated useful lives of the related assets as follows:

Buildings and improvements	40 years
Equipment, furniture and vehicles	3 - 7 years

Use of Estimates

The preparation of financial statements in conformity with United States generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash and Cash Equivalents

For purposes of the statement of cash flows, the Organization considers all liquid investments purchased with original maturities of three months or less to be cash equivalents. The Organization maintains its cash in bank deposit accounts, which at times may exceed federally insured limits. The Organization has not experienced any losses in such accounts and believes it is not exposed to any significant risk with respect to these accounts.

Contributions

All contributions are considered to be available for unrestricted use unless specifically restricted by the donor. Amounts received that are restricted by the donor for future periods or for specific purposes are reported as temporarily restricted or permanently restricted support, depending on the nature of the restriction. However, if a restriction is fulfilled in the same period in which the contribution is received, the Organization reports the support as unrestricted.

Contributed Services

Donated services are recognized as contributions in accordance with FASB ASC No. 958, *Accounting for Contributions Received and Contributions Made*, if the services (a) create or enhance non-financial assets or (b) require specialized skills, and would otherwise be purchased by the Agency.

Volunteers provided various services throughout the year that are not recognized as contributions in the financial statements since the recognition criteria under FASB ASC No. 958 were not met.

In-Kind Donations / Noncash Transactions

Donated facilities, services and supplies are reflected as revenue and expense in the accompanying financial statements, if the criteria for recognition is met. This represents the estimated fair value for the service, supplies and space that the Organization might incur under normal operating activities. The Organization received \$1,147,978 in donated facilities, services and supplies for the year ended February 28, 2018 as follows:

The Organization receives contributed professional services that are required to be recorded in accordance with FASB ASC No. 958. The estimated fair value of these services was determined to be \$292,141 for the year ended February 28, 2018.

The Organization also receives contributed food commodities and other goods that are required to be recorded in accordance with FASB ASC No. 958. The estimated fair value of these food commodities and goods was determined to be \$846,237 for the year ended February 28, 2018.

The Agency pays below-market rent for the use of certain facilities. In accordance with generally accepted accounting principles, the difference between amounts paid for the use of the facilities and the fair market value of the rental space has been recorded as an in-kind donation and as an in-kind expense in the accompanying financial statements. The estimated fair value of the donation was determined to be \$9,600 for the year ended February 28, 2018.

Advertising

The Organization expenses advertising costs as they are incurred. Total advertising costs for the year ended February 28, 2018 totaled \$32,655.

Inventory

Inventory consists of weatherization supplies and work in process and is valued at the lower of cost or net realizable value, using the first-in, first-out method.

2. ACCOUNTS RECEIVABLE

Accounts receivable are stated at the amount management expects to collect from balances outstanding at year end. Balances that are still outstanding after management has used reasonable collection efforts are written off through a charge to the valuation allowance and a credit to accounts receivable. The allowance for uncollectible accounts was estimated to be zero at February 28, 2018. The Organization has no policy for charging interest on overdue accounts.

3. REFUNDABLE ADVANCES

Grants received in advance are recorded as refundable advances and recognized as revenue in the period in which the related services or expenditures are performed or incurred. Funds received in advance of grantor conditions being met aggregated \$1,187,333 as of February 28, 2018.

4. **RETIREMENT PLAN**

The Organization has a qualified contributory pension plan which covers substantially all employees. The cost of the plan is charged to programs administered by the Organization. The expense of the plan for the year ended February 28, 2018 totaled \$202,725.

5. **LEASED FACILITIES**

Facilities occupied by the Organization for its community service programs are leased under various operating leases. The lease terms range from month to month to twenty years. For the year ended February 28, 2018, the annual lease expense for the leased facilities was \$479,964.

The approximate future minimum lease payments on the above leases are as follows:

<u>Year Ended February 28</u>	<u>Amount</u>
2019	\$ 449,443
2020	405,088
2021	339,230
2022	88,762
2023	88,762
Thereafter	<u>1,053,765</u>
Total	<u>\$ 2,425,050</u>

6. **ACCRUED EARNED TIME**

The Organization has accrued a liability for future annual leave time that its employees have earned and vested with the employees in the amount of \$369,827 at February 28, 2018.

7. **BANK LINE OF CREDIT**

The Organization has a \$200,000 revolving line of credit agreement (the line) with a bank that is due on demand. The line calls for monthly variable interest payments based on the Wall Street Journal Prime Rate (4.50% for the year ended February 28, 2018) plus 1%, but not less than 6% per annum. The line is secured by all the Organization's assets. There was no outstanding balance on the line at February 28, 2018.

8. **LONG TERM DEBT**

Long term debt consisted of the following as of February 28, 2018:

5.75% note payable to a financial institution in monthly installments for principal and interest of \$13,912 through July 2023. The note is secured by property of the Organization for Lakes Region Family Center.

\$ 773,551

3.00% note payable to the City of Concord for leasehold improvements in monthly installments for principal and interest of \$747 through May 2027. The note is secured by property of the Organization for the agency administrative building renovations.

71,843

7.00% note payable to a bank in monthly installments for principal and interest of \$4,842 through May 2023. The note is secured by a first real estate mortgage and assignment of rents and leases on property located in Concord, New Hampshire for Early Head Start.

290,132

Total
Less amounts due within one year

1,135,526

172,745

Long term portion

\$ 962,781

The scheduled maturities of long-term debt as of February 28, 2018 were as follows:

<u>Year Ending February 28</u>	<u>Amount</u>
2019	\$ 172,745
2020	183,269
2021	194,445
2022	206,317
2023	281,158
Thereafter	<u>97,592</u>
	<u>\$ 1,135,526</u>

9. **PROPERTY AND EQUIPMENT**

Property and equipment consisted of the following as of February 29, 2018:

Land	\$ 168,676
Building and improvements	4,465,544
Equipment and vehicles	<u>6,227,722</u>
	10,861,942
Less accumulated depreciation	<u>6,936,808</u>
Property and equipment, net	<u>\$ 3,925,134</u>

Depreciation expense for the year ended February 28, 2018 was \$236,706.

10. **CONTINGENCIES**

The Organization receives grant funding from various sources. Under the terms of these agreements, the Organization is required to use the funds within a certain period and for purposes specified by the governing laws and regulations. If expenditures were found not to have been made in compliance with the laws and regulations, the Organization might be required to repay the funds. No provisions have been made for this contingency because specific amounts, if any, have not been determined or assessed as of February 28, 2018.

During the year ended February 28, 2018, the Corporation for National and Community Service (CNCS) conducted a monitoring of its program and found that the Organization was not in full compliance with the program requirements. As a result, CNCS disallowed \$37,000 of grant expenditures. The Organization returned the funds in full during April 2018.

11. **CONCENTRATION OF RISK**

For the year ended February 28, 2018, approximately \$11,000,000 (47%) of the Organization's total revenue was received from the Department of Health and Human Services. The future scale and nature of the Organization is dependent upon continued support from this department.

12. **TEMPORARILY RESTRICTED NET ASSETS**

At February 28, 2018, temporarily restricted net assets consisted of the following unexpended, purpose restricted donations:

Restricted Purpose

Senior Center	\$ 127,746
Elder Services	390,089
NH Rotary Food Challenge	5,067
Common Pantry	5,912
Community Crisis	3,578
Caring Fund	14,272
Agency-FAP	14,746
Agency-H/S	140,978
Other Programs	<u>465</u>
	<u>\$ 702,853</u>

13. **RELATED PARTY TRANSACTIONS**

The Organization is related to the following corporation as a result of common management:

<u>Related Party</u>	<u>Function</u>
CAPBMC Development Corporation	Real Estate Development

There was \$139,441 due from CAPBMC Development Corporation at February 28, 2018.

The Organization serves as the management agent for the following organizations:

<u>Related Party</u>	<u>Function</u>
Belmont Elderly Housing, Inc.	HUD Property
Epsom Elderly Housing, Inc.	HUD Property
Alton Housing for the Elderly, Inc.	HUD Property
Pembroke Housing for the Elderly, Inc.	HUD Property
Newbury Elderly Housing, Inc.	HUD Property
Kearsarge Elderly Housing, Inc.	HUD Property
Riverside Housing Corporation	HUD Property
Sandy Ledge Limited Partnership	Low Income Housing Tax Credit Property
Twin Rivers Community Corporation	Property Development
Ozanam Place, Inc.	Transitional Supportive Services
TRCC Housing Limited Partnership I	Low Income Housing Tax Credit Property

The services performed by the Organization included, marketing, accounting, tenant selection (for the HUD properties), HUD compliance (for the HUD properties), and maintenance of property.

The total amount due from the related parties (collectively) at February 28, 2018 was \$114,032 and is included in accounts receivables.

14. RECLASSIFICATION

Certain amounts and accounts from the prior year financial statements have been reclassified to enhance the comparability with the presentation of the current year.

15. FAIR VALUE OF FINANCIAL INSTRUMENTS

Community Action Program Belknap-Merrimack Counties, Inc. has also invested money relating to its Fix-it program in certain mutual funds. The fair value of the mutual funds totaled \$97,753 at February 28, 2018.

ASC Topic No. 825-10, Financial Instruments, provides a definition of fair value which focuses on an exit price rather than an entry price, establishes a framework in generally accepted accounting principles for measuring fair value which emphasizes that fair value is a market-based measurement, not an entity-specific measurement, and requires expanded disclosures about fair value measurements. In accordance with FASB ASC 820, the Organization may use valuation techniques consistent with market, income and cost approaches to measure fair value. As a basis for considering market participant assumptions in fair value measurements, FASB ASC 820 establishes a fair value hierarchy, which prioritizes the inputs used in measuring fair values. The hierarchy gives the highest priority to Level 1 measurements and the lowest priority to Level 3 measurements. The three levels of the fair value hierarchy under FASB ASC 820 are described as follows:

Level 1 - Inputs to the valuation methodology are quoted prices available in active markets for identical investments as of the reporting date.

Level 2 - Inputs to the valuation methodology are other than quoted market prices in active markets, which are either directly or indirectly observable as of the reporting date, and fair value can be determined through the use of models or other valuation methodologies.

Level 3 - Inputs to the valuation methodology are unobservable inputs in situations where there is little or no market activity for the asset or liability and the reporting entity makes estimates and assumptions related to the pricing of the asset or liability including assumptions regarding risk.

At February 28, 2018, the Organization's investments were classified as Level 1 and were based on fair value.

Fair Value Measurements using Significant Observable Inputs (Level 1)

Beginning balance – mutual funds	\$ 84,225
Total gains (losses) - realized /unrealized	9,528
Purchases	<u>4,000</u>
Ending Balance – mutual funds	<u>\$ 97,753</u>

The carrying amount of cash, current assets, other assets and current liabilities, approximates fair value because of the short maturity of those instruments.

The Organization invested \$1,000 during the year ended February 28, 2018 in a Partnership, The Lakes Region Partnership for Public Health.

16. FISCAL AGENT

Community Action Program Belknap-Merrimack Counties, Inc. acts as the fiscal agent for the following community organizations: Franklin Community Services Building (Franklin), the Common Pantry (Laconia), the Caring Fund (Meredith), the NH Food Pantry Coalition, the NH Rotary Food Challenge and FGP/SCP Association Region 1. The Agency provides the management and oversight of the revenues received (donations) and the expenses (utilities, food and emergency services).

17. SUBSEQUENT EVENTS

Subsequent events are events or transactions that occur after the statement of financial position date, but before the financial statements are available to be issued. Recognized subsequent events are events or transactions that provide additional evidence about conditions that existed at the statement of financial position date, including the estimates inherent in the process of preparing financial statements. Non-recognized subsequent events are events that provide evidence about conditions that did not exist at the statement of financial position date, but arose after that date. Management has evaluated subsequent events through January 8, 2019, the date the financial statements were available to be issued.

SUPPLEMENTAL INFORMATION

(See Independent Auditors' Report)

COMMUNITY ACTION PROGRAM BELKNAP - MERRIMACK COUNTIES, INC.

**SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED FEBRUARY 29, 2018**

<u>FEDERAL GRANTOR/ PROGRAM TITLE</u>	<u>CFDA NUMBER</u>	<u>PASS THROUGH NAME</u>	<u>IDENTIFYING NUMBER</u>	<u>FEDERAL EXPENDITURES</u>	<u>PASSED THROUGH TO SUB-RECIPIENTS</u>
<u>US DEPARTMENT OF HEALTH AND HUMAN SERVICES</u>					
Head Start	93.600		01CH2052-03-01/01CH2052-04-01	\$ 4,116,021	
Low Income Home Energy Assistance Program	93.568	State of New Hampshire	G-16/17B1NHLEIA	3,824,932	
Low Income Home Energy Assistance Program-WX	93.568	State of New Hampshire	G-16/17B1NHLEIA	113,069	
Low Income Home Energy Assistance Program-HRRP	93.568	State of New Hampshire	G-16/17B1NHLEIA	253,291	
			TOTAL	4,191,282	
Community Services Block Grant	93.569	State of New Hampshire	G-17B1NHCDSR	573,108	
Social Services Block Grant-Home Delivered & Congregate	93.667	State of New Hampshire	05-95-48-481010-8255	285,852	
Social Services Block Grant-Service Link	93.667	State of New Hampshire	545-500387	8,920	
			TOTAL	294,772	
TANF CLUSTER					
Temporary Assistance for Needy Families-Family Planning	93.558	State of New Hampshire	05-95-45-450010-6146	29,305	
Temporary Assistance for Needy Families-Workplace Success	93.558	Southern New Hampshire Services	05-95-45-450010-61270000	244,177	
			CLUSTER TOTAL	273,482	
AGING CLUSTER					
Title III, Part B-Senior Transportation	93.044	State of New Hampshire	05-95-48-481010-7872	138,211	
Title III, Part B-SEAS	93.044	State of New Hampshire	G-16/17B1NHLEIA	5,678	
Title III, Part C-Congregate Meals	93.045	State of New Hampshire	05-95-48-481010-7872	195,898	
Title III, Part C-Home Delivered	93.045	State of New Hampshire	05-95-48-481010-7872	395,026	
NSIP	93.053	State of New Hampshire	1058477	259,389	
			CLUSTER TOTAL	994,202	
CHILD CARE AND DEVELOPMENT FUND CLUSTER					
Child Care & Development Block Grant	93.575	State of New Hampshire		377,106	
Child Care Mandatory & Matching Funds of the CCDF	93.596	State of New Hampshire		26,102	
			CLUSTER TOTAL	403,208	
MEDICAID CLUSTER					
Medical Assistance Program-Veterans Independent Program	93.778	Gateways Community Services		37,029	
Family Planning - Services	93.217	State of New Hampshire	05-95-90-902010-5530	81,401	
HIV Preventative Activities - Health Dept. Based-Family Planning	93.940	State of New Hampshire	U62PS003655	6,779	
MATERNAL, INFANT, AND EARLY CHILDHOOD HOME VISITING CLUSTER					
ACA - Maternal, Infant, & Early Childhood Home Visiting Program	93.505	State of New Hampshire	05-95-90-902010-0831	100,416	
Maternal & Child Health Services Block Grant to the States	93.994	State of New Hampshire	05-95-90-902010-5190	10,431	
National Family Caregiver Support, Title III, Part E-Service Link	93.052	State of New Hampshire	102-500731	40,552	
Special Programs for Aging, Title IV-Service Link	93.048	State of New Hampshire	102-500731	24,551	
CMS Research Demonstrations & Evaluations	93.779	State of New Hampshire	102-500731	16,818	
Medicare Enrollment Assistance Program	93.071	State of New Hampshire	102-500731	9,198	
			HHS TOTAL	\$ 11,173,260	
<u>US DEPARTMENT OF AGRICULTURE</u>					
Special Suppl. Nutrition Program for Women, Infants & Children	10.557	State of New Hampshire	15154NH743W5003	\$ 743,425	
Senior Farmers Market	10.576	State of New Hampshire	15154NH083Y8303	79,303	
Child & Adult Care Food Program	10.558	State of New Hampshire	NONE PROVIDED	237,797	
CHILD NUTRITION CLUSTER					
Summer Food Service Program For Children	10.559	State of New Hampshire	NONE PROVIDED	157,463	

See Notes to Schedule of Expenditures of Federal Awards

Continued

FEDERAL GRANTOR/ PROGRAM TITLE	CFDA NUMBER	PASS THROUGH NAME	IDENTIFYING NUMBER	FEDERAL EXPENDITURES	PASSED THROUGH TO SUB-RECIPIENTS
FOOD DISTRIBUTION CLUSTER					
Commodity Supplemental Food Program	10.565	State of New Hampshire	15154NH814Y8005	724,422	\$ 535,805
Emergency Food Assistance Program-Administration	10.568	State of New Hampshire	81750000	181,212	
Emergency Food Assistance Program	10.569	State of New Hampshire	81750000	<u>1,562,630</u>	<u>1,582,630</u>
			CLUSTER TOTAL	2,468,264	\$ 2,098,435
			USDA TOTAL	<u>\$ 3,686,252</u>	
CORPORATION FOR NATIONAL & COMMUNITY SERVICES					
FOSTER GRANDPARENTS/SENIOR COMPANION CLUSTER					
Senior Companion Program	94.016		16SCANH001	\$ 350,074	
			CNCS TOTAL	<u>\$ 350,074</u>	
US DEPARTMENT OF TRANSPORTATION					
Formula Grants for Rural Areas-Concord Transit	20.509	State of New Hampshire-Department of Transportation	NH-18-X048	\$ 532,899	
Formula Grants for Rural Areas-Winnepesaukee Transit	20.509	State of New Hampshire-Department of Transportation	NH-18-X048	<u>16,500</u>	
			TOTAL	549,399	
TRANSIT SERVICES PROGRAMS CLUSTER					
Enhanced Mobility of Seniors & Ind. W/Disabilities-CAT	20.513	State of New Hampshire-Department of Transportation	NH-18-X043	9,130	
Enhanced Mobility of Seniors & Ind. W/Disabilities-CAT	20.513	State of New Hampshire-Department of Transportation	Bus 1605 and 1606	94,926	
Enhanced Mobility of Seniors & Ind. W/Disabilities-Rural Transportation	20.513	State of New Hampshire-Department of Transportation	NH-18-X043	74,764	
Enhanced Mobility of Seniors & Ind. W/Disabilities-Rural Transportation	20.513	State of New Hampshire-Department of Transportation	2 buses	118,575	
Enhanced Mobility of Seniors & Ind. W/Disabilities-Volunteer Drivers	20.513	Merrimack County	NH-85-X001	<u>72,886</u>	
			CLUSTER TOTAL	370,281	
			DOT TOTAL	<u>\$ 919,680</u>	
US DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT					
Supportive Housing Program-Outreach	14.235	State of New Hampshire	05-85-42-423010-7927-102-500731	\$ 88,692	
Supportive Housing Program-Homeless	14.235	State of New Hampshire	NONE PROVIDED	27,868	
Supportive Housing Program	14.235	State of New Hampshire	05-85-42-423010-7927-102-500731	<u>89,782</u>	
			TOTAL	206,442	
Emergency Solutions Grant	14.231	State of New Hampshire	05-85-42-423010-7927-102-500731	53,911	
Continuum of Care Program	14.267	State of New Hampshire	05-85-42-423010-7927-102-500731	93,044	
			HUD TOTAL	<u>\$ 353,397</u>	
US DEPARTMENT OF ENERGY					
Weatherization Assistance for Low Income Persons	81.042	State of New Hampshire	EE0006189	\$ 187,695	
			DOE TOTAL	<u>\$ 187,695</u>	
US DEPARTMENT OF LABOR					
Senior Community Service Employment Program	17.235	State of New Hampshire	1044701	\$ 395,620	
WIA/WIOA CLUSTER					
WIA/WIOA - Adult Program	17.258	Southern New Hampshire Services	0510-53360000-102-500731	71,334	
WIA/WIOA - Dislocated Worker Formula Grants	17.278	Southern New Hampshire Services	0510-53360000-102-500731	<u>88,341</u>	
			CLUSTER TOTAL	139,675	
			DOL TOTAL	<u>\$ 535,295</u>	
			TOTAL	<u>\$ 17,205,653</u>	<u>\$ 2,098,435</u>

See Notes to the Schedule of Expenditures of Federal Awards

COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.

**NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED FEBRUARY 28, 2018**

NOTE 1 BASIS OF PRESENTATION

The accompanying schedule of expenditures of Federal Awards (the Schedule) includes the federal award activity of Community Action Program Belknap-Merrimack Counties, Inc. under programs of the federal government for the year ended February 28, 2018. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of Community Action Program Belknap-Merrimack Counties, Inc., it is not intended to and does not present the financial position, changes in net assets, or cash flows of the Organization.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years.

NOTE 3 INDIRECT COST RATE

Community Action Program Belknap-Merrimack Counties, Inc. has elected not to use the ten percent de minimis indirect cost rate allowed under the Uniform Guidance.

NOTE 4 FOOD COMMODITIES

Nonmonetary assistance is reported in the Schedule at the fair value of the commodities received and disbursed.

COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON
AN AUDIT OF FINANCIAL STATEMENTS PERFORMED
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

To the Board of Directors
Community Action Program Belknap-Merrimack Counties, Inc.
Concord, New Hampshire

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Community Action Program Belknap-Merrimack Counties, Inc. (a nonprofit organization), which comprise the statement of financial position as of February 28, 2018, and the related statements of activities, cash flows, and functional expenses for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated January 8, 2019.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Community Action Program Belknap-Merrimack Counties, Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Community Action Program Belknap-Merrimack Counties, Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Community Action Program Belknap-Merrimack Counties, Inc.'s internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Community Action Program Belknap-Merrimack Counties, Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Leone McDonnell & Roberts
Professional Association

Concord, New Hampshire
January 8, 2019

COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.

**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH
MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE
REQUIRED BY THE UNIFORM GUIDANCE**

To the Board of Directors
Community Action Program Belknap-Merrimack Counties, Inc.
Concord, New Hampshire

Report on Compliance for Each Major Federal Program

We have audited Community Action Program Belknap-Merrimack Counties, Inc.'s compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Community Action Program Belknap-Merrimack Counties, Inc.'s major federal programs for the year ended February 28, 2018. Community Action Program Belknap-Merrimack Counties, Inc.'s major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Community Action Program Belknap-Merrimack Counties, Inc.'s major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Community Action Program Belknap-Merrimack Counties, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Community Action Program Belknap-Merrimack Counties, Inc.'s compliance.

Opinion on Each Major Federal Program

In our opinion, Community Action Program Belknap-Merrimack Counties, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended February 28, 2018.

Report on Internal Control Over Compliance

Management of Community Action Program Belknap-Merrimack Counties, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Community Action Program Belknap-Merrimack Counties, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Community Action Program Belknap-Merrimack Counties, Inc.'s internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

Leone McDonnell & Roberts
Professional Association

Concord, New Hampshire
January 8, 2019

COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED FEBRUARY 28, 2018**

SUMMARY OF AUDITORS' RESULTS

1. The auditors' report expresses an unmodified opinion on whether the financial statements of Community Action Program Belknap-Merrimack Counties, Inc. were prepared in accordance with generally accepted accounting principles.
2. No significant deficiencies relating to the audit of the financial statements are reported in the *Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and other Matters Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards*. No material weaknesses are reported.
3. No instances of noncompliance material to the financial statements of Community Action Program Belknap-Merrimack Counties, Inc., which would be required to be reported in accordance with *Government Auditing Standards* were disclosed during the audit.
4. No significant deficiencies in internal control over major federal award programs are reported in the *Independent Auditors' Report on Compliance for Each Major Program and On Internal Control Over Compliance Required by the Uniform Guidance*. No material weaknesses are reported.
5. The auditors' report on compliance for the major federal award programs for Community Action Program Belknap-Merrimack Counties, Inc. expresses an unmodified opinion on all major programs.
6. There were no audit findings that are required to be reported in accordance with 2 CFR section 200.516(a).
7. The programs tested as major programs include:
U.S. Department of Health and Human Services, Low Income Home Energy Assistance Program 93.568; Head Start 93.600, Corporation for National and Community Service, Senior Companion Program, 94.016
8. The threshold for distinguishing Type A and B programs was \$750,000.
9. Community Action Program Belknap-Merrimack Counties, Inc. was determined to be a low-risk auditee.

FINDINGS - FINANCIAL STATEMENTS AUDIT

None

FINDINGS AND QUESTIONED COSTS - MAJOR FEDERAL PROGRAMS AUDIT

None

**COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.**

BOARD OF DIRECTORS

Sara A. Lewko, <i>President</i>	Theresa M. Cromwell
David Siff, Esq., <i>Vice President</i>	Kathy Goode
Dennis Martino, <i>Secretary-Clerk</i>	Kathryn Hans
Safiya Wazir, <i>Treasurer</i>	Susan Koerber
Christine Averill	Robert (Bob) Krieger
Heather Brown	

Jeanne Agri

PROFESSIONAL PROFILE

Versatile and experienced leader with highly developed communication skills: written, verbal and presentational. Adept in coaching and mentoring employees and colleagues as evidenced by my selection by the National Office of Head Start to serve as a mentor for new Head Start Directors. Committed to continuous improvement of activities to ensure they meet outcomes approved by the board through strategic planning, creating goal-oriented systems and conformance with all local, state and federal guidance.

WORK EXPERIENCE

Community Action Program Belknap-Merrimack Counties, Concord, NH

Executive Director

2018-present

- Assures the organization has long-range strategy which makes consistent and timely progress towards meeting the Agencies overall mission
- Responsible for the general supervision of all grant awards, ensuring that all statutory, regulatory, and /or program and financial requirements are met, that generally accepted accounting principles are applied, and that all program and financial policies and procedures are adhered to.
- Provide leadership in developing programs, organizational structures and financial systems that carry out the instructions and policies authorized by the Board
- Establish sound working relationships and cooperative arrangements with community groups, organizations and all funding sources important to the development of the agency and programs.
- See that the Board Director is kept fully informed and up to date on the condition of the organization and all important Federal, State or local requirements impacting on the Agency and/or its programs.

Southern New Hampshire Services, Manchester, NH

Education and Nutrition Operations Director

2016 - 2018

- Coordinate, manage and monitor workings of Child Development, Women Infant and Children, and Literacy Programs, as well as development of an agency wide Two-Generational Approach to services
- Formulate, improve and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations, and procedures
- Assist in the recruitment and placement of required staff; establishment of organizational structure; delegation of tasks and accountabilities
- Supervise staff, including establishment of work schedules and monitoring and evaluating performance in partnership with Executive Director
- Assist in development of strategic plans for operational activity; implement and manage operational plans

Director of Child Development Programs

2001-2016

- Hire, coach and evaluate the performance of Program Managers, Specialists, Coordinators, Center Directors, Teachers and Head Start support staff
- Provide coaching, and learning opportunities for all employees focused on promoting, supporting and improving early development of children from the prenatal stage to five years of age using research - based practices
- Plan and implement strategic interventions with Program Managers, Specialists, Coordinators and Center Directors for sites needing administrative support and direction
- Plan, coordinate and facilitate regular leadership meetings for evaluating and strengthening systems to maintain the highest quality of services in compliance with Head Start Performance Standards
- Develop internal structures, systems, and policies supporting major content areas of Head Start program including education, health, mental health, social services, parent involvement, nutrition, disabilities, and transportation

- Collaborate with managers and internal fiscal department in the monitoring and control of component budgets; identification and interpretation of Head Start and community needs; conformance to the Performance Standards and other regulatory requirements
- Work in partnership with internal departments to support project goals and meet customer expectations
- Establish and maintain relationships and collaborations with public school districts, systems of higher education, and other community agencies and partners
- Ensure adequate systems in place to maintain the highest quality of services to children and families in compliance with Head Start Performance Standards
- Ensure consistency in service delivery across the program with attention to inclusive practices and integration of component areas; encourage continuous improvement of systems.

Quality Assurance Director/Co-Director for Child Development Programs 1999-2001

- Established and managed a robust monitoring, analysis and evaluation system with well-defined results, milestones, and targets inclusive of Continuous Quality Improvement practices
- Monitored for quality and compliance at Grantee and Delegate level
- Worked closely with program Director to review, track and assess monitoring compliance throughout program operations
- Developed and implements a written quality assurance and performance evaluation plan in conjunction with Governing Board, Policy Council
- Interpreted and evaluated a variety of information to present it in meaningful oral or written form for varied audiences and provide reliable analysis leading to sound decision-making

Area Manager/Education Manager 1997-1999

- Supervision of various Child Care sites including direct supervision of Center Directors/Site Managers
- Coordinate personal and professional development and training plans for staff and ensure teaching staff progress towards educational requirements as supported by the Performance Standards
- Documented and administered both positive and negative feedback and utilize Performance Improvement Plans when warranted.

Child Care Center Director/Site Manager 1995-1997

- Supervised, mentored, coach and administered work plans and directives to staff
- Communicated areas of performance improvement to staff and promote training that reflected individual needs of staff members and the team as a whole
- Ensure program compliance with codes of state and local licensing agencies and grant requirements

New Hampshire Technical College, Nashua, NH

Instructor 1995-1997

- Taught Child Growth & Development and assisted in curriculum development for Early Childhood Education Program
- Planned and organized instruction to maximize documented student learning
- Employed appropriate teaching and learning strategies to communicate subject matter to students
- Modified, where applicable, instructional methods and strategies to meet diverse student needs

EDUCATION

Southern New Hampshire University, Manchester, NH

Master's in Business Administration

June 2017

Notre Dame College, Manchester, NH

Bachelors of Arts in Elementary Education

1981

JODY S. MARLEY

JOB QUALIFICATIONS

Twenty years of management/leadership experience accompanied by excellent forecasting, budgeting and accounting skills. I am results driven and strive to set and attain goals for myself and my staff. I promote independent thinking and problem-solving. I encourage others to grow in all areas of their personal and professional lives.

CAREER OBJECTIVES

- To use my outstanding leadership abilities and business skills to enhance quality programs for my employer.
- To ensure the efficient and effective use of employees and maintain employee/customer satisfaction.

CAREER EXPERIENCES

Community Action Program-Belknap-Merrimack Counties, Inc. Concord, NH Feb 2018-present **Senior Accountant – Non-Profit Agency – annual budget \$23,000,000**

- Direct supervision of 2 employees
- Oversight of all grant funding
- Review and approve all Journal Entries, Bank Reconciliations, AP Entries
- Prepare audit workpapers for annual audits
- Pull down federal funding from PMS system
- Provide monthly financial statements to banks and Board of Directors
- Prepare quarterly and annual funding reports through PMS and EGRANTS
- Review bi-weekly payroll
- Maintains and updates fiscal manuals, policies and procedures as needed

Crawford County Drug & Alcohol Executive Commission Meadville, PA Nov 2016 – Nov 2018 **Chief Fiscal Officer/HR Manager– Non-Profit Agency – annual budget \$3,000,000**

- Direct supervision of 3 employees
- Managed all grant funding sources – 16 funding streams
- Responsible for conversion of DOS accounting system to new system – Blackbaud
- Assisted in the conversion from manual Healthcare billing to using a software system – Celerity
- Responsible for the conversion from manual payroll to the ECCA payroll system
- Prepared budgets for organization, local, state and federal agencies
- Prepared monthly financial reports for Board of Directors
- Prepared audit information for outside auditors
- Oversight of the billing process to ensure proper billing of insurance claims
- Handled all Human Resource functions of the agency, interviewing, on-boarding, benefits

- Prepared cost allocation plans, implementation of plans, and updates as necessary when new funding streams were recognized, and as employee positions changed or were added
- Wrote and updated accounting policies and procedures, and assisted on updating agency manual
- Ensured internal controls were in place and continuously monitored

Boys and Girls Club of the SunCoast Largo, FL Feb 2016-Nov 2016
Chief Financial Officer – Non-Profit Agency – annual budget \$3,500,000

- Filed monthly grant reports to pull down funding
- Managed grants and assisted in development of new funding streams
- Processed payroll (ADP), Accounts Payables and Accounts Receivables
- Prepared financial statements for Board of Directors
- Wrote allocation plan for staff
- Prepared annual budgets
- Prepared and provided analytical reports for CEO and Board of Directors

Lutheran Services Florida – Head Start/Early Head Start Largo, FL January 2015-Feb 2016
Acting VP of Finance/Director of Internal Controls
Senior Director of Finance –Pinellas County Head Start/Early Head Start

Responsible for oversight of financial team for Head Start/Early Head Start programs in Duval County, Palm Beach County, and Pinellas County. Total budgets exceed \$60M. Responsibilities include, but are not limited to the following:

- Developed high performance financial staff structure.
- Key staff in the conversion from old software program to new program.
- Consolidated monthly financial statements for Board of Directors and Executive Director
- Prepared cost allocation plans
- Prepared and maintain statewide budget
- Developed COSO internal controls process
- Monitored finance offices
- Prepared risk analysis
- Wrote comprehensive finance Policies and Procedures
- Team leader for Audit and Federal Reviews
- Monitored administrative cost rates as to not exceed 15%
- Assisted with development of county budgets
- Reviewed and approved contracts and leases
- Prepared budget analysis and variance reports
- Wrote budget for 2016 grant year
- Developed cost allocation plan to correctly allocate expenditures between funding streams
- Prepared Financial Statements for Policy Council and Board of Directors
- Directly supervised staff of 2 employees – Accounts Payable, Grants Administrator
- Oversaw correct allocations of 267 employees through ADP program
- Prepared budget analysis on a monthly basis
- Developed internal controls for finance office
- Wrote policy for finance offices
- Prepared and filed all required Head Start semi-annual and annual reports

Crawford County Commissioners Meadville, PA July 2009-December 2014
CFO/HR Manager – Crawford County, Pennsylvania (Promotion)
Chief Fiscal Officer – Human Services Division of Crawford County

Responsible for oversight of all financial and Human Resource operations of Crawford County – a 6th Class county in northwestern Pennsylvania. The total county budget exceeds \$65M annually. Responsibilities include, but are not limited to the following:

- Lead dynamic team of financial staff: 15 staff accountants, fiscal technicians and fiscal assistants.
- Prepared audit schedules, and accruals for yearly County audit by external auditors.
- Oversight of county grants management and reporting requirements.
- Oversight of accounts payable, accounts receivable, grant applications and payroll operations for the county.
- Responsible for budget preparation working with all county departments.
- Accountable for county pension plan for county employees
- Developed employee benefit plans, with an annual savings of \$3M per year for benefits costs
- Financial management representative for union negotiations – 7 unions
- Asset management and depreciation
- All county insurances for General Liability, Workers' Compensation, Fleet Insurance
- Bond management for issuance of bonds and subsequent debt payment schedules.
- Developed and implemented policies and procedures for the County.
- Negotiated healthcare renewals and developed rates for employees
- Developed salary scales for non-union staff
- Settled contracts with 7 unions, handling grievances and negotiating contracts
- Wrote personnel policies for County
- Managed County pension fund reconciliations for outside auditors
- 4 successful audits with no findings
- Prepared audit schedules and reconciliations – seven audits completed within two years, with significantly reduced findings each year.
- Grant management of eight Federal and State programs.
- Oversight of fiscal reporting to DPW and other state and federal agencies on quarterly and annual basis.
- Direct supervision eight employees – realigning duties and responsibilities based on skills and strengths.
- Assisted in the decision-making process of software development for the agency.
- Cash flow maintenance – average daily balance \$6.8M
- Budget forecasting and preparation using Excel and Eden software programs keeping spending under budget for three years. (zero based budgeting process – non-profit programs)
- Oversight of Accounts Receivables of \$22M and Payables of \$22M.
- Developed cost allocation plans, desk procedures, and fiscal policies for county.
- Responsible for oversight of the billing and accounts receivable department.

PENNCREST School District Saegertown, PA Dec 1994- July 2006
Director/Financial Manager – Day Care/Head Start programs
Fiscal Manager – Day Care/Head Start programs

Responsible for all fiscal operations of the Preschool and Head Start divisions of school district. Promoted to Director within two years of initial hire date. Combined preschool enrollment was over 175 students.

- Restructured programs to operate more cost effectively.
- Developed Pre-Kindergarten programs for the three preschools.
- Managed Keystone Stars program for preschools – receiving two stars at one location and four stars at the other.
- Successful oversight of the accreditation process for preschools.
- Responsible for 1.5M budget
- Prepared all financial statements and reports for school board and auditors
- Developed and implemented fund-raising activities for preschools
- Supervised, trained and evaluated staff of fifteen.
- Designed spreadsheet programs to streamline accounting systems
- Successfully wrote federal and state grants for programs – grant amounts exceeded \$400K.
- Prepared payroll reconciliations for staff of 32 employees
- Managed all accounts payables and receivables in excess of \$400K
- Reconciled bank statements

EDUCATION

B.S. Accounting 3.88 GPA Mercyhurst College Summa Cum Laude
 M.A. Org Leadership 3.82 GPA Mercyhurst College

COMPUTER SKILLS

Eden	MAS90	AS400	Quickbooks	I-Cams (CAPPS)	KRONOS
Excel	PowerPoint	Word	Peachtree	Promise Fiscal Systems	SharePoint
MIP (Abila)	Navision	Financial Edge	Celerity Billing	ECCA Payroll Systems	
ADP Payroll systems					

SUZANNE L. DEMERS, MBA

Director of Business Development

Growth Catalyst - Powerful Sales Strategist - Market Expansion
Top-performing Business Development & Sales Director who builds high-performance sales teams to develop new markets resulting in higher-margin sales

Consistent Revenue Growth - Valued Mentor & Leader

Business Development strategist who builds strong, dedicated client relationships and partnerships that are built on trust. Executive with an entrepreneurial spirit who leads companies to growth and market differentiation with a record of generating new business opportunities and developing lucrative partnerships. Proven track record of implementing the necessary business development strategies to accomplish breakthrough sales objectives while creating unique market-entry strategies, managing business relationships, building credibility, and establishing immediate rapport with potential clients.

Contract Negotiations
Business Leadership
Cross-Functional Leadership

Strategic Planning
Account Management
Market Expansion

Market Penetration
Strategic Alliances
Resource Management

Executive Highlights

-Led sales efforts and cultivated business relationships to drive 30%-40% new client revenue annually, with emphasis on creative marketing strategies and rebranding services.

-Trusted and highly-respected Sales Management leader and Mentor during change management resulting in company growth of \$2-million.

Executive Performance

Community Action Program-Belknap-Merrimack County
Director of Elder Services (2018-present)

Scott Farrar at Peterborough (2016-2018)

MARKETING DIRECTOR

Manage Market Sales process of the community to achieve and maintain 100% occupancy for the community. Managed internal and external events and trainings. Organized and attended networking opportunities building a strong reputation.

American Red Cross, Massachusetts (2015- 2016)

District Manager

Led a team of 10 Account Managers to achieve second place in the Nation for Blood Collection for 2015 with Operating efficiency of 95%. Recruited to lead sales and drive accelerated growth of Red Cross blood services donor recruitment while managing 10 staff in two offices; increased advisor appointment ratios from 0.9% to 2% and sales conversion ratio from 1.5% to 3% by communicating sales opportunities and coaching advisor on marketing best practices. Researched market penetration and viability, developed strategies and coinciding reports to track results; trends, profitability, and areas of opportunity, then adjusted strategies as needed. Developed and led monthly meetings with COO, CEO and Executive Directors to build One Red Cross brand.

American Red Cross, Massachusetts (2013-2015)

Business Development Manager

Aggressively identified, recruited and developed new and lapsed business development resulting in exceeding annual goal for blood collection for the State of Massachusetts. Achieved 110% of goal with operating efficiency of 94% annually. Research targeted accounts and individuals for strategic growth opportunities. Responsible for directing business development for large business, military and educational accounts; acted as the key person for negotiation of issues with Executive levels with high profile accounts. Created, developed and implemented National training for Account Managers with new branding material of One Red Cross. Recruited, hired and training new Business Development Managers for Massachusetts.

Catholic Charities (2006-2012)

Director of Marketing/Social Worker/Admission

Established and maintained strong relationship with critical referral organizations; increase therapy services for higher billable hours. Assisted community non-profit organization Monadnock At Home with startup. Key role of securing new customers and working with key department heads to ensure a smooth transition for residents and families for optimal satisfaction. Train and mentor staff in areas of customer service. Act as the Ethics Officer to ensure all rights are maintained.

North Shore Arc (2012-2009)

Program Director

ORGANIZATIONAL LEADERSHIP

- Valued mentor and leader-provides employees with the autonomy to do their work well while building strong, personal relationships to improve communication as well as advance business development efforts.
- Experiences, results-driven leader who accelerates customer success, delivers implementation results, and champions adoption; record of accomplishments with high client satisfaction and a showcase of successful project delivery.
- Managed top-performing team including 10 staff; optimized organizational operations, staffing and succession plans, hired resources conducted performance reviews, and ensured compliance with company policies.
- Led and monitored complex projects and worked cross-functionally with various internal groups to determine project scope, requirements, and resources; managed RFP's and determined best practices while ensuring project activities aligned with business objectives.

BUSINESS DEVELOPMENT

- Built and nurtured C-Level relationships through many varied engagements, successfully implementing solutions, quickly resolving issues, and closing new business opportunities.
- Evolved selling strategy across a new portfolio of sales opportunities by introducing solutions for Donor Recruitment in the blood industry.
- Developed and maintained strong partnerships with in specific vertical markets with increased growth by 40% monthly
- Maintained 100% of new business monthly goal with an average of 90% operating efficiency

WORKSHOPS, TRAINING, AND SEMINARS

- Created training module for on boarding Red Cross employees with vision of One Red Cross
- Staff Trainer and safety officer; train and retrain staff to maintain a safe work environment reduce injury
- Ethic's officer in Long Term, Assisted Living and Residential program
- Developed client orientated operations manual with detailed staff functions
- Staff Trainer for Self Determination in focused area of Developmental Disability, Elderly and Traumatic Brain Injury
- Staff trainer of Learning Styles with staff – increase connectivity with clients and co-worker

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, 2001

Franklin Pierce University, NH

BACHELOR OF SCIENCE, 1995

Keene State College, NH

ASSOCIATE DEGREE CHEMICAL DEPENDENCY 1995

Keene State College, NH

AFFILIATIONS

Board of Directors Red Cross NH/VT 2017-Present

Red Cross Bio-Med Chair 2017-Present

Chamber of Commerce Peterborough/Jaffrey/Rindge 2016-Present

Peterborough Woman's Club 2017-Present

Eastern Star 2015

Children's Friends, 2014-2016

Monadnock At Home 2011-2013

Board of Directors: New Hampshire Dance Institute 2006-2008

Grand Circle Community Resource Team 2002-2003

Jennifer Ho-Sue

Objectives

I am looking to join an energetic professional team where I can use the knowledge that I have gained to improve any given situation or business. I can easily work independently or within a group setting. I have strong leadership skills learned through years of experience. I adapt easily to change and handle stress well. I thrive in fast-paced multifaceted environments. I am also looking for an organization where I have the ability and the encouragement for continued learning and growth both intellectually and within your organization.

Experience

Program Manager 3/2016 - Current

ServiceLink Resource Center of Merrimack County - Concord, NH 03301

Responsible for overall site operations and team process management, including performance measurement, training and or coordination of training for all staff, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight and is accountable to the Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the BEAS ServiceLink Resource Center Program Manager. Maintains an environment within the SLRC that attracts, motivates, and retains qualified professionals and volunteers. Oversight and accountability of all day-to-day processing of ServiceLink Resource Center site programs evaluations including operational reports, quality reports, State and Federal reports to Bureau of Elderly and Adult Services (BEAS) and Federal reports to the Administration on Aging and Centers for Medicare and Medicaid by designated time frames;

Program Manager 12/2014 – 3/2016

ServiceLink Resource Center of Strafford County - Rochester, NH 03867

Responsible for overall site operations and team process management, including performance measurement, training and or coordination of training for all staff, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight and is accountable to the Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the BEAS ServiceLink Resource Center Program Manager. Maintains an environment within the SLRC that attracts, motivates, and retains qualified professionals and volunteers. Oversight and accountability of all day-to-day processing of ServiceLink Resource Center site programs evaluations including operational reports, quality reports, State and Federal reports to Bureau of Elderly and Adult Services (BEAS) and Federal reports to the Administration on Aging and Centers for Medicare and Medicaid by designated time frames;

Administrative Supervisor V • 05/2007 - 09/2013

State of New Hampshire, DHHS, Division of Client Services - Rochester, NH 03867

Supervised DHHS Rochester District Office for Division of Client Services of 20+ staff. Also recruited, trained and managed multiple volunteers. Ensured that over 50 Federal and State funded welfare programs (TANF, Food Stamps, and Medicaid) were administered correctly, efficiently and in a timely manner. Responsible for staff training and development. Prepared reports to document program timeliness and quality. Kept over time budgets balanced. Daily ongoing supervision duties within the office, included but were not limited to management of all staff, maintaining staff records to be used in reviews of employees, disciplinary actions and/or promotions. Maintained relations with other State Agencies and offices. Utilized a proactive management style vs. reactive style and used my own supervisor and staff to assist with input before any plan was formulated. All changes were well thought out before implementation. Held monthly staff meeting to keep my own staff up to date on any changes.

ServiceLink Network Coordinator 1/2003- 5/2007

State of New Hampshire, DHHS, Bureau of Elderly and Adult Services - Concord, NH 03301
ServiceLink Resource Center (SLRC) is an information and referral organization for elderly and disabled individuals, providing assistance with counseling and other referrals, with a focus on continued community living vs. nursing home placement. SLRC also has a Caregiving Program for families who are living with such issues as stated above. Responsibilities included assisting in 10 State contracted ServiceLink Resource Center (SLRC) tasks with hiring and employee education. Traveled Statewide to ensure State contract terms were meeting all requirements, such as fiscal responsibility, program implementation, computer programming and program integrity. Traveled locally and nationally to represent New Hampshire's SLRC program and speak about the growing elderly and disabled population and the programs provided by the SLRC in New Hampshire. Held education sessions on elder/disability issues with community partners, government officials, law enforcement personnel and the general public through classes, seminars and meetings. Active on the planning board for the Conference on Aging. Assisted in workshop recruitment, publications, guest speakers, and budgeting. COA is an annual event: <http://nhconferenceonaging.org/>

Policy Writer, Researcher • 08/2001 - 01/2003

State of New Hampshire, DHHS, Division of Client Services - Concord, NH 03301
Responsible for researching and drafting State rules and program policies to ensure State and Federal compliance with program implementation. Researched Federal rules and regulations in order to ensure State program continuity. Readopted expiring laws and rules. Prepared rules for presentation to and approval from the Governor's Executive Council and other pertinent legislative committees. Followed such rules through the NH rule-making process. Proof read and edited co-worker's work when needed.

Social Services Assistant • 09/2000 - 08/2001

Rochester Manor Nursing Home: Whitehall Rd. Rochester NH 03867

Assisted families through the registration process of a long-term care facility. Educated patients and families with the long-term care system in New Hampshire. Documented resident's social condition in patient charts on a regular basis. Provided education and support to residents and families through the end of life process. Interacted daily with residents and their families to communicate to ensure emotional needs of both were being met. Attended weekly care management meetings with residents and the families in the short term skilled nursing wing where current, future, or discharge planning was contemplated. Assisted patients and families when transition to long-term care placement became questionable.

Family Services Specialist II- 01/1998 -09/2000

State of New Hampshire, DHHS, Division of Client Services - Rochester, NH 03867

Responsible for determining client financial eligibility for over 50 State and Federal welfare programs. Interviewed up to five new applicants for eligibility daily. Managed caseload of 500 + families, providing biannual face to face case reviews and continual case management. Provided community referrals for additional assistance. Aided clients with additional applications such as housing and Social Security. Assisted coworkers managing their own caseload and supervised office when needed. Jennifer Hosue Page 3

Skills

- Able to communicate, train and lead staff to improve program integrity and compliance
- Excel in morale building techniques that reduce employee turnover
- Experienced in public speaking in small to large meeting setting
- Skilled in State and local focus groups, strong ability to facilitate meetings
- Planned all process changes utilizing both tactical and strategic strategies and projected outcomes
- Ability to translate broad goals into achievable steps
- Professional and prompt when responding to public complaints and/or requests for information
- Able to gather and analyze data for studies and develop recommendations based on findings
- Ability to collaborate with management and community partners
- Proficient in Microsoft programs (Word, Excel, Power Point)
- Advanced writing and oral skills
- Creative problem solver and multi-tasker

Education

Bachelor of Arts: English & Sociology, University of New Hampshire (2006)

Public Supervisor/Manager Certification, Franklin Pierce College (2004)

CIRS-Certification for I&R Specialist, Alliance of Information and Referral Systems (2003)

SHIP Program Specialist Certified – Medicare Specialist (2016)

References supplied upon request

Community Action Program Belknap-Merrimack Counties, Inc.

**Department of Health and Human Services
Bureau of Elderly and Adult Services**

**ServiceLink Resource Center of Merrimack County
7/1/2019 – 6/30/2020**

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Jeanne Agri	Executive Director	\$ 132,651	0%	\$ 0.00
Jody Marley	Senior Accountant	\$ 70,000	0%	\$ 0.00
Suzanne Demers	Director of Elder Services	\$ 69,517	0%	\$ 0.00
Jennifer Ho-Sue	Merrimack County ServiceLink Resource Center Manager	\$ 50,017.50	100%	\$ 50,017.50

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Jeffrey A. Meyers
Commissioner

Christine L. Santaniello
Director

105 PLEASANT STREET, CONCORD, NH 03301-3587
603-271-9203 1-800-351-1888
Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 6, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
TOTAL:			\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue its work supporting NH's Medicare Beneficiaries and those needing support and guidance to access and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

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

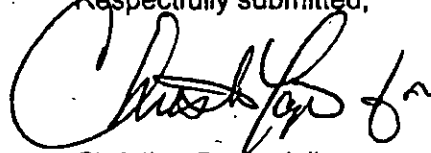
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

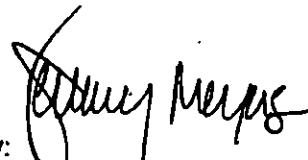
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
	Subtotal		\$736,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
	Subtotal		\$536,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
	Subtotal		\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$386,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,288.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
 (100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)**

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177185)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
 Federal Funds)

(100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,666.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

		2018	\$468,814.03	\$2,932.00	\$471,746.03
		2019	\$118,214.87	\$334,865.77	\$453,080.64
		Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$319,210.40	\$0.00	\$319,210.40
		2018	\$610,999.19	\$2,300.00	\$613,299.19
		2019	\$154,860.05	\$429,708.41	\$584,568.46
		Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$106,170.80	\$0.00	\$106,170.80
		2018	\$203,758.51	\$1,100.00	\$204,858.51
		2019	\$51,668.57	\$144,612.69	\$196,281.26
		Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
		Subtotal	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%**

Federal Funds)
(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79		\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28



State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 29th day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Community Action Program Belknap and Merrimack Counties, Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 2 Industrial Park Drive, Concord, NH 03302.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Increase Form P-37, General Provisions, Block 1.8, Price Limitation, by \$248,267.63, to read:
\$870,786.52.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency; to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - A. Required Services
 - A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:
 - i. Parish Nurse

NH Department of Health & Human Services
Service Link Resource Center



- ii. SS Administration
 - iii. Low income housing sites and senior centers
1. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:
Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.
 6. Delete Exhibit B-2, Budget, in its entirety and replace with Exhibit B-2, Budget – Amendment #1.
 7. Delete Exhibit B-3, Budget, in its entirety and replace with Exhibit B-3, Budget – Amendment #1.
 8. Add Exhibit K, DHHS Information Security Requirements.

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

6/1/2018
Date

Community Action Program of Belknap & Merrimack
Counties, Inc.

NAME Jeanne Agri
TITLE Executive Director

Acknowledgement:


State of New Hampshire, County of Merrimack on 6/1/2018, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.
Signature of Notary Public or Justice of the Peace

Kathy L. Howard, Notary Public
Name and Title of Notary or Justice of the Peace
KATHY L. HOWARD Notary Public, New Hampshire
My Commission Expires October 16, 2018



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.
OFFICE OF THE ATTORNEY GENERAL

Date 6/7/18


Name: Megan A. Yagle
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date _____

Name: _____
Title: _____

Exhibit B-2, Amendment #1

BUDGET FORM				
New Hampshire Department of Health and Human Services				
COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD				
Bidder Name: <u>Community Action Program Belknap & Merrimack County</u>				
Budget Request for: <u>ServiceLink Resource Center</u>				
<i>(Name of RFP)</i>				
Budget Period: <u>7/1/2017 - 6/30/2018</u>				
Line/Item	Direct (Incremental)	Indirect (Fixed)	Total	Allocation Method for (Indirect/Fixed) Cost
1. Total Salary/Wages	\$ 193,832.00	\$ 7,000.00	\$ 200,832.00	
2. Employee Benefits	\$ 78,387.00	\$ 1,800.00	\$ 81,187.00	
3. Consultants	\$ 650.00	-	\$ 650.00	
4. Equipment:	\$ -	\$ -	\$ -	
Rental	\$ -	\$ -	\$ -	
Repair and Maintenance	\$ -	\$ -	\$ -	
Purchase/Depreciation	\$ -	\$ -	\$ -	
5. Supplies:	\$ -	\$ -	\$ -	
Educational	\$ -	\$ -	\$ -	
Lab	\$ -	\$ -	\$ -	
Pharmacy	\$ -	\$ -	\$ -	
Medical	\$ -	\$ -	\$ -	
Office	\$ 4,700.00	\$ 1,100.00	\$ 5,800.00	
6. Travel	\$ 6,000.00	\$ -	\$ 6,000.00	
7. Occupancy	\$ 17,400.00	\$ 16,400.00	\$ 33,800.00	
8. Current Expenses	\$ -	\$ -	\$ -	
Telephone	\$ 1,800.00	\$ -	\$ 1,800.00	
Postage	\$ 4,650.00	\$ 450.00	\$ 5,100.00	
Subscriptions	\$ -	\$ -	\$ -	
Audit and Legal	\$ 2,000.00	\$ 500.00	\$ 2,500.00	
Insurance	\$ -	\$ 2,125.00	\$ 2,125.00	
Board Expenses	\$ -	\$ -	\$ -	
9. Software	\$ -	\$ -	\$ -	
10. Marketing/Communications	\$ 3,211.00	\$ -	\$ 3,211.00	
11. Staff Education and Training	\$ 3,150.00	\$ -	\$ 3,150.00	
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	
Printing	\$ 2,950.00	\$ 700.00	\$ 3,650.00	
Volunteer Travel	\$ 1,700.00	\$ -	\$ 1,700.00	
TOTAL	\$ 320,410.00	\$ 30,075.00	\$ 350,485.00	

Indirect As A Percent of Direct

Contractor Initials: QA
Date: 6-1-18

Exhibit B-3 Amendment #1

BUDGET FORM				
New Hampshire Department of Health and Human Services COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD				
Bidder Name: <u>Community Action Program Belknap & Merrimack County</u>				
Budget Request for: <u>ServiceLink Resource Center</u> (Name of RFP)				
Budget Period: <u>7/1/2018 - 6/30/2019</u>				
Line/Item	Direct Incremental	Indirect Fixed	Total	Allocation Method for Indirect/Fixed Cost
1. Total Salary/Wages	\$ 207,938.12	\$ 9,100.00	\$ 217,038.12	
2. Employee Benefits	\$ 45,882.06	\$ 2,100.00	\$ 47,982.06	
3. Consultants	\$ -	\$ -	\$ -	
4. Equipment:	\$ -	\$ -	\$ -	
Rental	\$ -	\$ -	\$ -	
Repair and Maintenance	\$ -	\$ -	\$ -	
Purchase/Depreciation	\$ -	\$ -	\$ -	
5. Supplies:	\$ -	\$ -	\$ -	
Educational	\$ -	\$ -	\$ -	
Lab	\$ -	\$ -	\$ -	
Pharmacy	\$ -	\$ -	\$ -	
Medical	\$ -	\$ -	\$ -	
Office	\$ 3,800.00	\$ 1,100.00	\$ 5,000.00	
6. Travel	\$ 5,284.36	\$ -	\$ 5,284.36	
7. Occupancy	\$ 10,911.82	\$ 24,200.00	\$ 35,111.82	
8. Current Expenses	\$ -	\$ -	\$ -	
Telephone	\$ 1,900.00	\$ -	\$ 1,900.00	
Postage	\$ 3,825.32	\$ 450.00	\$ 4,375.32	
Subscriptions	\$ -	\$ -	\$ -	
Audit and Legal	\$ 2,000.00	\$ 500.00	\$ 2,500.00	
Insurance	\$ -	\$ 1,925.00	\$ 1,925.00	
Board Expenses	\$ -	\$ -	\$ -	
9. Software	\$ -	\$ -	\$ -	
10. Marketing/Communications	\$ 4,911.00	\$ -	\$ 4,911.00	
11. Staff Education and Training	\$ 4,400.00	\$ -	\$ 4,400.00	
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	
Printing	\$ 1,450.00	\$ 2,300.00	\$ 3,750.00	
Volunteer Travel	\$ 1,702.95	\$ -	\$ 1,702.95	
	\$ -	\$ -	\$ -	
TOTAL	\$ 294,008.83	\$ 41,875.00	\$ 335,880.83	

Indirect As A Percent of Direct

14.2%
Contractor Initials: JA
Date: 7/1/18



A. Definitions

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

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

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

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



consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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



7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2



5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

1. The Contractor will maintain proper security controls to protect Department

New Hampshire Department of Health and Human Services

Exhibit K



confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

New Hampshire Department of Health and Human Services

Exhibit K



10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. **Data Security Breach Liability.** In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,



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

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

V. LOSS REPORTING

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

The Contractor must further handle and report Incidents and Breaches involving PHI in



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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

- A. DHHS contact program and policy:
(Insert Office or Program Name)
(Insert Title)
DHHS-Contracts@dhhs.nh.gov
- B. DHHS contact for Data Management or Data Exchange issues:
DHHSInformationSecurityOffice@dhhs.nh.gov
- C. DHHS contacts for Privacy issues:
DHHSPrivacyOfficer@dhhs.nh.gov
- D. DHHS contact for Information Security issues:
DHHSInformationSecurityOffice@dhhs.nh.gov
- E. DHHS contact for Breach notifications:
DHHSInformationSecurityOffice@dhhs.nh.gov
DHHSPrivacyOfficer@dhhs.nh.gov



14 mac

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES**

Jeffrey A. Meyers
Commissioner

Maureen Ryan
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9546 1-800-852-3345 Ext. 9546
Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$620,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a sing point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

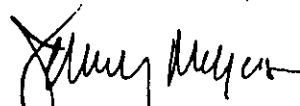
In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$448,021.43

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
		Subtotal	\$736,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.63
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	Contracts for Program Svcs I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23
		Subtotal	\$3,173.23

Total 8925	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
(75% Federal Funds; 25% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$8,321.78
	Contracts for Program Services	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP \$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,733.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-02)




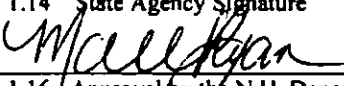
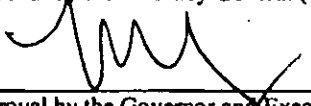
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Community Action Program Belknap-Merrimack Counties, Inc.		1.4 Contractor Address 2 Industrial Park Drive, Concord, NH 03302	
1.5 Contractor Phone Number 603-225-3295	1.6 Account Number 05-95-48-481010-95650000, 05-95-48-481010-92550000, 05-95-48-481510-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$620,296.52
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Ralph Littlefield, Executive Director	
1.13 Acknowledgement: State of New Hampshire, County of Merrimack On November 8, 2016, 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 <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">   </div> <div style="text-align: center;"> KATHY L. HOWARD Notary Public, New Hampshire My Commission Expires October 16, 2018 </div> </div>			
1.13.2 Name and Title of Notary or Justice of the Peace Kathy L. Howard, Notary			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Maureen Ryan Director OHS Date: 11/18/16	
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:  Megan A. Goble - Attorney On: 11/29/16			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

R-L
11/8/16

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

Contractor Initials

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14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*"Workers' Compensation"*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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

Contractor Initials 
Date 11/18/16



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.

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Exhibit A

- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:

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Exhibit A

- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
- 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
- 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
- 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
- 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:

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- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.



Exhibit A

- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.

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- 2.2.4.7. Maintain compliance with staff training to provide the VD-HCBS and to provide Financial Management Services program requirements, as applicable.
 - 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
 - 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
 - 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
 - 2.2.4.15. Participate in VAMC program meetings.
 - 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
- 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.



Exhibit A

- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.

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- 2.2.7.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:

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- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include:
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.

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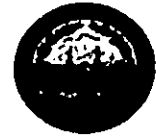


Exhibit A

- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.

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2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.

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- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.

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Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
 - 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:

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Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting.
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's



Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
- 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
- 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.

5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:

5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:

- 5.7.1.1. Carroll and Sullivan .25 FTE;
- 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
- 5.7.1.3. Grafton .75 FTE;
- 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
- 5.7.1.5. Rockingham 1.25 FTE.

5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:

- 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
- 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
- 5.7.2.3. Merrimack County 2 FTE; and
- 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.

6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

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Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The invoices must:
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301

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Exhibit B

5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

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Exhibit B-1

BUDGET FORM

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

Bidder Name: Community Action Program Belknap & Merrimack County

Budget Request for: ServiceLink Resource Center
(Name of RFP)

Budget Period: 1/1/2017 - 6/30/17

1. Total Salary/Wages	\$ 100,914.00	\$ 3,500.00	\$ 104,414.00
2. Employee Benefits	\$ 39,606.00	\$ 800.00	\$ 40,506.00
3. Consultants	\$ 500.00	\$ -	\$ 500.00
4. Equipment:	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ 2,775.52	\$ -	\$ 2,775.52
5. Supplies:	\$ -	\$ -	\$ -
Educational	\$ 300.00	\$ -	\$ 300.00
Lab	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -
Office	\$ 2,350.00	\$ 300.00	\$ 2,650.00
6. Travel	\$ 2,800.00	\$ -	\$ 2,800.00
7. Occupancy	\$ 8,700.00	\$ 8,200.00	\$ 16,900.00
8. Current Expenses	\$ -	\$ -	\$ -
Telephone	\$ 1,200.00	\$ -	\$ 1,200.00
Postage	\$ 2,400.00	\$ 225.00	\$ 2,625.00
Subscriptions	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ 250.00	\$ 250.00
Insurance	\$ -	\$ 1,000.00	\$ 1,000.00
Board Expenses	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 4,775.00	\$ -	\$ 4,775.00
11. Staff Education and Training	\$ 1,950.00	\$ -	\$ 1,950.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -
Printing	\$ 1,140.00	\$ 35.00	\$ 1,175.00
Volunteer Travel	\$ 800.00	\$ -	\$ 800.00
	\$ -	\$ -	\$ -
TOTAL	\$ 170,210.52	\$ 14,410.00	\$ 184,620.52

Indirect As A Percent of Direct

8.5%

Contractor Initials: R-S

Date: 7/25/16

Exhibit B-2

BUDGET FORM

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

Bidder Name: Community Action Program Belknap & Merrimack County

Budget Request for: ServiceLink Resource Center
(Name of RFP)

Budget Period: 7/1/2017 - 6/30/2018

1. Total Salary/Wages	\$ 191,610.00	\$ 7,000.00	\$ 198,610.00
2. Employee Benefits	\$ 79,367.00	\$ 1,800.00	\$ 81,167.00
3. Consultants	\$ 650.00	\$ -	\$ 650.00
4. Equipment:	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -
Office	\$ 4,700.00	\$ 1,100.00	\$ 5,800.00
6. Travel	\$ 5,000.00	\$ -	\$ 5,000.00
7. Occupancy	\$ 17,400.00	\$ 16,400.00	\$ 33,800.00
8. Current Expenses:	\$ -	\$ -	\$ -
Telephone	\$ 1,800.00	\$ -	\$ 1,800.00
Postage	\$ 4,650.00	\$ 450.00	\$ 5,100.00
Subscriptions	\$ -	\$ -	\$ -
Audit and Legal	\$ 2,000.00	\$ 500.00	\$ 2,500.00
Insurance	\$ -	\$ 2,125.00	\$ 2,125.00
Board Expenses	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 3,211.00	\$ -	\$ 3,211.00
11. Staff Education and Training	\$ 3,150.00	\$ -	\$ 3,150.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -
Printing	\$ 2,950.00	\$ 700.00	\$ 3,650.00
Volunteer Travel	\$ 1,700.00	\$ -	\$ 1,700.00
	\$ -	\$ -	\$ -
TOTAL	\$ 318,188.00	\$ 30,075.00	\$ 348,263.00

Indirect As A Percent of Direct

9.5%

Contractor Initials: R.P.

Date: 11/15/16

Exhibit B-3

BUDGET FORM

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

Bidder Name: Community Action Program Belknap & Merrimack County

Budget Request for: ServiceLink Resource Center
(Name of RFP)

Budget Period: 7/1/2018 - 9/30/2018

1. Total Salary/Wages	\$ 52,566.00	\$ 1,750.00	\$ 54,316.00
2. Employee Benefits	\$ 19,062.00	\$ 450.00	\$ 19,512.00
3. Consultants	\$ 350.00	\$ -	\$ 350.00
4. Equipment:	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -
Office	\$ 1,150.00	\$ 275.00	\$ 1,425.00
6. Travel	\$ 600.00	\$ -	\$ 600.00
7. Occupancy	\$ 4,350.00	\$ 4,100.00	\$ 8,450.00
8. Current Expenses	\$ -	\$ -	\$ -
Telephone	\$ 450.00	\$ -	\$ 450.00
Postage	\$ 600.00	\$ 100.00	\$ 700.00
Subscriptions	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ 125.00	\$ 125.00
Insurance	\$ -	\$ 535.00	\$ 535.00
Board Expenses	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 350.00	\$ -	\$ 350.00
11. Staff Education and Training	\$ 100.00	\$ -	\$ 100.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -
Printing	\$ 225.00	\$ 75.00	\$ 300.00
Volunteer Travel	\$ 200.00	\$ -	\$ 200.00
	\$ -	\$ -	\$ -
TOTAL	\$ 80,003.00	\$ 7,410.00	\$ 87,413.00

Indirect As A Percent of Direct

9.3%

Contractor Initials: AG

Date: 11/8/18



SPECIAL PROVISIONS

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

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



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

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

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



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

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

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

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

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

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

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

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

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

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

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

RJ
11/8/16



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

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

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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

[Handwritten Signature]
[Handwritten Date: 11/8/16]



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

[Handwritten Signature]
Date *11/18/10*



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

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11/8/10

New Hampshire Department of Health and Human Services
Exhibit D



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

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

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

Contractor Name:
Community Action Program Belknap-Merrimack Counties, Inc.

11/8/2016
Date


Name: Ralph Littlefield
Title: Executive Director



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name:
Community Action Program Belknap-Merrimack Counties, Inc.

11/8/2016
Date


Name: Ralph Littlefield
Title: Executive Director



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

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

INSTRUCTIONS FOR CERTIFICATION

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

[Handwritten Signature]
[Handwritten Date: 11/8/10]



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name:

Community Action Program Belknap-Merrimack Counties, Inc.

11/8/2016
Date


Name: Ralph Littlefield
Title: Executive Director

Contractor Initials R-L
Date 11/5/16



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

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

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

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

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

Exhibit G

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

Contractor Initials

[Handwritten Signature]

Date

11/8/10

New Hampshire Department of Health and Human Services
Exhibit G



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

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

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

Contractor Name:
Community Action Program Beknap-Merrimack Counties, Inc.

11/8/2016
Date



Name: Ralph Littlefield
Title: Executive Director

Exhibit G

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

Contractor Initials RL

Date 11/8/16



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

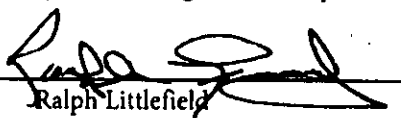
1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name:

Community Action Program Belknap-Merrimack Counties, Inc.

11/8/2016

Date


Name: Ralph Littlefield
Title: Executive Director

Contractor Initials

Date


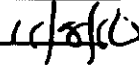





Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

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

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11/18/10



Exhibit I

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

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

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

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Exhibit I

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

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

(3) Obligations and Activities of Business Associate.

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

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

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

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Exhibit I

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

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

[Handwritten Signature]
[Handwritten Date: 11/28/16]



Exhibit I

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

(4) **Obligations of Covered Entity**

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

(5) **Termination for Cause**

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

(6) **Miscellaneous**

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

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Exhibit I

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

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

<p>_____ The State</p> <p><u>Maurice Ryan</u> Signature of Authorized Representative</p> <p><u>Maurice Ryan</u> Name of Authorized Representative</p> <p><u>Director, OHS</u> Title of Authorized Representative</p> <p><u>11/18/16</u> Date</p>	<p>Community Action Program Belknap-Merrimack Counties, Inc. _____ Name of the Contractor</p> <p><u>Ralph Littlefield</u> Signature of Authorized Representative</p> <p><u>Ralph Littlefield</u> Name of Authorized Representative</p> <p><u>Executive Director</u> Title of Authorized Representative</p> <p><u>11/8/2016</u> Date</p>
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**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT (FFATA) COMPLIANCE**

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

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

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

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

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


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

Contractor Name:

Community Action Program Belknap-Merrimack Counties, Inc.

11/8/2016

Date


Name: Ralph Littlefield
Title: Executive Director

Contractor Initials RL

Date 11/8/16



FORM A

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

1. The DUNS number for your entity is: 07-399-7504
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

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

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

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

NO YES

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

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

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

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

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State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Easter Seals New Hampshire, Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 555 Auburn Street, Manchester, NH 03103.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$1,477,841.04.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1 and Exhibit B-4, Amendment #2.
6. Add Exhibit B-4, Amendment #2, Budget Sheet.
7. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.



This amendment shall be effective upon the date of Governor and Executive Council approval.

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

3/25/19
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

3/18/2019
Date

Easter Seals New Hampshire, Inc.,

Elin Treanor
CFO

Acknowledgement:

State of NH, County of Hillsborough on March 18, 2019, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Name and Title of Notary or Justice of the Peace





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

OFFICE OF THE ATTORNEY GENERAL

3/27/2019
Date

Nancy J. Smith
Name: *Nancy J. Smith*
Title: *Senior Asst. Attorney General*

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.



Exhibit A, Amendment #2

- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



Exhibit A, Amendment #2

Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.

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Exhibit A, Amendment #2

- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



Exhibit A, Amendment #2

- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.



Exhibit A, Amendment #2

- 2.2.5.17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
 - 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining Veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.
 - 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.



Exhibit A, Amendment #2

- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.



Exhibit A, Amendment #2

- 2.2.8.3. Collaborate with community-based providers.
- 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
- 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
- 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
- 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
- 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.



Exhibit A, Amendment #2

- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and



Exhibit A, Amendment #2

- community-based services according to the transition plan.
- 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
 - 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include:
 - 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
 - 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots



Exhibit A, Amendment #2

for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.

- 2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.12.3.2. Conduct follow-up contacts.
 - 2.2.12.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.12.3.4. Develop a media list for the geographic area served.
 - 2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
- 2.2.12.4. Be responsible for purchasing media in their local area.
- 2.2.12.5. Comply with procedures for reporting defined by the Department.
- 2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.

Easter Seals New Hampshire, Inc., Exhibit A, Amendment #2

Contractor Initials ET



Exhibit A, Amendment #2

- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.



Exhibit A, Amendment #2

- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
 - 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need



Exhibit A, Amendment #2

of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:



Exhibit A, Amendment #2

- 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
- 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll 0.5 FTE, Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
 - 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
 - 5.7.2.3. Merrimack County 1.25 FTE; and
 - 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE

6. Deliverables

ET

3/14/10/19



Exhibit A, Amendment #2

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

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

Bidder/Program Name: Easter Seals New Hampshire, Inc

Budget Request for: SFY20 Service Link Contract Amendment - Total Summary

Budget Period: 7/1/19 - 6/30/20

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 250,186.47	\$ 25,018.65	\$ 275,205.12	\$ -	\$ -	\$ -	\$ 250,186.47	\$ 25,018.65	\$ 275,205.12
2. Employee Benefits	\$ 68,801.28	\$ 6,880.13	\$ 75,681.41	\$ -	\$ -	\$ -	\$ 68,801.28	\$ 6,880.13	\$ 75,681.41
3. Consultants	\$ 100.00	\$ 10.01	\$ 110.01	\$ -	\$ -	\$ -	\$ 100.00	\$ 10.01	\$ 110.01
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 4,200.00	\$ 420.00	\$ 4,620.00	\$ -	\$ -	\$ -	\$ 4,200.00	\$ 420.00	\$ 4,620.00
6. Travel	\$ 700.00	\$ 69.98	\$ 769.98	\$ -	\$ -	\$ -	\$ 700.00	\$ 69.98	\$ 769.98
7. Occupancy	\$ 33,420.00	\$ 3,342.01	\$ 36,762.01	\$ -	\$ -	\$ -	\$ 33,420.00	\$ 3,342.01	\$ 36,762.01
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 3,393.00	\$ 339.30	\$ 3,732.30	\$ -	\$ -	\$ -	\$ 3,393.00	\$ 339.30	\$ 3,732.30
Postage	\$ 2,000.00	\$ 200.00	\$ 2,200.00	\$ -	\$ -	\$ -	\$ 2,000.00	\$ 200.00	\$ 2,200.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 1,250.00	\$ 125.00	\$ 1,375.00	\$ -	\$ -	\$ -	\$ 1,250.00	\$ 125.00	\$ 1,375.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other - Printing	\$ 30.00	\$ 3.00	\$ 33.00	\$ -	\$ -	\$ -	\$ 30.00	\$ 3.00	\$ 33.00
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 364,089.75	\$ 36,408.88	\$ 400,498.63	\$ -	\$ -	\$ -	\$ 364,089.75	\$ 36,408.88	\$ 400,498.63
Indirect As A Percent of Direct		10.0%							

Contractor Initials ET
 Date 3/18/20/19

State of New Hampshire

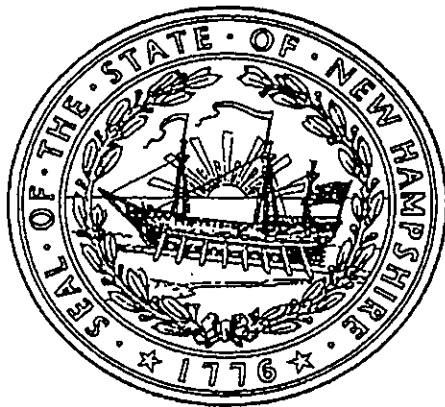
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that EASTER SEALS NEW HAMPSHIRE, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on November 06, 1967. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 61290

Certificate Number : 0004080279



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 3rd day of April A.D. 2018.

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

William M. Gardner
Secretary of State

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us \(/online/](#)
[/Home/ContactUS\)](#)

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Filing History

 [Back to Home \(/online\)](#)

Business Name - **Business ID**
 Easter Seals New Hampshire, Inc. 61290

Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0003187916	11/20/2015	11/20/2015	Nonprofit Report	2015
0000555833	01/12/2010	01/12/2010	Annual Report	2010
0000555832	12/30/2005	12/30/2005	Annual Report	2005
0000555831	04/17/2000	04/17/2000	Annual Report	2000
0000555830	01/28/2000	01/28/2000	Amendment	N/A
0000555829	12/11/1995	12/11/1995	Annual Report	1995
0000555828	02/25/1991	02/25/1991	Reinstatement	1990
0000555827	02/01/1991	02/01/1991	Admin Dissolution/Suspension	N/A
0000555826	10/07/1988	10/07/1988	Survivor	N/A
0000555825	08/31/1988	08/31/1988	Survivor	N/A
0000555824	10/12/1987	10/12/1987	Amendment	N/A
0000555823	08/11/1986	08/11/1986	Amendment	N/A
0000555822	12/31/1985	12/31/1985	Annual Report	1985
0000555821	10/21/1985	10/21/1985	Survivor	N/A
0000555820	09/30/1985	09/30/1985	Survivor	N/A
0000555819	08/03/1984	08/03/1984	Amendment	N/A
0000555818	10/25/1983	10/25/1983	Survivor	N/A
0000555817	10/03/1977	10/03/1977	Amendment	N/A
0000555816	01/05/1976	01/05/1976	Annual Report	N/A
0000555815	01/11/1974	01/11/1974	Amendment	N/A
0000555814	05/16/1968	05/16/1968	Amendment	N/A
0000555813	11/06/1967	11/06/1967	Business Formation	N/A

Page 1 of 1, records 1 to 22 of 22

CERTIFICATE OF VOTE

I, Betty Burke, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Easter Seals NH, Inc.
(Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of the Agency duly held on April 11, 2018:
(Date)

RESOLVED: That the Chief Financial Officer
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of the 18th day of March, 2019.
(Date Contract Signed)

4. Elin Treanor is the duly elected Chief Financial Officer
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

Betty Burke
(Signature of the Elected Officer) *Asst Secretary*

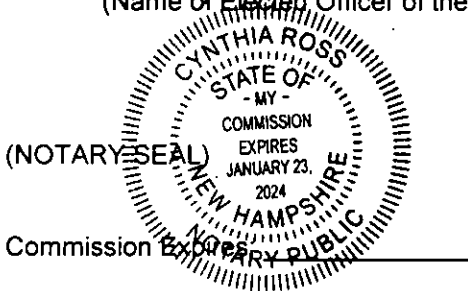
STATE OF NEW HAMPSHIRE

County of Hillsborough

The forgoing instrument was acknowledged before me this 18th day of March, 2019.

By Betty Burke
(Name of Elected Officer of the Agency)

Cynthia Ross
(Notary Public/Justice of the Peace)



Commission Expires _____

ACORD.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 8/17/2018

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

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

PRODUCER: USI Insurance Services LLC, 3 Executive Park Drive, Suite 300, Bedford, NH 03110, 855 874-0123. CONTACT NAME, PHONE (A/C, No, Ext): 855 874-0123, FAX (A/C, No):, E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE, NAIC #: INSURER A: Philadelphia Indemnity Insurance Co., 18058, INSURER B:, INSURER C:, INSURER D:, INSURER E:, INSURER F:

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSR, SUBR, POLICY NO, POLICY EFF (INSR/DO/YYYY), POLICY EXP (INSR/DO/YYYY), LIMITS. Rows include Commercial General Liability, Automobile Liability, Umbrella Liability, Workers Compensation and Employers' Liability, and EDP.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) *Supplemental Names*: Easter Seals ME, Inc., Manchester Alcohol Rehabilitation Center, Inc., dba The Farnum Center, Easter Seals VT, Inc., & The Homemakers Health Services. The General Liability policy includes a Blanket Automatic Additional Insured Endorsement that provides Additional Insured and a Blanket Waiver of Subrogation status to the Certificate Holder, only when there is a written contract or written agreement between the named insured and the certificate holder that requires such status, and only with regard to the (See Attached Descriptions)

CERTIFICATE HOLDER: Department of Health & Human Services, State of NH, 129 Pleasant Street, Concord, NH 03301. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: See Not

DESCRIPTIONS (Continued from Page 1)

above referenced on behalf of the named insured. The General Liability policy contains a special endorsement with "Primary and Non-Contributory" wording.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/17/2018

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

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

PRODUCER Hays Companies 133 Federal Street, 4th Floor Boston MA 02110	CONTACT NAME: Moira Crosby PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: mcrosby@hayscompanies.com <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A: The North River Insurance Company</td> <td style="text-align: center;">21105</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: The North River Insurance Company	21105	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: The North River Insurance Company	21105														
INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															
INSURED Easter Seals New Hampshire, Inc 555 Auburn Street Manchester NH 03103															

COVERAGES **CERTIFICATE NUMBER: 19-20 NC** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDE INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____						EACH OCCURRENCE \$ _____ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ _____ MED EXP (Any one person) \$ _____ PERSONAL & ADV INJURY \$ _____ GENERAL AGGREGATE \$ _____ PRODUCTS - COMPROP AGG \$ _____ \$ _____
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ _____ BODILY INJURY (Per person) \$ _____ BODILY INJURY (Per accident) \$ _____ PROPERTY DAMAGE (Per accident) \$ _____ \$ _____
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____						EACH OCCURRENCE \$ _____ AGGREGATE \$ _____ \$ _____
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	406-731852-9	1/1/2019	1/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

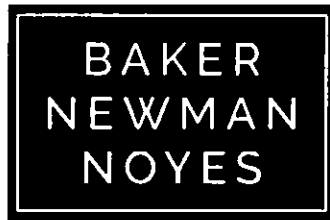
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER DHS, State of NH 129 Pleasant Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE James Hays/MCROSB
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Mission

Easter Seals provides exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.



**Easter Seals New Hampshire, Inc.
and Subsidiaries**

Consolidated Financial Statements and
Other Financial Information

*Years Ended August 31, 2018 and 2017
With Independent Auditors' Report*

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

**CONSOLIDATED FINANCIAL STATEMENTS AND
OTHER FINANCIAL INFORMATION**

For the Years Ended August 31, 2018 and 2017

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INDEPENDENT AUDITORS' REPORT

To the Board of Directors
Easter Seals New Hampshire, Inc. and Subsidiaries

We have audited the accompanying consolidated financial statements of Easter Seals New Hampshire, Inc. and Subsidiaries (Easter Seals NH), which comprise the consolidated statements of financial position as of August 31, 2018 and 2017, and the related consolidated statements of activities and changes in net assets, functional expenses and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

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

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

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

To the Board of Directors
Easter Seals New Hampshire, Inc. and Subsidiaries

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Easter Seals NH as of August 31, 2018 and 2017, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matter

Our audits were conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The accompanying other financial information is presented for purposes of additional analysis rather than to present the financial position and results of operations of the individual companies and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audits of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the consolidated financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated December 4, 2018, on our consideration of Easter Seals New Hampshire, Inc. and Subsidiaries' internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Easter Seals New Hampshire's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Easter Seals New Hampshire, Inc. and Subsidiaries' internal control over financial reporting and compliance.

Baker Newman & Noyes LLC

Manchester, New Hampshire
December 4, 2018

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

August 31, 2018 and 2017

	<u>2018</u>	<u>2017</u>
<u>ASSETS</u>		
Current assets:		
Cash and cash equivalents	\$ 2,365,508	\$ 3,619,043
Short-term investments, at fair value	3,002,574	2,816,344
Program, and other accounts receivable, less contractual allowance of \$12,719,900 in 2018, and \$8,302,300 in 2017, and allowance for doubtful accounts of \$2,377,500 in 2018 and \$2,004,100 in 2017	11,083,589	9,306,185
Contributions receivable, less allowance for doubtful accounts of \$66,600 in 2018 and \$87,500 in 2017	495,957	582,508
Current portion of assets limited as to use	894,523	1,566,680
Prepaid expenses and other current assets	<u>431,780</u>	<u>432,857</u>
Total current assets	18,273,931	18,323,617
Assets limited as to use, net of current portion	1,660,727	1,523,728
Fixed assets, net	28,795,786	28,448,341
Investments, at fair value	12,777,572	12,027,698
Beneficial interest in trust held by others and other assets	<u>206,608</u>	<u>458,909</u>
	<u>\$61,714,624</u>	<u>\$60,782,293</u>
<u>LIABILITIES AND NET ASSETS</u>		
Current liabilities:		
Line of credit	\$ 610,319	\$ -
Accounts payable	2,722,563	2,417,236
Accrued expenses	5,334,857	4,773,612
Deferred revenue	704,650	1,683,805
Current portion of capital lease obligation	-	20,995
Current portion of interest rate swap agreements	244,261	348,636
Current portion of long-term debt	<u>1,241,671</u>	<u>2,008,973</u>
Total current liabilities	10,858,321	11,253,257
Other liabilities	1,660,727	1,417,860
Interest rate swap agreements, less current portion	1,528,323	2,293,037
Long-term debt, less current portion, net	<u>21,049,598</u>	<u>22,285,106</u>
Total liabilities	35,096,969	37,249,260
Net assets:		
Unrestricted	19,284,594	15,834,922
Temporarily restricted	2,259,129	2,683,135
Permanently restricted	<u>5,073,932</u>	<u>5,014,976</u>
Total net assets	<u>26,617,655</u>	<u>23,533,033</u>
	<u>\$61,714,624</u>	<u>\$60,782,293</u>

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Year Ended August 31, 2018

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Public support and revenue:				
Public support:				
Contributions, net	\$ 1,342,659	\$ 631,087	\$ 51,350	\$ 2,025,096
Special events, net of related direct costs of \$1,027,034	-	1,954,318	-	1,954,318
Annual campaigns, net of related direct costs of \$117,055	324,504	56,838	-	381,342
Bequests	138,000	-	-	138,000
Net assets released from restrictions	<u>3,157,024</u>	<u>(3,157,024)</u>	<u>-</u>	<u>-</u>
Total public support	4,962,187	(514,781)	51,350	4,498,756
Revenue:				
Fees and grants from governmental agencies and others, net	63,635,700	-	-	63,635,700
Other grants	22,473,591	-	-	22,473,591
Dividend and interest income	575,571	15,711	-	591,282
Rental income	27,050	-	-	27,050
Other	<u>122,688</u>	<u>-</u>	<u>-</u>	<u>122,688</u>
Total revenue	<u>86,834,600</u>	<u>15,711</u>	<u>-</u>	<u>86,850,311</u>
Total public support and revenue	91,796,787	(499,070)	51,350	91,349,067
Operating expenses:				
Program services:				
Public health education	254,896	-	-	254,896
Professional education	23,007	-	-	23,007
Direct services	<u>79,618,852</u>	<u>-</u>	<u>-</u>	<u>79,618,852</u>
Total program services	79,896,755	-	-	79,896,755
Supporting services:				
Management and general	8,566,845	-	-	8,566,845
Fundraising	<u>1,142,077</u>	<u>-</u>	<u>-</u>	<u>1,142,077</u>
Total supporting services	<u>9,708,922</u>	<u>-</u>	<u>-</u>	<u>9,708,922</u>
Total functional expenses	89,605,677	-	-	89,605,677
Support of National programs	<u>39,036</u>	<u>-</u>	<u>-</u>	<u>39,036</u>
Total operating expenses	<u>89,644,713</u>	<u>-</u>	<u>-</u>	<u>89,644,713</u>
Increase (decrease) in net assets from operations	2,152,074	(499,070)	51,350	1,704,354

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS (CONTINUED)

Year Ended August 31, 2018

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Other non-operating expenses, gains and losses:				
Change in fair value of interest rate swaps	\$ 869,089	\$ -	\$ -	\$ 869,089
Net unrealized and realized gains on investments	477,782	75,633	-	553,415
Increase in fair value of beneficial interest in trust held by others	-	-	7,606	7,606
Loss on sales and disposals of fixed assets	(9,100)	-	-	(9,100)
Other non-operating losses	<u>(31,893)</u>	<u>(569)</u>	<u>-</u>	<u>(32,462)</u>
	<u>1,305,878</u>	<u>75,064</u>	<u>7,606</u>	<u>1,388,548</u>
 Increase (decrease) in net assets before effects of discontinued operations	 3,457,952	 (424,006)	 58,956	 3,092,902
 Loss from discontinued operations – see note 14	 <u>(8,280)</u>	 <u>-</u>	 <u>-</u>	 <u>(8,280)</u>
 Total increase (decrease) in net assets	 3,449,672	 (424,006)	 58,956	 3,084,622
 Net assets at beginning of year	 <u>15,834,922</u>	 <u>2,683,135</u>	 <u>5,014,976</u>	 <u>23,533,033</u>
 Net assets at end of year	 <u>\$19,284,594</u>	 <u>\$ 2,259,129</u>	 <u>\$5,073,932</u>	 <u>\$26,617,655</u>

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Year Ended August 31, 2017

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Public support and revenue:				
Public support:				
Contributions, net	\$ 312,482	\$ 2,025,590	\$ 108,733	\$ 2,446,805
Special events, net of related direct costs of \$911,140	160,995	1,550,279	-	1,711,274
Annual campaigns, net of related direct costs of \$115,846	259,979	62,056	-	322,035
Bequests	288,456	-	-	288,456
Net assets released from restrictions	<u>2,278,674</u>	<u>(2,278,674)</u>	<u>-</u>	<u>-</u>
Total public support	3,300,586	1,359,251	108,733	4,768,570
Revenue:				
Fees and grants from governmental agencies and others, net	61,041,718	-	-	61,041,718
Other grants	21,339,214	-	-	21,339,214
Dividend and interest income	546,014	10,746	-	556,760
Rental income	27,225	-	-	27,225
Other	<u>132,189</u>	<u>-</u>	<u>-</u>	<u>132,189</u>
Total revenue	<u>83,086,360</u>	<u>10,746</u>	<u>-</u>	<u>83,097,106</u>
Total public support and revenue	86,386,946	1,369,997	108,733	87,865,676
Operating expenses:				
Program services:				
Public health education	280,174	-	-	280,174
Professional education	30,599	-	-	30,599
Direct services	<u>76,585,361</u>	<u>-</u>	<u>-</u>	<u>76,585,361</u>
Total program services	76,896,134	-	-	76,896,134
Supporting services:				
Management and general	7,879,911	-	-	7,879,911
Fundraising	<u>1,314,200</u>	<u>-</u>	<u>-</u>	<u>1,314,200</u>
Total supporting services	<u>9,194,111</u>	<u>-</u>	<u>-</u>	<u>9,194,111</u>
Total functional expenses	86,090,245	-	-	86,090,245
Support of National programs	<u>38,326</u>	<u>-</u>	<u>-</u>	<u>38,326</u>
Total operating expenses	<u>86,128,571</u>	<u>-</u>	<u>-</u>	<u>86,128,571</u>
Increase in net assets from operations	258,375	1,369,997	108,733	1,737,105

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS (CONTINUED)

Year Ended August 31, 2017

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Other non-operating expenses, gains and losses:				
Change in fair value of interest rate swaps	\$ 846,306	\$ -	\$ -	\$ 846,306
Net unrealized and realized gains on investments	426,221	68,662	-	494,883
Increase in fair value of beneficial interest in trust held by others	-	-	6,743	6,743
Loss on extinguishment of debt – see note 10	(63,031)	-	-	(63,031)
Loss on sales and disposals of fixed assets	(3,146)	-	-	(3,146)
Other non-operating (losses) gains	<u>(10,987)</u>	<u>570</u>	<u>-</u>	<u>(10,417)</u>
	<u>1,195,363</u>	<u>69,232</u>	<u>6,743</u>	<u>1,271,338</u>
Increase in net assets before effects of discontinued operations	1,453,738	1,439,229	115,476	3,008,443
Loss from discontinued operations – see note 14	<u>(37,731)</u>	<u>-</u>	<u>-</u>	<u>(37,731)</u>
Total increase in net assets	1,416,007	1,439,229	115,476	2,970,712
Net assets at beginning of year	<u>14,418,915</u>	<u>1,243,906</u>	<u>4,899,500</u>	<u>20,562,321</u>
Net assets at end of year	<u>\$ 15,834,922</u>	<u>\$ 2,683,135</u>	<u>\$ 5,014,976</u>	<u>\$ 23,533,033</u>

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES

Year Ended August 31, 2018

	Program Services ⁽¹⁾				Supporting Services ⁽¹⁾			Total Program ⁽¹⁾ and Supporting Services Expenses	
	Public Health Education	Profes- sional Education	Direct Services	Total	Manage- ment and General	Fund- Raising	Total	2018	2017
Salaries and related expenses	\$154,060	\$ —	\$61,117,128	\$61,271,188	\$5,640,588	\$ 795,150	\$6,435,738	\$67,706,926	\$64,079,038
Professional fees	24,294	—	6,805,177	6,829,471	1,788,439	179,045	1,967,484	8,796,955	8,622,061
Supplies	5,740	—	2,316,899	2,322,639	59,138	34,427	93,565	2,416,204	2,237,582
Telephone	322	—	407,445	407,767	214,507	3,538	218,045	625,812	618,922
Postage and shipping	4,155	—	21,029	25,184	20,926	8,648	29,574	54,758	61,251
Occupancy	—	—	2,137,530	2,137,530	328,405	61,165	389,570	2,527,100	2,344,933
Outside printing, artwork and media	13,131	—	16,639	29,770	3,206	17,718	20,924	50,694	85,288
Travel	377	—	2,364,492	2,364,869	21,991	5,703	27,694	2,392,563	2,331,929
Conventions and meetings	25,854	23,007	170,210	219,071	16,649	22,009	38,658	257,729	257,381
Specific assistance to individuals	—	—	1,121,594	1,121,594	8,599	—	8,599	1,130,193	1,122,534
Dues and subscriptions	—	—	18,734	18,734	43,834	2,920	46,754	65,488	37,212
Minor equipment purchases and equipment rental	835	—	265,539	266,374	93,885	3,568	97,453	363,827	350,979
Ads, fees and miscellaneous	26,128	—	355,489	381,617	18,373	4,281	22,654	404,271	432,543
Interest	—	—	829,763	829,763	194,859	—	194,859	1,024,622	986,384
Impairment	—	—	—	—	—	—	—	—	767,632
Depreciation and amortization	—	—	1,671,184	1,671,184	113,446	3,905	117,351	1,788,535	1,754,576
	<u>\$254,896</u>	<u>\$23,007</u>	<u>\$79,618,852</u>	<u>\$79,896,755</u>	<u>\$8,566,845</u>	<u>\$1,142,077</u>	<u>\$9,708,922</u>	<u>\$89,605,677</u>	<u>\$86,090,245</u>
	0.28%	0.03%	88.85%	89.16%	9.56%	1.28%	10.84%	100.00%	100.00%

⁽¹⁾ Excludes expenses related to discontinued operations – see note 14.

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES

Year Ended August 31, 2017

	<u>Program Services ⁽¹⁾</u>				<u>Supporting Services ⁽¹⁾</u>			<u>Total Program ⁽¹⁾ and Supporting Services Expenses</u>
	<u>Public Health Education</u>	<u>Profes- sional Education</u>	<u>Direct Services</u>	<u>Total</u>	<u>Manage- ment and General</u>	<u>Fund- Raising</u>	<u>Total</u>	<u>2017</u>
Salaries and related expenses	\$164,816	\$ -	\$57,633,534	\$57,798,350	\$5,291,100	\$ 989,588	\$6,280,688	\$64,079,038
Professional fees	49,613	-	6,980,655	7,030,268	1,453,388	138,405	1,591,793	8,622,061
Supplies	4,514	-	2,133,879	2,138,393	58,328	40,861	99,189	2,237,582
Telephone	108	-	420,160	420,268	194,042	4,612	198,654	618,922
Postage and shipping	5,503	-	26,188	31,691	15,258	14,302	29,560	61,251
Occupancy	-	-	2,002,857	2,002,857	285,179	56,897	342,076	2,344,933
Outside printing, artwork and media	16,940	-	34,198	51,138	7,694	26,456	34,150	85,288
Travel	491	-	2,293,457	2,293,948	23,797	14,184	37,981	2,331,929
Conventions and meetings	20,911	30,599	184,289	235,799	7,697	13,885	21,582	257,381
Specific assistance to individuals	-	-	1,102,877	1,102,877	19,657	-	19,657	1,122,534
Dues and subscriptions	-	-	27,749	27,749	8,407	1,056	9,463	37,212
Minor equipment purchases and equipment rental	59	-	265,596	265,655	83,969	1,355	85,324	350,979
Ads, fees and miscellaneous	16,999	-	275,784	292,783	130,640	9,120	139,760	432,543
Interest	-	-	781,743	781,743	204,641	-	204,641	986,384
Impairment	-	-	767,632	767,632	-	-	-	767,632
Depreciation and amortization	<u>220</u>	<u>-</u>	<u>1,654,763</u>	<u>1,654,983</u>	<u>96,114</u>	<u>3,479</u>	<u>99,593</u>	<u>1,754,576</u>
	<u>\$280,174</u>	<u>\$30,599</u>	<u>\$76,585,361</u>	<u>\$76,896,134</u>	<u>\$7,879,911</u>	<u>\$1,314,200</u>	<u>\$9,194,111</u>	<u>\$86,090,245</u>
	0.33%	0.04%	88.95%	89.32%	9.15%	1.53%	10.68%	100.00%

⁽¹⁾ Excludes expenses related to discontinued operations – see note 14.

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF CASH FLOWS

Years Ended August 31, 2018 and 2017

	<u>2018</u>	<u>2017</u>
Cash flows from operating activities:		
Increase in net assets	\$ 3,084,622	\$ 2,970,712
Adjustments to reconcile increase in net assets to net cash provided by operating activities:		
Depreciation and amortization	1,788,535	1,754,576
Impairment	-	767,632
Bad debt provision	1,640,474	2,284,863
Bond issuance costs amortization	6,109	5,069
Increase in fair value of beneficial interest in trust held by others	(7,606)	(6,743)
Net loss (gain) on sales and disposals of fixed assets	9,100	(3,329)
Loss on extinguishment of debt	-	63,031
Change in fair value of interest rate swaps	(869,089)	(846,306)
Net unrealized and realized gains on investments	(553,415)	(494,883)
Temporarily restricted contributions	(631,087)	(2,025,590)
Permanently restricted contributions	(51,350)	(108,733)
Changes in operating assets and liabilities:		
Program and other accounts receivable	(3,417,878)	(2,350,573)
Contributions receivable	86,551	468,453
Prepaid expenses and other current assets	1,076	31,026
Other assets	259,908	(363,547)
Accounts payable and accrued expenses	866,572	275,628
Deferred revenue	(979,155)	(41,683)
Other liabilities	<u>242,867</u>	<u>225,770</u>
Net cash provided by operating activities	1,476,234	2,605,373
Cash flows from investing activities:		
Purchases of fixed assets	(2,145,080)	(4,467,192)
Proceeds from sale of fixed assets and property held for sale	-	290,155
Change in investments, net	(382,689)	(200,721)
Change in assets limited as to use	<u>535,158</u>	<u>(1,568,325)</u>
Net cash used by investing activities	(1,992,611)	(5,946,083)
Cash flows from financing activities:		
Repayment of long-term debt and capital lease obligation	(2,029,914)	(18,950,657)
Issuance of long-term debt, net of bond issuance costs	-	22,081,045
Borrowings on lines of credit	610,319	-
Temporarily restricted contributions	631,087	2,025,590
Permanently restricted contributions	<u>51,350</u>	<u>108,733</u>
Net cash (used) provided by financing activities	<u>(737,158)</u>	<u>5,264,711</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS (CONTINUED)

Years Ended August 31, 2018 and 2017

	<u>2018</u>	<u>2017</u>
(Decrease) increase in cash and cash equivalents	\$ (1,253,535)	\$ 1,924,001
Cash and cash equivalents, beginning of year	<u>3,619,043</u>	<u>1,695,042</u>
Cash and cash equivalents, end of year	<u>\$ 2,365,508</u>	<u>\$ 3,619,043</u>
Supplemental disclosure of cash flow information:		
Interest paid	<u>\$ 1,023,000</u>	<u>\$ 942,000</u>

See accompanying notes.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

1. Corporate Organization and Purpose

Easter Seals New Hampshire, Inc. and Subsidiaries (Easter Seals NH) consists of various separate nonprofit entities: Easter Seals New Hampshire, Inc. (parent and service corporation); Easter Seals Maine, Inc. (Easter Seals ME); The Harbor Schools Incorporated (Harbor Schools) through August 31, 2018 (see note 14); Manchester Alcoholism Rehabilitation Center; and Easter Seals Vermont, Inc. (Easter Seals VT). Easter Seals New Hampshire, Inc. is the sole member of each subsidiary. Easter Seals NH is affiliated with Easter Seals, Inc. (the national headquarters for the organization).

Effective October 26, 2016, Agency Realty, Inc. was dissolved and all properties were transferred to Easter Seals New Hampshire, Inc.

Easter Seals NH's purpose is to provide (1) programs and services for people with disabilities and other special needs, (2) assistance to people with disabilities and their families, (3) assistance to communities in identifying and developing needed services for residents, and (4) a climate of acceptance for people with disabilities and other special needs which will enable them to contribute to the well-being of the community. Easter Seals NH operates programs throughout New Hampshire, Maine, and Vermont.

2. Summary of Significant Accounting Policies

Principles of Consolidation

The consolidated financial statements include the accounts of Easter Seals New Hampshire, Inc. and the subsidiaries of which it is the sole member as described in note 1. Significant intercompany accounts and transactions have been eliminated in consolidation.

Cash and Cash Equivalents

Easter Seals NH considers all highly liquid securities purchased with an original maturity of 90 days or less to be cash equivalents. Cash equivalents consist of cash, overnight repurchase agreements and money market funds, excluding assets limited as to use.

The management of Easter Seals NH has implemented a practice to establish cash reserves on hand. As of August 31, 2018 and 2017, approximately \$2,277,000 and \$1,705,000, respectively, of cash and cash equivalents, and approximately \$3,003,000 and \$2,816,000, respectively, of investments were on-hand under this practice. Because such funds are available and may be used in current operations, they have been classified as current in the accompanying consolidated statements of financial position.

Easter Seals NH maintains its cash and cash equivalents in bank deposit accounts which, at times, may exceed amounts guaranteed by the Federal Deposit Insurance Corporation. Financial instruments which subject Easter Seals to credit risk consist primarily of cash equivalents and investments. Easter Seals NH's investment portfolio consists of diversified investments, which are subject to market risk. Investments that exceeded 10% of investments include the Lord Abbett Short Duration Income A Fund with a balance of \$2,847,749 and \$2,816,344 as of August 31, 2018 and 2017, respectively.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

2. Summary of Significant Accounting Policies (Continued)

Assets Limited as to Use and Investments

Assets limited as to use consists of cash and cash equivalents, short-term certificates of deposit with original maturities greater than 90 days, but less than one year, and investments. Investments are stated at fair value. Realized gains and losses on investments are computed on a specific identification basis. The changes in net unrealized and realized gains and losses on investments are recorded in other non-operating expenses, gains and losses in the accompanying consolidated statements of activities and changes in net assets. Donated securities are stated at fair value determined at the date of donation.

Beneficial Interest in Trust

Easter Seals NH is the beneficiary of a trust held by others. Easter Seals NH has recorded as an asset the fair value of its interest in the trust and such amount is included in permanently restricted net assets, based on the underlying donor stipulations. The change in the interest due to fair value change is recorded within other non-operating expenses, gains and losses as permanently restricted activity.

Fixed Assets

Fixed assets are recorded at cost less accumulated depreciation and amortization. Expenditures for maintenance and repairs are charged to expense as incurred, and expenditures for major renovations are capitalized. Depreciation is computed on the straight-line method over the estimated useful lives of the underlying assets. Leasehold improvements and the carrying value of equipment financed by capital leases are amortized using the straight-line method over the shorter of the lease term or the estimated useful life of the asset.

Fixed assets obtained by Easter Seals NH as a result of acquisitions on or after September 1, 2011 are recorded at estimated fair value as of the date of the acquisition in accordance with generally accepted accounting principles guidance for acquisitions by a not-for-profit entity.

Donated property and equipment not subject to donor stipulated conditions is recorded at fair value at the date of donation. If donors stipulate how long the assets must be used, the contributions are recorded as restricted support or, if significant uncertainties exist, as deferred revenue pending resolution of the uncertainties. In the absence of such stipulations, contributions of property and equipment are recorded as unrestricted support. See also note 7.

Intangible Assets and Long-Lived Assets

Accounting rules require that intangible assets with estimable or determinable useful lives be amortized over their respective estimated useful lives to their estimated residual values, and be reviewed by management for impairment.

Amortization expense recognized in 2017 totaled \$33,131 related to a patient list obtained in the acquisition of Webster Place in 2012 (in May 2013, Webster Place was merged with Manchester Alcoholism Rehabilitation Center).

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

2. Summary of Significant Accounting Policies (Continued)

When there is an indication of impairment, management considers whether long-lived assets are impaired by comparing gross future undiscounted cash flows expected to be generated from utilizing the assets to their carrying amounts. If cash flows are not sufficient to recover the carrying amount of the assets, impairment has occurred and the assets are written down to their fair value. Significant estimates and assumptions are required to be made by management in order to evaluate possible impairment.

Based on current facts, estimates and assumptions, management believed that the patient list was impaired in 2017 and recorded \$132,521 in impairment to write-off the remaining book value. Additionally, management believed that certain fixed assets were impaired in 2017 and recorded \$635,111 in impairment related to those long-term assets. No other long-lived assets were deemed impaired at August 31, 2018 and 2017.

Bond Issuance Costs

Bond issuance costs are being amortized to interest expense using the straight-line method over the repayment period of the related bonds, or the expected time until the next refinancing, whichever is shorter. Interest expense recognized on the amortization of bond issuance costs during 2018 and 2017 was \$6,109 and \$5,069 respectively. The bond issuance costs are presented as a component of long-term debt on the accompanying consolidated statement of financial position.

Revenue Recognition

Revenue generated from services provided to the public is reported at the estimated net realizable amounts from clients, third-party payors and others based upon approved rates as services are rendered. A significant portion of Easter Seals NH's revenues are derived through arrangements with third-party payors. As such, Easter Seals NH is dependent on these payors in order to carry out its operating activities. There is at least a reasonable possibility that recorded estimates could change by a material amount in the near term. Differences between amounts previously estimated and amounts subsequently determined to be recoverable or payable are included in other fees and grants in the year that such amounts become known.

Revenues are recognized as earned, or attributable to the period in which specific terms of the funding agreement are satisfied, and to the extent that expenses have been incurred for the purposes specified by the funding source. Revenue balances in excess of the foregoing amounts are accounted for as deferred revenue until any restrictions are met or allowable expenditures are incurred.

The allowance for doubtful accounts is provided based on an analysis by management of the collectability of outstanding balances. Management considers the age of outstanding balances and past collection efforts in determining the allowance for doubtful accounts. Accounts are charged against the allowance for doubtful accounts when deemed uncollectible. The bad debt provision in 2018 and 2017 totaled \$1,640,474 and \$2,284,863 respectively, and is recorded against fees and grants from governmental agencies and others and contributions. The decrease in bad debt provision in 2018 is due to a shift to third-party payors for services provided by Manchester Alcoholism Rehabilitation Center and changes in payor mix. See also note 5.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

2. Summary of Significant Accounting Policies (Continued)

Easter Seals NH has agreements with third-party payors that provide for payment at amounts different from its established rates. Payment arrangements include discounted charges and prospectively determined payments. Contractual allowances for program and other accounts receivable at August 31, 2018 and 2017 were \$12,719,900 and \$8,302,300, respectively. The total contractual adjustments provided in 2018 and 2017 totaled \$50,711,300 and \$42,812,400, respectively, and are recorded against fees and grants from governmental agencies and others. The increase in contractual adjustments in 2017 and 2018 are primarily due to growth in services provided by Manchester Alcoholism Rehabilitation Center and an increase in services being covered by third-party payors.

Unconditional contributions are recognized when pledged.

Advertising

Easter Seals NH's policy is to expense advertising costs as incurred.

Functional Allocation of Expenses

The costs of providing the various programs and other activities have been summarized on a functional basis in the accompanying consolidated statements of activities and changes in net assets. Accordingly, certain costs have been allocated among the programs and supporting services based mainly on time records and estimates made by Easter Seals NH's management.

Charity Care (Unaudited)

Easter Seals NH has a formal charity care policy under which program fees are subsidized as determined by the Board of Directors. Free and subsidized services are rendered in accordance with decisions made by the Board of Directors and, at established charges, amounted to approximately \$8,642,000 and \$6,701,000 for the years ended August 31, 2018 and 2017, respectively.

Income Taxes

Easter Seals New Hampshire, Inc., Easter Seals ME, Easter Seals VT, Harbor Schools and Manchester Alcoholism Rehabilitation Center are exempt from both federal and state income taxes under Section 501(c)(3) of the Internal Revenue Code. Agency Realty, Inc., through to the date of its dissolution (see note 1) received a determination letter from the Internal Revenue Service stating that it qualifies for tax-exempt status under Section 501(c)(2) of the Internal Revenue Code.

Tax-exempt organizations could be required to record an obligation for income taxes as the result of a tax position historically taken on various tax exposure items including unrelated business income or tax status. In accordance with accounting principles generally accepted in the United States of America, assets and liabilities are established for uncertain tax positions taken or positions expected to be taken in income tax returns when such positions are judged to not meet the "more-likely-than-not" threshold, based upon the technical merits of the position.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

2. Summary of Significant Accounting Policies (Continued)

Management has evaluated tax positions taken by Easter Seals New Hampshire, Inc. and its subsidiaries on their respective filed tax returns and concluded that the organizations have maintained their tax-exempt status, do not have any significant unrelated business income, and have taken no uncertain tax positions that require adjustment to or disclosure in the accompanying consolidated financial statements.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements. Estimates also affect the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates. Estimates are used in accounting for the allowance for doubtful accounts, contractual allowances, workers' compensation liabilities and contingencies.

Derivatives and Hedging Activities

Accounting guidance requires that Easter Seals NH record as an asset or liability the fair value of the interest rate swap agreement described in note 10. Easter Seals NH is exposed to repayment loss equal to the net amounts receivable under the swap agreement (not the notional amount) in the event of nonperformance of the other party to the swap agreement. However, Easter Seals NH does not anticipate nonperformance and does not obtain collateral from the other party.

As of August 31, 2018 and 2017, Easter Seals NH had recognized a liability of \$1,772,584 and \$2,641,673, respectively, as a result of the interest rate swap agreements discussed in note 10. As a result of changes in the fair value of these derivative financial instruments, Easter Seals NH recognized an increase in net assets of \$869,089 and \$846,306 for the years ended August 31, 2018 and 2017, respectively, in the accompanying consolidated statements of activity and changes in net assets.

Increase in Net Assets from Operations

For purposes of display, transactions deemed by management to be ongoing, major or central to the provision of services are reported as revenue and expenses that comprise the increase in net assets from operations. The primary transactions reported as other non-operating expenses, gains and losses include the adjustment to fair value of interest rate swaps, the change in the fair value of beneficial interest in trust held by others, gains and losses on sales and disposals of fixed assets, and net realized and unrealized gains and losses on investments.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

2. Summary of Significant Accounting Policies (Continued)

Recent Accounting Pronouncements

In May 2014, the FASB issued No. 2014-09, *Revenue from Contracts with Customers* (ASU 2014-09), which requires revenue to be recognized when promised goods or services are transferred to customers in amounts that reflect the consideration to which Easter Seals NH expects to be entitled in exchange for those goods and services. ASU 2014-09 will replace most existing revenue recognition guidance when it becomes effective. ASU 2014-09 is effective for Easter Seals NH on September 1, 2019. ASU 2014-09 permits the use of either the retrospective or cumulative effect transition method. Management is currently evaluating the impact that ASU 2014-09 will have on Easter Seals NH's consolidated financial statements.

In February 2016, the FASB issued ASU No. 2016-02, *Leases (Topic 842)*, which requires that lease arrangements longer than twelve months result in an entity recognizing an asset and liability. The pronouncement is effective for Easter Seals NH beginning September 1, 2020, with early adoption permitted. The guidance may be adopted retrospectively. Management is currently evaluating the impact this guidance will have on Easter Seals NH's consolidated financial statements.

In August 2016, the FASB issued ASU No. 2016-14, *Not-for-Profit Entities (Topic 958): Presentation of Financial Statements of Not-for-Profit Entities* (ASU 2016-14). Under ASU 2016-14, there is a change in presentation and disclosure requirements for not-for-profit entities to provide more relevant information about their resources (and the changes in those resources) to donors, grantors, creditors, and other users. These include qualitative and quantitative requirements in net asset classes, investment return, expenses, liquidity and availability of resources and presentation of operating cash flows. ASU 2016-14 is effective for Easter Seals NH on September 1, 2018. Management is currently evaluating the impact of the pending adoption of ASU 2016-14 on Easter Seals NH's consolidated financial statements.

In June 2018, the FASB issued ASU No. 2018-08, *Clarifying the Scope and the Accounting Guidance for Contributions Received and Contributions Made*. Due to diversity in practice, ASU 2018-08 clarifies the definition of an exchange transaction as well as the criteria for evaluating whether contributions are unconditional or conditional. ASU 2018-08 is effective for Easter Seals NH on September 1, 2019, with early adoption permitted. Easter Seals NH is currently evaluating the impact that ASU 2018-08 will have on its consolidated financial statements.

Subsequent Events

Events occurring after the statement of financial position date are evaluated by management to determine whether such events should be recognized or disclosed in the consolidated financial statements. Management has evaluated events occurring between the end of Easter Seals NH's fiscal year end and December 4, 2018, the date these consolidated financial statements were available to be issued. See also note 15.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

3. Classification of Net Assets

In accordance with the *Uniform Prudent Management of Institutional Funds Act* (UPMIFA), net assets are classified and reported based on the existence or absence of donor-imposed restrictions. Gifts are reported as either temporarily or permanently restricted support if they are received with donor stipulations that limit the use of donated assets. Temporarily restricted net assets are those whose use by Easter Seals NH has been limited by donors to a specific time period or purpose. When a donor restriction expires (when a stipulated time restriction ends or purpose restriction is accomplished), temporarily restricted net assets are reclassified as unrestricted net assets and reported in the consolidated statements of activities and changes in net assets as net assets released from restrictions. Permanently restricted net assets have been restricted by donors to be maintained by Easter Seals NH in perpetuity, the income from which is expendable to support all activities of the organization, or as stipulated by the donor.

Donor-restricted contributions whose restrictions are met within the same year as received are reported as unrestricted contributions in the accompanying consolidated financial statements.

In accordance with UPMIFA, Easter Seals NH considers the following factors in making a determination to appropriate or accumulate donor-restricted endowment funds: (a) the duration and preservation of the fund; (b) the purpose of the organization and the donor-restricted endowment fund; (c) general economic conditions; (d) the possible effect of inflation and deflation; (e) the expected total return from income and the appreciation of investments; (f) other resources of the organization; and (g) the investment policies of the organization.

Endowment Net Asset Composition by Type of Fund

The major categories of endowment funds at August 31, 2018 and 2017 are as follows:

	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
<u>2018</u>			
Camping program	\$ 4,760	\$ 365,969	\$ 370,729
Other programs	61,066	464,175	525,241
Operations	<u>—</u>	<u>4,055,536</u>	<u>4,055,536</u>
Total endowment net assets	<u>\$65,826</u>	<u>\$4,885,680</u>	<u>\$4,951,506</u>
<u>2017</u>			
Camping program	\$ 4,052	\$ 365,969	\$ 370,021
Other programs	52,585	430,204	482,789
Operations	<u>—</u>	<u>3,994,823</u>	<u>3,994,823</u>
Total endowment net assets	<u>\$56,637</u>	<u>\$4,790,996</u>	<u>\$4,847,633</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

3. Classification of Net Assets (Continued)

Changes in Endowment Net Assets

During the years ended August 31, 2018 and 2017, Easter Seals NH had the following endowment-related activities:

	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total</u>
Net endowment assets, August 31, 2016	\$ 15,046	\$4,640,631	\$4,655,677
Investment return:			
Investment income, net of fees	25,641	-	25,641
Net appreciation (realized and unrealized)	20,017	-	20,017
Contributions	-	150,365	150,365
Appropriated for expenditure	<u>(4,067)</u>	<u>-</u>	<u>(4,067)</u>
Net endowment assets, August 31, 2017	56,637	4,790,996	4,847,633
Investment return:			
Investment income, net of fees	75,165	-	75,165
Net appreciation (realized and unrealized)	25,632	-	25,632
Contributions	-	94,684	94,684
Appropriated for expenditure	<u>(91,608)</u>	<u>-</u>	<u>(91,608)</u>
Net endowment assets, August 31, 2018	<u>\$ 65,826</u>	<u>\$4,885,680</u>	<u>\$4,951,506</u>

In addition to endowment net assets, Easter Seals NH also maintains non-endowed funds. The major categories of non-endowment funds, at August 31, 2018 and 2017 are as follows:

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Total Non- Endowment Net Assets</u>
<u>2018</u>				
Veterans program	\$ -	\$1,129,223	\$ -	\$ 1,129,223
Other programs	-	291,994	-	291,994
Operations	<u>19,284,594</u>	<u>772,086</u>	<u>188,252</u>	<u>20,244,932</u>
Total non-endowment net assets	<u>\$19,284,594</u>	<u>\$2,193,303</u>	<u>\$188,252</u>	<u>\$21,666,149</u>
<u>2017</u>				
Veterans program	\$ -	\$ 715,361	\$ -	\$ 715,361
Other programs	-	184,462	-	184,462
Operations	<u>15,834,922</u>	<u>1,726,675</u>	<u>223,980</u>	<u>17,785,577</u>
Total non-endowment net assets	<u>\$15,834,922</u>	<u>\$2,626,498</u>	<u>\$223,980</u>	<u>\$18,685,400</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

3. Classification of Net Assets (Continued)

From time to time, the fair value of assets associated with individual donor-restricted endowment funds may fall below the level that the donor requires Easter Seals NH to retain as a fund of permanent duration. Deficiencies of this nature are reported in unrestricted net assets. There were no deficiencies between the fair value of the investments of the endowment funds and the level required by donor stipulation at August 31, 2018 or 2017.

Investment and Spending Policies

Easter Seals NH has adopted investment and spending policies for endowment assets that attempt to provide a predictable stream of funding to programs supported by its endowment while seeking to maintain the purchasing power of the endowment assets. Endowment assets include those assets of donor-restricted funds that Easter Seals NH must hold in perpetuity or for a donor-specified period. Under this policy, as approved by the Board of Directors, the endowment assets are invested in a manner that is intended to produce results that exceed the price and yield results of an appropriate market index while assuming a moderate level of investment risk. Easter Seals NH expects its endowment funds to provide an average rate of return over a five year period equal to the rate of 2% over the inflation rate. Actual returns in any given year may vary from this amount.

To satisfy its long-term rate-of-return objectives, Easter Seals NH relies on a total return strategy in which investment returns are achieved through both capital appreciation (realized and unrealized) and current yield (interest and dividends). Easter Seals NH targets a diversified asset allocation that places a greater emphasis on equity-based investments to achieve its long-term return objectives within prudent risk constraints.

Easter Seals NH may appropriate for distribution some or all of the earnings and appreciation on its endowment for funding of operations. In establishing this policy, Easter Seals NH considered the objective to maintain the purchasing power of the endowment assets held in perpetuity or for a specified term as well as to, so long as it would not detract from Easter Seals NH's critical goals and initiatives, provide additional real growth through new gifts and investment return.

4. Contributions Receivable

Contributions receivable from donors as of August 31, 2018 and 2017 are \$599,597 and \$946,055, respectively, net of an allowance for doubtful accounts of \$66,600 and \$87,500, respectively. The long-term portion of contributions receivable are recorded in other assets in the accompanying consolidated statements of financial position. Gross contributions are due as follows at August 31, 2018:

2019	\$562,557
2020	63,940
2021	36,200
2022	<u>3,500</u>
	<u>\$666,197</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

5. Manchester Alcoholism Rehabilitation Center Revenues

Revenues related to providing health services are recorded net of contractual allowances, discounts and any provision for bad debts. Substantially all such adjustments in 2018 and 2017 are related to Manchester Alcoholism Rehabilitation Center. An estimated breakdown of Manchester Alcoholism Rehabilitation Center's revenue, net of contractual allowances, discounts and provision for bad debts recorded in fees and grants from governmental agencies and others recognized in 2018 and 2017 from major payor sources, is as follows:

	<u>Gross Revenues</u>	<u>Contractual Allowances and Discounts</u>	<u>Provision for Bad Debts</u>	<u>Revenues, Net</u>
<u>2018</u>				
Private payors (includes coinsurance and deductibles)	\$33,571,171	\$(20,973,855)	\$(1,057,046)	\$11,540,270
Medicaid	31,615,594	(27,988,142)	(148,056)	3,479,396
Medicare	85,060	(8,159)	-	76,901
Self-pay	<u>275,991</u>	<u>(168,460)</u>	<u>(85,872)</u>	<u>21,659</u>
	<u>\$65,547,816</u>	<u>\$(49,138,616)</u>	<u>\$(1,290,974)</u>	<u>\$15,118,226</u>
<u>2017</u>				
Private payors (includes coinsurance and deductibles)	\$33,264,634	\$(21,055,057)	\$(1,855,504)	\$10,354,073
Medicaid	23,941,745	(20,604,836)	(164,539)	3,172,370
Medicare	577,683	(18,639)	(87)	558,957
Self-pay	<u>632,930</u>	<u>(98,180)</u>	<u>(209,128)</u>	<u>325,622</u>
	<u>\$58,416,992</u>	<u>\$(41,776,712)</u>	<u>\$(2,229,258)</u>	<u>\$14,411,022</u>

6. Leases

Operating

Easter Seals NH leases certain assets under various arrangements which have been classified as operating leases. Total expense under all leases (including month-to-month leases) was approximately \$1,016,000 and \$1,046,000 for the years ended August 31, 2018 and 2017, respectively. Some of these leases have terms which include renewal options, and others may be terminated at Easter Seals NH's option without substantial penalty. Future minimum payments required under the leases in effect at August 31, 2018, through the remaining contractual term of the underlying lease agreements, are as follows:

2019	\$741,937
2020	456,177
2021	311,365
2022	224,162
2023	31,706

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

6. Leases (Continued)

Capital

In 2015, Easter Seals NH entered into a three year lease agreement with a bank for certain computer equipment. This lease ended in 2018. Payments made under this agreement for the years ended August 31, 2018 and 2017 were \$20,995 and \$60,617, respectively. The assets are fully amortized as of August 31, 2018. The carrying value of assets recorded under the capital lease totaled \$17,533, net of accumulated amortization of \$161,286 at August 31, 2017. Amortization expense related to the above capital lease is a component of depreciation expense in the accompanying consolidated statements of functional expenses. Interest expense recognized on the capital lease in 2018 and 2017 was insignificant.

7. Fixed Assets

Fixed assets consist of the following at August 31:

	<u>2018</u>	<u>2017</u>
Buildings	\$ 30,906,387	\$ 27,501,343
Land and land improvements	3,331,184	2,989,333
Leasehold improvements	140,442	120,539
Office equipment and furniture	9,380,281	8,609,250
Vehicles	2,641,876	2,750,511
Construction in progress	<u>177,686</u>	<u>2,806,165</u>
	46,577,856	44,777,141
Less accumulated depreciation and amortization	<u>(17,782,070)</u>	<u>(16,328,800)</u>
	<u>\$ 28,795,786</u>	<u>\$ 28,448,341</u>

Depreciation and amortization expense related to fixed assets totaled \$1,788,535 and \$1,721,445 in 2018 and 2017, respectively.

During 2012, Easter Seals NH received a donated building with an estimated fair value of approximately \$1,100,000. Under the terms of the donation, for a period of six years, Easter Seals NH must continue to use the building as a child care center. Should Easter Seals NH cease to operate the program, or wish to sell or donate the property, Easter Seals NH must first provide the donor with the opportunity to purchase the property for \$1. The contribution representing the fair value of the building was recorded as deferred revenue at August 31, 2017. As of December 2017 the terms of the donation were met and Easter Seals NH recognized the remaining balance of \$937,292 in unrestricted contributions.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

8. Investments and Assets Limited as to Use

Investments and assets limited as to use, at fair value, are as follows at August 31:

	<u>2018</u>	<u>2017</u>
Cash and cash equivalents	\$ 1,200,834	\$ 1,873,318
Marketable equity securities	1,716,059	1,450,878
Mutual funds	14,084,488	13,244,995
Corporate and foreign bonds	873,487	940,042
Government and agency securities	<u>460,528</u>	<u>425,217</u>
	18,335,396	17,934,450
Less: assets limited as to use	<u>(2,555,250)</u>	<u>(3,090,408)</u>
Total investments, at fair value	<u>\$15,780,146</u>	<u>\$14,844,042</u>

The composition of assets limited as to use at August 31, 2018 and 2017 is set forth in the table shown below at fair value. The portion of assets limited as to use that is required for obligations classified as current liabilities is reported in current assets.

	<u>2018</u>	<u>2017</u>
Under a deferred compensation plan (see note 9):		
Investments	\$1,660,727	\$1,417,727
Maintained in escrow to make required payments on revenue bonds (see note 10):		
Cash and cash equivalents	<u>894,523</u>	<u>1,672,681</u>
Total assets limited as to use	<u>\$2,555,250</u>	<u>\$3,090,408</u>

The principal components of investment income and net realized and unrealized gains included in continuing operations and other non-operating expenses, gains and losses are summarized below.

	<u>2018</u>	<u>2017</u>
Unrestricted investment income and unrealized and realized gains on investments:		
Dividend and interest income	\$ 575,571	\$ 546,014
Net unrealized gains	164,958	305,131
Net realized gains	<u>312,824</u>	<u>121,090</u>
	1,053,353	972,235
Restricted investment income and unrealized and realized gains on investments:		
Dividend and interest income	15,711	10,746
Net unrealized gains	14,335	51,569
Net realized gains	<u>61,298</u>	<u>17,093</u>
	<u>91,344</u>	<u>79,408</u>
	<u>\$1,144,697</u>	<u>\$1,051,643</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

9. Retirement Plans

Easter Seals NH maintains a Section 403(b) Plan (a defined contribution retirement plan), which covers substantially all employees. Eligible employees may contribute any whole percentage of their annual salary. Easter Seals NH makes a matching contribution for eligible employees equal to 100% of the participants' elective deferrals limited to 2% of the participants' allowable compensation each pay period. The combined amount of employer and employee contributions is subject by law to annual maximum amounts. The employer match was approximately \$579,000 and \$479,000 for the years ended August 31, 2018 and 2017, respectively.

Easter Seals New Hampshire, Inc. offers, to certain management personnel, the option to participate in an Internal Revenue Code Section 457 Deferred Compensation Plan to which the organization may make a discretionary contribution. The employees' accounts are not available until termination, retirement, death or an unforeseeable emergency. Easter Seals New Hampshire, Inc. contributed approximately \$99,500 and \$106,000 to this plan during the years ended August 31, 2018 and 2017, respectively. The assets and liabilities associated with this plan were \$1,660,727 and \$1,417,727 at August 31, 2018 and 2017, respectively, and are included within assets limited as to use and other liabilities in the accompanying consolidated statements of financial position.

10. Borrowings

Borrowings consist of the following at August 31:

	<u>2018</u>	<u>2017</u>
Revenue Bonds, Series 2016A, tax exempt, issued through the New Hampshire Health and Education Facilities Authority (NHHEFA), with an annual LIBOR-based variable rate equal to the sum of (a) 0.6501 times one-month LIBOR, plus (b) 0.6501 times 2.45% (2.95% at August 31, 2018), due in annual principal payments increasing from \$40,417 to \$62,917 with a final payment of \$6,875,413 due in May 2027, secured by a pledge of all gross revenues and negative pledge of cash, investments and real estate.	\$12,226,664	\$12,705,000
Revenue Bonds, Series 2016B, tax exempt, issued through NHHEFA, with a fixed rate at 3.47%, annual principal payments continually increasing from \$15,810 to \$21,180 with a final payment of \$5,404,249 due in May 2027, secured by a pledge of all gross revenues and negative pledge of cash, investments and real estate.	7,724,289	9,052,520
Various notes payable to a bank with fixed interest rates ranging from 2.24% to 2.50%, various principal and interest payments ranging from \$111 to \$2,923 payable monthly through dates ranging from September 2018 through September 2021, secured by vehicles with a net book value of \$267,979 at August 31, 2018.	179,929	312,440

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

10. Borrowings (Continued)

	<u>2018</u>	<u>2017</u>
Mortgage note payable to a bank with a fixed rate of 3.25%. Principal and interest of \$12,200 payable monthly, due in February 2030, secured by an interest in certain property with a net book value of \$4,883,943 at August 31, 2018.	<u>\$ 2,285,333</u>	<u>\$ 2,355,174</u>
	22,416,215	24,425,134
Less current portion	1,241,671	2,008,973
Less net unamortized bond issuance costs	<u>124,946</u>	<u>131,055</u>
	<u>\$21,049,598</u>	<u>\$22,285,106</u>

Principal payments on long-term debt for each of the following years ending August 31 are as follows:

2019	\$ 1,241,671
2020	857,166
2021	881,731
2022	876,813
2023	914,374
Thereafter	<u>17,644,460</u>
	<u>\$22,416,215</u>

Lines of Credit and Other Financing Arrangements

Easter Seals New Hampshire, Inc. had an agreement with a bank for a \$500,000 nonrevolving equipment line of credit. The line of credit was used to fund the purchase of New Hampshire titled vehicles for use by Easter Seals NH through April 2, 2014. The interest rate charged on outstanding borrowings was at a fixed rate at the then prime rate minus 0.75% for maturities up to a five-year term. Upon maturity of this agreement, the balances outstanding under the note payable at August 31, 2014 were converted to various term notes secured by vehicles, as described above. Included in long-term debt are three notes payable totaling \$7,185 and four notes payable totaling \$58,244 at August 31, 2018 and 2017, respectively.

Easter Seals New Hampshire, Inc. also has an agreement with a bank for a \$500,000 revolving equipment line, which can be used to fund the purchase of New Hampshire titled vehicles for use by Easter Seals NH on demand. Advances are converted to term notes as utilized. The interest rate charged on outstanding borrowings is at a fixed rate equal to the then Business Vehicle Rate at the time of the advance for maturities up to a five year term. Included in long-term debt are twenty-four notes payable totaling \$172,744 and twenty-five notes payable totaling \$254,196 at August 31, 2018 and 2017, respectively, that originated under this agreement. Availability under this agreement at August 31, 2018 and 2017 is \$327,256 and \$245,804, respectively.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

10. Borrowings (Continued)

On August 31, 2015, Easter Seals NH entered into a revolving line of credit with a bank. Borrowing availability is up to \$4 million (a portion of which is secured by available letters of credit of \$38,000). Outstanding advances are due on demand. The interest rate charged on outstanding borrowings was at LIBOR rounded up to the nearest one-eighth of one percent plus 2.25%, subsequently amended twice (once in January 2017 to LIBOR rounded up to the nearest one-eighth of one percent plus 2.10% and in May 2018 to LIBOR rounded up to the nearest one-eighth of one percent plus 1.90%) (4.03% at August 31, 2018). Under an event of default, the interest rate will increase from LIBOR plus 1.90% to LIBOR plus 5.25%. The line is secured by a first priority interest in all business assets of Easter Seals New Hampshire, Inc. with guarantees from Easter Seals VT and Manchester Alcoholism Rehabilitation Center. The agreement requires that collective borrowings under the line of credit be reduced to \$1,000,000 for 30 consecutive days during each calendar year. Amounts outstanding under this revolving line of credit agreement at August 31, 2018 were \$610,319. There was no outstanding balance at August 31, 2017.

NHHEFA 2016A and 2016B Revenue Bonds

On December 20, 2016, Easter Seals NH issued \$13,015,000 in Series 2016A Tax Exempt Revenue Bonds. These bonds were used to refinance the Series 2004A Revenue Bonds.

Also, on December 20, 2016, Easter Seals NH issued \$9,175,000 in Series 2016B Tax Exempt Revenue Bonds. The bonds were issued to refinance an existing mortgage and to obtain funds for certain planned capital projects.

In connection with the refinancing of the 2004A revenue bonds in 2017, Easter Seals NH incurred a loss on extinguishment of debt totaling \$63,031, primarily related to the write-off of certain unamortized bond issuance costs.

Mortgage Notes Payable

On February 18, 2015, Easter Seals NH and Manchester Alcoholism Rehabilitation Center entered into a \$2,480,000 mortgage note payable to finance the acquisition of certain property located in Franklin, New Hampshire. The initial interest rate charged is fixed at 3.25%. Monthly principal and interest payments are \$12,200, and all remaining outstanding principal and interest is due on February 18, 2030. The note is secured by the property.

Interest Rate Swap Agreement

Easter Seals NH has an interest rate swap agreement with a bank in connection with the Series 2004A NHHEFA Revenue Bonds. On December 1, 2016, an amendment to this agreement was executed in anticipation of the refinancing of the 2004A revenue bonds to change the interest rate charged from 3.54% to 3.62% and the floating rate from LIBOR times 0.67 to LIBOR times 0.6501. The swap agreement had an outstanding notional amount of \$12,226,664 and \$12,705,000 at August 31, 2018 and 2017, respectively, which reduces in conjunction with principal reductions until the agreement is terminated in November 2034.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

10. **Borrowings (Continued)**

The fair value of the above interest rate swap agreement totaled \$1,772,584 and \$2,641,673 at August 31, 2018 and 2017, respectively, \$244,261 and \$348,636 of which was current at August 31, 2018 and 2017, respectively. During the years ended August 31, 2018 and 2017 net payments required by the agreement totaled \$323,938 and \$401,992, respectively. These payments have been included in interest expense within the accompanying consolidated statements of activities and changes in net assets. See note 13 with respect to fair value determinations.

Debt Covenants

In connection with the bonds, lines of credit and various other notes payable described above, Easter Seals NH is required to comply with certain financial covenants including, but not limited to, minimum liquidity and debt service coverage ratios. At August 31, 2018, Easter Seals NH was in compliance with restrictive covenants specified under the NHHEFA bonds and other debt obligations.

11. **Donated Services**

A number of volunteers have donated their time in connection with Easter Seals NH's program services and fundraising campaigns. However, no amounts have been reflected in the accompanying consolidated financial statements for such donated services, as no objective basis is available to measure the value.

12. **Related Party Transactions**

Easter Seals NH is a member of Easter Seals, Inc. Membership fees to Easter Seals, Inc. were \$39,036 and \$38,326 for the years ended August 31, 2018 and 2017, respectively, and are reflected as support of National programs on the accompanying consolidated statements of activities and changes in net assets.

13. **Fair Value of Financial Instruments**

Fair value of a financial instrument is defined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at their measurement date. In determining fair value, Easter Seals NH uses various methods including market, income and cost approaches, and utilizes certain assumptions that market participants would use in pricing the asset or liability, including assumptions about risk and the risks inherent in factors used in the valuation. These factors may be readily observable, market corroborated, or generally unobservable. Easter Seals NH utilizes valuation techniques that maximize the use of observable factors and minimizes the use of unobservable factors.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

13. Fair Value of Financial Instruments (Continued)

Certain of Easter Seals NH's financial instruments are reported at fair value, which include beneficial interest held in trust, investments and the interest rate swap, and are classified by levels that rank the quality and reliability of the information used to determine fair value:

Level 1 – Valuations for financial instruments traded in active exchange markets, such as the New York Stock Exchange. Valuations are obtained from readily available pricing sources for market transactions involving identical instruments.

Level 2 – Valuations for financial instruments traded in less active dealer or broker markets. Valuations are obtained from third party pricing services for identical or similar instruments.

Level 3 – Valuations for financial instruments derived from other methodologies, including option pricing models, discounted cash flow models and similar techniques, and not based on market exchange, dealer or broker traded transactions. Level 3 valuations incorporate certain assumptions and projections in determining fair value.

The following describes the valuation methodologies used to measure financial assets and liabilities at fair value. The levels relate to valuation only and do not necessarily indicate a measure of investment risk. There have been no changes in the methodologies used by Easter Seals NH at August 31, 2018 and 2017.

Investments and Assets Limited as to Use

Cash and cash equivalents are deemed to be Level 1. The fair values of marketable equity securities, and mutual funds that are based upon quoted prices in active markets for identical assets are reflected as Level 1. Investments in certain government and agency securities and corporate and foreign bonds where securities are transparent and generally are based upon quoted prices in active markets are valued by the investment managers and reflected as Level 2.

Beneficial Interest in Trust Held by Others

The beneficial interest in trust held by others has been assigned fair value levels based on the fair value levels of the underlying investments within the trust. The fair values of marketable equity securities, money market and mutual funds are based upon quoted prices in active markets for identical assets and are reflected as Level 1. Investments in marketable equity securities and mutual funds where securities are transparent and generally are based upon quoted prices in active markets are valued by the investment managers and reflected as Level 2.

Interest Rate Swap Agreement

The fair value for the interest rate swap liability is included in Level 3 and is estimated by the counterparty using industry standard valuation models. These models project future cash flows and discount the future amounts to present value using market-based observable inputs, including interest rates.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

13. Fair Value of Financial Instruments (Continued)

At August 31, 2018 and 2017, Easter Seals NH's assets and liabilities measured at fair value on a recurring basis were classified as follows:

	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
<u>2018</u>				
Assets:				
Assets limited as to use and investments at fair value:				
Cash and cash equivalents	\$ 1,200,834	\$ -	\$ -	\$ 1,200,834
Marketable equity securities:				
Large-cap	1,182,262	-	-	1,182,262
International	533,797	-	-	533,797
Mutual funds, open-ended:				
Short-term fixed income	4,387,471	-	-	4,387,471
Intermediate-term bond fund	1,037,110	-	-	1,037,110
High yield bond fund	81,169	-	-	81,169
Foreign bond	30,620	-	-	30,620
Government securities	377,563	-	-	377,563
Emerging markets bond	56,094	-	-	56,094
International equities	1,091,145	-	-	1,091,145
Domestic, large-cap	1,113,968	-	-	1,113,968
Domestic, small-cap	269,615	-	-	269,615
Domestic, multi alt	736,276	-	-	736,276
Real estate fund	197,057	-	-	197,057
Mutual funds, closed-ended:				
Domestic, large-cap	3,172,644	-	-	3,172,644
Domestic, mid-cap	588,528	-	-	588,528
Domestic, small-cap	428,019	-	-	428,019
International equity	517,209	-	-	517,209
Corporate and foreign bonds	-	873,487	-	873,487
Government and agency securities	-	460,528	-	460,528
	<u>\$17,001,381</u>	<u>\$1,334,015</u>	<u>\$ -</u>	<u>\$18,335,396</u>
Beneficial interest in trust held by others:				
Money market funds	\$ 7,096	\$ -	\$ -	\$ 7,096
Marketable equity securities:				
Large-cap	71,948	-	-	71,948
Mutual funds:				
Domestic fixed income	-	23,924	-	23,924
	<u>\$ 79,044</u>	<u>\$ 23,924</u>	<u>\$ -</u>	<u>\$ 102,968</u>
Liabilities:				
Interest rate swap agreement	<u>\$ -</u>	<u>\$ -</u>	<u>\$1,772,584</u>	<u>\$ 1,772,584</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

13. Fair Value of Financial Instruments (Continued)

	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
<u>2017</u>				
Assets:				
Assets limited as to use and investments at fair value:				
Cash and cash equivalents	\$ 1,873,318	\$ -	\$ -	\$ 1,873,318
Marketable equity securities:				
Large-cap	1,139,744	-	-	1,139,744
International	311,134	-	-	311,134
Mutual funds, open-ended:				
Short-term fixed income	4,254,127	-	-	4,254,127
Intermediate-term bond fund	1,098,931	-	-	1,098,931
High yield bond fund	52,926	-	-	52,926
Foreign bond	34,863	-	-	34,863
Government securities	491,892	-	-	491,892
Emerging markets bond	64,867	-	-	64,867
International equities	977,737	-	-	977,737
Domestic, large-cap	859,050	-	-	859,050
Domestic, small-cap	339,680	-	-	339,680
Domestic, multi alt	861,055	-	-	861,055
Real estate fund	188,220	-	-	188,220
Mutual funds, closed-ended:				
Domestic, large-cap	2,949,475	-	-	2,949,475
Domestic, mid-cap	499,421	-	-	499,421
Domestic, small-cap	240,364	-	-	240,364
Fixed Income and bond	4,577	-	-	4,577
International equity	327,810	-	-	327,810
Corporate and foreign bonds	-	940,042	-	940,042
Government and agency securities	-	425,217	-	425,217
	<u>\$16,569,191</u>	<u>\$1,365,259</u>	<u>\$ -</u>	<u>\$17,934,450</u>
Beneficial interest in trust held by others:				
Money market funds	\$ 7,943	\$ -	\$ -	\$ 7,943
Marketable equity securities:				
Large-cap	66,063	-	-	66,063
Mutual funds:				
Domestic fixed income	-	21,357	-	21,357
	<u>\$ 74,006</u>	<u>\$ 21,357</u>	<u>\$ -</u>	<u>\$ 95,363</u>
Liabilities:				
Interest rate swap agreement	<u>\$ -</u>	<u>\$ -</u>	<u>\$2,641,673</u>	<u>\$ 2,641,673</u>

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

13. Fair Value of Financial Instruments (Continued)

The table below sets forth a summary of changes in the fair value of Easter Seals NH's Level 3 liabilities for the years ended August 31, 2018 and 2017:

	<u>Interest Rate Swap</u>
Ending balance, August 31, 2016	\$(3,487,979)
Unrealized gain, net	<u>846,306</u>
Ending balance, August 31, 2017	(2,641,673)
Unrealized gain, net	<u>869,089</u>
Ending balance, August 31, 2018	<u>\$(1,772,584)</u>

14. Discontinued Operations

The accompanying consolidated financial statements include various programs and entities that are reported as discontinued operations, as follows:

- On January 25, 2012, the Board of Directors of Easter Seals NH voted to close Harbor Schools and cease all operations of this subsidiary. Effective August 31, 2018 the dissolution of Harbor Schools was finalized.
- On June 23 2017, Easter Seals NH sold the last property at 57 Webster Street.

The management of Easter Seals NH has determined that the closure of each of these programs/entities met the criteria for classification as discontinued operations. The decisions to close the programs/entities were based on performance factors.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

14. Discontinued Operations (Continued)

The summary statement of financial position for Harbor Schools as of August 31, 2017 was as follows:

	<u>Harbor Schools</u>
Total assets	\$201,786
Net assets:	
Unrestricted	149,764
Temporarily restricted	28,196
Permanently restricted	23,826

There were no remaining balances as of August 31, 2018 for Harbor Schools noted above for purposes of summary statement of financial position presentation.

Summary statements of activities for each of the above discontinued programs/entities for the years ended August 31, 2018 and 2017 are as follows:

	<u>Harbor Schools</u>		<u>New Hampshire</u>	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Total public support and revenue	\$ 1,203	\$ 1,123	\$ -	\$ -
Operating expenses	-	(10,035)	-	(34,741)
Other non-operating expenses	(1,771)	(553)	-	-
Gain on sale of properties, net	<u>-</u>	<u>-</u>	<u>-</u>	<u>6,475</u>
Loss from discontinued operations	<u>\$ (568)</u>	<u>\$ (9,465)</u>	<u>\$ -</u>	<u>\$ (28,266)</u>

In addition, the accompanying consolidated financial statements include losses from various other discontinued operations totaling \$7,712 in 2018.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

August 31, 2018 and 2017

15. Acquisition of The Homemakers Health Services, Inc.

On May 4, 2018, Easter Seals NH entered into a letter of intent to affiliate with The Homemakers Health Services, Inc. (the Organization). On September 1, 2018, Easter Seals NH acquired the Organization for no consideration. The Organization was not controlled by Easter Seals NH prior to this agreement. This affiliation will be accounted for in accordance with generally accepted accounting principles guidance on acquisitions by a not-for-profit entity. The Homemakers Health Services, Inc. had total net operating revenue of approximately \$289,000 (unaudited) for the two months ended August 31, 2018, and \$2,330,000 for year ended June 30, 2018. The financial position of The Homemakers Health Services, Inc. as of September 1, 2018 (unaudited), is as follows:

	<u>(Unaudited)</u>
Assets:	
Cash and cash equivalents	\$ 119,865
Other current assets	148,613
Fixed assets, net	<u>1,030,882</u>
Total assets	<u>\$1,299,360</u>
Liabilities:	
Accounts payable	\$ 51,250
Accrued expenses and other liabilities	107,746
Debt	<u>125,685</u>
Total liabilities	284,681
Net assets:	
Unrestricted net assets	<u>1,014,679</u>
Total liabilities and net assets	<u>\$1,299,360</u>

OTHER FINANCIAL INFORMATION

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF FINANCIAL POSITION

August 31, 2018

ASSETS

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Current assets:						
Cash and cash equivalents	\$ 2,327,419	\$ 29,169	\$ 8,920	\$ —	\$ —	\$ 2,365,508
Short-term investments, at fair value	3,002,574	—	—	—	—	3,002,574
Accounts receivable from affiliates	2,335,205	1,450,563	—	—	(3,785,768)	—
Program and other accounts receivable, net	10,427,498	566,808	89,283	—	—	11,083,589
Contributions receivable, net	492,283	1,020	2,654	—	—	495,957
Current portion of assets limited as to use	894,523	—	—	—	—	894,523
Prepaid expenses and other current assets	<u>389,913</u>	<u>13,440</u>	<u>28,427</u>	—	—	<u>431,780</u>
Total current assets	19,869,415	2,061,000	129,284	—	(3,785,768)	18,273,931
Assets limited as to use, net of current portion	1,641,337	19,390	—	—	—	1,660,727
Fixed assets, net	28,725,627	51,923	18,236	—	—	28,795,786
Investments, at fair value	12,777,572	—	—	—	—	12,777,572
Beneficial interest in trust held by others and other assets	<u>206,608</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>206,608</u>
	<u>\$63,220,559</u>	<u>\$2,132,313</u>	<u>\$ 147,520</u>	<u>\$ —</u>	<u>\$(3,785,768)</u>	<u>\$61,714,624</u>

LIABILITIES AND NET ASSETS

	* New <u>Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	Harbor Schools, <u>Inc.</u>	<u>Elimin-</u> <u>ations</u>	<u>Total</u>
Current liabilities:						
Line of credit	\$ 610,319	\$ -	\$ -	\$ -	\$ -	\$ 610,319
Accounts payable	2,709,560	12,816	187	-	-	2,722,563
Accrued expenses	5,295,718	8,054	31,085	-	-	5,334,857
Accounts payable to affiliates	-	-	3,785,768	-	(3,785,768)	-
Deferred revenue	685,999	11,540	7,111	-	-	704,650
Current portion of interest rate swap agreements	244,261	-	-	-	-	244,261
Current portion of long-term debt	<u>1,241,671</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,241,671</u>
Total current liabilities	10,787,528	32,410	3,824,151	-	(3,785,768)	10,858,321
Other liabilities	1,641,337	19,390	-	-	-	1,660,727
Interest rate swap agreements, less current portion	1,528,323	-	-	-	-	1,528,323
Long-term debt, less current portion, net	<u>21,049,598</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>21,049,598</u>
Total liabilities	35,006,786	51,800	3,824,151	-	(3,785,768)	35,096,969
Net assets (deficit):						
Unrestricted	20,883,776	2,075,949	(3,675,131)	-	-	19,284,594
Temporarily restricted	2,256,065	4,564	(1,500)	-	-	2,259,129
Permanently restricted	<u>5,073,932</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>5,073,932</u>
Total net assets (deficit)	<u>28,213,773</u>	<u>2,080,513</u>	<u>(3,676,631)</u>	<u>-</u>	<u>-</u>	<u>26,617,655</u>
	<u>\$63,220,559</u>	<u>\$2,132,313</u>	<u>\$ 147,520</u>	<u>\$ -</u>	<u>\$(3,785,768)</u>	<u>\$61,714,624</u>

* Includes Manchester Alcoholism Rehabilitation Center.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF FINANCIAL POSITION

August 31, 2017

ASSETS

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Current assets:						
Cash and cash equivalents	\$ 3,589,555	\$ 19,385	\$ 10,103	\$ -	\$ -	\$ 3,619,043
Short-term investments, at fair value	2,816,344	-	-	-	-	2,816,344
Accounts receivable from affiliates	1,489,181	1,668,124	-	149,764	(3,307,069)	-
Program and other accounts receivable, net	8,599,952	691,294	14,939	-	-	9,306,185
Contributions receivable, net	568,342	920	13,246	-	-	582,508
Current portion of assets limited as to use	1,566,680	-	-	-	-	1,566,680
Prepaid expenses and other current assets	<u>389,372</u>	<u>12,775</u>	<u>30,710</u>	<u>-</u>	<u>-</u>	<u>432,857</u>
Total current assets	19,019,426	2,392,498	68,998	149,764	(3,307,069)	18,323,617
Assets limited as to use, net of current portion	1,511,218	12,510	-	-	-	1,523,728
Fixed assets, net	28,359,254	75,573	13,514	-	-	28,448,341
Investments, at fair value	11,975,676	-	-	52,022	-	12,027,698
Beneficial interest in trust held by others and other assets	<u>458,909</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>458,909</u>
	<u>\$61,324,483</u>	<u>\$2,480,581</u>	<u>\$ 82,512</u>	<u>\$201,786</u>	<u>\$(3,307,069)</u>	<u>\$60,782,293</u>

LIABILITIES AND NET ASSETS

	* New <u>Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	Harbor Schools, <u>Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Current liabilities:						
Accounts payable	\$ 2,388,870	\$ 25,812	\$ 2,554	\$ –	\$ –	\$ 2,417,236
Accrued expenses	4,750,875	–	22,737	–	–	4,773,612
Accounts payable to affiliates	–	–	3,307,069	–	(3,307,069)	–
Deferred revenue	1,635,253	33,557	14,995	–	–	1,683,805
Current portion of capital lease obligation	20,995	–	–	–	–	20,995
Current portion of interest rate swap agreements	348,636	–	–	–	–	348,636
Current portion of long-term debt	<u>2,008,973</u>	<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>	<u>2,008,973</u>
Total current liabilities	11,153,602	59,369	3,347,355	–	(3,307,069)	11,253,257
Other liabilities	1,405,350	12,510	–	–	–	1,417,860
Interest rate swap agreements, less current portion	2,293,037	–	–	–	–	2,293,037
Long-term debt, less current portion, net	<u>22,285,106</u>	<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>	<u>22,285,106</u>
Total liabilities	37,137,095	71,879	3,347,355	–	(3,307,069)	37,249,260
Net assets (deficit):						
Unrestricted	16,553,419	2,401,641	(3,269,902)	149,764	–	15,834,922
Temporarily restricted	2,642,819	7,061	5,059	28,196	–	2,683,135
Permanently restricted	<u>4,991,150</u>	<u>–</u>	<u>–</u>	<u>23,826</u>	<u>–</u>	<u>5,014,976</u>
Total net assets (deficit)	<u>24,187,388</u>	<u>2,408,702</u>	<u>(3,264,843)</u>	<u>201,786</u>	<u>–</u>	<u>23,533,033</u>
	<u>\$61,324,483</u>	<u>\$2,480,581</u>	<u>\$ 82,512</u>	<u>\$201,786</u>	<u>\$(3,307,069)</u>	<u>\$60,782,293</u>

* Includes Agency Realty, Inc. through October 26, 2016 (see note 1) and Manchester Alcoholism Rehabilitation Center.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Year Ended August 31, 2018

	* New <u>Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Public support and revenue:						
Public support:						
Contributions, net	\$ 1,913,486	\$ 28,113	\$ 83,497	\$ -	\$ -	\$ 2,025,096
Special events, net	1,898,837	394	55,087	-	-	1,954,318
Annual campaigns, net	371,433	4,761	5,148	-	-	381,342
Bequests	<u>138,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>138,000</u>
Total public support	4,321,756	33,268	143,732	-	-	4,498,756
Revenue:						
Fees and grants from governmental agencies and others, net	58,082,135	5,261,341	292,224	-	-	63,635,700
Other grants	21,165,950	1,060,871	246,770	-	-	22,473,591
Dividend and interest income	591,280	2	-	-	-	591,282
Rental income	27,050	-	-	-	-	27,050
Intercompany revenue	741,597	-	-	-	(741,597)	-
Other	<u>110,189</u>	<u>12,475</u>	<u>24</u>	<u>-</u>	<u>-</u>	<u>122,688</u>
Total revenue	<u>80,718,201</u>	<u>6,334,689</u>	<u>539,018</u>	<u>-</u>	<u>(741,597)</u>	<u>86,850,311</u>
Total public support and revenue	85,039,957	6,367,957	682,750	-	(741,597)	91,349,067
Operating expenses:						
Program services:						
Public health education	246,678	7,099	1,119	-	-	254,896
Professional education	23,007	-	-	-	-	23,007
Direct services	<u>72,888,726</u>	<u>6,001,327</u>	<u>761,733</u>	<u>-</u>	<u>(32,934)</u>	<u>79,618,852</u>
Total program services	73,158,411	6,008,426	762,852	-	(32,934)	79,896,755

	* New Hampshire	Vermont	Maine	Harbor Schools, Inc.	Elimin- ations	Total
Supporting services:						
Management and general	\$ 8,536,262	\$ 614,425	\$ 124,821	\$ -	\$ (708,663)	\$ 8,566,845
Fundraising	<u>869,629</u>	<u>73,295</u>	<u>199,153</u>	<u>-</u>	<u>-</u>	<u>1,142,077</u>
Total supporting services	<u>9,405,891</u>	<u>687,720</u>	<u>323,974</u>	<u>-</u>	<u>(708,663)</u>	<u>9,708,922</u>
Total functional expenses	82,564,302	6,696,146	1,086,826	-	(741,597)	89,605,677
Support of National programs	<u>39,036</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,036</u>
Total operating expenses	<u>82,603,338</u>	<u>6,696,146</u>	<u>1,086,826</u>	<u>-</u>	<u>(741,597)</u>	<u>89,644,713</u>
Increase (decrease) in net assets from operations	2,436,619	(328,189)	(404,076)	-	-	1,704,354
Other non-operating expenses, gains and losses:						
Change in fair value of interest rate swaps	869,089	-	-	-	-	869,089
Net unrealized and realized gains on investments	553,415	-	-	-	-	553,415
Increase in fair value of beneficial interest in trust held by others	7,606	-	-	-	-	7,606
Loss on sales and disposals of fixed assets	(9,100)	-	-	-	-	(9,100)
Other non-operating expenses	<u>(32,462)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(32,462)</u>
	1,388,548	-	-	-	-	1,388,548
Loss from discontinued operations	<u>-</u>	<u>-</u>	<u>(7,712)</u>	<u>(568)</u>	<u>-</u>	<u>(8,280)</u>
Increase (decrease) in net assets before effects of dissolution of an affiliate	3,825,167	(328,189)	(411,788)	(568)	-	3,084,622
Dissolution of an affiliate	<u>201,218</u>	<u>-</u>	<u>-</u>	<u>(201,218)</u>	<u>-</u>	<u>-</u>
Total increase (decrease) in net assets	4,026,385	(328,189)	(411,788)	(201,786)	-	3,084,622
Net assets (deficit) at beginning of year	<u>24,187,388</u>	<u>2,408,702</u>	<u>(3,264,843)</u>	<u>201,786</u>	<u>-</u>	<u>23,533,033</u>
Net assets (deficit) at end of year	<u>\$28,213,773</u>	<u>\$2,080,513</u>	<u>\$(3,676,631)</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$26,617,655</u>

* Includes Manchester Alcoholism Rehabilitation Center.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Year Ended August 31, 2017

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Public support and revenue:						
Public support:						
Contributions, net	\$ 2,330,292	\$ 22,084	\$ 94,429	\$ -	\$ -	\$ 2,446,805
Special events, net	1,627,232	3,917	80,125	-	-	1,711,274
Annual campaigns, net	292,955	10,473	18,607	-	-	322,035
Bequests	<u>288,456</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>288,456</u>
Total public support	4,538,935	36,474	193,161	-	-	4,768,570
Revenue:						
Fees and grants from governmental agencies and others, net	54,830,934	5,065,405	1,145,379	-	-	61,041,718
Other grants	19,998,951	1,002,769	337,494	-	-	21,339,214
Dividend and interest income	556,758	2	-	-	-	556,760
Rental income	27,225	-	-	-	-	27,225
Intercompany revenue	759,869	-	-	-	(759,869)	-
Other	<u>129,094</u>	<u>1,000</u>	<u>2,095</u>	<u>-</u>	<u>-</u>	<u>132,189</u>
Total revenue	<u>76,302,831</u>	<u>6,069,176</u>	<u>1,484,968</u>	<u>-</u>	<u>(759,869)</u>	<u>83,097,106</u>
Total public support and revenue	80,841,766	6,105,650	1,678,129	-	(759,869)	87,865,676
Operating expenses:						
Program services:						
Public health education	272,981	7,179	14	-	-	280,174
Professional education	30,599	-	-	-	-	30,599
Direct services	<u>69,254,921</u>	<u>5,620,706</u>	<u>1,751,400</u>	<u>-</u>	<u>(41,666)</u>	<u>76,585,361</u>
Total program services	69,558,501	5,627,885	1,751,414	-	(41,666)	76,896,134

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Supporting services:						
Management and general	\$ 7,854,998	\$ 551,880	\$ 191,236	\$ -	\$(718,203)	\$ 7,879,911
Fundraising	<u>1,039,446</u>	<u>75,463</u>	<u>199,291</u>	<u>-</u>	<u>-</u>	<u>1,314,200</u>
Total supporting services	<u>8,894,444</u>	<u>627,343</u>	<u>390,527</u>	<u>-</u>	<u>(718,203)</u>	<u>9,194,111</u>
Total functional expenses	78,452,945	6,255,228	2,141,941	-	(759,869)	86,090,245
Support of National programs	<u>38,326</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>38,326</u>
Total operating expenses	<u>78,491,271</u>	<u>6,255,228</u>	<u>2,141,941</u>	<u>-</u>	<u>(759,869)</u>	<u>86,128,571</u>
Increase (decrease) in net assets from operations	2,350,495	(149,578)	(463,812)	-	-	1,737,105
Other non-operating expenses, gains and losses:						
Change in fair value of interest rate swaps	846,306	-	-	-	-	846,306
Net unrealized and realized gains on investments	494,883	-	-	-	-	494,883
Increase in fair value of beneficial interest in trust held by others	6,743	-	-	-	-	6,743
Loss on bond refinance	(63,031)	-	-	-	-	(63,031)
Loss on sales and disposals of fixed assets	(3,674)	-	528	-	-	(3,146)
Other non-operating expenses	<u>(10,417)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(10,417)</u>
	1,270,810	-	528	-	-	1,271,338
Loss from discontinued operations	<u>(28,266)</u>	<u>-</u>	<u>-</u>	<u>(9,465)</u>	<u>-</u>	<u>(37,731)</u>
Total increase (decrease) in net assets	3,593,039	(149,578)	(463,284)	(9,465)	-	2,970,712
Net assets (deficit) at beginning of year	<u>20,594,349</u>	<u>2,558,280</u>	<u>(2,801,559)</u>	<u>211,251</u>	<u>-</u>	<u>20,562,321</u>
Net assets (deficit) at end of year	<u>\$24,187,388</u>	<u>\$2,408,702</u>	<u>\$(3,264,843)</u>	<u>\$201,786</u>	<u>\$-</u>	<u>\$23,533,033</u>

* Includes Agency Realty, Inc. through October 26, 2016 (see note 1) and Manchester Alcoholism Rehabilitation Center.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF FUNCTIONAL EXPENSES

Year Ended August 31, 2018

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Salaries and related expenses	\$61,637,499	\$5,345,519	\$ 723,908	\$ -	\$ -	\$67,706,926
Professional fees	8,697,878	669,966	170,708	-	(741,597)	8,796,955
Supplies	2,371,309	33,136	11,759	-	-	2,416,204
Telephone	574,477	35,251	16,084	-	-	625,812
Postage and shipping	52,277	1,689	792	-	-	54,758
Occupancy	2,293,069	170,645	63,386	-	-	2,527,100
Outside printing, artwork and media	42,146	4,051	4,497	-	-	50,694
Travel	2,061,630	306,760	24,173	-	-	2,392,563
Conventions and meetings	238,764	15,397	3,568	-	-	257,729
Specific assistance to individuals	1,053,536	41,070	35,587	-	-	1,130,193
Dues and subscriptions	64,350	-	1,138	-	-	65,488
Minor equipment purchases- and equipment rental	347,406	14,929	1,492	-	-	363,827
Ads, fees and miscellaneous	357,091	22,997	24,183	-	-	404,271
Interest	1,024,622	-	-	-	-	1,024,622
Depreciation and amortization	<u>1,748,248</u>	<u>34,736</u>	<u>5,551</u>	<u>-</u>	<u>-</u>	<u>1,788,535</u>
	<u>\$82,564,302</u>	<u>\$6,696,146</u>	<u>\$1,086,826</u>	<u>\$ -</u>	<u>\$(741,597)</u>	<u>\$89,605,677</u>

* Includes Manchester Alcoholism Rehabilitation Center.

EASTER SEALS NEW HAMPSHIRE, INC. AND SUBSIDIARIES

CONSOLIDATING STATEMENT OF FUNCTIONAL EXPENSES

Year Ended August 31, 2017

	<u>* New Hampshire</u>	<u>Vermont</u>	<u>Maine</u>	<u>Harbor Schools, Inc.</u>	<u>Elimin- ations</u>	<u>Total</u>
Salaries and related expenses	\$57,687,981	\$4,925,625	\$1,465,432	\$ -	\$ -	\$64,079,038
Professional fees	8,463,640	640,027	278,263	-	(759,869)	8,622,061
Supplies	2,180,957	38,894	17,731	-	-	2,237,582
Telephone	566,435	37,125	15,362	-	-	618,922
Postage and shipping	57,742	1,295	2,214	-	-	61,251
Occupancy	2,022,811	154,091	168,031	-	-	2,344,933
Outside printing, artwork and media	71,825	6,754	6,709	-	-	85,288
Travel	1,990,758	313,059	28,112	-	-	2,331,929
Conventions and meetings	214,857	31,141	11,383	-	-	257,381
Specific assistance to individuals	1,025,235	33,829	63,470	-	-	1,122,534
Dues and subscriptions	34,018	200	2,994	-	-	37,212
Minor equipment purchases- and equipment rental	338,335	11,384	1,260	-	-	350,979
Ads, fees and miscellaneous	335,912	24,820	71,811	-	-	432,543
Interest	986,384	-	-	-	-	986,384
Impairment	767,632	-	-	-	-	767,632
Depreciation and amortization	<u>1,708,423</u>	<u>36,984</u>	<u>9,169</u>	<u>-</u>	<u>-</u>	<u>1,754,576</u>
	<u>\$78,452,945</u>	<u>\$6,255,228</u>	<u>\$2,141,941</u>	<u>\$ -</u>	<u>\$(759,869)</u>	<u>\$86,090,245</u>

* Includes Agency Realty, Inc. through October 26, 2016 (see note 1) and Manchester Alcoholism Rehabilitation Center.

**Easter Seals New Hampshire, 555 Auburn Street, Manchester, NH 03103
2019 Board of Directors**

Chairman

Matthew Boucher

Jim Bee

General Counsel &

Assistant Secretary

(non-voting member)

Bradford Cook, Esq.

Past Chairman

Andrew MacWilliam

Wendell Butcher

Richard Rawlings

Vice Chairman

Tom Sullivan

Dennis Beaulieu

Vice Chairman

Charles Goodwin

Doris Labbe

Ben Gamache

Treasurer

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Rick Courtemanche

Assistant Treasurer

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Lucy Lange

Bob Litterst

Secretary

Leslie Thompson

Rob Wiczorek

Past Chairman – Farnum
Center

Ian MacDermott

Christine Williams

Elizabeth Lamontagne

Linda Roth

Carl Tourigny

Mary Flowers

Tracey Pelton

Larry J. Gammon
Easter Seals New Hampshire, Inc.
555 Auburn Street
Manchester, NH 03103

Employment

7/88 to Present **President, Chief Executive Officer**

A member of Easter Seals National, the Agency is a comprehensive, multi-facility organization with services throughout New Hampshire, Vermont, New York, Maine, Rhode Island, and Connecticut. Employing over 2000 persons, and operating in excess of 100 million dollars, the Agency has services in Vocational, Educational, Residential, Clinical, Medical, Camping/Recreational, Veterans and Substance Abuse. Position reports to the Chairman of the Board of Directors.

6/85 – 7/88 **Executive Vice President**

Vice President

8/75 – 6/85 **Deputy Executive Director**

Easter Seal Society/Goodwill Industries of New Hampshire/Vermont

In progressive management experiences, guided the Agency's programs through a growth from 1+ million dollar budget, and status as one of the most comprehensive service organizations in the country.

Directly responsible to the Executive Director, later President, for supervision of all professional programs of the comprehensive rehabilitation centers, with CARF accreditation in Audiology, Speech Pathology, Social Adjustment, Physical Restoration and Vocational Adjustment. In addition, the Society operates a large day school for handicapped pupils, 3 work adjustment center/sheltered workshops, a comprehensive camping program, retail sales outlets, and a pupil transportation program of 75 students per day. Duties included, but were not limited to, hiring and supervision of staff, program development, budget development and control, procuring funding, and staffing of various Board committees.

9/71 - 8/75

New Hampshire Easter Seal Society for Crippled Children & Adults, Inc.
870 Hayward St.
Manchester, NH 03103

Position: Facilities Director, Easter Seal School

Program Development, supervision and recruitment of staff, screening of pupils; developing budget, and securing funding.

9/70 - 7/71

New Hampshire Department of Education
Keene Public Schools
Keene, NH 03431

Position: Special Education Consultant

1 year study of special education needs of 6 small towns in New Hampshire. Responsible to 6 school boards and the New Hampshire Department of Special Education, Title VI-B Grant.

2/69 - 8/70

Gary Public Schools
Gary, IN

Position: Teacher, Special Education

Classroom teacher, M.R. Summer program for trainable M.R.

9/67 - 1/69

Charlottesville Public Schools
Charlottesville, VA

Position: Teacher M.R. - Department Chairman

Teacher, pre-vocational services, Department Chairman for Junior High age M.R. Director, Summer project (7/68), Title I.

Education

9/62 – 8/66 University of Virginia, Charlottesville, VA
B.S. in Special Education, emphasis in Mental Retardation. All undergraduate courses were at the Master's Level. Dean's List, Junior & Senior years.

9/66 – 8/67 University of Virginia, Charlottesville, VA
36 hours of Graduate School of Education, emphasis in Administration, Testing & Evaluation and Research. Full time graduate scholarship.

Service

National

Chairman, Board of Trustees, CARF, 1990-1991
Member, Board of Trustees, CARF, 1985-1991
Medders Award, Outstanding Easter Seals Executive, 1995
President, Easter Seals Leadership Association, 1998-2000

Local

Queen City Rotary Club, Member
Serenity Place, Board of Directors
Mayor's Task Force/Senior Services
Hillcrest Terrace, Board of Directors
CEO Council
Dartmouth Hitchcock Medical Center – Assembly of Overseers
YMCA Disability Council

Recognition

Non-Profit Business of the Year, *Business NH Magazine*, 2010
Non-Profit Business of the Year, *Business NH Magazine*, 2005
Non-Profit Business of the Decade, *Business NH Magazine*, 2000
Non-Profit Business of the Year, *Business NH Magazine*, 1994

Elin Treanor
Easter Seals New Hampshire, Inc.
555 Auburn Street
Manchester, NH 03103

CAREER SUMMARY:

Leadership, management and teamwork involving all business related functions and administration. Major emphasis on providing high quality and cost effective services to customers.

SKILLS & EXPERIENCE:

- Accounting, financial reporting, budgeting, internal controls, auditing, cost reporting, variance analysis, accounts payable, purchasing and payroll
- Cash management, investments, borrowing, banking relationships
- Billing, receivables, collections, funding sources, third party reimbursement
- Insurances, contracts, grants, legal issues
- Policies and procedures development, problem solving
- Financial training and consultation
- Strategic and business planning
- Liaison with Board of Directors and Committees

WORK HISTORY:

- 2012 – Present Easter Seals New Hampshire, Inc., Manchester, NH
Chief Operating Officer/Chief Financial Officer
Oversee all program and fiscal management of multi-corporate, multi-state entity.
- 1994 – 2012 Easter Seals New Hampshire, Inc., Manchester, NH
Senior Vice President & Chief Financial Officer
Oversee fiscal management for 100 million-dollar budget size, multi-corporate, multi-state entity. Also, responsible for reception, maintenance, customer service functions.
- 1988 – 1994 Easter Seal Society of NH, Inc., Manchester, NH
Vice President of Finance
Responsible for finance functions and information systems agency wide. Instrumental in major financial turnaround from \$600,000 deficit in 1988 to \$100,000 surplus in 1989 and surpluses every year thereafter.
- 1984 – 1988 Easter Seal Society of NH, Inc., Manchester, NH
Controller
Promoted to position with added responsibilities of managing billing function and staff. Converted financial applications to integrated automated systems. Involved in corporate

reorganizations to multiple entities and external corporate mergers and acquisitions.

- 1982 – 1984 Easter Seal Society of NH, Inc., Manchester, NH
Chief Accountant
Promoted to supervisory position to manage accounting, payroll, payables, purchasing. Revised budget process, audit work, procedures and monitoring systems.
- 1981 – 1982 Easter Seal Society of NH, Inc., Manchester, NH
Accountant
Promoted to take charge of general ledger, reconciliations and financial reporting. Established chart of accounts, fund accounting system and internal controls.
- 1980 – 1981 Easter Seal Society of NH, Inc., Manchester, NH
Internal Auditor
Handled accounts payable, cash flow, grant billing and review of general ledger accounts.
- 1974 – 1980 Marshalls, Peabody, MA
Senior Clerk
Worked as cashier, customer service representative and bookkeeper, while attending college.

EDUCATION:

- 1989 New Hampshire College, Hooksett, NH
Masters in Business Administration
- 1980 Bentley College, Waltham, MA
Bachelor of Science, Accounting Major
- 1977 North Shore Community College, Beverly, MA
Associates Degree, Accounting Major

SERVICE:

National Easter Seals:
Leader of Northeast Region Chief Financial Officers
Treasurer of Northeast Region Leadership Association
Past Chairman of the Quality Council

JOSEPH T. EMMONS

Easterseals NH ♦ 555 Auburn Street ♦ Manchester, NH 03103 ♦ (603) 621.3570 ♦ jtemmons@eastersealsnh.org

WORK EXPERIENCE

Easterseals NH

Sr. Vice President of Development

Sept. 2017 - present

Manage day to day operations of Easterseals Development and Communications office (14 person staff in NH, ME and VT)

- Analyze information compiled by Development Coordinators and Managers regarding current donors and prospects to identify major gift prospects and extend the number of targeted prospects by making personal visits.
- Assist other staff and volunteers in developing strategy and contacts for those donors and prospects for which others may have a primary contact.
- Work with the Accounting Department to develop a comprehensive gift policy and procedure guideline.
- Work with Board to enhance relationships and create greater fundraising and outreach possibilities.
- Hiring and supervision of grant, development and events staff.
- Develop and manage budgets relating to special events and grants as well as oversee cash management at the events.
- Develop long-term strategies for cultivation of new donors.
- Assist in strategic departmental planning in conjunction with the Vice President of Development and the development staff.
- Plan, implement, promote and evaluate assigned public relations, events or activities and other fundraising vehicles conducted by and for the Agency.
- Manage all aspects of special events, including recruitment, retention, and logistics.
- Organize, coordinate and supervise volunteers at special events.
- Oversee database manager who is responsible for the creation and management of potential participants and companies for events and provide reports as required.
- Work with and coordinate the activities of the National and Regional Corporate Sponsors to maintain a friendly and cooperative relationship, acquaint them with Easterseals' programs and services and advise and assist them in their fundraising activities.

Senior Director of Development

Nov. 2014 – Sept. 2017

Manage day-to-day operations of annual giving (4 staff members) and advancement services (6 staff members) for Saint Anselm College.

- Work with chapter members to enhance relationships and create greater fundraising and outreach possibilities.
- Develop and manage budgets relating to special events as well as oversee cash management at the events.
- Develop long term strategies for cultivation of new donors.
- Assist in strategic departmental planning in conjunction with the Vice President of Development and the development staff.
- Plan, implement, promote and evaluate assigned public relations, events or activities and other fundraising vehicles conducted by and for the Agency.
- Manage all aspects of special events, including recruitment, retention, logistics and new program development.
- Organize, coordinate and supervise volunteers at special events.
- Create and manage database of potential participants and companies for events and provide reports as required.

Saint Anselm College, Manchester, NH

Executive Director, Development and Advancement Services

Oct. 2013 – Nov. 2014

Manage day to day operations of annual giving (4 staff members) and advancement services (6 staff members) for Saint Anselm College

- Supervision of annual giving, stewardship, research and advancement services teams in College Advancement
- Oversee and implement all direct mail, e-mail and social media communication – including content, segmentation, timing, etc. – resulting in a 3.7 million dollars raised in annual giving for fiscal year 2014
- Manage all gift entry and database coordination
- Supervise campaign communications and stewardship programs - developing a stewardship plan resulting in 95% of donors receiving donor stewardship packages
- Act as liaison between College Advancement and Athletics resulting in increased athletic participation and dollars raised each of the last 3 years
- Provide and report on fundraising financials to Trustees

Director, Annual Giving

December 2010 – October 2013

Manage \$3 million annual giving program for Saint Anselm College

- Supervision of five person annual giving staff
- Engage and personally solicit annual fund gifts from 100 – 120 alumni yearly ranging from \$1,000 to \$10,000
- Established new reunion giving program and young alumni giving program
- Increased alumni participation from 17% in 2010 to 21% projected in 2013
- Create and implement annual appeal schedule and mailings

Associate Director, Annual Giving

July 2009 – December 2010

Support, implement and enhance the Saint Anselm Fund

- Engage and personally solicit annual fund gifts from 100 – 120 alumni yearly
- Create annual fund marketing pieces and solicitation letters for fundraising purposes
- Manage and support Reunion Giving programs for 4-5 classes yearly
- Support Office of Alumni Relations at college programs and events

Assistant Director, Annual Giving/ Director, Saint Anselm Phone-a-thon

June 2005 – June 2009

Support and enhance the Saint Anselm Fund as well as being responsible for all day-to-day activities of Saint Anselm College Phone-a-thon program

- Lead and facilitated Senior Class Gift Program, increasing student participation three consecutive years
- Manage and supervised staff of 60-65 students in requesting donations from all college alumni
- Implemented a new training program for all callers resulting in higher overall alumni participation
- Assisted the Manager of Advancement Services in creating a new database to streamline the input and updating of alumni records
- Increased dollars raised by the phone-a-thon from \$95,000 to \$170,000

Assistant Director, Alumni Relations

September 2004 – June 2005

Work with Vice President of Alumni Relations in planning, implementation and follow-up on all college events

- Created and designed invitations and brochures for college alumni events
- Recruited and managed volunteers to work various college events including Reunion Weekend, Homecoming, and others
- Effectively responded to and communicated with alumni regarding general alumni inquiries

SnapDragon Associates, Bedford, NH

Recruiter

April 2004 – September 2004

Worked with the President and Vice President of company in all day-to-day activities of the company

- Contacted possible clients (businesses) to provide recruiting services resulting in 2-3 new leads per week
- Searched for, contacted and interviewed top quality professionals for client positions

EDUCATION

Masters in Business Administration

January 2008

Southern New Hampshire University, Manchester, NH

Bachelor of Arts in Business

May 2004

Saint Anselm College, Manchester, NH

OTHER RELATED EXPERIENCE

Moore Center Services Development Board

Sept. 2010 – Sept. 2016

Diocesan School Board – New Hampshire

June 2014 – present

Goffstown Junior Baseball Board

January 2016 - present

Tina M. Sharby, PHR
Easter Seals New Hampshire, Inc.
555 Auburn Street
Manchester, NH 03103

Human Resources Professional with multi-state experience working as a strategic partner in all aspects of Human Resources Management.

Areas of expertise include:

Strong analytical and organizational skills
Ability to manage multiple tasks simultaneously
Employment Law and Regulation Compliance
Strategic management, mergers and acquisitions

Problem solving and complaint resolution
Policy development and implementation
Compensation and benefits administration

PROFESSIONAL EXPERIENCE

Chief Human Resources Officer 2012-Present

Senior Vice President Human Resources
Easter Seals, NH, VT, NY, ME, RI, Harbor Schools & Farnum Center
1998- 2012

Reporting directly to the President with total human resources and administration. Responsible for employee relations, recruitment and retention, compensation, benefits, risk management, health and safety, staff development for over 2100 employees in a six state not-for-profit organization. Developed and implemented human resources policies to meet all organizational, state and federal requirements. Research and implemented an organizational wide benefits plan that is supportive of on-boarding and retention needs.

Developed and implemented a due diligence research and analysis system for assessing merger and acquisition opportunities. Partnered with senior staff team in preparation of strategic planning initiatives.

Member of the organizations Compliance Committee, Wellness Committee and Risk Management Committee. Attended various board meetings as part of the senior management team, and sit on the investment committee of the Board of Directors for Easter Seals NH, Inc.

Human Resources Director
Moore Center Services, Inc., Manchester, NH
1986-1998

Held progressively responsible positions in this not-for-profit organization of 450 employees. Responsible for the development and administration of all Human Resources

activities. Implemented key regulatory compliance programs and developed innovative employee relations initiatives in a rapidly changing business environment. Lead the expansion of the Human Resources department from basic benefit administration to becoming a key advisor to the senior management.

Key responsibilities included benefit design, implementation and administration; workers compensation administration; wage and salary administration, new employee orientation and training; policy development and communication; retirement plan administration; budgetary development; and recruitment.

EDUCATION

Bachelor of Science Degree, Keene State College, 1986
Minor in Human Resources and Safety Management
MS Organizational Leadership, Southern NH University (in process)

ORGANIZATIONS

Manchester Area Human Resource Association
Diversity Chair 2010
Society for Human Resource Management
BIA Human Resources
Health Care & Workforce Development Committee 2009, 2010

NANCY L. ROLLINS

EXPERIENCE

Easterseals, NH, VT, ME; Farnum Center/Farnum North-NH.

555 Auburn Street
Manchester, NH 03103

Chief Strategy Officer

November 2016 –Present

Responsible for strategic development across all organizational services and supports. Provides intergovernmental relations working with the senior management team to develop and implement a corporate and legislative strategy. Improve visibility across the three state footprint, specifically in the areas of Health and Human Services, Foundations and State Government. Collaborates with the management team to develop and implement plans for the operational infrastructure of systems, processes and personnel design to accommodate growth and rapid response to needs within the community. Seeks growth opportunities through partnerships, mergers and acquisitions of compatible organizations to meet the needs of individuals and their families across the lifespan who have disabilities or special needs. Leads quality initiative to include reviews of program service, analyzes data and develops and implements strategies to move towards quality performance measurement in all services and supports.

Serves as a member of the Executive Leadership Team. Reports directly to the President/ Chief Executive Officer

Goodwill Industries of Northern New England

38 Locke Road, #2
Concord, NH 03301

New Hampshire State Director for Strategic Development and Public Policy January, 2014 – October 25, 2016

Responsible for collaboration with existing state and local networks to identify, develop or create potential businesses and programs serving the state of New Hampshire. Assuring such activities are consistent with Goodwill of Northern New England's (Goodwill NNE) strategic plan and vision of creating sustainable communities that thrive through the fullest participation of their diverse residents. Acquire knowledge about current trends and emerging issues in public policy, as well as New Hampshire business practices and relates them to existing and potential Goodwill NNE business and program development. Works in conjunction with Goodwill NNE senior management team, New Hampshire Goodwill NNE retail staff, and Agency program managers to fulfill goals in New Hampshire and the agency in general. Represents Goodwill NNE in all state and local activities consistent with the agency's mission to enable persons with diverse challenges achieve personal stability and community engagement.

Serves as a member of the Senior Management Team. Report directly to the President/ Chief Executive Officer.

State of New Hampshire
Department of Health and Human Services
Division of Community Based Care Services
129 Pleasant Street
Concord, New Hampshire 03301

Associate Commissioner

March, 2006 – January, 2014

Responsible for the Division of Community Based Care Services (DCBCS) which provides a wide range of supports and services in partnership with community providers for individuals with developmental disabilities and acquired brain disorders; individuals with serious mental illness or emotional disturbance; adults aged 18-60 who have a chronic illness or disability; individuals age 60 or older; adult protective services ages 18-and up; individuals with substance abuse and alcohol abuse disorders; persons who are homeless or at –risk of homelessness; and children age 0-18 with physical disabilities, chronic illnesses and special health care needs. DCBCS focuses on the development and implementation of long-term care systems that can support an individual’s choice to remain in community and out of long-term institutional settings.

Served as a member of the Commissioner’s Senior Management and Policy Team. This senior level position was a direct report to the Commissioner

State of New Hampshire
Department of Health and Human Services
Office of Medicaid Business & Policy
And
Division of Community Based Care Services
129 Pleasant Street
Concord, NH 03301

January, 2006 – March, 2006

Interim Director

At the request of the Commissioner of the Department of Health and Human Services agreed to serve as Interim Director of the Office of Medicaid Business & Policy (OMBP), which has functional responsibility for health planning, reporting, data and research, and the Medical Assistance program (Medicaid).

In addition, serves as Interim Director for the Division of Community Based Care Services (DCBCS). This Division provides a wide range of supports and services in partnership with community systems for individuals with developmental disabilities and acquired brain disorders, individuals with serious mental illness or emotional disturbance, adults aged 18-60 who have a chronic illness or disability and individuals age 60 or older, and children age 0-18 with physical disabilities, chronic illnesses and special health care needs.

State of New Hampshire
Department of Health and Human Services
Division for Children, Youth, and Families
129 Pleasant Street
Concord, NH 03301

July 1995 – January 2, 2006

Director

Assigned as Acting Director in July 1995, during a reorganization of the Department of Health and Human Services. On November 27, 1995 assumed the position of Director of the Division for Children, Youth and Families (DCYF) responsible for state leadership of the agency that has statutory authority for child

protection, children in need of services (CHINS) and community-based juvenile justice, juvenile probations and parole services. In addition DCYF has administrative responsibility for statewide domestic violence funds and provides state funded childcare/child development services that are employment related, protective or preventative. Administer an annual budget of \$124 million dollars. The Division maintains fifteen service sites statewide with a staff of 370. In addition the Division contracts or vendors services to over 1,600 community-based providers or residential care facilities. On September 16, 2001 the juvenile probation responsibility transferred from DCYF to a newly created Division for Juvenile Justice Services (DJJS). DCYF retains responsibility for child protection, child development/childcare, domestic violence and child welfare prevention services. Administratively DCYF oversees the use of Federal child welfare and Medicaid funds for DJJS. The Director position is a direct report to the Commissioner of the Department of Health and Human Services. Serve as a member of the Department's management team. Provide leadership regarding children, youth and family issues in a wide variety of areas on the community, state and national levels.

State of New Hampshire
Department of Health and Human Services
Division for Children, Youth, and Families
6 Hazen Drive
Concord, NH 03301

August 1994 - July 1995

Deputy Director

Direct responsibility for planning and oversight of operational areas of the Bureau of Administrative Services. This includes oversight of the agency budget, personnel, provider relations, and payment of services. Oversees the Bureau of Children and Families which is responsible for all field operations including twelve district offices providing child welfare, children in need of services (CHINS) and juvenile justice services; and the Bureau of Residential Services that is responsible for the operations of the Youth Detention facility, a long-term juvenile detention facility; the Youth Services Unit, a short-term, pre-adjudication unit; and the Tobey School, a state operated residential facility for seriously emotionally disturbed children and youth. Serve as a liaison to various local, state, and federal agencies relative to child welfare, juvenile justice, and children's mental health services.

State of New Hampshire
Department of Health and Human Services
Division of Mental Health and Developmental Services
105 Pleasant Street
Concord, NH 03301

February 1993 - July 1994

Administrator of Children's Mental Health Services

Coordinate planning efforts for development of Community Mental Health Services and programs for children and adolescents; directed contract negotiations with provider agencies; developed and directed initiatives to recommend and implement policies and standards for the enhancement of community-based services and supports for children and their families; provided technical assistance to mental health organizations to resolve operational problems in the care and training of families and child/adolescent consumers; serve as a liaison to various local, state, and federal agencies relative to children's mental health services.

State of New Hampshire
Department of Health and Human Services
Division of Mental Health and Developmental Services
105 Pleasant Street
Concord, NH 03301

March 1990 - July 1994

Director of New Hampshire - Child and Adolescent Service System Project.

Director of a statewide systems change project funded by the National Institute of Mental Health. Responsible for writing and acquiring two consecutive, three-year, statewide development grants to enhance children's mental health services in New Hampshire. The project involved coordinating state-level interagency planning teams; facilitating a systems change process with state and local interagency planning teams; coordinating, parent support effort, minority outreach, and training initiatives; and instituting new services-delivery for children and adolescents who have a serious emotional disturbance.

State of New Hampshire
Department of Health and Human Services
Division of Mental Health and Developmental Services
105 Pleasant Street
Concord, NH 03301

March 1989 - March 1990

Program Planning and Review Specialist

Mental Health Program Administrator for statewide community mental health services. Regional responsibility for The Mental Health Center of Greater Manchester and Center for Life Management, Salem, NH community mental health services; shelters for homeless, and the Consumer Support Program (CSP) Consumer Demonstration Grant. Administer, manage, and monitor federal and state grants; oversee development and implementation of all program services. Clinical Consultant, Child and Adolescent Service System Project, a statewide capacity building project for the development of a statewide comprehensive system of care for seriously emotionally disturbed children and youth.

River Valley Counseling Center, Inc.
Chicopee Adolescent Program
Chicopee, Massachusetts

May 1978 - February 1989

Director, Child/Adolescent Outpatient Mental Health Services

Administrative:

Responsible for development and implementation of all program services, including, individual, group, and family therapy; Adventure-Based Treatment Program; Home Supports Outreach Program; Community Agency Consultation; Court Advocacy. Supervision of fourteen staff. Developed, negotiated, and maintained contract services with the Massachusetts's Department of Public Health; Department of Mental Health; Department of Social Services; Department of Youth Services; Chicopee Community Development; Pioneer Valley United Way; and the United Way of Holyoke, Granby, and South Hadley. Developed, negotiated, and monitored contract services with seven area community school systems. Responsible for an \$850,000 Program budget. Co-developed and co-founded the Holyoke Teen Clinic in partnership with Holyoke pediatrics Association, Holyoke Health Clinic, and Providence Hospital Alcohol and Substance Abuse Treatment Services, a comprehensive school-based health clinic serving senior and junior high-school students and their families. Formed partnerships with area human service networks. Provided in-service training workshops to local schools and community agencies. Developed and

implemented mental health and substance abuse treatment services on site at the Westover Job Corps Healthcare Facility in Chicopee, Mass. The Westover Job Corps serves a large multicultural population from throughout the greater Northeast.

Clinical:

Provide individual, group, and family therapy to low and moderate-income families. Focus on substance abuse, family systems, and general child/adolescent mental health services. Developed and co-lead Adventure-based treatment groups with adolescents who have serious emotional disturbances, developmental delays and /or special medical needs. Provided clinical supervision to nine therapists. Provided clinical consultation to Holyoke Girls Club/Boys Club; Holyoke High School Teen Clinic, Inc.; Chicopee District Court, Holyoke District Court, and the Department of Social Services, Holyoke District Office; facilitated staff case disposition, in-service training and utilization review of children's mental health cases.

Hartford Neighborhood Centers

Mitchell House
Hartford, Connecticut

September 1974 - May 1975

Youth Counselor

Full-time undergraduate student internship. Developed and implemented human service programs for inner-city Hispanic and African-American youth. Provided counseling, therapeutic recreation, advocacy, and crisis intervention services. Served as a member of City-Wide Youth Board. Provided staff support to other Center programs serving pre-schoolers, school-aged youth and elderly.

Springfield Girls Club/ Family Center

Springfield, Massachusetts

September 1973 - May 1974

Child Care Worker

Provided a multi-cultural, after school recreational program for preschoolers.

EDUCATION

Master of Social Work

University of Connecticut
School of Social Work
West Hartford, Connecticut

Degree conferred, May 1985

Concentration in Public Policy and Administration-Minor in Group Work

Bachelor of Science, Cum Laude

Springfield College
Springfield, Massachusetts

Degree conferred, May 1985

Concentration in Community, Leadership and Organizational Development

Primary Focus on Human Services Administration

TEACHING EXPERIENCE

- Dartmouth College Medical School
Department of Psychiatry
Dartmouth-Hitchcock Medical Center
Lebanon, New Hampshire
Adjunct Faculty January 2001- Dec. 2005

- Springfield College
School of Human Services
Manchester, New Hampshire
Adjunct Faculty May 1999 – August 2005

- New Hampshire Public Manager Program
NH Division of Personnel
Bureau of Education and Training
Professional Mentor for a middle management employee December 1997 – December 1999

- University of New Hampshire
School of Health and Human Services
Department of Social Work
Adjunct Faculty September 1996 - 1999

PROFESSIONAL ASSOCIATIONS

- Brain Injury Association of NH – Employment Advisory Committee September 2015 – 2016

- Governor’s Interagency Council on Homelessness (ICH) Employment Workgroup
February 2015 -Present

- Center on Aging and Community Living Advisory Board September 2014 - Present

- Legislative Task Force on Work and Family, Governor Appointment September 2014- Present

- NH Center for Non-profits Policy and Leadership Task Force May 2014 - Present

- New Hampshire State Rehabilitation Advisory Council, Governor Appointment February 2014 – Present
Chair Oct. 2016 - Present

- National Advisory Committee, *Positioning Public Child Welfare Initiative: Strengthening Families For the 21st Century* this initiative is co-sponsored by the National Association of Public Child Welfare Administrators (NAPCWA) and Casey Family Programs February 2008 - 2009

- New Hampshire State Mental Health Council January 2006 – 2011

- New Hampshire Children’s Behavioral Health Collaborative, Member Leadership Committee 2010-

August 2013

New Hampshire Interagency Coordinating Council for Women Offenders January 2006 – December 2013

National Association of State Mental Policy Directors (NASMHPD) January 2006- December 2013
NASMHPD representative to the Children's Mental Health Subcommittee
Chair, NASMHPD President's Task Force on Returning Veteran's
Board Member Member-at-Large 2011-2013
Board Member NASMHPD Research Institute, Inc. (NRI) 2011-Present
NASMHPD Research Institute, Inc. (NRI), Board Vice-President 2011-2013
NASMHPD Representative to the 27th Annual Rosalyn Carter Symposium on Mental Health
Policy, "*Building Bridges and Support for Children Exposed to Domestic Violence, Child
Welfare and Juvenile Justice*", Atlanta, Georgia, Oct. 26 and 27, 2011.
NASMHPD Board Vice-President 2012 - 2013

National Association of Public Child Welfare Administrators (NAPCWA), an Affiliate of the American
Public Human Services Association
SMHRCY Representative to Children's Mental Health Subcommittee and
NAPCWA Executive Committee, 1991 - 1994
NH State Child Welfare Representative, 1995- Present
NAPCWA Executive Committee, Member-at-Large, Vice-President, January 2002- Dec 2004
NAPCWA State Representative to the APHSA –sponsored re-writes of the Interstate Compact for
The Placement of Children, Dec. 2004 – Nov. 2005
NAPCWA President, January 2005 – January 2006

New England Association of Child Welfare Commissioners and Directors
Judge Baker Children's Center, Boston, Mass.
Committee Member, 1995 – January 2006
Vice-President, 2001- January 2006

NH Chapter of the National Association of Social Workers September 1999 - 2003
25 Walker Street
Concord, New Hampshire
State Advisory Board - Member- at-large

University of New Hampshire
School of Health and Human Services
Department of Social Work September 1998 – September 2002
Community Advisory Board Member

National Technical Assistance Center for Children's Mental Health 1995 - 1998
Georgetown University Child Development Center
Advisory Committee Member

State Mental Health Representative for Children and Youth (SMHRCY)
NH State Representative, 1989 - 1994
Executive Committee, 1992 - 1994

Community 2000: Pioneer Valley United Way
Member, Substance Abuse Subcommittee
Children and Adolescents Subcommittee, 1988 - 1989

Western MA. AIDS Service Providers Coalition, 1987 - 1989

Massachusetts Council for Children 1988 -1989
Board of Directors Regional Member, Holyoke, MA

Massachusetts Association of Substance Abuse Service Providers (MASASP)
Member of Statewide Board of Directors, 1985 - 1987

CIVIC ASSOCIATIONS

Upper Valley Lake Sunapee Regional Planning Commission, Commissioner Representative for the Town
of New London appointed by Town Board of Selectmen. 2012 – 2016
Vice Chair of the Commission, Serve on the Executive Committee 2014 - 2016

New London Zoning Board of Adjustments, appointed by the Town Board of Selectman
2013- 2014

At Home New Hampshire, helping seniors 'age in place' in New London, Newbury, Springfield,
Sunapee, Sutton and Wilmot, Board of Directors. 2012 – 2014

Member of Saint Andrew's Episcopal Church, New London, NH
Appointed to the Vestry, January 2014 -2017

New London, Board of Selectmen Elected, May 2014- Present
Chair, May 2015 -2016
Board Representative to the Budget Committee 2014-2017

New Hampshire Municipal Association, Board of Directors 2015 - Present

Awards

Awarded the "*New Hampshire National Guard Distinguished Service Medal*" for providing leadership while at the Department of Health and Human Services for developing services, supports and special military / civilian partnerships for the purposes of better meeting the needs of New Hampshire service members both active duty, deployed and reserves, their families, and veterans. Presented by William N. Reddel III, Major General , New Hampshire National Guard, The Adjutant General and Governor Margaret Wood Hassan , 20 November 2014.

Awarded the "*Commander's Award for Civilian Service*" for organizing and implementing

'Operation Welcome Home' a military / civilian partnership to support hundreds of New Hampshire Guard service members returning from Iraq and Afghanistan. Presented by Kenneth Clark, Major General, New Hampshire National Guard, The Adjutant General, 24 May 2005.

Awarded the "*Commissioner's Award*" which recognizes those who, through their hard work and dedication, have made outstanding contributions toward the prevention, intervention, and treatment of child abuse and neglect. Individuals who receive this award have demonstrated a strong personal commitment to ensuring the safety and well being of children and to supporting and strengthening our nation's families. Presented at the 2005 15th National Conference on Child Abuse and Neglect, by Joan E. Ohl, Commissioner, Children's Bureau, Administration for Children, Youth and Families, U.S. Department of Health and Human Services, Washington, D.C., 21 April 2005.

Susan L. Silsby

SUMMARY OF QUALIFICATIONS

- Over 25 years of experience in the non-profit industry
- Successful track record in program operations across multiple states
- Strong leadership and managerial skills
- Solid fiscal management ability
- Exceptional customer service skills
- Professional, organized and highly motivated

EDUCATION

University System of New Hampshire Plymouth, New Hampshire
BA in Psychology

Varsity Swimming & Diving, Varsity Field Hockey, Delta Zeta National
Sorority

PROFESSIONAL EXPERIENCE

1988- Present EASTER SEALS NEW HAMPSHIRE

Senior Vice President of Program Services

Plan, develop, implement and monitor program services for adults
throughout New Hampshire.

Manage all aspects of operations related to the delivery services including
program development, financial management and personnel
management.

Analyze trends in referrals, service delivery and funding to develop and
implement strategic plans that increase the market share, enhance
financial viability and improve public relations.

Report on administrative, financial, and programmatic outcomes.

Initiate and maintain contact with local and state agency representatives,
at all levels, to promote Easter Seals services and develop new program
opportunities.

Establish and maintain effective and positive relationships with public and
private agencies, referring agencies, parents, funders, and community
representatives to ensure customer satisfaction and solicit increased
referrals

Other positions held: Vice President of Community Based Services, Director of
Vocational Services, Direct Support Professional

EASTER SEALS NH, INC.

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Larry J. Gammon	President & CEO	\$363,713	0%	\$0
Elin Treanor	CFO	\$240,000	0%	\$0
Joseph Emmons	SVP, Development	\$120,000	0%	\$0
Tina Sharby	CHRO	\$162,650	0%	\$0
Nancy Rollins	COO	\$145,000	0%	\$0
Susan Silsby	SVP, Programs	\$159,536	0%	\$0

44F *com*

Jeffrey A. Meyers
Commissioner

Christine L. Santanello
Director

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

105 PLEASANT STREET, CONCORD, NH 03301-3587

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

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

June 6, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
		TOTAL:	\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue it's work supporting NH's Medicare Beneficiaries and those needing support and guidance to access g and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

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

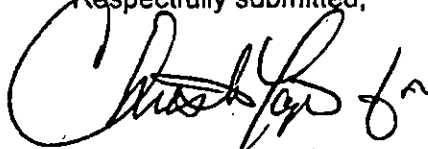
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

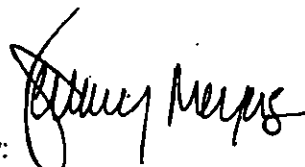
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
	Subtotal		\$738,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
	Subtotal		\$536,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
	Subtotal		\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,288.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	Contracts for Program Svcs				
102-500731	Contracts for Program Services	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)**

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
 Federal Funds)

(100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,666.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

	2018	\$468,814.03	\$2,932.00	\$471,746.03
	2019	\$118,214.87	\$334,865.77	\$453,080.64
	Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$319,210.40	\$0.00	\$319,210.40
	2018	\$610,999.19	\$2,300.00	\$613,299.19
	2019	\$154,860.05	\$429,706.41	\$584,566.46
	Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$106,170.80	\$0.00	\$106,170.80
	2018	\$203,756.51	\$1,100.00	\$204,856.51
	2019	\$51,668.57	\$144,612.69	\$196,281.26
	Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$808,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
	Subtotal		\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%**



State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 21st day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Easter Seals New Hampshire, Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 555 Auburn Street, Manchester, NH 03103.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, increase by \$308,532.11 to read:
\$1,077,352.21.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:
 - i. Parish Nurse



NH Department of Health & Human Services
Service Link Resource Center

- ii. SS Administration
 - iii. Low income housing sites and senior centers
1. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:
Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.
 6. Delete Exhibit B-2, Budget, in its entirety and replace with Exhibit B-2, Budget – Amendment #1.
 7. Delete Exhibit B-3, Budget, in its entirety and replace with Exhibit B-3, Budget – Amendment #1.
 8. Add Exhibit K, DHHS Information Security Requirements.

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

[Signature]
Christine Tappan
Associate Commissioner

Easter Seals New Hampshire, Inc.

5/22/2018
Date

[Signature]
NAME Elin Treandor
TITLE CFO

Acknowledgement:
State of NH, County of Newborough on 5/22/2018, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.
Signature of Notary Public or Justice of the Peace

[Signature]
Name and Title of Notary or Justice of the Peace

CYNTHIA ROSS, Notary Public
My Commission Expires March 12, 2019

[Handwritten mark]

NH Department of Health & Human Services
Service Link Resource Center



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.
OFFICE OF THE ATTORNEY GENERAL

Date 6/7/16

Name: [Signature]
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date _____

Name: _____
Title: _____

[Handwritten mark]

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

Division/Program Name: Center State New Hampshire, Inc. Hillsborough County BARG

Improving Access to Information and Services for Individuals and
 Families Needing Long Term Supports and Services:

Budget Request for: New Hampshire Brooklyn Program

Form of 2007

Budget Period: 12 Mo Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share/Match			Funded by ODH contract share		
	Direct Incremental	Indirect	Total	Direct Incremental	Indirect	Total	Direct Incremental	Indirect	Total
1. Total Revenues	24,811.10	16,071.12	40,882.22	-	-	-	24,811.10	16,071.12	40,882.22
2. Revenues Benefits	74,044.22	7,248.83	81,293.05	-	-	-	74,044.22	7,248.83	81,293.05
3. Contributions	2,250.00	250.00	2,500.00	-	-	-	2,250.00	250.00	2,500.00
4. Revenues	-	-	-	-	-	-	-	-	-
Travel	-	-	-	-	-	-	-	-	-
Supplies and Equipment	-	-	-	-	-	-	-	-	-
Purchase/Lease/Leasehold	-	-	-	-	-	-	-	-	-
5. Revenues	-	-	-	-	-	-	-	-	-
Educational	-	-	-	-	-	-	-	-	-
Lab	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-
Other	3,620.00	300.00	3,920.00	-	-	-	3,620.00	300.00	3,920.00
6. Travel	174.00	174.00	348.00	-	-	-	174.00	174.00	348.00
7. Contingency	31,100.00	3,210.00	34,310.00	-	-	-	31,100.00	3,210.00	34,310.00
8. Current Expenses	1,216.00	151.00	1,367.00	-	-	-	1,216.00	151.00	1,367.00
Telephone	1,216.00	151.00	1,367.00	-	-	-	1,216.00	151.00	1,367.00
Postage	-	-	-	-	-	-	-	-	-
Reproduction	-	-	-	-	-	-	-	-	-
Audit and Legal	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-
Other Expenses	-	-	-	-	-	-	-	-	-
9. Expenses	-	-	-	-	-	-	-	-	-
10. Marketing/Contract Services	-	-	-	-	-	-	-	-	-
11. Staff Relations and Training	115.00	115.00	230.00	-	-	-	115.00	115.00	230.00
12. Information/Equipment	-	-	-	-	-	-	-	-	-
13. Other Expenses (includes mandatory)	-	-	-	-	-	-	-	-	-
14. MVO (not a state employee)	1,000.00	100.00	1,100.00	-	-	-	1,000.00	100.00	1,100.00
15a. Welfare	300.00	30.00	330.00	-	-	-	300.00	30.00	330.00
15b. Welfare Administration	300.00	30.00	330.00	-	-	-	300.00	30.00	330.00
TOTAL	31,143.42	3,314.34	34,457.76	-	-	-	31,143.42	3,314.34	34,457.76
Indirect As A Percent of Direct		10.6%						6.1%	

Contractor Name: Center State New Hampshire, Inc.
 Date: 1/22/18

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

Division/Program Name: Senior Health New Hampshire, Inc. 603-888-0800 (NHSC)
 Improving Access to Information and Services for Individuals and
 Families Having Long Term Support and Services
 Budget Account for: New Hampshire Services/1st Program
 Date of FY: _____
 Budget Period: 2010 Fiscal Year 2011

Line Item	Total Program Cost			Contractor Share / Match			Funded by (State) contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Staff Salaries	277,244.11	21,256.11	298,500.22	-	-	-	277,244.11	21,256.11	298,500.22
2. Contract Services	1,152.31	1,152.31	2,304.62	-	-	-	1,152.31	1,152.31	2,304.62
3. Computers	400.00	400.00	800.00	-	-	-	400.00	400.00	800.00
4. Equipment	-	-	-	-	-	-	-	-	-
5. Travel	-	-	-	-	-	-	-	-	-
6. Rent and Maintenance	-	-	-	-	-	-	-	-	-
7. Telephone/Supplies	-	-	-	-	-	-	-	-	-
8. Supplies	-	-	-	-	-	-	-	-	-
9. Materials	-	-	-	-	-	-	-	-	-
10. Printing	-	-	-	-	-	-	-	-	-
11. Office	3,800.00	380.00	4,180.00	-	-	-	3,800.00	380.00	4,180.00
12. Fuel	1,200.00	120.00	1,320.00	-	-	-	1,200.00	120.00	1,320.00
13. Computers	15,000.00	15,000.00	30,000.00	-	-	-	15,000.00	15,000.00	30,000.00
14. Office Supplies	3,000.00	300.00	3,300.00	-	-	-	3,000.00	300.00	3,300.00
15. Telephone	1,800.00	180.00	1,980.00	-	-	-	1,800.00	180.00	1,980.00
16. Supplies	-	-	-	-	-	-	-	-	-
17. Fuel	-	-	-	-	-	-	-	-	-
18. Telephone/Supplies	-	-	-	-	-	-	-	-	-
19. Equipment	-	-	-	-	-	-	-	-	-
20. Travel	-	-	-	-	-	-	-	-	-
21. Materials/Construction	-	-	-	-	-	-	-	-	-
22. Staff Education and Training	-	-	-	-	-	-	-	-	-
23. Subcontract/Agreements	-	-	-	-	-	-	-	-	-
24. Other Special State Activities	-	-	-	-	-	-	-	-	-
25. Other - Long Term Support	-	-	-	-	-	-	-	-	-
26. Other	-	-	-	-	-	-	-	-	-
27. Volunteer Acquisition	-	-	-	-	-	-	-	-	-
TOTAL	378,244.11	27,834.42	406,078.53	0.00	0.00	0.00	378,244.11	27,834.42	406,078.53

Contractor Initial: [Signature]
 Date: _____



A. Definitions

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

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

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

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

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consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2



5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

1. The Contractor will maintain proper security controls to protect Department

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New Hampshire Department of Health and Human Services

Exhibit K



confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

New Hampshire Department of Health and Human Services

Exhibit K



10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. **Data Security Breach Liability.** In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,

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implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

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

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

V. LOSS REPORTING

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

The Contractor must further handle and report Incidents and Breaches involving PHI in

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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI PERSONS TO CONTACT

A. DHHS contact program and policy:

(Insert Office or Program Name)

(Insert Title)

DHHS-Contracts@dhhs.nh.gov

B. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

D. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

E. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES

Jeffrey A. Meyers
Commissioner

Maureen Ryan
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9546 1-800-852-3345 Ext. 9546
Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$620,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a sing point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.


Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

FINANCIAL DETAIL ATTACHMENT SHEET

SFY17 Q3-Q4, SFY 2018 and SFY 2019

05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$448,021.43

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
		Subtotal	\$736,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.63
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
(50% Federal Funds; 50% General Funds).**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS.
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,173.23
		Subtotal	\$3,173.23

Total 8925	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
(75% Federal Funds; 25% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,733.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-04)

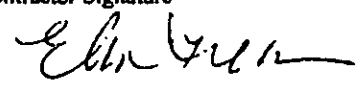
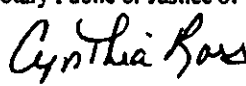
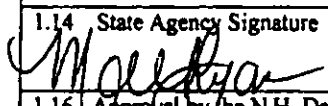
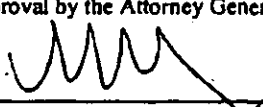
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Easter Seals New Hampshire, Inc.		1.4 Contractor Address 555 Auburn Street Manchester, NH 03103	
1.5 Contractor Phone Number 603-623-8863	1.6 Account Number 05-95-48-481010-95630000, 05-95-48-481010-92350000, 05-95-48-481510-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$768819.13
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Elin Thunander, CFO	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Hillsborough</u> On <u>Nov. 10, 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] 			
1.13.2 Name and Title of Notary or Justice of the Peace CYNTHIA ROSS, Notary Public My Commission Expires March 12, 2019			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Maureen Ryan Director OHS Date: <u>11/18/16</u>	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>Megan A. York - Attorney</u> <u>11/29/16</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

Contractor Initials

Date

EEJ
1/14/04

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION:

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation may include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:



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- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:



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- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
- 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
- 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
- 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
- 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:



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- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.

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- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.

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- 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
- 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
- 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
- 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
- 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
- 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
- 2.2.4.15. Participate in VAMC program meetings.
- 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and



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- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.

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- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which may include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This may include; facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.

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- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include:
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.



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- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.

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2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.

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- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.
4. **Performance Measures**
 - 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?
5. **Staffing**
 - 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
 - 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
 - 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
 - 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
 - 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
 - 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.



Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
- 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification In Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:

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Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting.
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's

Exhibit A

Contractor Initials

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Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
- 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
 - 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
 - 5.7.2.3. Merrimack County 2 FTE; and
 - 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.



Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The invoices must;
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301



Exhibit B

-
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
 6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
 7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
 8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
 9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

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

Public Order: Local Health Department, Inc. Pittsborough County NH

Reporting Agency to Information and Services for Intergovernmental and
 Financial Reporting Using Form Budget and Services

Budget Request for: NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES

Budget Period: July 2011 to Year 2011

	2010 Actual	2011 Request	2011 Estimate	2011 Actual	2011 Actual	2011 Actual	2011 Actual	2011 Actual	2011 Actual
Total Expenditures	13,227.00	10,221.00	14,914.00	16,811.00	17,071.00	16,811.00	17,071.00	16,811.00	17,071.00
A. Capital Expenditures	25,425.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B. Personnel	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00
C. Other Personnel	-	-	-	-	-	-	-	-	-
D. Other Personnel	-	-	-	-	-	-	-	-	-
E. Other Personnel	-	-	-	-	-	-	-	-	-
F. Other Personnel	-	-	-	-	-	-	-	-	-
G. Other Personnel	-	-	-	-	-	-	-	-	-
H. Other Personnel	-	-	-	-	-	-	-	-	-
I. Other Personnel	-	-	-	-	-	-	-	-	-
J. Other Personnel	-	-	-	-	-	-	-	-	-
K. Other Personnel	-	-	-	-	-	-	-	-	-
L. Other Personnel	-	-	-	-	-	-	-	-	-
M. Other Personnel	-	-	-	-	-	-	-	-	-
N. Other Personnel	-	-	-	-	-	-	-	-	-
O. Other Personnel	-	-	-	-	-	-	-	-	-
P. Other Personnel	-	-	-	-	-	-	-	-	-
Q. Other Personnel	-	-	-	-	-	-	-	-	-
R. Other Personnel	-	-	-	-	-	-	-	-	-
S. Other Personnel	-	-	-	-	-	-	-	-	-
T. Other Personnel	-	-	-	-	-	-	-	-	-
U. Other Personnel	-	-	-	-	-	-	-	-	-
V. Other Personnel	-	-	-	-	-	-	-	-	-
W. Other Personnel	-	-	-	-	-	-	-	-	-
X. Other Personnel	-	-	-	-	-	-	-	-	-
Y. Other Personnel	-	-	-	-	-	-	-	-	-
Z. Other Personnel	-	-	-	-	-	-	-	-	-
AA. Other Personnel	-	-	-	-	-	-	-	-	-
AB. Other Personnel	-	-	-	-	-	-	-	-	-
AC. Other Personnel	-	-	-	-	-	-	-	-	-
AD. Other Personnel	-	-	-	-	-	-	-	-	-
AE. Other Personnel	-	-	-	-	-	-	-	-	-
AF. Other Personnel	-	-	-	-	-	-	-	-	-
AG. Other Personnel	-	-	-	-	-	-	-	-	-
AH. Other Personnel	-	-	-	-	-	-	-	-	-
AI. Other Personnel	-	-	-	-	-	-	-	-	-
AJ. Other Personnel	-	-	-	-	-	-	-	-	-
AK. Other Personnel	-	-	-	-	-	-	-	-	-
AL. Other Personnel	-	-	-	-	-	-	-	-	-
AM. Other Personnel	-	-	-	-	-	-	-	-	-
AN. Other Personnel	-	-	-	-	-	-	-	-	-
AO. Other Personnel	-	-	-	-	-	-	-	-	-
AP. Other Personnel	-	-	-	-	-	-	-	-	-
aq. Other Personnel	-	-	-	-	-	-	-	-	-
AR. Other Personnel	-	-	-	-	-	-	-	-	-
AS. Other Personnel	-	-	-	-	-	-	-	-	-
AT. Other Personnel	-	-	-	-	-	-	-	-	-
AU. Other Personnel	-	-	-	-	-	-	-	-	-
AV. Other Personnel	-	-	-	-	-	-	-	-	-
AW. Other Personnel	-	-	-	-	-	-	-	-	-
AX. Other Personnel	-	-	-	-	-	-	-	-	-
AY. Other Personnel	-	-	-	-	-	-	-	-	-
AZ. Other Personnel	-	-	-	-	-	-	-	-	-
BA. Other Personnel	-	-	-	-	-	-	-	-	-
BB. Other Personnel	-	-	-	-	-	-	-	-	-
BC. Other Personnel	-	-	-	-	-	-	-	-	-
BD. Other Personnel	-	-	-	-	-	-	-	-	-
BE. Other Personnel	-	-	-	-	-	-	-	-	-
BF. Other Personnel	-	-	-	-	-	-	-	-	-
BF. Total	12,727.00	10,221.00	14,914.00	16,811.00	17,071.00	16,811.00	17,071.00	16,811.00	17,071.00

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 Current Version
 Date 11/11/10

Form 9-2

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

Budget Program Name: Public Health New Hampshire, Inc. - Portsmouth County (1420)
 Improving Access to Information and Services for Individuals and
 Families Through Long Term Support and Services
 Budget Request for: New Hampshire's Support for Program
 (Name of Agency)
 Budget Period: FY17 Fiscal Year 2017

Agency	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25
1. Personnel	211,000	211,000	211,000	211,000	211,000	211,000	211,000	211,000	211,000	211,000
2. Materials	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000
3. Operating	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
4. Equipment	-	-	-	-	-	-	-	-	-	-
5. Travel	-	-	-	-	-	-	-	-	-	-
6. Printing	-	-	-	-	-	-	-	-	-	-
7. Telephone	-	-	-	-	-	-	-	-	-	-
8. Postage	-	-	-	-	-	-	-	-	-	-
9. Reproduction	-	-	-	-	-	-	-	-	-	-
10. Other	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
11. Total	222,000	222,000	222,000	222,000	222,000	222,000	222,000	222,000	222,000	222,000
12. Capital	-	-	-	-	-	-	-	-	-	-
13. Other Services	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
14. Interest	-	-	-	-	-	-	-	-	-	-
15. Depreciation	-	-	-	-	-	-	-	-	-	-
16. Amortization	-	-	-	-	-	-	-	-	-	-
17. Total	223,000	223,000	223,000	223,000	223,000	223,000	223,000	223,000	223,000	223,000
18. Total	445,000	445,000	445,000	445,000	445,000	445,000	445,000	445,000	445,000	445,000

Subject As a Percent of Total: 100% Fund: 10

Signature: *[Handwritten Signature]*
 Date: *[Handwritten Date]*

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

Medical Program Name: Upper South Valley Alzheimer's Care Enhancement County ELSD
 Beginning Address to Individuals and Continue for Individuals and
 if profile's Handling Long Term Support and Services
 Budget Request for: New Hampshire Department of Health
 (Name of agency)
 Budget Period: 2024 Fiscal Year 2025

Category	2024	2025	2026	2027	2028	2029	2030
1. Personnel							
1.1. Full-time							
1.2. Part-time							
1.3. Temporary							
1.4. Consultant							
2. Materials							
2.1. Supplies							
2.2. Equipment							
2.3. Furniture							
2.4. Travel							
2.5. Printing							
2.6. Postage							
2.7. Telephone							
2.8. Other							
3. Contract Services							
3.1. Professional							
3.2. Other							
4. Capital Expenditures							
4.1. Buildings							
4.2. Equipment							
4.3. Furniture							
4.4. Other							
5. Other							
5.1. Depreciation							
5.2. Amortization							
5.3. Other							
TOTAL	14,113,111	14,113,111	14,113,111	14,113,111	14,113,111	14,113,111	14,113,111

Approved As a Member of Board: _____ Date: _____

Handwritten signature and date:
 Date: 11/14/2024



SPECIAL PROVISIONS

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

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

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

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

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

New Hampshire Department of Health and Human Services
Exhibit C



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

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

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11/19/06



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

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

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

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

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

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

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

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

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



19.4. Provide to DHHS an annual schedule identifying all subcontractors, delegated functions and responsibilities, and when the subcontractor's performance will be reviewed

19.5. DHHS shall, at its discretion, review and approve all subcontracts.

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

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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

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11/10/2014



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

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New Hampshire Department of Health and Human Services
Exhibit D



has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

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

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

Contractor Name: Easter Seals NH, Inc.

11/10/16
Date

[Signature]
Name: ELIN MERRIN
Title: CFO



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name: *ELMER SENIOR, INC*
ELMER SENIOR

Date

11/10/2016

Name: *Elmer Senior*
Title: *CFO*



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

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

INSTRUCTIONS FOR CERTIFICATION

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



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: East-Seawick, Inc.

11/10/2016
Date

Elindeha
Name: ETINDEHA
Title:

Contractor Initials ET
Date 11/10/2016



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

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

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

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

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

Exhibit G

Contractor Initials

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

11/10/16

New Hampshire Department of Health and Human Services
Exhibit G



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

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

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

Contractor Name: East-Seals NH, Inc.

11/10/2016
Date

Elm Jordan
Name: ELM JORDAN
Title: CEO

Exhibit G

Contractor Initials

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



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name: FAIR-SERVICES, LLC

11/10/2016
Date

[Signature]
Name: ETIN TROUANT
Title: CEO



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

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



Exhibit I

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

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

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



Exhibit I

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

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

(3) Obligations and Activities of Business Associate.

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

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

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



Exhibit I

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

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

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11/10/16



Exhibit I

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

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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

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11/14/2016



Exhibit I

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

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

The State

Maura Ryan
Signature of Authorized Representative

Maurice Ryan
Name of Authorized Representative

Director, OHS
Title of Authorized Representative

11/18/16
Date

Eastern Sedis NH, LLC
Name of the Contractor

Elin M. Hax
Signature of Authorized Representative

Elin M. Hax
Name of Authorized Representative

CFO
Title of Authorized Representative

11/10/2016
Date



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

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

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

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

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

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

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

Contractor Name: Eastern Seal NH, LLC

11/10/2016
Date

Elin Newhall
Name: Elin Newhall
Title: CFS



FORM A

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

1. The DUNS number for your entity is: 08-557-3467
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

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

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

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

NO YES

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

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

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

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



State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Grafton County Senior Citizens Council Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 10 Campbell Street, P.O. Box 433, Lebanon, NH 03766.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

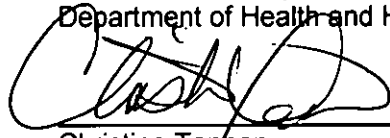
1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$1,191,161.92.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1 and Exhibit B-4, Amendment #2.
6. Add Exhibit B-4, Budget Sheet, Amendment #2.
7. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.



This amendment shall be effective upon the date of Governor and Executive Council approval.

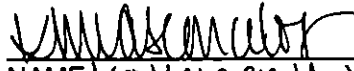
IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

3/25/19
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

Grafton County Senior Citizens Council Inc.

3/21/19
Date


NAME Kathleen M. Vasconcelos
TITLE Executive Director

Acknowledgement:

State of NH, County of Grafton on March 21, 2019, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Betsy L. Cheney
Name and Title of Notary or Justice of the Peace



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

OFFICE OF THE ATTORNEY GENERAL

3/27/2019
Date

Nancy J. Smith
Name: *Nancy J. Smith*
Title: *Senior Asst. Attorney General*

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.



Exhibit A, Amendment #2

- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



Exhibit A, Amendment #2

Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.



Exhibit A, Amendment #2

- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals; State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



Exhibit A, Amendment #2

- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.



Exhibit A, Amendment #2

- 2.2.5.17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
- 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining Veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.
 - 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.



Exhibit A, Amendment #2

- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.



Exhibit A, Amendment #2

- 2.2.8.3. Collaborate with community-based providers.
- 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
- 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
- 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
- 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
- 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.

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Exhibit A, Amendment #2

- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and



Exhibit A, Amendment #2

- community-based services according to the transition plan.
- 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
- 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
- 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
- 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
- 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
- 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
- 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
- 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots



Exhibit A, Amendment #2

for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.

- 2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.12.3.2. Conduct follow-up contacts.
 - 2.2.12.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.12.3.4. Develop a media list for the geographic area served.
 - 2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
- 2.2.12.4. Be responsible for purchasing media in their local area.
- 2.2.12.5. Comply with procedures for reporting defined by the Department.
- 2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.

Grafton County Senior Citizens Council Inc., Exhibit A, Amendment #2

Contractor Initials UNU



Exhibit A, Amendment #2

- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.



Exhibit A, Amendment #2

- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
 - 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need



Exhibit A, Amendment #2

of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:



Exhibit A, Amendment #2

- 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
- 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll 0.5 FTE , Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
 - 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
 - 5.7.2.3. Merrimack County 1.25 FTE; and
 - 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE



6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

Exhibit B-4, Amendment #2, Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Grafton County Senior Citizens Council, Inc

Budget Request for: NH ServiceLink

Budget Period: State Fiscal Year 2020

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 242,654.53	\$ 22,800.00	\$ 265,254.53	\$ -	\$ 20,800.00	\$ 20,800.00	\$ 242,654.53	\$ 2,000.00	\$ 244,654.53
2. Employee Benefits	\$ 64,870.00	\$ 4,500.00	\$ 69,170.00	\$ 30,403.00	\$ 4,500.00	\$ 34,903.00	\$ 34,267.00	\$ -	\$ 34,267.00
3. Consultants	\$ -	\$ 50.00	\$ 50.00	\$ -	\$ 50.00	\$ 50.00	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 270.00	\$ 51.00	\$ 321.00	\$ 270.00	\$ 51.00	\$ 321.00	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 1,511.00	\$ 273.00	\$ 1,784.00	\$ 31.00	\$ 273.00	\$ 304.00	\$ 1,480.00	\$ -	\$ 1,480.00
Purchase/Depreciation	\$ 2,475.00	\$ 67.00	\$ 2,542.00	\$ 2,475.00	\$ 67.00	\$ 2,542.00	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 1,874.00	\$ 92.00	\$ 1,766.00	\$ 1,874.00	\$ 92.00	\$ 1,766.00	\$ -	\$ -	\$ -
6. Travel	\$ 14,214.00	\$ 815.00	\$ 14,829.00	\$ 1,871.00	\$ -	\$ 1,871.00	\$ 12,543.00	\$ 815.00	\$ 13,158.00
7. Occupancy	\$ 30,733.00	\$ 126.00	\$ 30,859.00	\$ 5,518.00	\$ 126.00	\$ 5,644.00	\$ 25,215.00	\$ -	\$ 25,215.00
8. Current Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 3,365.00	\$ 18.00	\$ 3,363.00	\$ -	\$ 18.00	\$ 18.00	\$ 3,365.00	\$ -	\$ 3,365.00
Postage	\$ 1,480.00	\$ 143.00	\$ 1,623.00	\$ -	\$ 143.00	\$ 143.00	\$ 1,480.00	\$ -	\$ 1,480.00
Subscriptions	\$ -	\$ 550.00	\$ 550.00	\$ -	\$ 550.00	\$ 550.00	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ 757.00	\$ 757.00	\$ -	\$ 757.00	\$ 757.00	\$ -	\$ -	\$ -
Insurance	\$ 910.00	\$ 173.00	\$ 1,083.00	\$ 910.00	\$ 173.00	\$ 1,083.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 475.00	\$ 51.00	\$ 526.00	\$ 375.00	\$ 51.00	\$ 426.00	\$ 100.00	\$ -	\$ 100.00
11. Staff Education and Training	\$ 1,480.00	\$ -	\$ 1,480.00	\$ -	\$ -	\$ -	\$ 1,480.00	\$ -	\$ 1,480.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Meeting Expense	\$ 861.00	\$ -	\$ 861.00	\$ -	\$ -	\$ -	\$ 861.00	\$ -	\$ 861.00
Staff Recruitment/ Payroll Exp	\$ 8.00	\$ 45.00	\$ 53.00	\$ 8.00	\$ 45.00	\$ 53.00	\$ -	\$ -	\$ -
Bank and Other Fees	\$ -	\$ 82.00	\$ 82.00	\$ -	\$ 82.00	\$ 82.00	\$ -	\$ -	\$ -
TOTAL	\$ 368,786.53	\$ 30,193.00	\$ 398,979.53	\$ 43,335.00	\$ 27,578.00	\$ 70,913.00	\$ 323,445.53	\$ 2,615.00	\$ 326,060.53

Indirect As A Percent of Direct

6.2%

Contractor Initials *MMW*
Date 3/21/19

State of New Hampshire

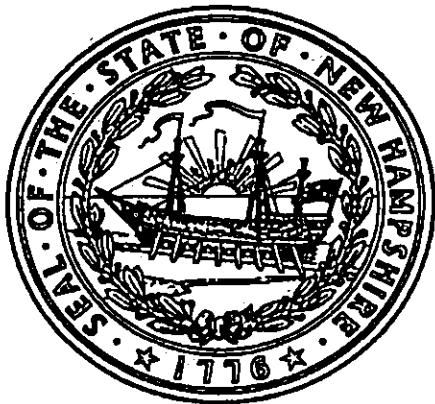
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on July 13, 1972. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 65677

Certificate Number: 0004071520



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 2nd day of April A.D. 2018.

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

William M. Gardner
Secretary of State

Filing History

 [Back to Home \(/online\)](#)

Business Name
GRAFTON COUNTY SENIOR CITIZENS COUNCIL,
INC.

Business ID
65677

Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0003182642	10/30/2015	10/30/2015	Nonprofit Report	2015
0003067998	03/16/2015	03/16/2015	Annual Report	2015
0000573296	10/28/2013	10/28/2013	Survivor	N/A
0000573294	04/02/2010	04/02/2010	Annual Report	2010
0000573293	02/08/2005	02/08/2005	Annual Report	2005
0000573292	02/22/2000	02/22/2000	Annual Report	2000
0000573291	01/23/1995	01/23/1995	Annual Report	1995
0000573290	02/20/1990	02/20/1990	Annual Report	1990
0000573289	03/04/1986	03/04/1986	Amendment	N/A
0000573288	02/13/1980	02/13/1980	Amendment	N/A
0000573287	01/27/1976	01/27/1976	Annual Fee	N/A
0000573286	08/15/1974	08/15/1974	Amendment	N/A
0000573285	08/10/1973	08/10/1973	Amendment	N/A
0000573284	02/22/1973	02/22/1973	Amendment	N/A
0000573283	07/13/1972	07/13/1972	Business Formation	N/A

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Grafton County Senior Citizens Council, Inc.

ABSTRACT OF CORPORATE MINUTES

By action taken in accordance with the by-laws, the Board of Directors of Grafton County Senior Citizens Council, Inc. adopted the following resolution effective July 24, 2018.

Resolved, that any one of the President, Vice President, Treasurer, or Executive Director is authorized on behalf of GCSCC, Inc. to accept grants and awards from, and to enter into contracts and contract amendments with, the State of New Hampshire, and to sign and otherwise fully execute such acceptances and contracts, and contract amendments or modifications thereto, and any related documents requested by the State of New Hampshire. This authorization shall continue until revoked by vote of this governing board.

I certify the foregoing vote is still in effect and has not been revoked, rescinded or modified.

I further certify that Kathleen Vasconcelos is the duly elected President/Vice President/Treasurer/ Executive Director of this corporation and is still qualified and serving in such capacity.

March 21, 2019
(Date)

Flora Meyer, Treasurer
Officer-Title

“No corporate seal.”

STATE OF NEW HAMPSHIRE

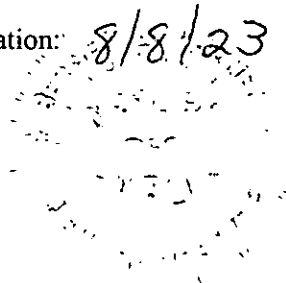
COUNTY OF GRAFTON

On March 21st, 2019, before the undersigned officer personally appeared the person identified in the foregoing certificate, known to me (or satisfactorily proven) to be the Clerk/Secretary of the corporation identified in the foregoing certificate, and acknowledged that he/she executed the foregoing certificate.

In witness whereof I hereunto set my hand and official seal.

Betsy L. Cheney
Notary Public/Justice of the Peace

Date of expiration: 8/8/23





GRAFCOU-01

ARUDIO

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/20/2019

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

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

PRODUCER Kinney Pike Insurance Inc. 1011 North Main Street, Suite 4 White River Junction, VT 05001	CONTACT NAME: Kathy Gordon		
	PHONE (A/C, No, Ext): (802) 473-9405 6405	FAX (A/C, No):	
E-MAIL ADDRESS: kgordon@kinneypike.com			
INSURER(S) AFFORDING COVERAGE		NAIC #	
INSURED Grafton County Senior Citizens Council Inc PO Box 433 Lebanon, NH 03766	INSURER A: Massachusetts Bay Ins Co		22306
	INSURER B: Citizens Ins. Co. of America		31534
	INSURER C: Hanover Insurance Company		22292
	INSURER D: Wesco Insurance Company		25011
	INSURER E:		
INSURER F:			

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		ZBV-8862911-08	10/25/2018	10/25/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 EMPLOYEE BENEFIT \$ 3,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		ABV8808402-08	10/25/2018	10/25/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0		UHV 8882696-08	10/25/2018	10/25/2019	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ Aggregate \$ 2,000,000
D	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N <input checked="" type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below		WWC3379105	11/13/2018	11/13/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Workers Compensation Statutory Coverage applies in NH & FL. Patricia Brady, Flora Meyer and Lawrence Kelly are Excluded Officers.

CERTIFICATE HOLDER**CANCELLATION**

DHHS State of NH
 129 Pleasant St
 Concord, NH 03301

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

AUTHORIZED REPRESENTATIVE



GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.

10 Campbell Street • P.O. Box 433
Lebanon, NH 03766

phone: 603-448-4897

fax: 603-448-3906

www.gcsc.org

OUR MISSION

The purpose of Grafton County Senior Citizens Council is to develop, strengthen and provide programs and services which support the health, dignity and independence of older adults and adults with disabilities living in our communities.

Supporting Aging in Community

Serving every town in Grafton County with senior centers in

Bristol • Canaan • Haverhill • Lebanon • Lincoln • Littleton • Orford • Plymouth

RSVP Volunteer Center 603-448-1825 • ServiceLink Lebanon 603-448-1558 • ServiceLink Littleton 603-444-4498

**GRAFTON COUNTY SENIOR
CITIZENS COUNCIL, INC.**

FINANCIAL STATEMENTS
September 30, 2018 and 2017

SINGLE AUDIT REPORTS
September 30, 2018

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ROWLEY & ASSOCIATES, P.C.

CERTIFIED PUBLIC ACCOUNTANTS

46 N. STATE STREET
CONCORD, NEW HAMPSHIRE 03301
TELEPHONE (603) 228-5400
FAX # (603) 226-3532

MEMBER
AMERICAN INSTITUTE OF
CERTIFIED PUBLIC ACCOUNTANTS

MEMBER OF THE PRIVATE
COMPANIES PRACTICE SECTION

INDEPENDENT AUDITOR'S REPORT

Board of Directors
Grafton County Senior Citizens Council, Inc.
Lebanon, New Hampshire

Report on the Financial Statements

We have audited the accompanying financial statements of County Senior Citizens Council, Inc. (a nonprofit organization), which comprise the statement of financial position as of September 30, 2018 and the related statement of activities and changes in net assets, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Grafton County Senior Citizens Council, Inc. as of September 30, 2018 and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

We have previously audited the Grafton County Senior Citizens Council, Inc.'s 2017 financial statements, and we expressed an unmodified audit opinion on those audited financial statements in our report dated February 15, 2018. In our opinion, the summarized comparative information presented herein as of and for the year ended September 30, 2017, is consistent, in all material respects, with the audited financial statements from which it has been derived.

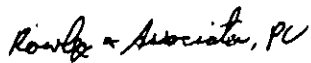
Other Matters

Other information

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated February 11, 2019, on our consideration of Grafton County Senior Citizens Council, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Grafton County Senior Citizens Council, Inc.'s internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Grafton County Senior Citizens Council, Inc.'s internal control over financial reporting and compliance.



Rowley & Associates, P.C.
Concord, New Hampshire
February 11, 2019

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
STATEMENTS OF FINANCIAL POSITION
September 30, 2018 and 2017
See Independent Auditor's Report

ASSETS	2018	2017
CURRENT ASSETS		
Cash, unrestricted	\$ 34,767	\$ 11,703
Cash, board designated	37,284	23,764
Cash, temporarily restricted	5,306	978
Investments	391,703	365,725
Accounts receivable	1,249	1,367
Grants receivable	177,904	239,527
Inventories	24,378	23,879
Prepaid expenses	13,313	6,750
	<u>685,904</u>	<u>673,693</u>
LAND, BUILDING AND EQUIPMENT, at cost		
Land, buildings and improvements	3,136,484	3,059,101
Equipment	226,451	236,439
Vehicles	577,032	577,032
	<u>3,939,967</u>	<u>3,872,572</u>
Accumulated depreciation	<u>(1,762,695)</u>	<u>(1,651,050)</u>
	<u>2,177,272</u>	<u>2,221,522</u>
LONG-TERM ASSETS		
Investments, Endowment	<u>392,274</u>	<u>290,885</u>
Total Assets	<u><u>3,255,450</u></u>	<u><u>3,186,100</u></u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	66,465	52,435
Accrued expenses	128,019	117,988
Line of credit	-	45,000
Security deposits	325	325
	<u>194,809</u>	<u>215,748</u>
NET ASSETS		
Unrestricted		
Operating	45,835	67,478
Board designated	609,530	477,675
Investment in fixed assets	2,177,272	2,221,522
	<u>2,832,637</u>	<u>2,766,675</u>
Temporarily restricted	16,273	978
Permanently restricted	211,731	202,699
	<u>3,060,641</u>	<u>2,970,352</u>
Total Liabilities and Net Assets	<u><u>\$ 3,255,450</u></u>	<u><u>\$ 3,186,100</u></u>

The notes to consolidated financial statements are an integral part of this statement

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
STATEMENT OF ACTIVITIES
Year Ended September 30, 2018
With Comparative Totals For Year Ended September 30, 2017
See Independent Auditor's Report

	2018			2017	
	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>Memorandum Total</u>	<u>Memorandum Total</u>
SUPPORT, REVENUES AND GAINS					
SUPPORT					
Contributions:					
Local government agencies	\$ 358,343	\$ -	\$ -	\$ 358,343	\$ 365,422
Senior center activities and fundraising	51,551	-	-	51,551	70,040
Program participant	238,787	-	-	238,787	239,267
General contributions and other	514,385	132,117	-	646,502	604,850
Contributions, non-cash	304,133	-	-	304,133	738,252
Special events	33,664	-	-	33,664	31,660
Bequests	133,430	-	-	133,430	105,603
United Way agencies	-	31,209	-	31,209	32,080
Governmental programs and fees for contract services	2,125,313	-	-	2,125,313	2,035,397
	<u>3,759,606</u>	<u>163,326</u>	<u>-</u>	<u>3,922,932</u>	<u>4,222,571</u>
REVENUES AND GAINS					
Rental	18,691	-	-	18,691	22,305
Gain on sale of fixed assets	-	-	-	-	6,908
Interest and dividends	15,333	-	5,267	20,600	15,328
Net realized and unrealized gains investments and Endowment	22,443	-	7,718	30,161	35,188
	<u>56,467</u>	<u>-</u>	<u>12,985</u>	<u>69,452</u>	<u>79,729</u>
TOTAL SUPPORT, REVENUES AND GAINS	<u>3,816,073</u>	<u>163,326</u>	<u>12,985</u>	<u>3,992,384</u>	<u>4,302,300</u>
Net Assets Released From Donor Imposed Restrictions	151,984	(148,031)	(3,953)	-	-
EXPENSES					
PROGRAM SERVICES					
Senior transportation	631,176	-	-	631,176	659,654
Nutrition programs	2,102,937	-	-	2,102,937	2,086,133
Social services programs	114,285	-	-	114,285	114,731
Service Link	362,721	-	-	362,721	381,527
RSVP programs	110,291	-	-	110,291	106,562
Senior center activities	74,832	-	-	74,832	72,179
	<u>3,396,242</u>	<u>-</u>	<u>-</u>	<u>3,396,242</u>	<u>3,420,786</u>
SUPPORTING SERVICES					
Management and general	455,220	-	-	455,220	405,466
Fundraising	50,633	-	-	50,633	45,050
	<u>505,853</u>	<u>-</u>	<u>-</u>	<u>505,853</u>	<u>450,516</u>
TOTAL EXPENSES	<u>3,902,095</u>	<u>-</u>	<u>-</u>	<u>3,902,095</u>	<u>3,871,302</u>
NET INCREASE IN NET ASSETS	65,962	15,295	9,032	90,289	430,998
NET ASSETS, BEGINNING OF YEAR	<u>2,766,675</u>	<u>978</u>	<u>202,699</u>	<u>2,970,352</u>	<u>2,539,354</u>
NET ASSETS, END OF YEAR	<u>\$ 2,832,637</u>	<u>\$ 16,273</u>	<u>\$ 211,731</u>	<u>\$ 3,060,641</u>	<u>\$ 2,970,352</u>

The notes to consolidated financial statements are an integral part of this statement

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
STATEMENT OF FUNCTIONAL EXPENSES
For the Year Ending September 30, 2018
(With Comparative Totals for the Year Ended September 30, 2017)
See Independent Auditor's Report

	PROGRAM SERVICES						SUPPORT		MEMORANDUM TOTALS		
	Senior Transportation	Nutrition	Social Services	Service Link	RSVP	Senior Activity	Total Program	Management and General	Fund Raising	2018	2017
Salaries and wages	\$ 298,929	\$ 750,515	\$ 84,987	\$ 244,223	\$ 79,594	\$ -	\$ 1,458,248	\$ 241,503	\$ 26,834	\$ 1,726,585	\$ 1,643,788
Payroll taxes	22,690	56,694	6,350	18,393	5,989	-	110,116	18,195	2,022	130,333	124,971
Fringe benefits	23,686	78,549	12,893	25,537	8,088	-	148,753	20,417	2,269	171,439	189,602
Travel	8,121	54,594	2,224	20,879	6,323	966	93,107	4,154	462	97,723	85,335
Supplies	6,053	125,394	283	6,518	1,444	6,216	145,908	8,195	911	155,014	142,731
Food and beverages	-	423,957	-	-	-	-	423,957	-	-	423,957	365,245
Donated food and beverage	-	287,562	-	-	-	-	287,562	-	-	287,562	388,239
Rent and utilities	24,557	105,210	1,217	17,567	-	-	148,551	3,351	425	152,327	144,247
Vehicle expense	94,754	-	-	-	-	-	94,754	-	-	94,754	101,150
Postage	676	3,418	35	1,452	755	396	6,732	3,458	384	10,574	9,020
Repairs and maintenance	20,198	107,068	1,133	3,745	-	1,179	133,323	24,979	2,775	161,077	143,573
Telephone and internet	3,589	14,614	447	5,355	742	-	24,747	495	55	25,297	27,217
Professional Fees	-	3,750	-	1,451	-	26,190	31,391	71,514	7,946	110,851	84,656
Bank and investment fees	18	756	1	30	-	5	810	7,625	847	9,282	6,642
Interest expense	-	-	-	-	-	-	-	1,154	128	1,282	1,807
Dues and subscriptions	630	690	131	186	64	411	2,112	1,912	212	4,236	4,104
Insurance	28,556	45,793	3,138	11,602	3,247	-	92,336	13,507	1,501	107,344	138,314
Marketing/public relations	1,274	3,225	633	961	353	1,018	7,464	5,189	577	13,229	8,622
Staff development	3,179	2,484	117	1,124	762	-	7,666	5,034	559	13,259	9,784
Printing and copying	92	468	3	349	76	162	1,150	1,546	172	2,868	2,103
Volunteer recognition	250	834	17	-	50	490	1,641	244	27	1,912	3,001
Miscellaneous expenses	100	157	1	355	122	375	1,110	1,715	191	3,015	4,037
Depreciation	93,427	36,624	587	251	-	-	130,889	11,330	1,259	143,478	177,337
Fundraising	297	581	88	2	-	824	1,792	1,770	197	3,759	8,035
Website costs	-	-	-	-	1,535	-	1,535	7,894	877	10,306	17,376
Other program expenses	-	-	-	2,741	1,147	1,443	5,331	-	-	5,331	10,647
Senior activity expense	100	-	-	-	-	35,157	35,257	40	4	35,301	29,719
Total Expenses	\$ 631,176	\$ 2,102,937	\$ 114,285	\$ 362,721	\$ 110,291	\$ 74,832	\$ 3,396,242	\$ 455,220	\$ 50,633	\$ 3,902,095	\$ 3,871,302

The notes to consolidated financial statements are an integral part of this statement

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
STATEMENTS OF CASH FLOWS
For the Years Ended September 30, 2018 and 2017
See Independent Auditor's Report

	<u>2018</u>	<u>2017</u>
CASH FLOWS FROM OPERATING ACTIVITIES:		
Increase in net assets	\$ 90,289	\$ 430,998
Adjustments to reconcile change in net assets to net unrestricted cash provided by operating activities:		
Depreciation	143,478	177,337
Contributions of fixed assets	-	(343,808)
Net (gain) on realized & unrealized investments & Endowment	(31,318)	(35,188)
Change in cash restricted	(4,328)	10,453
(Increase) decrease in operating assets		
Accounts receivable	118	19,298
Grants receivable	61,623	(10,383)
Inventories	(499)	(3,583)
Deposits	-	18,734
Prepaid expenses	(6,563)	17,779
Increase (decrease) in operating liabilities		
Accounts payable	14,030	7,151
Accrued expenses	10,031	6,691
Deferred revenue	-	-
Net cash provided by operating activities	<u>276,861</u>	<u>295,479</u>
CASH FLOW FROM INVESTING ACTIVITIES:		
Proceeds from sales on investments and Endowment	38,001	59,920
Purchases of investments and Endowment	(134,050)	(158,892)
Cash paid for purchases of fixed assets	<u>(99,228)</u>	<u>(176,718)</u>
Net cash used by investing activities	<u>(195,277)</u>	<u>(275,690)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net payments on line of credit	<u>(45,000)</u>	<u>(30,000)</u>
Net increase (decrease) in unrestricted cash	36,584	(10,211)
Unrestricted cash, beginning of year	<u>35,467</u>	<u>45,678</u>
Unrestricted cash, end of year	<u>\$ 72,051</u>	<u>\$ 35,467</u>
SUPPLEMENTAL SCHEDULE OF CASH FLOW INFORMATION		
Cash paid for interest	<u>\$ 1,282</u>	<u>\$ 1,807</u>
Non cash contributions	<u>\$ 304,133</u>	<u>\$ 738,252</u>
Cost of fixed assets acquired	99,228	520,526
Donation of fixed assets	-	343,808
Net cash paid for fixed assets	<u>\$ 99,228</u>	<u>\$ 176,718</u>

The notes to consolidated financial statements are an integral part of this statement

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
Years Ended September 30, 2018 and 2017

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements of Grafton County Senior Citizens Council, Inc. (hereinafter referred to as the "Organization" or the "Council") have been prepared in conformity with Generally Accepted Accounting Principles (GAAP) as applied to not-for-profits. The Financial Accounting Standards Board (FASB) is the accepted standard-setting body for establishing accounting and financial reporting principles for not-for-profits. The more significant of the FASB's generally accepted accounting principles applicable to the Council, and the Council's conformity with such principles, are described below. These disclosures are an integral part of the Council's financial statements.

A. NATURE OF ACTIVITIES, PURPOSE AND CONCENTRATIONS

The Grafton County Senior Citizens Council, Inc. is a "not-for-profit" organization, which provides community-based services to older individuals in Grafton County, New Hampshire. These services include transportation, nutrition, and physical and social activities. The Council's program support is derived primarily from federally funded fee for service contracts and grants through the State of New Hampshire, and is supplemented by participant program related contributions. The Council also receives mission critical program support from area towns, agencies, United Way and Grafton County. The Council also allows the area Senior Centers to generate program support for activities specific to the area centers.

B. PROMISE TO GIVE

The Organization has adopted FASB ASC 958-605-20, "Accounting for Contributions Received and Contributions Made." In accordance with FASB ASC 958-605-20, contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support depending on the existence or nature of any donor restrictions. Time-restricted contributions are required to be reported as temporarily restricted support and are then reclassified to unrestricted net assets upon expiration of time restriction. Contributions are recognized when the donor makes a promise to give to the Organization that is, in substance, unconditional. Contributions that are restricted by the donor are reported as increases in unrestricted net assets if the restrictions expire in the fiscal year in which the contributions are recognized. All other donor-restricted contributions are reported as increases in temporarily or permanently restricted net assets depending on the nature of the restrictions. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets. The organization uses the allowance method for recognition of uncollectable amounts. There were no uncollectable amounts at September 30, 2018 and 2017, respectively.

C. USE OF ESTIMATES

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures. Accordingly, actual results could differ from those estimates.

D. BASIS OF ACCOUNTING

The financial statements of the Organization have been prepared in the accrual basis of accounting and accordingly reflect all significant receivables, payables, and other liabilities. Consequently, revenues are recognized when earned and expenses are recognized when incurred.

E. FINANCIAL STATEMENT PRESENTATION

The Council is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. In addition, the Council is required to present a statement of cash flows. The Council additionally maintains a classification of land, building and equipment within its unrestricted net asset statements of activity, which is combined into total unrestricted net assets.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
Years Ended September 30, 2018 and 2017

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

F. IN-KIND CONTRIBUTIONS

Contributed Services

The Council receives donated services from a substantial number of unpaid volunteers who have made significant contributions of their time to the general operations of the Council. No amounts have been recognized in the accompanying statement of activities because the criterion for recognition of such volunteer effort is that services must be specialized skills, which would be purchased if not donated. Service contributed for the year ended September 30, 2018 and 2017 amounted to 76,264 and 73,431 hours, respectively. If valued at the New Hampshire minimum wage of \$7.25 per hour the contributed services would total \$552,914 and \$532,375, respectively.

Contributed goods

The Council receives donated goods throughout the year. Contributed goods can include food supplies and equipment. For financial reporting purposes the items contributed have been recorded at their fair market value at the date of the contribution. Any equipment contributed is capitalized and depreciated over its estimated useful life.

For the year ended September 30, 2018 contributed food, supplies, and fixed assets were \$287,563, \$16,570 and \$0, respectively. For the year ended September 30, 2017 contributed food, supplies, and fixed assets were \$388,239, \$6,205 and \$343,808, respectively, respectively.

G. INCOME TAXES

The exempt status of the Council is based upon the terms of an original Internal Revenue Service determination letter, dated July 1972, in which the Council maintained that it is an organization that operates exclusively for religious, charitable and educational purposes (as more fully defined in Internal Revenue Code Section 501(c)(3). The Council has maintained that it is not a "private foundation" under Section 509(a)(2). The Council is required to file annual information returns for tax-exempt organizations with the Internal Revenue Service as well as the Department of Charitable Trusts of the New Hampshire Attorney General's Office. The council qualifies for the charitable contribution deduction under Section 170(b)(1)(A).

H. INVESTMENTS

The Council has adopted FASB ASC 958-320, "Accounting for Certain Investments Held by Not-for-Profit Organizations." Under FASB ASC 958-320, investments in marketable securities with readily determinable fair values and all investments in debt securities are reported at their fair values in the statement of financial position. Unrealized gains and losses are included in the change in net assets. Investment income and gains restricted by a donor are reported as increase in unrestricted net assets if the restrictions are met (either by passage of time or by use) in the reporting period in which the income and gains are recognized.

I. CASH, CASH EQUIVALENTS AND INVESTMENTS

For purposes of the Statements of Cash Flows, the Council considers all highly liquid investments (short-term investments such as certificates of deposits and money market accounts) with an initial maturity of three months or less to be cash equivalents. There were no cash equivalents as of September 30, 2018 and 2017.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
 Years Ended September 30, 2018 and 2017

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

J. ACCOUNTS RECEIVABLE

Accounts receivable are comprised of amounts due from customers for services provided. The Council considers accounts receivable to be fully collectible; accordingly, no allowance for doubtful accounts has been established. If accounts become uncollectible, they will be charged to operations when that determination is made. Collections on accounts previously written off are included in revenue as received.

K. GRANTS RECEIVABLE

The grants receivable consist of amounts to be received by the Council from Federal and State governments. The amounts to be received include receivables for program services already rendered under contract agreements with the government. No allowance for doubtful accounts has been established for accounts receivable.

L. LAND, BUILDINGS, AND EQUIPMENT

Land, buildings and equipment are recorded at cost at the date of acquisition or fair market value at the date of the gift. The Council's policy is to capitalize all land, buildings and equipment in excess of \$1,000 (lesser individual item amounts are generally expensed) and to depreciate these assets using the straight-line method of depreciation over their estimated useful lives as follows:

	<u>Years</u>
Buildings and improvements	7-50
Equipment	5-20
Vehicles	5-7

Depreciation expense recorded by the Council for the years ended September 30, 2018 and 2017 was \$143,478 and \$177,337, respectively.

M. ALLOWANCE FOR DOUBTFUL ACCOUNTS

The Council provides, when necessary, for an allowance for doubtful accounts when accounts or pledges receivable are not deemed fully collectible. At September 30, 2018 and 2017, there was no allowance for doubtful accounts.

N. INVENTORY

Inventory is stated at the lower of cost (specific identification method) or market and is comprised of food items.

2. SUBSEQUENT EVENT

The Organization's management has evaluated subsequent events through February 11, 2019, which is the date the financial statements were available to be issued. It has been determined that no subsequent events matching this criterion occurred during this period.

3. FUNCTIONAL EXPENSES

Expenses by function have been allocated between program and supporting services classifications on the basis of time records, units of service and estimates made by the Council's management.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
Years Ended September 30, 2018 and 2017

4. INVESTMENTS AND INVESTMENTS, ENDOWMENT

The Council maintains individual and pooled investments containing both restricted and unrestricted funds. Investment income, gains, losses, and management fees of any pool are allocated to activities based on each activity's pro-rata share (on dollar and time basis) in the pool. Investments in marketable equity securities and marketable debt securities are carried at fair market value determined by "quoted market prices" per unit (share) as of the balance sheet date. All other investments are stated at cost. Donated investments are recorded at the "fair market value" as of the date of receipt. Investment income, realized and unrealized gains, losses, dividends and interest unrestricted activities are recorded as operating activities. Investment interest and dividend income on restricted activities is added to, or deducted from, the appropriate activity.

All investments are unrestricted, board designated. Investments were comprised of the following:

	<u>2018</u>	<u>2017</u>
Investments:		
Money Markets	\$ 14,822	\$ 10,993
Bond Mutual Funds	175,669	168,266
Equity Mutual Funds	-	-
ETFs	<u>216,032</u>	<u>197,459</u>
	406,525	376,718
Less amounts included in cash	<u>(14,822)</u>	<u>(10,993)</u>
Total	<u>\$391,703</u>	<u>\$365,725</u>

FASB Accounting Standards Codification Topic 820-10 *Fair Value Measurements* defines fair value, requires expanded disclosures about fair value measurements, and establishes a three-level hierarchy for fair value measurements based on the observable inputs to the valuation of an asset or liability at the measurement date. Fair value is defined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. It prioritizes the inputs to the valuation techniques used to measure fair value by giving the highest priority to unadjusted quoted prices in active markets for identical assets or liabilities (Level 1 measurement) and the lowest priority to measurements involving significant unobservable inputs (Level 3 measurement).

Under Topic 820-10, the three levels of the fair value hierarchy are as follows:

Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the Organization has the ability to access at the measurement date.

Level 2 inputs are inputs other than quoted prices included in Level 1 that are either directly or indirectly observable for the assets or liabilities.

Level 3 inputs are unobservable inputs for the assets or liabilities.

The level in the fair value hierarchy within which a fair measurement in its entirety falls is based on the lowest level input that is significant to the fair value measurement in its entirety.

All investments are measured at Level 1. Inputs to the valuation methodology are unadjusted quoted prices for identical assets in active markets. None of the investments are Level 2 or Level 3 investments.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
 Years Ended September 30, 2018 and 2017

4. INVESTMENTS AND INVESTMENTS, ENDOWMENT (Continued)

The Investment, Endowment was comprised of the following:

	<u>2018</u>	<u>2017</u>
Investment , Endowment		
Money Markets	\$ 22,462	\$ 12,771
Bond Mutual Funds	180,572	138,327
ETFs	<u>211,702</u>	<u>152,558</u>
	414,736	303,656
Less amounts included in cash	<u>(22,462)</u>	<u>(12,771)</u>
Total	<u>\$392,724</u>	<u>\$ 290,885</u>

Endowment Funds and Net Assets

In August 2008, the Financial Accounting Standards Board issued FASB Accounting Standards Codification Topic 958-205 "Endowments of Not-for-Profit Organizations: Net Asset Classification of Funds Subject to an Enacted Version of the Uniform Prudent Management of Institutional Funds Act, and Enhanced Disclosures for All Endowment Funds" (FASB ASC Topic 958-205).

Topic 958-205 provides guidance on the net asset classification of donor-restricted endowment funds for a nonprofit organization that is subject to an enacted version of the Uniform Prudent Management of Institutional Funds Act (UPMIFA). Topic 958-205 also requires additional disclosures about an organization's endowment funds (both donor-restricted endowment funds and board-designated endowment funds) whether or not the organization is subject to UPMIFA.

The State of New Hampshire enacted UPMIFA effective July 1, 2008, the provisions of which apply to endowment funds existing on or established after that date. The Organization has adopted Topic 958-205. The Organization's endowment consists of donated common stocks and purchased mutual funds established for a variety of purposes that support the Organization's mission. Its endowment includes both donor-restricted and funds designated by the Board of Directors to function as endowments. As required by generally accepted accounting principles, net assets associated with endowment funds, including funds designated by the Board of Directors to function as endowments, are classified and reported based on the existence or absence of donor-imposed restrictions.

The Board of Directors of the Organization has interpreted the Uniform Prudent Management of Institutional Funds Act (UPMIFA) as requiring the preservation of the fair value of the original gift as of the gift date of the donor-restricted endowment funds absent explicit donor stipulation to the contrary. As a result of this interpretation, the Organization classifies as permanently restricted net assets (a) the original value of gifts donated to the permanent endowment, (b) the original value of subsequent gifts to the permanent endowment, (c) accumulations to the permanent endowment made in accordance with the direction of the applicable donor gift instrument at the time the accumulation is added to the fund. The remaining portion of the donor-restricted endowment fund that is not classified in permanently restricted net assets is classified as temporarily restricted net assets until those amounts are appropriated for expenditure by the Organization in a manner consistent with the standard of prudence prescribed by UPMIFA.

In accordance with UPMIFA, the Organization considers the following factors in making a determination to appropriate or accumulate donor-restricted endowment funds:

- 1) The duration and preservation of the various funds
- 2) The purposes of the donor-restricted endowment funds
- 3) General economic conditions
- 4) The possible effect of inflation and deflation
- 5) The expected total return from income and the appreciation of investments
- 6) Other resources of the Organization
- 7) The investment policies of the Organization

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
Years Ended September 30, 2018 and 2017

4. INVESTMENTS AND INVESTMENTS, ENDOWMENT (Continued)

Investment Return Objectives, Risk Parameters and Strategies

The Endowment Fund was established to provide a source of continued support for the service provided by the Council. The finance committee has the authority to invest in mutual funds, cash or cash equivalents or Electronically Traded Funds (ETF) in proportions at their discretion. The Endowment Fund is invested with a recommended mix of approximately 50% equities, 45% fixed income and 5% cash and cash equivalents.

Spending Policy

The spending policy is to take distributions of annual amounts of 5% of the trailing eight quarter average value of the fund assets. However, 83% of the balance of the fund may be spent if authorized by a majority vote of the Board of Directors. The remainder of the fund is made up of permanently restricted funds. These permanently restricted funds allow for the earnings to be released for spending each year.

The composition of endowment net assets and the changes in endowment net assets as of September 30, 2018 and 2017 are as follows:

	<u>Board Designated</u>	<u>Permanently Restricted</u>	<u>Total</u>
Endowment net assets, September 30, 2016	\$ 90,773	\$138,829	\$229,602
Net, contributions/withdrawals	(8,273)	54,032	45,759
Investment income	2,751	3,984	6,735
Net appreciation	7,621	7,326	14,947
Withdrawals in accordance with spending policy	<u>(4,686)</u>	<u>(1,472)</u>	<u>(6,158)</u>
Endowment net assets, September 30, 2017	<u>\$ 88,186</u>	<u>\$202,699</u>	<u>\$290,885</u>
Net, contributions/withdrawals	85,322	-	85,322
Investment income	4,349	5,267	9,616
Net appreciation	7,433	7,718	15,151
Withdrawals in accordance with spending policy	<u>(4,747)</u>	<u>(3,953)</u>	<u>(8,700)</u>
Endowment net assets, September 30, 2018	<u>\$ 180,543</u>	<u>\$211,731</u>	<u>\$392,274</u>

5. CONCENTRATION OF CREDIT RISK

At September 30, 2018 and 2017, the carrying amounts and bank balances with financial institutions of the Council's cash deposits are categorized by "credit risk" as follows:

Category 1 Deposits that are insured by the Federal Deposit Insurance Corporation (FDIC) or collateralized by securities held by the Council (or its agent) in the Council's name.

Category 2 Deposits that are uninsured and collateralized by securities that are held by the pledging institution's trust department (or agent) in the Council's name.

Category 3 Deposits that are uninsured and uncollateralized or collateralized by securities that are held by the pledging institution's trust department (or agent) but not in the Council's name.

At September 30, 2018 and 2017, the Organization had no uninsured cash balances, respectively.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
 Years Ended September 30, 2018 and 2017

6. LINE OF CREDIT

The Council has a \$200,000 line of credit at an area bank, unsecured, with a variable interest rate equal to the Wall Street Journal Prime Index. The line of credit expires March 15, 2019. The interest rate at September 30, 2018 and 2017 was 3.75% and 4.25%, respectively. Interest payments are required monthly. The outstanding balance as of September 30, 2018 and 2017 was \$0 and \$45,000, respectively.

7. LEASE OBLIGATION

In May 2011, the Council entered into an agreement to lease property in Littleton over twenty years in an amount equal to the tax assessment of the property, payable in monthly installments. During the years ended September 30, 2018 and 2017, respectively, the Council expensed rent in the amount of \$4,200 related to the lease.

In July 2014 the Council renewed its lease of property in Littleton for three years. In June 2017 the lease was extended two years and expires in June 2019. During the years ended September 30, 2018 and 2017, respectively, the Council expensed rent in the amount of \$15,529 and \$15,189 related to the lease, respectively.

In January 2014 the Council signed a four-year lease of property in Lincoln, New Hampshire. The lease agreement expires in December 2018. During the years ended September 30, 2018 and 2017, respectively, the Council expensed rent in the amount of \$12,035 related to this lease.

In October 2017 the Council renewed a one-year lease of property in Bristol, New Hampshire. The agreement expires in October 2018. During the years ended September 30, 2018 and 2017, respectively, the Council expensed rent in the amount of \$10,800 related to this lease.

In January 2018 the Council renewed a one-year agreement to lease property in Orford, New Hampshire. The agreement expires in January 2019. During the years ended September 30, 2018 and 2017, respectively, the Council expensed rent in the amount of \$4,980 related to the lease.

In January 2016 the Council entered a ten-year agreement with the town of Canaan to mutually maintain the Indian River Grange Hall. In lieu of rent the Council maintains the utility and custodial costs of operating the Grange Hall.

Future minimum lease payments on the above leases as of September 30 are:

2019	\$ 20,100
2020	4,200
2021	4,200
2022	4,200
2023	4,200
Thereafter	<u>53,200</u>
	<u>\$ 90,100</u>

The Council also leases office equipment under short-term operating lease agreements.

8. CONTINGENT LIABILITIES

Grants often require the fulfillment of certain conditions as set forth in the instrument of the grant. Failure to fulfill the conditions could result in the return of the funds to the grantors. Although the return of the funds is a possibility, the Board of Directors deems the contingency unlikely, since by accepting the grants and their terms, it has made a commitment to fulfill the provisions of the grant.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
 Years Ended September 30, 2018 and 2017

9. ECONOMIC DEPENDENCY

The Council receives a substantial amount of its revenues and support under federal and state funded fee for service contracts, grants and programs (primarily passed through the State of New Hampshire). If a significant reduction or delay in the level of support were to occur, it may have an effect on the Council's programs and activities.

The following reflects activity for the year ended September 30, 2018:

Federal and State Funded Contracts, Grants and Programs	\$2,125,313
Percentage of Total Support and Revenues	53%

10. TEMPORARILY RESTRICTED, PERMANENTLY RESTRICTED & BOARD-DESIGNATED NET ASSETS

Board designated net assets consist of the following at September 30:

	<u>2018</u>	<u>2017</u>
Investment reserve	\$ 194,404	\$ 177,277
Mascoma area reserve	21,424	20,097
Plymouth reserve	9,161	8,585
Littleton reserve	144,169	135,636
Horse Meadow reserve	37,367	35,123
GCSCC Endowment fund	<u>203,005</u>	<u>100,957</u>
Total board designated net assets	<u>\$ 609,530</u>	<u>\$ 477,675</u>

Temporarily restricted net assets consist of the following at September 30:

	<u>2018</u>	<u>2017</u>
Bus Fund	\$ 500	\$ -
Hypertherm HOPE Foundation	4,250	-
Basket Raffle	556	978
United Way receivable	4,406	-
UVLSRPC	<u>6,561</u>	<u>-</u>
Total temporarily restricted net assets	<u>\$ 16,273</u>	<u>\$ 978</u>

Permanently restricted net assets consist of the following at September 30:

	<u>2018</u>	<u>2017</u>
Clapper Memorial Fund	\$ 34,180	\$ 32,538
Jean Clay fund	<u>177,551</u>	<u>170,161</u>
Total temporarily restricted net assets	<u>\$ 211,731</u>	<u>\$ 202,699</u>

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO FINANCIAL STATEMENTS
Years Ended September 30, 2018 and 2017

11. FAIR VALUE MEASUREMENTS

In accordance with FASB ASC 820, *Fair Value Measurements and Disclosures*, the Council is required to disclose certain information about its financial assets and liabilities. Fair values of assets measured on a recurring basis at September 30 were as follows:

	<u>Fair Value</u>	Quoted Prices in Active Markets For Identical Assets (Level 1)	Significant other Observable Inputs (Level 2)
<u>2018</u>			
Investments	\$ 783,977	\$ 783,977	\$ -
Accounts receivable	1,249	-	1,249
Grants receivable	<u>177,904</u>	<u>-</u>	<u>177,904</u>
	<u>\$ 963,130</u>	<u>\$ 783,977</u>	<u>\$ 179,153</u>
 <u>2017</u>			
Investments	\$ 656,610	\$ 656,610	\$ -
Accounts receivable	1,367	-	1,367
Grants receivable	<u>239,527</u>	<u>-</u>	<u>239,527</u>
	<u>\$ 897,504</u>	<u>\$ 656,610</u>	<u>\$ 240,894</u>

Fair values for investments were determined by reference to quoted market prices and other relevant information generated by market transactions. The fair value of accounts and grants receivable are estimated at the present value of expected future cash flows.

12. TAX EXEMPT STATUS

The Organization is a public charity exempt from Federal income tax under Section 501 (c) (3) of the Internal Revenue Code. The Organization does not believe it has done anything during the past year that would jeopardize its tax exempt status at either the state or Federal level. The Organization reports its activities to the IRS in an annual information return. These filings are subject to review by the taxing authorities and the federal income tax returns for 2017, 2016, and 2015 are subject to examination by the IRS, generally for three years after they were filed.

In accordance with FASB ASC 740-10, *Accounting for Uncertainty in Income Taxes*, the Organization is under the opinion that there are no unsustainable positions that have been taken in regards to federal or state income tax reporting requirements. Accordingly, management is not aware of any unrecognized tax benefits or liabilities that should be recognized in the accompanying statements.

13. COMPENSATED ABSENCES

Employees of the Organization are entitled to paid vacation depending on job classification, length of service, and other factors. The statement of financial position reflects accrued vacation earned, but unpaid as of September 30, 2018 and 2017 in the amounts of \$87,802 and \$80,830, respectively.

ROWLEY & ASSOCIATES, P.C.

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INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

To the Board of Directors
Grafton County Senior Citizens Council, Inc.
Lebanon, New Hampshire

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States, the financial statements of Grafton County Senior Citizens Council, Inc. (a nonprofit organization), which comprise the statement of financial position as of September 30, 2018, and the related statements of activities and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated February 11, 2019.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Grafton County Senior Citizens Council, Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Grafton County Senior Citizens Council, Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Grafton County Senior Citizens Council, Inc.'s internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements, on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

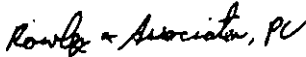
Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Grafton County Senior Citizens Council, Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.



Rowley & Associates, P.C.
Concord, New Hampshire
February 11, 2019

ROWLEY & ASSOCIATES, P.C.

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MEMBER OF THE PRIVATE
COMPANIES PRACTICE SECTION

INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE FOR EACH MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE

To the Board of Directors
Grafton County Senior Citizens Council, Inc.
Lebanon, New Hampshire

Report on Compliance for Each Major Federal Program

We have audited Grafton County Senior Citizens Council, Inc.'s compliance with the types of compliance requirements described in the OMB Compliance Supplement that could have a direct and material effect on each of Grafton County Senior Citizens Council, Inc.'s major federal programs for the year ended September 30, 2018. Grafton County Senior Citizens Council, Inc.'s major federal programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

Auditor's Responsibility

Our responsibility is to express an opinion on compliance for each of Grafton County Senior Citizens Council, Inc.'s major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Grafton County Senior Citizens Council, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Grafton County Senior Citizens Council, Inc.'s compliance.

Opinion on Each Major Federal Program

In our opinion, Grafton County Senior Citizens Council, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended September 30, 2018.

Report on Internal Control over Compliance

Management of Grafton County Senior Citizens Council, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Grafton County Senior Citizens Council, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Grafton County Senior Citizens Council, Inc.'s internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.



Rowley & Associates, P.C.
Concord, New Hampshire
February 11, 2019

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
Year Ended September 30, 2018

SECTION I – SUMMARY OF AUDITOR’S RESULTS

1. The auditor’s report expresses an unqualified opinion on the financial statements of Grafton County Senior Citizens Council, Inc.
2. No significant deficiencies relating to the audit of the financial statements are reported in the Independent Auditor’s Report.
3. No instances of noncompliance material to the financial statements of Grafton County Senior Citizens Council, Inc., which would be required to be reported in accordance with *Government Auditing Standards*, were disclosed during the audit.
4. No significant deficiencies in internal control over major federal award programs are reported in the Independent Auditor’s Report on Compliance for Each Major Program and on Internal Control Over Compliance Required by the Uniform Guidance. No Material weaknesses are reported.
5. The auditor’s report on compliance for the major federal award programs for Grafton County Senior Citizens Council, Inc. expresses an unqualified opinion on all major federal programs.
6. Audit findings that are required to be reported in accordance with 2 CFR section 200.516(a) are reported in this Schedule.
7. The programs tested as major programs were:

Federal Program Cluster:

Title IIIB, Supportive Services and Senior Center	93.044
Title IIIC, Nutrition Services	93.045
Nutrition Services Incentive Program – Food Distribution	93.053

8. The threshold used for distinguishing between Type A and B programs was: \$750,000.
9. Grafton County Senior Citizens Council, Inc. qualified as a low-risk auditee.

SECTION II – FINANCIAL STATEMENT FINDINGS

No Matters Were Reported

SECTION III – FEDERAL AWARD FINDINGS AND QUESTIONED COSTS

No Matters Were Reported

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
 Year Ended September 30, 2018

<u>Federal Grantor/Pass-Through Grantor/Program or Cluster Title</u>	<u>Federal CFDA #</u>	<u>Federal Expenditures</u>
AGING-CLUSTER		
US DEPARTMENT OF HEALTH AND HUMAN SERVICES		
<i>Passed through the NH Department of Health and Human Services</i>		
Title IIIB, Supportive Services and Senior Centers	93.044	\$ 194,529
Title IIIC, Nutrition Services Incentive Program	93.045	476,722
Nutrition Services Incentive Program - Food Distribution	93.053	<u>131,758</u>
TOTAL AGING-CLUSTER		<u>803,009</u>
OTHER PROGRAMS		
CORPORATION FOR NATIONAL AND COMMUNITY SERVICE		
<i>Direct Program</i>		
Title IIA, Retired and Senior Volunteer Program (RSVP)	94.002	90,517
US DEPARTMENT OF HEALTH AND HUMAN SERVICES		
<i>Passed through the NH Department of Health and Human Services</i>		
Title XX, Social Services Block Grant	93.667	<u>184,380</u>
TOTAL OTHER PROGRAMS		<u>274,897</u>
TOTAL EXPENDITURES OF FEDERAL AWARDS		<u><u>\$ 1,077,906</u></u>

The accompanying notes are an integral part of this schedule

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.
NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
Year Ended September 30, 2018

NOTE 1 – BASIS OF PRESENTATION

The accompanying schedule of expenditures of federal awards (the Schedule) includes the federal grant activity of Grafton County Senior Citizens Council, Inc. under programs of the federal government for the year ended September 30, 2018. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of Grafton County Senior Citizens Council, Inc., it is not intended to and does not present the financial position, changes in net assets, or cash flows of Grafton County Senior Citizens Council, Inc.

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, *Cost Principles for Non-profit Organizations*, wherein certain types of expenditures are not allowable or are limited as to reimbursement.

NOTE 3 – INDIRECT COST RATE

Grafton County Senior Citizens Council, Inc. has elected to use the 10% de minimis indirect cost rate as allowed under the Uniform Guidance.

GRAFTON COUNTY SENIOR CITIZENS COUNCIL, INC.

BOARD OF DIRECTORS

2018/2021

Year/ Committee	Term	Board Member	Year/ Committee	Term	Board Member
2018 – 2020 President Executive, Facilities	3 rd 2021	Larry Kelly West Lebanon, NH 03784	Program Planning & Evaluation	1 st 2021	Ellen Flaherty Lebanon, NH 03756
2018 – 2020 Vice President Executive, Governance (Chair), Personnel	1 st 2020	Bob Muh Littleton, NH 03561	Personnel (Chair)	1 st 2019	Carol Govoni Lincoln, NH 03251
2017 – 2019 Treasurer Finance (Chair)	3 rd 2020	Flora Meyer Lebanon, NH 03766	Program Planning & Evaluation (Chair)	2 nd 2021	Craig Labore North Haverhill, NH 03774
2018 – 2020 Secretary Strategic Planning, Governance	1 st 2020	Martha Richards Holderness, NH 03245	Strategic Planning	1 st 2019	Steve Marion Hanover, NH 03755
Facilities	2 nd 2019	Ralph Akins Lebanon, NH 03766	Marketing & Development (Chair)	1 st 2019	Rick Peck, Vice President Concord, NH 03301-4005
Member-at- Large Executive, Governance	3 rd 2021	Patricia Brady Woodsville, NH 03785	Finance Facilities	3 rd 2021	Frank Thibodeau Canaan, NH 03741
Strategic Planning (Chair)	1 st 2019	Neil Castaldo Hanover, NH 03755	Strategic Planning	1 st 2020	Ellen Thompson Lyme, NH 03768
Kathleen M. Vasconcelos, Executive Director Lebanon, NH 03766					

Kathleen M. Vasconcelos

SUMMARY OF SKILLS AND EXPERIENCE

Management:

- Association and nonprofit operations management.
- Development of strategic plans, annual budgets, and goals for a nonprofit organization.
- Collaboration with Board members and management to further the organization's mission and goals.
- Hiring and training of new staff members.
- Leading teams to achieve organizational goals.
- Management and implementation of programs and program evaluations.
- Leading regular staff meetings and planning sessions.
- Collaborative team player who develops and maintains relationships with colleagues at every level of the organization and throughout the industry.

Marketing and Communications:

- Writing grant applications and funding proposals.
- Preparing marketing and communications plans.
- Managing the creation of annual reports, newsletters, program reports, brochures, video scripts, research reports, and board minutes.
- Managing a communications calendar.
- Creation of presentations.
- Public speaking to audiences including Board members, donors, government entities, and the general public.
- Writing press releases for media outlets nationwide.
- Participation in media interviews with local and national outlets, including The Washington Post, ABC-7 in Washington, DC, Associated Press, and Reuters.
- Strategic use of social media, including Facebook, YouTube, Twitter, and LinkedIn, to promote the organization's mission and specific programs.

Development:

- Management of fundraising efforts, including major gifts and annual giving.
- Developing and maintaining relationships with high-level donors, to further the organization's mission, raise funds, and educate donors about programs.
- Creation of written requests for funding from individuals, foundations, corporations, and government entities.
- Preparing reports for donors to highlight program accomplishments and metrics.
- Development of strategic fundraising plans and the tactics to implement the plans.

WORK EXPERIENCE
Grafton County Senior Citizens Council, Inc.

10 Campbell Street, Lebanon, NH 03766

Executive Director

Aug. 2018 – Present

Aircraft Owners and Pilots Association (AOPA) Foundation

421 Aviation Way, Frederick, MD 21701

Senior Director, Foundation Communications

2017 – 2018

Vice President, Education and Operations

2011 – 2017

Director, Safety Education

2010 – 2011

Manager, Safety Education

2008 – 2010

Senior Research Analyst

1999 – 2003

Aircraft Owners and Pilots Association (AOPA)

421 Aviation Way, Frederick, MD 21701

Media and Public Relations Specialist

2005 – 2008

Research Assistant

1998 – 1999

WOOD Consulting Services, Inc.

7474 Greenway Center Drive, Suite 800, Greenbelt, MD 20770

Technical Editor (Federal Aviation Administration contract)

2003 – 2005

EDUCATION

Master of Science, Nonprofit and Association Management
University of Maryland University College, Adelphi, Maryland

2017

Bachelor of Arts, Communication Studies
University of Maryland University College, Adelphi, Maryland

2004

Bachelor of Science, Aeronautical Science
Embry-Riddle Aeronautical University, Daytona Beach, Florida

1997

OTHER

- Computer skills: Microsoft Office, Word Press, social media, Millennium fundraising software, Personify association management system
- Recreational pilot and flight instructor
- Germantown HELP food bank volunteer
- Capt. James E. Daly Elementary School PTA volunteer

2016-2018

2013-2018

MICHAEL J. KING

Resume

OBJECTIVE: To find a position matching my qualifications that can supplement my retirement income.

QUALIFICATIONS: A senior retired executive with extensive national and global experience including financial management, manufacturing management, economic development management, government relations, economic development project funding, fund accounting, grants management, and administration. Including:

- 40 years senior management experience
- Extensive Financial management experience
- Extensive nonprofit management experience
- Extensive corporate/government relation experience
- Full responsibility for organizational profit and

EXPERIENCE:

November 2015 to Present – Grafton County Senior Citizens Council – Lebanon NH
Associate Director of Operations

Associate Director responsible for assisting the Executive Director in various aspects of operations including facilities management, financial management and other responsibilities as assigned.

2013 – 2015 Municipal Resources Inc., Meredith, NH

Municipal Resources Inc. Provides specifically tailored services to New England communities in the areas of Public Administration, Finance, Human Resources, Public Safety, Planning and Community Development, Schools, Assessing and other services that may be needed by communities.

Affiliated Consultant

Responsible for delivering project management and consultant services in the areas of Finance, Economic Development, Community Planning, and other community services as contracted and assigned.

1993 – 2013 North Country Council, Bethlehem, NH

North Country Council is a private non-profit regional planning agency working with over 51 towns in the North Country of New Hampshire in the fields of community and land use planning, economic development, environmental planning, transportation planning and municipal services. This is a non-profit organization funded by local, state and federal funds.

1999 – 2013 Executive Director

Total responsibility for the operations of North Country Council, managing a staff of 12, a budget of \$1,300,000 and the facility in Bethlehem, New Hampshire. Full P/L responsibility for the organization including project development, fund raising and public relations. Reports to the Board of directors and is responsible for board development.

Accomplishments:

- Dartmouth Regional Technology Center - This included the planning, funding, construction and operation management of 60,000 square foot technology incubator in partnership with Dartmouth College and the State of New Hampshire.
- Mountain View Grand Hotel – Funding and project support for the revitalization of this historic Grand Hotel.

Michael King..... (resume-continued)

1993 – 1999 Chief Financial Officer/Operations Manager

Directs all aspects of the administrative and financial management for the council managing the planning and engineering staff as well as overseeing all local and regional projects. Full budgetary and profit and loss responsibility.

Accomplishments:

- Created a financial and cash management system for the council that enabled the council to retire all of its operational debt.
- Successfully created a self-managed work team environment for the agency.

1976 - 1993 DIGITAL EQUIPMENT CORP., Maynard, MA

The leading worldwide supplier of networked computer systems, software and services with 1993 sales of \$14 billion, serving 200,000 customers in 95 countries and employing 110,000 staff.

Over the 16 years held numerous progressively responsible management positions with in the company at various sites throughout the world. Last position was the Group Manufacturing Manager with responsibility for seven manufacturing sites worldwide.

EDUCATION: **Boston College**
School of Management BSBA
Boston University
Management Development Program

AFFILIATIONS: **New Hampshire Business Finance Authority, New Market Tax Credit Board – 2010 - Present**

**New Hampshire Business Finance Authority
Board of Directors 2000 - 2013**
(Governor appointed position)

**New Hampshire Rail Transit Authority
Board of Directors 2010 – 2014**
(Governor appointed position)

**National Association of Development Organizations
Board of Directors 2004 – 2013**

Carole Zangla

DEGREES AND CERTIFICATES

- B.A. Professional Studies/Psychology – Summa Cum Laude
- A.S. Human Services
- A.S. Criminal Justice
- Certified Health Information Specialist inclusive of HIPAA and confidentiality regulation
- Current CPR certification

TRAININGS/ SEMINARS ATTENDED

- Springfield College –Leadership Seminars
- Springfield College – Seminars Dealing with Difficult People
- NH Adult Protective Services – Reporting
- NH Bureau of Elderly and Adult Service – Elder Abuse
- NH Division of Community Based Care – Indications of Abuse
- Implementing Evidence-Based Policies and Practices in Community
- Evidence-Based Policies and Practices
- Trained in Word, Excel, PowerPoint, and Access
- Communication
- Ongoing Nutrition Classes

PROFESSIONAL AFFILIATIONS

- Reparative board member for the Community Justice Center
- COSA volunteer for the Community Justice Center
- Community council member for the Offender Reentry Program
- Certified volunteer for the Vermont Department of Corrections, including onsite facilities' access
- Advocate for the Equal Exchange TimeBank
- Member of the Benevolent Protective Order of the Elks
- Member of the Women's Aux of the American Legion

WORK HISTORY

- 2013-Present – Director, Littleton Area Senior Center, Grafton County Senior Citizens Council, Inc. (GCSCC)
- 2011- 2013 – Home Delivered Meals Program Coordinator –Littleton Area Senior Center of GCSCC

- 2010-2012- Volunteer coordinator for the Equal Exchange TimeBank
 - * Responsible for volunteer coordination, marketing, recruiting, outreach, and training
- 2009-2011 - Caledonian-Record
 - *Position ended due to restructuring
- 2010 - Internship with Area Agency On Aging
 - *Worked with the elderly, completed intake, and conducted outreach
- 2008-2012- full-time student–Johnson State College
- 2006-2008 ADA (assistant district administrator) of Challenger Sports Program (A city-wide recreational program for handicapped youth) – FL
 - * Implemented and organized recreational programs for mentally and physically disabled children. Facilitated placements and referrals regarding handicapped youth within the community. Responsible for intake, scheduling, and volunteers.
- 2004-2006 President Cape Coral Softball and ADA of Challenger Sports Program– FL
 - *Responsible for upper level management of a citywide recreational program as well as the Challenger Program, which served physically and mentally handicapped youth. Authored unique waivers for established organizations gaining programs for the handicapped. Facilitated board meetings subject to Robert’s Rules of Order and public disclosure.
- 2000-2004 Vice-President of Cape Coral Softball – FL
 - *Responsible for various clerical duties, public relations, program development, community interaction, and employee relations.

Betsey L. Cheney

OBJECTIVE

To work for a business that I can respect and where I am respected as a person; with leadership that expresses clear goals and rules; where I may use my abilities and experience to become an essential member of a smooth running team.

EXPERIENCE

Senior

Accountant

2017 – Current

Grafton County Senior Citizens Council, Inc., Lebanon, NH

Responsibilities: Under the general direction of the Associate Director, oversees the accounting, budget, financial reporting and audit activities of the Grafton County Senior Citizens Council. Financial Software used: QuickBooks

Finance

Director

2009 – 2017

Grafton County Senior Citizens Council, Inc., Lebanon, NH

Responsibilities: Under the general direction of the Executive Director, oversees the accounting, budget, financial reporting and audit activities of the Grafton County Senior Citizens Council. Financial Software used: QuickBooks

1992-2009

Finance

Manager

2005 – 2009

Vermont Public Transportation Association, White River Jct., VT

Responsibilities: Oversee a modular fund accounting system covering a budget in excess of \$10 million subject to governmental audit standards. Perform all duties necessary from daily entries into subsidiary ledgers to analyze and provide monthly financial statements to the Board. Modules included Accounts Payable, Accounts Receivable, Payroll and General Ledger. Financial Software used: Microsoft Great Plains Dynamics. Coordinate and execute the closing of the current office with the current ongoing demands of business.

Medicaid Program Coordinator

1997 – 2005

Responsibilities: Oversee the Medicaid Program. Research and compile data as requested by Executive Director, Board of Directors, and State Officials. Develop new software with computer consultant for reconciling and reporting statistical data in a progressive manner. Answer Medicaid/Reach Up questions from Brokers, drivers and clients. Seek approval from Medicaid for Client's out-of-state trips, and mediate conflicts between the aforementioned parties. Bill Ladies First Program for trips provided by Brokers, update statistical data and provide data needed for contract renegotiation. Reconcile month's end financial accounts in Accounts Receivable, Accounts Payable, and analyze financial data for Finance Manager as requested. Back up to Finance Manager. Financial Software used: Real World and Microsoft Great Plains Dynamics.

Medicaid

Assistant

1992 – 1997

Responsibilities: Reconcile Medicaid Remittance Advice from Electronic Data Systems (EDS) to each Broker's Program Reports and prepare documentation for payment. Bill Reach Up trips and assist in the payment process of bills. Enter and compile monthly statistical reports for billed Medicaid and Reach Up trips for Brokers. Maintain backup files for Medicaid/Reach Up Program.

Accounts

Payable

1988 – 1989

The Hitchcock Clinic, Hanover, NH

Responsibilities: Match incoming invoices and purchase orders. Code and data entry of invoices for payment and general ledger distribution. Proof voucher printouts, issuance of checks, disbursement registers, and resolution of problems with patients and vendors.

EDUCATION

Plymouth State College, Plymouth, N.H., B.S. Business Administration, Accounting, 1978

Lebanon College, Lebanon, N.H., Computer Certificate Program, 1992

CONTRACTOR NAME

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Kathleen Vasconcelos	EXECUTIVE DIRECTOR	88,004.80	9.52%	8,378.06
Michael King	ASSOCIATE DIRECTOR	55,182.40	9.15%	5,049.19
Carole Zangla *	ASSOCIATE DIRECTOR	53,019.20	2.45%	1,298.97
Betsy Cheney	SENIOR ACCOUNTANT	53,019.20	9.15%	4,851.26

* The Associate Director works 80% for Littleton Area Senior Center and 20% for Administration.

44F *Handwritten initials*



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

BUREAU OF ELDERLY & ADULT SERVICES

Jeffrey A. Meyers
 Commissioner
 Christine L. Santanillo
 Director

105 PLEASANT STREET, CONCORD, NH 03301-3587
 603-271-9203 1-800-351-1888
 Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 6, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
TOTAL:			\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue its work supporting NH's Medicare Beneficiaries and those needing support and guidance to access and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

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

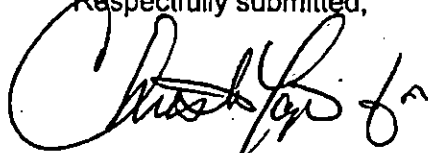
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

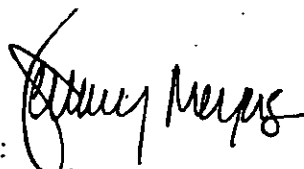
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
	Subtotal		\$736,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
	Subtotal		\$536,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
	Subtotal		\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,286.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177875)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
 (86% Federal Funds; 14% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
 (100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	Contracts for Program Svcs				
102-500731	Contracts for Program Services	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)**

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Svcs	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
Federal Funds)
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,666.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

	2018	\$468,814.03	\$2,932.00	\$471,746.03
	2019	\$118,214.87	\$334,865.77	\$453,080.64
	Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$319,210.40	\$0.00	\$319,210.40
	2018	\$610,999.19	\$2,300.00	\$613,299.19
	2019	\$154,860.05	\$429,706.41	\$584,566.46
	Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$106,170.80	\$0.00	\$106,170.80
	2018	\$203,756.51	\$1,100.00	\$204,856.51
	2019	\$51,668.57	\$144,612.69	\$196,281.26
	Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
	Subtotal		\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%**

Federal Funds)

(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79		\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28



**State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract**

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 29th day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Grafton County Senior Citizens Council Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 10 Campbell Street, P.O. Box 433, Lebanon, NH 03766.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, increase by \$247,695.42 to read:
\$865,101.39.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - a. A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:
 - i. Parish Nurse

NH Department of Health & Human Services
Service Link Resource Center



- ii. SS Administration
 - iii. Low income housing sites and senior centers
6. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:
Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.
- 7. Delete Exhibit B-2, Budget, in its entirety and replace with Exhibit B-2, Budget – Amendment #1.
 - 8. Delete Exhibit B-3, Budget, in its entirety and replace with Exhibit B-3, Budget – Amendment #1.
 - 9. Add Exhibit K, DHHS Information Security Requirements.

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

June 1, 2018
Date

Grafton County Senior Citizens Council, Inc.

NAME LAWRENCE A. KELLY
TITLE PRESIDENT

Acknowledgement:

State of NH, County of Grafton on June 1st 2018 before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Name and Title of Notary or Justice of the Peace
BETSEY L. CHENEY
NOTARY PUBLIC
STATE OF NEW HAMPSHIRE
My commission expires June 19, 2018
Grafton County Senior Citizens Council Inc
RFP-2017-OHS-01-SERV-05

NH Department of Health & Human Services
Service Link Resource Center



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

OFFICE OF THE ATTORNEY GENERAL

Date

6/7/18

Name:
Title:

Man A. [Signature]
Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit B-2 Attachment #1

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

Budget/Program Name: Grafton County Senior Citizens Council, Inc

Improving Access to Information and Services for Individuals and
Families Handling Long Term Support and Services:

Budget Requested For: New Hampshire SeniorLink Program
(lines 1-999)

Budget Period: State Fiscal Year 2015

Line Item	Total Program Cost			Contract Share / Match			Funded by Direct contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	252,814.00	20,373.00	273,187.00	16,000.00	-	16,000.00	224,814.00	20,373.00	245,187.00
2. Fringe Benefits	27,438.00	2,433.00	29,871.00	15,400.00	-	15,400.00	11,038.00	2,433.00	13,471.00
3. Consulting	-	53.00	53.00	-	53.00	53.00	-	-	53.00
4. Equipment	-	-	-	-	-	-	-	-	-
Rental	278.00	81.00	359.00	278.00	81.00	359.00	-	-	359.00
Repair and Maintenance	331.00	773.00	1,104.00	31.00	773.00	804.00	300.00	-	1,104.00
Purchase/Construction	1,499.00	87.00	2,586.00	1,499.00	87.00	2,586.00	-	-	2,586.00
5. Supplies	-	-	-	-	-	-	-	-	-
Recreation	-	-	-	-	-	-	-	-	-
LSP	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-
Office	772.00	82.00	854.00	772.00	82.00	854.00	-	-	854.00
6. Travel	12,025.00	84.00	12,109.00	1,871.00	-	1,871.00	10,238.00	84.00	10,322.00
7. Occupancy	28,434.00	128.00	28,562.00	8,810.00	-	8,810.00	19,754.00	-	19,754.00
8. Current Expenses	-	-	-	-	-	-	-	-	-
Telephone	2,078.00	18.00	2,096.00	2,078.00	18.00	2,096.00	-	-	2,096.00
Postage	747.00	143.00	890.00	143.00	-	143.00	747.00	-	890.00
Subscriptions	-	150.00	150.00	-	150.00	150.00	-	-	150.00
Audio and Video	-	737.00	737.00	-	737.00	737.00	-	-	737.00
Insurance	607.00	174.00	781.00	607.00	174.00	781.00	-	-	781.00
Legal Expenses	-	-	-	-	-	-	-	-	-
9. Depreciation	-	-	-	-	-	-	-	-	-
10. Materials/Commodities	1,489.00	81.00	1,570.00	1,489.00	81.00	1,570.00	-	-	1,570.00
11. SWA Education and Training	600.00	-	600.00	-	-	-	600.00	-	600.00
12. Information/Communications	-	-	-	-	-	-	-	-	-
13. Other (Specify details in narrative)	250.00	-	250.00	-	-	-	250.00	-	250.00
Meeting Expenses	431.00	14.00	445.00	31.00	414.00	445.00	-	-	445.00
Rent and Other Fees	-	24.00	24.00	-	24.00	24.00	-	-	24.00
TOTAL	376,974.00	27,848.00	404,822.00	45,280.00	2,461.00	47,741.00	324,841.00	23,117.00	347,958.00
Indirect As A Percent of Direct		7.3%			5.16%			6.67%	

EAK
Contractor Initials: GFL
Date: 7-18

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

Head/Program Name: Seaside County Senior Citizens Council, Inc.
 Improving Access to Information and Services for Individuals and
 Families Needing Long Term Supports and Services:
 Budget Received for: Seaside Homebased Services Job Disposition
 (Name of Agency)
 Budget Period: State Fiscal Year 2017

Line Item	Total Program Cost			Committed Share / Match			Funded by Other Contract Plans		
	Direct Instrumented	Indirect	Total	Direct Instrumented	Indirect	Total	Direct Instrumented	Indirect	Total
1. Total Revenues	208,133.42	23,821.34	231,954.76						
2. Personnel Services	74,787.00	74,444.00	149,231.00						
3. Supplies		32.00	32.00						
4. Equipment									
Furniture		320.00	320.00						
Travel and Transportation	1,493.00	132.00	1,625.00						
Contract/Consultation	1,850.00	66.00	1,916.00	1,500.00		1,500.00			
5. Benefits									
Accommodation									
Auto									
Travel									
Office	1,400.00	81.00	1,481.00						
6. Travel	12,431.00	811.00	13,242.00						
7. Computer	27,118.00	124.00	27,242.00	800.00		800.00			
8. Capital Expenses									
Furniture	3,200.00	20.00	3,220.00						
Furniture	1,400.00	144.00	1,544.00						
Subscriptions		600.00	600.00						
Auto and Lease		772.00	772.00						
Instruments	84.00	176.00	260.00	104.00		104.00			
Hotel Expenses									
9. Books									
10. Materials/Communication	1,600.00	52.00	1,652.00	1,400.00		1,400.00			
11. Rent/Leasehold and Utilities	1,493.00		1,493.00						
12. Subscriptions/Instruments									
13. Other (Specify details in Remarks)									
Medical Expense	204.00	84.00	288.00	204.00		204.00			
Staff Recruitment/Travel Exp	807.00	44.00	851.00						
Rent and Other Fees		84.00	84.00						
TOTAL	315,621.42	25,422.34	341,043.76	4,410.00		4,410.00			336,633.76

Comptroller Initials: LAK
 Date: 6-1-18

New Hampshire Department of Health and Human Services

Exhibit K



A. Definitions

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

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

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

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

New Hampshire Department of Health and Human Services

Exhibit K



consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not

New Hampshire Department of Health and Human Services

Exhibit K



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

New Hampshire Department of Health and Human Services

Exhibit K



7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2

WKK

6-1-18



5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

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

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department

New Hampshire Department of Health and Human Services

Exhibit K



confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

New Hampshire Department of Health and Human Services

Exhibit K



10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. **Data Security Breach Liability.** In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,



implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

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

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

V. LOSS REPORTING

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

The Contractor must further handle and report Incidents and Breaches involving PHI in

New Hampshire Department of Health and Human Services

Exhibit K



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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

A. DHHS contact program and policy:

(Insert Office or Program Name)

(Insert Title)

DHHS-Contracts@dhhs.nh.gov

B. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

D. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

E. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

WMC

6-1-18



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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES**

Jeffrey A. Meyers
Commissioner

Maureen Ryan
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9546 1-800-852-3345 Ext. 9546
Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$620,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a single point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No. Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

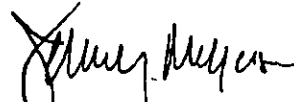
In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

FINANCIAL DETAIL ATTACHMENT SHEET

SFY17 Q3-Q4, SFY 2018 and SFY 2019

05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$448,021.43

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
		Subtotal	\$736,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.63
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
 (50% Federal Funds; 50% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
 (46% Federal Funds; 54% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,175.23
		Subtotal	\$3,175.23

Total 8925	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
(75% Federal Funds; 25% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,735.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-05)


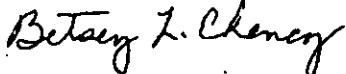

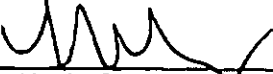
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

I. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Grafton County Senior Citizens Council, Inc.		1.4 Contractor Address 10 Campbell Street, PO Box 433 Lebanon, NH 03766	
1.5 Contractor Phone Number 603-448-4897	1.6 Account Number 05-95-48-481010-95650000, 05-95-48-481010-92550000, 05-95-48-481510-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$617,406.03
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Roberta J. Burner, Executive Director	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Grafton</u> On <u>November 4th, 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] 			
1.13.2 Name and Title of Notary or Justice of the Peace Betsey L. Cheney BETSEY L. CHENEY NOTARY PUBLIC STATE OF NEW HAMPSHIRE My commission expires June 19, 2018			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Mauseen Ryan Director OHS Date: <u>11/18/16</u>	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>11/29/14</u> Attorney			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

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

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

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

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

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

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

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.



Exhibit A

- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:



Exhibit A

- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
- 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
- 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
- 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
- 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:



Exhibit A

- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.



Exhibit A

- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.

RJB

11-4-16



Exhibit A

- 2.2.4.7. Maintain compliance with staff training to provide the VD-HCBS and to provide Financial Management Services program requirements, as applicable.
- 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
- 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
- 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
- 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
- 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
- 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
- 2.2.4.15. Participate in VAMC program meetings.
- 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.



Exhibit A

- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.



Exhibit A

- 2.2.7.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:

Exhibit A

Contractor Initials

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Exhibit A

- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include:
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.

Exhibit A

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Exhibit A

- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.



Exhibit A

2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.



Exhibit A

- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.



Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
 - 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:



Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting.
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:**
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's**



Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
- 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
 - 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
 - 5.7.2.3. Merrimack County 2 FTE; and
 - 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.



Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The invoices must:
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by, an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301

New Hampshire Department of Health and Human Services
Service Link Resource Centers



Exhibit B

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5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
 6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
 7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
 8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
 9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

Sheet B-1

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

Entity Name: Sullivan County Board of Health, Concord, New Hampshire

Agency Address for Information and Services for Individuals and
Families Residing Within Their Counties and Services:

Budget Request for: 2017-2018 Fiscal Year

Budget Period: July 1, 2017 - June 30, 2018

Line Item	2017 Program Dept			2018 Program Dept			2017-2018		
	Actual	Planned	Total	Actual	Planned	Total	Actual	Planned	Total
1. Total Salary Expenses	131,872.00	118,200.00	1,432,200.00	12,800.00		11,500.00	118,182.00	10,200.00	128,382.00
2. Contract Services	2,000.00	1,800.00	2,700.00	4,100.00		4,100.00	2,000.00	2,000.00	2,000.00
3. Commodity		18.00	18.00						
4. Fuel	100.00	20.00	100.00	100.00		20.00	100.00		
5. Travel and Transportation	200.00	1,200.00	800.00	1,200.00		1,200.00	1,200.00		1,200.00
6. Public Transportation	1,000.00	20.00	1,000.00	20.00		20.00	1,000.00		1,000.00
7. Supplies									
8. Telephone									
9. Jan									
10. Printing									
11. Repairs									
12. Other	200.00	20.00	200.00	200.00		20.00	200.00		200.00
13. Travel	1,000.00	20.00	2,100.00	2,100.00		2,100.00	2,100.00		2,100.00
14. Contractors	14,200.00	20.00	14,200.00	2,200.00		2,200.00	12,000.00		12,000.00
15. Capital Expenses									
16. Depreciation	1,000.00	20.00	1,000.00	1,000.00		20.00	1,000.00		1,000.00
17. Printing	100.00	20.00	200.00	200.00		20.00	100.00		100.00
18. Amortization	200.00	20.00	200.00	200.00		20.00	200.00		200.00
19. Audit and Legal	200.00	20.00	200.00	200.00		20.00	200.00		200.00
20. Insurance	200.00	20.00	200.00	200.00		20.00	200.00		200.00
21. Board Expenses									
22. Other									
23. Miscellaneous Expenses	1,000.00	20.00	1,000.00	1,000.00		20.00	1,000.00		1,000.00
24. Staff Expenses and Grants	200.00		200.00				200.00		200.00
25. Miscellaneous Expenses									
26. Other Accountancy Management									
27. Training Expenses	200.00		200.00				200.00		200.00
28. Staff and Consultant Fees	200.00	20.00	200.00	20.00		20.00	200.00		200.00
29. Staff and Consultant Fees	200.00	20.00	200.00	20.00		20.00	200.00		200.00
TOTAL	151,772.00	140,200.00	2,000,000.00	14,200.00	1,120.00	11,500.00	150,692.00	11,200.00	151,892.00

Entered As A Percent of Total

Checked By: RJB
Date: 11-4-16

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

State Program Name: Sealed County Support Center, Inc.
 Improving Access to Information and Services for Individuals and
 Families Meeting Long Term Support and Services
 Budget Request for: 2012-2013
 (Form of 07)

Budget Period: State Fiscal Year 2013

Line Item	2012 (Actual)			2013 (Request)			2014 (Request)		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Personnel	2,114,000	2,114,000	4,228,000	2,114,000	2,114,000	4,228,000	2,114,000	2,114,000	4,228,000
2. Contract Services	17,400,000	17,400,000	34,800,000	17,400,000	17,400,000	34,800,000	17,400,000	17,400,000	34,800,000
3. Supplies	21,000	21,000	42,000	21,000	21,000	42,000	21,000	21,000	42,000
4. Travel	770,000	770,000	1,540,000	770,000	770,000	1,540,000	770,000	770,000	1,540,000
5. Printing	331,000	331,000	662,000	331,000	331,000	662,000	331,000	331,000	662,000
6. Information Systems	1,200,000	1,200,000	2,400,000	1,200,000	1,200,000	2,400,000	1,200,000	1,200,000	2,400,000
7. Utilities	-	-	-	-	-	-	-	-	-
8. Depreciation	-	-	-	-	-	-	-	-	-
9. Other	770,000	770,000	1,540,000	770,000	770,000	1,540,000	770,000	770,000	1,540,000
10. Total	13,725,000	13,725,000	27,450,000	13,725,000	13,725,000	27,450,000	13,725,000	13,725,000	27,450,000
11. Capital Equipment	11,000,000	11,000,000	22,000,000	11,000,000	11,000,000	22,000,000	11,000,000	11,000,000	22,000,000
12. Construction	10,000,000	10,000,000	20,000,000	10,000,000	10,000,000	20,000,000	10,000,000	10,000,000	20,000,000
13. Furniture	1,000,000	1,000,000	2,000,000	1,000,000	1,000,000	2,000,000	1,000,000	1,000,000	2,000,000
14. Information Systems	200,000	200,000	400,000	200,000	200,000	400,000	200,000	200,000	400,000
15. Other	100,000	100,000	200,000	100,000	100,000	200,000	100,000	100,000	200,000
16. Total	12,300,000	12,300,000	24,600,000	12,300,000	12,300,000	24,600,000	12,300,000	12,300,000	24,600,000
17. Total	26,025,000	26,025,000	52,050,000	26,025,000	26,025,000	52,050,000	26,025,000	26,025,000	52,050,000

Handwritten initials: *KJB*
 Date: *11-4-16*

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

Division/Program Name: Granton County Border Screen Support, Inc.

Improving Access to Information and Services for Individuals and
 Families Keeping Long Term Reports and Services:

Budget Requested for: New Hampshire Border Screen Support, Inc.

Budget Period: July 1, 2001 to June 30, 2002

Line Item	Total Requested			Fiscal Year 2001			Fiscal Year 2002		
	Amount	Percent	Total	Amount	Percent	Total	Amount	Percent	Total
1. Total Appropriation	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00
2. Current Budget	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00
3. Revisions	-	-	-	-	-	-	-	-	-
4. Personnel	800.00	66.67%	800.00	800.00	66.67%	800.00	800.00	66.67%	800.00
5. Materials	200.00	16.67%	200.00	200.00	16.67%	200.00	200.00	16.67%	200.00
6. Travel	100.00	8.33%	100.00	100.00	8.33%	100.00	100.00	8.33%	100.00
7. Other	100.00	8.33%	100.00	100.00	8.33%	100.00	100.00	8.33%	100.00
8. Total	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00
9. Contingency	0.00	0%	0.00	0.00	0%	0.00	0.00	0%	0.00
10. Capital Expenditures	0.00	0%	0.00	0.00	0%	0.00	0.00	0%	0.00
11. Debt Service	0.00	0%	0.00	0.00	0%	0.00	0.00	0%	0.00
12. Other	0.00	0%	0.00	0.00	0%	0.00	0.00	0%	0.00
TOTAL	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00	1,200.00	100%	1,200.00

Approved: RFB
 Date: 11-14-16



SPECIAL PROVISIONS

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

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



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

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

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

New Hampshire Department of Health and Human Services
Exhibit C



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

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



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

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

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

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

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

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

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

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

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

New Hampshire Department of Health and Human Services
Exhibit C



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

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

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

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has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

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

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

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

Contractor Name:

Grafton County
Senior Citizens Council, Inc.

11-4-2016
Date

Name: Roberta J. Bean
Title: Executive Director



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name:

Grafton County
Senior Citizens Council, Inc.
Name: *Roberta J. Beran*
Title: *Executive Director*

11-4-2016
Date



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

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

INSTRUCTIONS FOR CERTIFICATION

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



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name:

*Grafton County
Senior Citizens Council, Inc.*

Name: *Rolanda J. Burns*
Title: *Executive Director*

11-4-2016
Date



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

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

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

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

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

Exhibit G

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

Contractor Initials

RJB

New Hampshire Department of Health and Human Services
Exhibit G



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

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

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

Contractor Name:

Grafton County

Senior Citizens Council, Inc.

11-4-2016

Date

Name:

Title:

Roberta J. Bernier
Executive Director

Exhibit G

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

Contractor Initials RJB



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name:

*Grafton County
Senior Citizens Council, Inc.*

11-4-2016
Date

Name: *Roberta J. Bernier*
Title: *Executive Director*



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

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



Exhibit I

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

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

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



Exhibit I

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

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

(3) Obligations and Activities of Business Associate.

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

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

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



Exhibit I

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

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

RJB

11-4-16



Exhibit I

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

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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



Exhibit I

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

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

 The State
Maureen Ryan
 Signature of Authorized Representative
Maureen Ryan
 Name of Authorized Representative
Director, OHS
 Title of Authorized Representative
11/18/16
 Date

Grafton County Senior Citizens Council, Inc.
 Name of the Contractor
Roberta J. Berner
 Signature of Authorized Representative
Roberta J. Berner
 Name of Authorized Representative
Executive Director
 Title of Authorized Representative
11-4-2016
 Date



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

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

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

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

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

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

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

Contractor Name:

Grafton County
Senior Citizens Council, Inc.

11-4-2016
Date

Name: Roberta J. Beaman
Title: Executive Director



FORM A

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

1. The DUNS number for your entity is: 028411510
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

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

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

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

NO YES

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

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

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

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



**NH Department of Health & Human Services
ServiceLink Resource Center**

**State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract**

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Lakes Region Partnership for Public Health, Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 67 Water Street, Suite 105, Laconia, NH 03246.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$1,614,479.46.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1, Exhibit



NH Department of Health & Human Services
ServiceLink Resource Center

B-4, Amendment #2 and Exhibit B-5 Amendment #2 Budget Sheet.

6. Add Exhibit B-4, Amendment #2, Budget Sheet.
7. Add Exhibit B-5, Amendment #2, Budget Sheet.
8. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.



NH Department of Health & Human Services
ServiceLink Resource Center

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

3/25/19
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

Lakes Region Partnership for Public Health, Inc.,

3/21/2019
Date

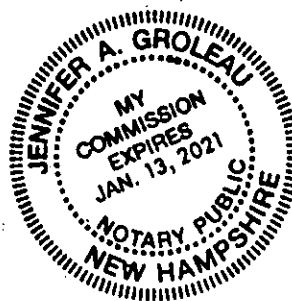
Shelley Carter, Executive Dir.
NAME
TITLE

Acknowledgement:

State of NH, County of Bellknop on 3/21/19, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Jennifer Groleau
Name and Title of Notary or Justice of the Peace



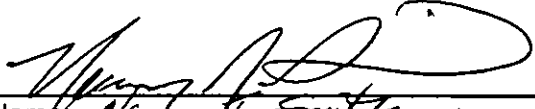


NH Department of Health & Human Services
ServiceLink Resource Center

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

OFFICE OF THE ATTORNEY GENERAL

3/27/2019
Date


Name: Nancy J. Smyth
Title: Senior Asst. Attorney General

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.

AC

3/21/2019



Exhibit A, Amendment #2

- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



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Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.



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- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



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- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.

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- 2.2.5.17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
 - 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veteran's groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining Veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one-part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.
 - 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.

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- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.

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- 2.2.8.3. Collaborate with community-based providers.
- 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
- 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
- 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
- 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
- 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.



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- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and



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- community-based services according to the transition plan.
- 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
- 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
- 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
- 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
- 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
- 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
- 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
- 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots



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for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.

- 2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.12.3.2. Conduct follow-up contacts.
 - 2.2.12.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.12.3.4. Develop a media list for the geographic area served.
 - 2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
- 2.2.12.4. Be responsible for purchasing media in their local area.
- 2.2.12.5. Comply with procedures for reporting defined by the Department.
- 2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.

3. Reporting Requirements

3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.



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- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.



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- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
 - 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need



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of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:



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- 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
- 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
 - 5.6.6.4.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll 0.5 FTE, Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
 - 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
 - 5.7.2.3. Merrimack County 1.25 FTE; and
 - 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE



6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

New Hampshire Department of Health and Human Services

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. /
 Bidder/Program Name: BELKNAP COUNTY SERVICELINK RESOURCE CENTER

Improving Access to Information and Services for Individuals and
 Families Needing Long Term Supports and Services:

Budget Period: State Fiscal Year 2020

Line/Item	Total Program Cost			Contractor/Share / Match			Funded by/DHHS/contract/share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 164,229.00	\$ 27,854.00	\$ 192,083.00	\$ 10,680.00	\$ -	\$ 10,680.00	\$ 153,549.00	\$ 27,854.00	\$ 181,403.00
2. Employee Benefits	\$ 30,737.00	\$ 3,824.00	\$ 34,561.00	\$ -	\$ -	\$ -	\$ 30,737.00	\$ 3,824.00	\$ 34,561.00
3. Consultants	\$ 2,880.00	\$ -	\$ 2,880.00	\$ 2,880.00	\$ -	\$ 2,880.00	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 529.00	\$ -	\$ 529.00	\$ -	\$ -	\$ -	\$ 529.00	\$ -	\$ 529.00
Repair and Maintenance	\$ 1,198.00	\$ -	\$ 1,198.00	\$ -	\$ -	\$ -	\$ 1,198.00	\$ -	\$ 1,198.00
Purchase/Depreciation	\$ 199.00	\$ -	\$ 199.00	\$ -	\$ -	\$ -	\$ 199.00	\$ -	\$ 199.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 968.00	\$ -	\$ 968.00	\$ -	\$ -	\$ -	\$ 968.00	\$ -	\$ 968.00
6. Travel	\$ 5,048.00	\$ -	\$ 5,048.00	\$ -	\$ -	\$ -	\$ 5,048.00	\$ -	\$ 5,048.00
7. Occupancy	\$ 14,939.00	\$ -	\$ 14,939.00	\$ 450.00	\$ -	\$ 450.00	\$ 14,489.00	\$ -	\$ 14,489.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 4,022.00	\$ -	\$ 4,022.00	\$ -	\$ -	\$ -	\$ 4,022.00	\$ -	\$ 4,022.00
Postage	\$ 529.00	\$ -	\$ 529.00	\$ -	\$ -	\$ -	\$ 529.00	\$ -	\$ 529.00
Subscriptions	\$ 178.00	\$ -	\$ 178.00	\$ -	\$ -	\$ -	\$ 178.00	\$ -	\$ 178.00
Audit and Legal	\$ 1,454.00	\$ -	\$ 1,454.00	\$ -	\$ -	\$ -	\$ 1,454.00	\$ -	\$ 1,454.00
Insurance	\$ 1,965.00	\$ -	\$ 1,965.00	\$ -	\$ -	\$ -	\$ 1,965.00	\$ -	\$ 1,965.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ 293.00	\$ -	\$ 293.00	\$ -	\$ -	\$ -	\$ 293.00	\$ -	\$ 293.00
10. Marketing/Communications	\$ 2,572.00	\$ -	\$ 2,572.00	\$ 800.00	\$ -	\$ 800.00	\$ 1,772.00	\$ -	\$ 1,772.00
11. Staff Education and Training	\$ 184.00	\$ -	\$ 184.00	\$ -	\$ -	\$ -	\$ 184.00	\$ -	\$ 184.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Meeting	\$ 1,053.00	\$ -	\$ 1,053.00	\$ 900.00	\$ -	\$ 900.00	\$ 153.00	\$ -	\$ 153.00
TOTAL	\$ 232,975.00	\$ 31,678.00	\$ 264,653.00	\$ 15,710.00	\$ -	\$ 15,710.00	\$ 217,265.00	\$ 31,678.00	\$ 248,943.00

Indirect As A Percent of Direct

13.6%

Contractor Initials *SL*
 Date 3/21/2019

New Hampshire Department of Health and Human Services

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. /
 Bidder/Program Name: CARROLL COUNTY SERVICELINK RESOURCE CENTER

Improving Access to Information and Services for Individuals and
 Budget Request for: Families Needing Long Term Supports and Services:

Budget Period: State Fiscal Year 2020

Line/Item	Total/Program/Cost			Contractor/Share/Match			Funded by/DHHS contract/share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 123,923.00	\$ 22,154.00	\$ 146,077.00	\$ 1,800.00	\$ -	\$ 1,800.00	\$ 122,123.00	\$ 22,154.00	\$ 144,277.00
2. Employee Benefits	\$ 21,061.00	\$ 3,042.00	\$ 24,103.00	\$ -	\$ -	\$ -	\$ 21,061.00	\$ 3,042.00	\$ 24,103.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 421.00	\$ -	\$ 421.00	\$ -	\$ -	\$ -	\$ 421.00	\$ -	\$ 421.00
Repair and Maintenance	\$ 952.00	\$ -	\$ 952.00	\$ -	\$ -	\$ -	\$ 952.00	\$ -	\$ 952.00
Purchase/Depreciation	\$ 158.00	\$ -	\$ 158.00	\$ -	\$ -	\$ -	\$ 158.00	\$ -	\$ 158.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 771.00	\$ -	\$ 771.00	\$ -	\$ -	\$ -	\$ 771.00	\$ -	\$ 771.00
6. Travel	\$ 4,014.00	\$ -	\$ 4,014.00	\$ -	\$ -	\$ -	\$ 4,014.00	\$ -	\$ 4,014.00
7. Occupancy	\$ 11,524.00	\$ -	\$ 11,524.00	\$ -	\$ -	\$ -	\$ 11,524.00	\$ -	\$ 11,524.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 3,199.04	\$ -	\$ 3,199.04	\$ -	\$ -	\$ -	\$ 3,199.04	\$ -	\$ 3,199.04
Postage	\$ 421.00	\$ -	\$ 421.00	\$ -	\$ -	\$ -	\$ 421.00	\$ -	\$ 421.00
Subscriptions	\$ 142.00	\$ -	\$ 142.00	\$ -	\$ -	\$ -	\$ 142.00	\$ -	\$ 142.00
Audit and Legal	\$ 1,156.00	\$ -	\$ 1,156.00	\$ -	\$ -	\$ -	\$ 1,156.00	\$ -	\$ 1,156.00
Insurance	\$ 1,563.00	\$ -	\$ 1,563.00	\$ -	\$ -	\$ -	\$ 1,563.00	\$ -	\$ 1,563.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ 233.00	\$ -	\$ 233.00	\$ -	\$ -	\$ -	\$ 233.00	\$ -	\$ 233.00
10. Marketing/Communications	\$ 2,010.00	\$ -	\$ 2,010.00	\$ 600.00	\$ -	\$ 600.00	\$ 1,410.00	\$ -	\$ 1,410.00
11. Staff Education and Training	\$ 148.00	\$ -	\$ 148.00	\$ -	\$ -	\$ -	\$ 148.00	\$ -	\$ 148.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Meeting expense	\$ 2,822.00	\$ -	\$ 2,822.00	\$ 2,700.00	\$ -	\$ 2,700.00	\$ 122.00	\$ -	\$ 122.00
TOTAL	\$ 174,516.04	\$ 25,196.00	\$ 199,712.04	\$ 5,100.00	\$ -	\$ 5,100.00	\$ 169,416.04	\$ 25,196.00	\$ 194,612.04

Indirect As A Percent of Direct

14.4%

Contractor Initials AK
 Date 8/21/2019

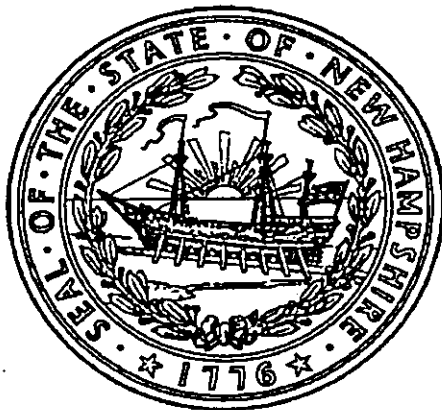
State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on April 21, 2005. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 534847

Certificate Number: 0004467110



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 27th day of March A.D. 2019.

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

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

I, Karin Salome, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Lakes Region Partnership for Public Health.
(Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of
the Agency duly held on March 19th, 2019:
(Date)

RESOLVED: That the _____ Executive Director _____
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to
execute any and all documents, agreements and other instruments, and any amendments, revisions,
or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of
the 21st day of March, 2019.
(Date Contract Signed)

4. Shelley Carita is the duly elected _____
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

Karin Salome
(Signature of the Elected Officer)

STATE OF NEW HAMPSHIRE

County of Belknap

The forgoing instrument was acknowledged before me this 21st day of March, 2019.

By Karin Salome
(Name of Elected Officer of the Agency)

JG
(Notary Public/Justice of the Peace)

(NOTARY SEAL)

Commission Expires: _____





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/19/2019

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

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


PRODUCER E & S Insurance Services LLC 21 Meadowbrook Lane P O Box 7425 Gilford NH 03247-7425	CONTACT NAME: Eleanor Spinazzola PHONE (A/C, No, Ext): (603) 293-2791 FAX (A/C, No): (603) 293-7188 E-MAIL ADDRESS: eleanor@esinsurance.net
	INSURER(S) AFFORDING COVERAGE INSURER A: Great American Ins Group INSURER B: Twin City Fire Insurance Co INSURER C: United States Fire Insurance Co. INSURER D: INSURER E: INSURER F:
INSURED Lakes Region Partnership for Public Health, Inc., DBA: Partnership for 67 Water Street, Suite 105 Laconia NH 03248	

COVERAGES CERTIFICATE NUMBER: 2019 REVISION NUMBER:

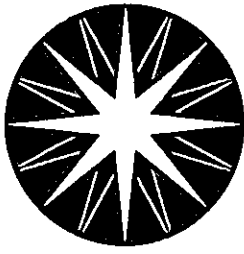
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR YWD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			MAC3793453-13	03/10/2019	03/10/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 Professional Liability- \$ 1,000,000 COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CAP1898681-09	03/10/2019	03/10/2020	BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist \$ 1,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			UMB3793454-14	03/10/2019	03/10/2020	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	04WECRJ0009	01/01/2019	01/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
C	Accident/Health			US994070	03/10/2019	03/10/2020	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER NH Department of Human and Health Services 129 Pleasant St Concord NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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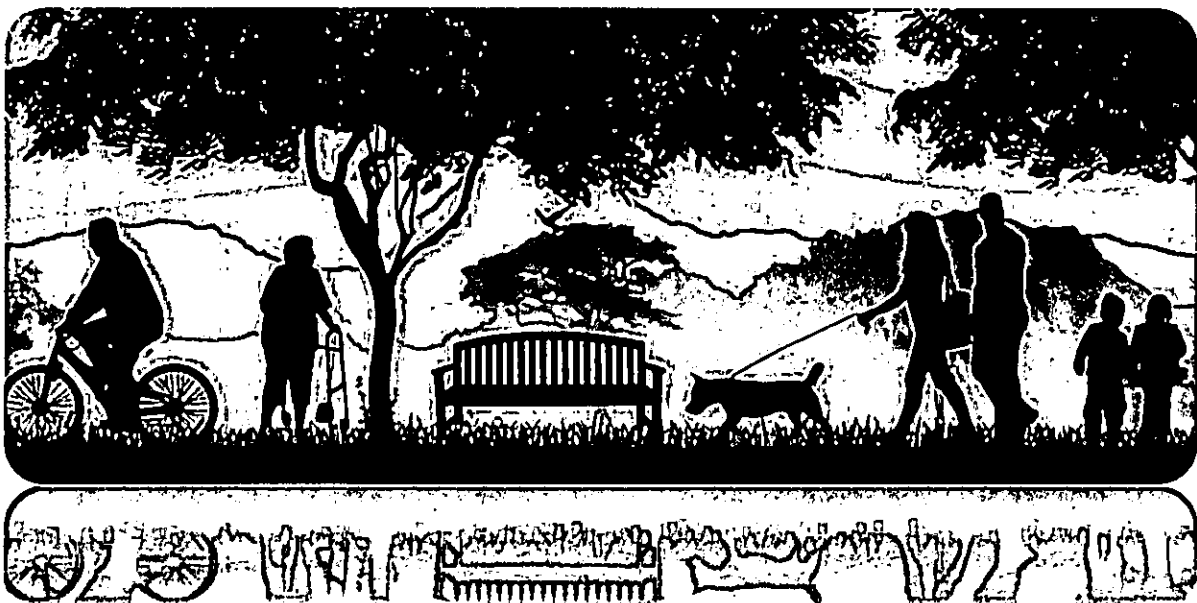


PARTNERSHIP FOR PUBLIC HEALTH

CELEBRATING
10
Years

Mission Statement

To improve the health and well being of the region
through inter-organizational collaboration and
community and public health improvement activities.



**Lakes Region Partnership for Public Health, Inc.
D/B/A Partnership for Public Health**

Financial Statements

June 30, 2018 and 2017

and

Independent Auditor's Report

**LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
FINANCIAL STATEMENTS
June 30, 2018 and 2017**

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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
Lakes Region Partnership for Public Health, Inc.
d/b/a Partnership for Public Health

Report on the Financial Statements

We have audited the accompanying financial statements of Lakes Region Partnership for Public Health, Inc. (a nonprofit organization), which comprise the statements of financial position as of June 30, 2018 and 2017, and the related statements of activities and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not to expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Lakes Region Partnership for Public Health, Inc. as of June 30, 2018 and 2017, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Supplementary Information

Our audits were conducted for the purpose of forming an opinion on the financial statements as a whole. The schedules of functional expenses on pages 12 and 13 are presented for purposes of additional analysis and are not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Vadon Clibary & Company PC

Manchester, New Hampshire
October 30, 2018

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
STATEMENTS OF FINANCIAL POSITION
June 30, 2018 and 2017

ASSETS	<u>2018</u>	<u>2017</u>
CURRENT ASSETS:		
Cash	\$ 255,153	\$ 299,231
Cash, restricted	3,296,596	2,629,829
Contracts receivable	109,064	128,170
Prepaid expenses	19,440	19,039
TOTAL CURRENT ASSETS	<u>3,680,253</u>	<u>3,076,269</u>
PROPERTY AND EQUIPMENT:		
Leasehold improvements	4,561	4,561
Furniture and equipment	14,510	14,510
	19,071	19,071
Less accumulated depreciation	(17,379)	(17,076)
PROPERTY AND EQUIPMENT, NET	<u>1,692</u>	<u>1,995</u>
OTHER NONCURRENT ASSETS:		
Investments	100,717	-
Investments, restricted	300,211	-
Investment in LLC	639	974
Deposit	3,236	3,486
TOTAL OTHER NONCURRENT ASSETS	<u>404,803</u>	<u>4,460</u>
TOTAL ASSETS	<u>\$ 4,086,748</u>	<u>\$3,082,724</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES:		
Accounts payable	\$ 278,821	\$ 28,387
Accrued payroll	37,961	40,092
Accrued compensated absences	19,537	28,957
Accrued other expenses	39,793	69,735
Deferred contract revenue	3,348,043	2,593,447
Fiduciary funds	9,842	10,212
TOTAL CURRENT LIABILITIES	<u>3,733,997</u>	<u>2,770,830</u>
TOTAL LIABILITIES	<u>3,733,997</u>	<u>2,770,830</u>
NET ASSETS:		
Temporarily restricted	25,886	23,362
Unrestricted	326,865	288,532
TOTAL NET ASSETS	<u>352,751</u>	<u>311,894</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 4,086,748</u>	<u>\$3,082,724</u>

See notes to financial statements

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
STATEMENTS OF ACTIVITIES
For the Years Ended June 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
CHANGES IN UNRESTRICTED NET ASSETS:		
SUPPORT AND REVENUE		
Contributions	\$ 8,408	\$ 2,557
In-kind support	41,606	49,885
Federal funds	1,202,368	742,598
State funds	799,768	363,412
Private grants and awards	107,689	151,590
Special events	2,294	2,160
Agent fees	174,465	162,898
Miscellaneous income	1,900	3,789
Interest income	12,138	2,439
TOTAL UNRESTRICTED SUPPORT AND REVENUE	<u>2,350,636</u>	<u>1,481,328</u>
NET ASSETS RELEASED FROM RESTRICTIONS:		
Satisfaction of donor restrictions	<u>5,855</u>	<u>5,995</u>
TOTAL NET ASSETS RELEASED FROM RESTRICTIONS	<u>5,855</u>	<u>5,995</u>
TOTAL UNRESTRICTED REVENUES AND OTHER SUPPORT	<u>2,356,491</u>	<u>1,487,323</u>
EXPENSES:		
Program services	2,096,284	1,302,034
Management and general	220,722	174,814
Fundraising and development	1,153	354
TOTAL EXPENSES	<u>2,318,159</u>	<u>1,477,202</u>
TOTAL INCREASE IN UNRESTRICTED NET ASSETS	<u>38,332</u>	<u>10,121</u>
CHANGES IN TEMPORARILY RESTRICTED NET ASSETS:		
Contributions	8,380	15,807
Net assets released from restrictions	<u>(5,855)</u>	<u>(5,995)</u>
INCREASE IN TEMPORARILY RESTRICTED NET ASSETS	<u>2,525</u>	<u>9,812</u>
CHANGE IN NET ASSETS	40,857	19,933
NET ASSETS, JULY 1	<u>311,894</u>	<u>291,961</u>
NET ASSETS, JUNE 30	<u>\$ 352,751</u>	<u>\$ 311,894</u>

See notes to financial statements

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
STATEMENTS OF CASH FLOWS
For the Years Ended June 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
CASH FLOWS FROM OPERATING ACTIVITIES:		
Change in net assets	\$ 40,857	\$ 19,933
Adjustments to Reconcile Increase in Net Assets to to Net Cash Provided by Operating Activities:		
Depreciation	303	2,853
Loss on disposal of property and equipment	-	3,350
Change in assets and liabilities:		
Accounts receivable	19,106	94,125
Prepaid expenses	(401)	(3,994)
Deposit	250	-
Accounts payable	250,434	(98,777)
Accrued liabilities	(41,493)	66,441
Deferred contract revenue	754,596	2,467,678
Fiduciary passthrough	(370)	(3,528)
Net Cash Provided by Operating Activities	<u>1,023,282</u>	<u>2,548,081</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
(Purchase) sale of investments	<u>(400,593)</u>	<u>10,057</u>
Net Cash Provided (Used) by Investing Activities	<u>(400,593)</u>	<u>10,057</u>
Net increase in cash	622,689	2,558,138
Cash, beginning of year	<u>2,929,060</u>	<u>370,922</u>
Cash, ending of year	<u>\$ 3,551,749</u>	<u>\$ 2,929,060</u>
Supplemental Disclosures:		
In-kind donations received	\$ 41,606	\$ 49,885
In-kind expenses	<u>(41,606)</u>	<u>(49,885)</u>
	<u>\$ -</u>	<u>\$ -</u>

See notes to financial statements

**LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS
For the Years Ended June 30, 2018 and 2017**

NOTE 1--SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization and Purpose

Lakes Region Partnership for Public Health, Inc. (the Entity) was organized on May 21, 2005 to improve the health and well-being of the Lakes Region through inter-organizational collaboration and community and public health improvement activities.

Accounting Policies

The accounting policies of the Entity conform to accounting principles generally accepted in the United States of America as applicable to Not-for-Profit entities. The following is a summary of significant accounting policies.

Basis of Presentation

The financial statements have been prepared in accordance with the reporting pronouncements pertaining to Not-for-Profit Entities included within the FASB Accounting Standards Codification (FASB ASC 958-205). Under FASB ASC 958-205, the Entity is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets, based upon the existence or absence of donor-imposed restrictions.

Basis of Accounting

The financial statements have been prepared on the accrual basis of accounting.

Revenues from program services are recorded when earned. Other miscellaneous revenues are recorded upon receipt.

Contributions

The Entity accounts for contributions received in accordance with FASB ASC 958-605, *Accounting for Contributions Received and Contributions Made*. Contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support depending on the existence and/or nature of any donor restrictions.

Recognition of Donor Restrictions

Contributions are recognized when the donor makes a promise to give to the Entity that is, in substance, unconditional. Contributions that are restricted by the donor are reported as an increase in unrestricted net assets if the restriction expires in the reporting period in which the support is recognized. All other donor restricted support is reported as an increase in temporarily or permanently restricted net assets depending on the nature of the restriction. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets.

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS (CONTINUED)
For the Years Ended June 30, 2018 and 2017

Cash and Cash Equivalents

For the purpose of the statements of cash flows, cash and equivalents consists of demand deposits, cash on hand and all highly liquid investments with a maturity of 90 days or less.

Restricted Cash and Investments

Restricted cash and investments consist of advanced funding received from the State of New Hampshire for the Integrated Delivery Network (IDN), temporarily restricted contributions and fiduciary funds.

Investments

Investments, which consist principally of certificates of deposit with terms of one to three years, are carried at their approximate market value at June 30, 2018.

Property and Equipment

Property and equipment are stated at cost. Donated property and equipment is recorded at fair value determined as of the date of the donation. The Entity's policy is to capitalize expenditures for equipment and major improvements and to charge to operations currently for expenditures which do not extend the lives of related assets in the period incurred. Depreciation is computed using the straight-line method at rates intended to amortize the cost of related assets over their estimated useful lives as follows:

	<u>Years</u>
Leasehold improvements	10-15
Furniture and equipment	5-15
Office equipment	5-10

Depreciation expense was \$303 and \$2,853 for the years ended June 30, 2018 and 2017, respectively.

Compensated Absences

Employees of the Entity working full-time and part-time employees working at least 20 hours per week are entitled to paid time off (PTO). PTO is earned from the first day of work. A maximum of 160 hours can be earned based on years of service while 80 hours can be carried over and accumulated to the next year. Accumulated PTO is payable upon termination of employment with proper notice. The Entity accrues accumulated PTO wages accordingly.

Donated Services, Materials and Facilities

The Entity receives significant volunteer time and efforts. The value of these volunteer efforts, while critical to the success of its mission, is not reflected in the financial statements since it does not meet the criteria necessary for recognition according to generally accepted accounting principles. Donated goods and professional services are recorded as both revenues and expenses at estimated fair value, see Note 9.

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS (CONTINUED)
For the Years Ended June 30, 2018 and 2017

Functional Allocation of Expenses

The costs of providing the various programs and supporting services have been summarized on a functional basis. Accordingly, certain costs have been allocated on the statement of functional expenses among the programs and supporting services based on percentage allocations determined by the Entity's management.

Bad Debts

The Entity uses the reserve method for accounting for bad debts. No allowance has been recorded as of June 30, 2018 and 2017, because management of the Entity believes that all outstanding receivables are fully collectible.

Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

Income Taxes

The Entity has received a determination letter from the Internal Revenue Service stating that it qualifies for tax-exempt status under Section 501(c)(3) of the Internal Revenue Code for any exempt function income. In addition, the Entity is not subject to state income taxes. Accordingly, no provision has been made for Federal or State income taxes.

The FASB adopted Accounting Standards Codification Topic 740 entitled *Accounting for Income Taxes* which requires the Entity to report uncertain tax positions for financial reporting purposes. FASB ASC 740 prescribes rules regarding how the Entity should recognize, measure and disclose in its financial statements, tax positions that were taken or will be taken on the Entity's tax returns that are reflected in measuring current or deferred income tax assets and liabilities. Differences between tax positions taken in a tax return and amounts recognized in the financial statements will generally result in an increase in a liability for income tax payable or a reduction in a deferred tax asset or an increase in a deferred tax liability. The Entity does not have any material unrecognized tax benefits.

Fair Value of Financial Instruments

Cash and equivalents, investments, accounts receivable, accounts payable and accrued expenses are carried in the financial statements at amounts which approximate fair value due to the inherently short-term nature of the transactions. The fair values determined for financial instruments are estimates, which for certain accounts may differ significantly from the amounts that could be realized upon immediate liquidation.

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS (CONTINUED)
For the Years Ended June 30, 2018 and 2017

Reclassification

Certain reclassifications have been made to the June 30, 2017 financial statement presentation to correspond to the current year format. These reclassifications had no effect on the change in net assets for the year ending June 30, 2017, as previously reported.

NOTE 2--CONCENTRATION OF CREDIT RISK

The Entity maintains bank deposits at local financial institutions located in New Hampshire. The Entity's demand deposits are insured by the Federal Deposit Insurance Corporation (FDIC) up to a total of \$250,000. The balances in excess of federally insured limits for the Entity were \$118,484 and \$134,289 at June 30, 2018 and 2017, respectively.

NOTE 3--INVESTMENT IN LLC

In January 2016, the Entity became a member of a newly-established limited liability corporation, Community Health Services Network, LLC ("CHSN"), to support the enhancement of behavioral health services integration in the region. The Entity will provide financial and administrative services to CHSN.

NOTE 4--DEFERRED CONTRACT REVENUE

Deferred contract revenue of \$3,348,043 and \$2,593,447 as of June 30, 2018 and 2017, respectively, represents unearned grant revenue on contracts from various funding agencies.

NOTE 5--LINE OF CREDIT

The Entity has a \$125,000 line of credit with Bank of New Hampshire. The interest rate for the credit line was 7.00% at June 30, 2018, and 6.25% at June 30, 2017. The interest rate is based on the Wall Street Journal Prime Rate as published in the Wall Street Journal. At June 30, 2018 and 2017, the balance of the line of credit was \$0.

NOTE 6--TEMPORARILY RESTRICTED NET ASSETS

Temporarily restricted net assets consist of the following donor restricted funding at June 30, 2018 and 2017:

	<u>2018</u>	<u>2017</u>
Family Caregivers Network	\$ 2,769	\$ 2,670
ServiceLink	550	
Volunteer CERT	1,402	932
N4A	1,006	1,006
CERT	17,177	18,272
Other	2,982	482
	<u>\$ 25,886</u>	<u>\$ 23,362</u>

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS (CONTINUED)
For the Years Ended June 30, 2018 and 2017

NOTE 7--CONCENTRATION OF REVENUE RISK

The Entity's primary source of revenues is fees and grants received from the State of New Hampshire and directly from the federal government. During the years ended June 30, 2018 and 2017, the Entity recognized revenue of \$2,002,136 (85.2%) and \$1,106,010 (74.7%), respectively, from fees and grants from governmental agencies. Revenue is usually recognized as earned under the terms of the grant contracts and is received on a cost reimbursement basis. However, in the years ended June 30, 2018 and June 30, 2017, the Entity received \$1.9 million and \$2.8 million, respectively, in capacity building funds on a five-year, \$12.8 million governmental contract waiver to enhance behavioral health integration in the region. This revenue is anticipated to be recognized over a five-year period through fiscal year 2021, dependent on the receipt of State matching funds, achievement of performance metrics and other criteria. Other support originates from other program services, contributions, in-kind donations, and other income.

NOTE 8--LEASE COMMITMENTS

The Entity entered into a lease for office space located in Tamworth, NH with monthly lease payments of \$1,533 through December 2015, \$1,578 through March 2017. The Entity entered into a new lease agreement for the same space effective April 1, 2017 through December 31, 2018. Lease payments under the terms of the new agreement will include monthly payments of \$1,134 through December 31, 2018. Lease expense for the years ended June 30, 2018 and June 30, 2017 were \$13,604 and \$17,603, respectively.

The Entity also has two leases for office spaces in Laconia, NH. The first lease has monthly payments of \$2,030 through August 31, 2016, \$2,051 through August 31, 2017, \$2,089 through August 31, 2018. The second lease for additional office space was entered into on June 1, 2015 for a 3-year term. Monthly lease payments are \$737 through May 31, 2016, \$744 through May 31, 2017, and \$762 through May 31, 2018. Effective June 1, 2018 the Entity entered into an updated lease agreement. Under the terms of the updated agreement, monthly payments will increase to \$780 per month. Lease expense for the years ended June 30, 2018 and June 30, 2017 for these two leases was \$36,583 and \$36,007, respectively.

The following is a schedule, by years, of the future minimum payments for operating leases:

Year Ended	Annual
<u>June 30.</u>	<u>Lease Commitments</u>
2019	\$ 20,340

NOTE 9--DONATED SERVICES, MATERIALS AND FACILITIES

The Entity receives various donated services. For the years ended June 30, 2018 and 2017, there has been \$41,606 and \$49,885, respectively, of donated services recognized as revenue. The following amounts of donated services have been included as functional expenses in these financial statements:

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
NOTES TO FINANCIAL STATEMENTS (CONTINUED)
For the Years Ended June 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
Supplies	\$ 1,820	\$ 9,920
Contract Services	7,542	11,482
Occupancy	5,500	5,520
Travel and Meetings	3,600	3,575
Operations	10,950	10,950
Contract and grant subcontractors	12,194	8,438
	<u>\$ 41,606</u>	<u>\$ 49,885</u>

NOTE 10--CONTINGENCIES

The Entity participates in a number of federally assisted grant programs. These programs are subject to financial and compliance audits by the grantors or their representatives. The amounts, if any, of additional expenses which may be disallowed by the granting agency cannot be determined at this time, although the Entity expects such amounts, if any, to be immaterial.

NOTE 11--SUBSEQUENT EVENTS

Subsequent events have been evaluated through October 30, 2018 which is the date that the financial statements were available to be issued. On July 25, 2018, the Entity entered into an updated lease agreement for its Laconia location. Terms of the lease include monthly rent of \$2,147 effective September 1, 2018. On October 3, 2018, the Entity entered into a new lease for office space in Tamworth, NH. Terms of the lease include monthly rent of \$1,008 effective October 4, 2018.

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
SCHEDULE OF FUNCTIONAL EXPENSES
For the Year Ended June 30, 2018

	<u>Supporting Services</u>			<u>Total Supporting Services</u>	<u>Total Expenses</u>
	<u>Program Services</u>	<u>Management and General</u>	<u>Fundraising</u>		
SALARIES AND RELATED EXPENSES:					
Salaries	\$ 763,954	\$ 179,039	\$ 876	\$ 179,915	\$ 943,869
Employee benefits	95,176	9,868	-	9,868	105,044
Payroll taxes	59,802	13,159	66	13,225	73,027
	<u>918,932</u>	<u>202,066</u>	<u>\$ 942</u>	<u>203,008</u>	<u>1,121,940</u>
OTHER EXPENSES:					
Contract services	70,507	8,982	-	8,982	79,489
Contract and grant subcontractors	880,367	-	-	-	880,367
Discretionary funds	6,080	-	-	-	6,080
Insurance	9,388	2,052	-	2,052	11,440
Fundraising	-	-	205	205	205
Occupancy	68,543	-	-	-	68,543
Operations	48,083	1,986	-	1,986	50,069
Supplies	46,946	338	-	338	47,284
Travel and meetings	46,771	3,020	-	3,020	49,791
Miscellaneous	667	1,975	6	1,981	2,648
Depreciation	-	303	-	303	303
Total	<u>\$ 2,096,284</u>	<u>\$ 220,722</u>	<u>\$ 1,153</u>	<u>\$ 221,875</u>	<u>\$ 2,318,159</u>

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.
D/B/A PARTNERSHIP FOR PUBLIC HEALTH
SCHEDULE OF FUNCTIONAL EXPENSES
For the Year Ended June 30, 2017

	<u>Supporting Services</u>			<u>Total Supporting Services</u>	<u>Total Expenses</u>
	<u>Program Services</u>	<u>Management and General</u>	<u>Fundraising</u>		
SALARIES AND RELATED EXPENSES:					
Salaries	\$ 715,722	\$ 128,854	-	\$ 128,854	\$ 844,576
Employee benefits	86,850	4,849	-	4,849	91,699
Payroll taxes	56,597	9,345	-	9,345	65,942
	<u>859,169</u>	<u>143,048</u>	<u>\$ -</u>	<u>143,048</u>	<u>1,002,217</u>
OTHER EXPENSES:					
Contract services	53,157	15,075	-	15,075	68,232
Contract and grant subcontractors	146,871	-	-	-	146,871
Discretionary funds	18,847	-	-	-	18,847
Insurance	7,144	3,958	-	3,958	11,102
Fundraising	-	-	340	340	340
Occupancy	70,968	314	-	314	71,282
Operations	57,634	57	-	57	57,691
Supplies	44,411	1,372	-	1,372	45,783
Travel and meetings	39,538	2,279	-	2,279	41,817
Miscellaneous	4,295	5,858	14	5,872	10,167
Depreciation	-	2,853	-	2,853	2,853
Total	<u>\$ 1,302,034</u>	<u>\$ 174,814</u>	<u>\$ 354</u>	<u>\$ 175,168</u>	<u>\$ 1,477,202</u>

**Partnership for Public Health
Board of Directors
March 2019**

Director
Karin Salome, President
David Emberley Vice President and Treasurer
Sandi Moore-Beinoras, Secretary
Brandon Archibald
Liane Clairmont
Richard Crocker
Alida Millham
Shawn Riley
Trish Stafford

Shelley M. Carita, CFRE

Highly motivated leader with over 20 years successful leadership experience in individual and corporate fundraising, marketing, corporate, foundation and federal grant writing, program development, volunteer recruitment, strategic planning and organizational development.

Professional Experience

EXECUTIVE DIRECTOR

Partnership for Public Health, Laconia, NH

Jan 2017 – Present

Organization Leader for a regional public health agency serving New Hampshire's Lakes Region. Responsible for resource development, grants/contracts management, program development and implementation, strategic planning and community relations. Provides staff supervision and all human resource activities.

VICE PRESIDENT FOR DEVELOPMENT

New Hampshire Association for the Blind Concord, NH

June 2006 – Jan 2017

Fundraising and marketing leader for a statewide organization serving the blind and visually impaired. Develops and manages a comprehensive development program raising over \$1.2 million dollars annually. Works closely with Board of Directors and Regional Advisory Committees to organize fundraising and awareness events across the state. Identifies opportunities for foundation and corporate support. Cultivates and stewards major gift and planned giving prospects. Supervises professional fundraising and marketing staff.

Notable Accomplishments:

- Created state-wide marketing and public education plan that provides broad outreach to service clubs, retirement communities, eye care professionals, the media, and the community at large.
- Created a sustainable revenue source for Agency by developing project introducing occupational therapy as a sustainable revenue source.
- Secured foundation grant funding of over \$500,000 annually including two awards in excess of \$100,000.
- Identified key major/planned giving donor prospects and initiated a successful donor cultivation strategy resulting in the receipt of significant gifts and gift expectancies.
- Recruited and motivated volunteers across the state to establish regional advisory committees in Manchester, Portsmouth, Concord and Lakes Region. Committees raise money in their respective regions through "Dinners in the Dark" and other third party fundraising events.

EXECUTIVE DIRECTOR

DEVELOPMENT AND MARKETING DIRECTOR

2001-2006

American Red Cross

Laconia and Concord, New Hampshire

Developed and managed a comprehensive fund development and marketing program for two merging Red Cross chapters. Coordinated all fund development programs including planned giving, direct mail, major gifts, special events, grant writing and marketing. Developed and monitored agency budget. Supervised staff and coordinated volunteers for disaster response as well as public relations and special event assignments.

Notable Accomplishments:

- Promoted to Executive Director from Fund Development Director
- Decreased operating budget while expanding service delivery level.
- Doubled municipal revenue allocations by educating communities about Red Cross services.

Summary of Prior Non-Profit Management Experience

Case Management Supervisor, (1998-2000) Lakes Region Community Services Council, Laconia, NH - Provided training and supervision to case managers and family home providers serving adults with developmental disabilities. Worked closely with public guardians to ensure services were carried out according to ISP. Negotiated contracts with vendors.

Director of Social Services, (1996-1998) Dover Housing Authority, Dover, NH
Developed and implemented all social service programs for seniors and families living in Dover's public housing community. Supervised program staff and volunteers. Negotiated contracts with service agencies. Raised over 1 million dollars in federal funding. Worked collaboratively with agencies throughout Strafford County.

Manager of Housing Services, (1993-1996) Strafford Guidance Center, Dover, NH
Established intensive supported housing programs for adults with severe mental illness. Worked closely with doctors and treatment teams to ensure smooth transition from state hospital to community based model. Supervised department with over 30 direct service providers. Secured funding through federal grants and state Medicaid program. Served as HUD's administrator of federal homeless housing funds for Strafford County.

Director of Family Services, (1991-1993) Manchester Housing and Redevelopment Authority, Manchester, NH – Developed and managed all family empowerment and drug prevention programs in Manchester's 3 family public housing communities. Created State's first small business training program for public housing residents. Secured federal grant funding for all programs including a model after-school program.

Education

Master of Business Administration (MBA) - 1996

Southern New Hampshire University, Graduate School of Business Manchester, NH

M.S. Community Economic Development - 1993

Southern New Hampshire University, Graduate School of Business, Manchester, NH

B.A. Marketing - 1984

New Hampshire College, Manchester, NH

Volunteer Activities/ Memberships

- Certified Fundraising Executive -CFRE
- Reviewer, National Accreditation Council for Agencies Serving People with Blindness or Visual Impairment (NAC) - 2009 to present
- American Red Cross – Trainer - Lakes Region Disaster Action Team, 2006 to 2009
- Board of Directors - Lakes Region Partnership for Public Health 2005-2006
- Past President- Gilford Rotary Club, Paul Harris Fellow
- Past Officer, Horseshoe Pond Toastmasters International, Concord, NH
- PGNNE –Planned Giving Council of Northern New England
- Upper Valley Planned Giving Council

Marie L. Tule. CPA, MSA

Educational Experience

CPA –continuing professional education – 40 hours annually
Bentley University – MS in Accountancy
University of Vermont – BA degree

Work Experience

Lakes Region Partnership for Public Health, Laconia, NH 2013 – Current
Finance Director

- Prepare and analyze monthly financial statements
- Develop budgets and forecasts, and manage cash flow
- Responsible for contract billing and reporting
- Responsible for annual financial statement and compliance audits
- Supervise accounting staff.

Melanson Heath & Company, PC, Nashua, NH 1994 – 2013
Manager

- Planned, supervised, and prepared audited GAAP financial statements and compliance reports for nonprofit and commercial clients.
- Performed financial statement and data analytics, reconciled general ledger accounts, prepared audit schedules and adjusting entries.
- Documented accounting systems, evaluated client internal controls, and prepared management letters of recommendations.
- Proficient in Microsoft Excel, Word, PowerPoint, QuickBooks, and Fixed Asset software.
- Conducted presentations to Boards and audit committees of financial statements and compliance audit results.

Price Waterhouse Coopers, LLP, Manchester, NH 1989 – 1994
Senior Accountant

- Planned, supervised, and performed audits, reviews, and compilations of financial statements.
- Clients included manufacturing, financial, and higher educational institutions.
- Performed Federal compliance (A-133) audits of sponsored research programs.

The Donoghue Organization, Holliston, MA 1986 – 1988
Controller/Financial Analyst

- Prepared and analyzed monthly financial statements for newsletter publishing company.
- Supervised accounting staff including general ledger, accounts receivables, payroll, and accounts payables functions.

- Prepared budgets and forecasts, and managed cash flow.
- Responsible for human resource function.

Dennison Computer Supplies, Waltham, MA 1984 - 1986

Payroll Administrator

- Responsible for payroll function including filing monthly and quarterly tax reports (Forms 940,941)

Billing Coordinator

- Responsible for invoicing all shipments, rentals, and maintenance contracts. Filed sales & use tax returns.

Senior Accounts Payable

- Processed invoices and prepared vendor checks.

Accounts Receivable

- Applied cash receipts to AR ledger and researched discrepancies.

Volunteer Experience

NH Society of Certified Public Accountants Committee Chair May, 2010 – Present

Greater Nashua Mental Health Center – Treasurer Audit & Finance Committee Chair March, 2011 - Present

Various local nonprofits – Treasurer, Trustee 2001 – 2013

References - Available upon request.

CARISSA ELPHICK

EDUCATION

University of New Hampshire, Durham, New Hampshire

Master of Arts Degree in Justice Studies, (Graduating GPA: 3.92)

September 2013

Saint Joseph's College of Maine, Standish, Maine

Bachelor of Arts Degree in Psychology with Summa Cum Laude Honors (Graduating GPA: 3.90)

May 2011

EXPERIENCE

ServiceLink Resource Center, Laconia, NH

Director

May 2017- Present

Long Term Support Counselor/Care Transitions Specialist

December 2014 - May 2017

- Perform person-centered options counseling to connect individuals to long term supports and services
- Screen for eligibility and assist consumers with applications for assistance for state benefits, housing, other community resources
- Assistance with discharge planning and provide follow-up after discharge for high risk patients at Lakes Region General Hospital in order to reduce readmission rates
- Created and facilitate community wrap-around team consisting of mental health, law enforcement, fire/EMS, healthcare, and social services.

Merrimack County Advocacy Center, Concord, New Hampshire

Program Assistant/Forensic Interviewer

May 2013-November 2014

- Coordinate a multidisciplinary team of 29 law enforcement agencies, child protective service workers, crisis center advocates, prosecutors, mental health professionals, and medical professionals
- Coordinate, schedule, and conduct forensic interviews of victims of child abuse and adult sexual assault
- Creation, coordination, and implementation of outreach and prevention projects
- Coordinate and schedule monthly case review meetings for multidisciplinary team
- Facilitate multidisciplinary team meetings to include documenting meeting minutes
- Assist in agency sustainability through fundraising and community relationship building
- Use of Microsoft Office Suite to create documents, brochures, and flyers under the direction of the Executive Director

State of New Hampshire Judicial Branch, Franklin, New Hampshire

Court Assistant II

January 2012-July 2012

- Daily docketing of incoming law enforcement complaints and judicial mail
- Scheduling hearings as needed
- Case management on all adoptions, name changes, minor guardianships, and trusts
- Daily interactions with Circuit Court Judge, marital master, call center representatives, and public seeking court assistance

Common Man Family of Restaurants, Plymouth, New Hampshire

Server

June 2011-February 2012

- Customer service to restaurant patrons
- Ability to make quick decisions in a fast-paced environment

Mount Prospect Academy

Residential Youth Counselor

March 2011-June 2011

- 8-12 hour constant supervision and support for adjudicated males ages 11-17
- Professional interactions with support staff, mental health professionals, and educators
- Crisis intervention training for at-risk youth

Bank of New Hampshire

Various Departments

Seasonal 2007-2010

- Balanced incoming transactions from front-line personnel and conducted scanning of all bank transactions.
- Performed scanning and verification of internal documents, file maintenance on customer accounts, support for other daily tasks within the department.

VOLUNTEER EXPERIENCE & SPECIAL INTERESTS

- *Person-Centered Thinking and Options Counseling Certifications*

CARISSA ELPHICK

- Awarded 2016
- *State Health Insurance Assistance Program – Program Specialist Certification*
 - Awarded 2016
- *Certified Information and Referral Specialist for Aging/ Disability (CIRS A/D)*
 - Awarded 2015
- *Alpha Phi Sigma National Criminal Justice Honor Society – University of New Hampshire Chapter*
 - Member (Inducted 2013)
- *Psychology Department Award – Saint Joseph's College of Maine*
 - Recipient (2011)
- *Delta Epsilon Sigma – Saint Joseph's College of Maine Chapter*
 - Member (Inducted 2010)
- *Psi Chi National Honor Society in Psychology – Saint Joseph's College of Maine Chapter*
 - Member (Inducted 2009)
- *Habitat for Humanity, Portland, Maine*
 - Volunteer (September 2007-May 2011)

OTHER NOTABLE EXPERIENCE

- *Leadership Lakes Region* Class of 2017
- *NH Public Health Association
Presenter* November 15, 2016
- *Forensic Interviewer Training
National Children's Alliance* February 2014
- *Team Facilitator Training
Presented by Northeast Regional Children's Advocacy Center* November 2013
- *Forensic Interviewer Training
Presented by Granite State Children's Alliance* May 2013
- *Merrimack County Advocacy Center
Graduate Intern under the Executive Director* January 2013-May 2013
- *Center for Grieving Children, Portland, Maine
Intern Multicultural Program Facilitator* September 2010-May 2011

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC.

Key Personnel – State Fiscal Year 2020

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Shelley Carita	Executive Director	\$ 85,000.	33.9%	\$ 28,794
Marie Tule	Finance Director	\$ 74,641	16.7%	\$ 12,474
Carissa Elphick	ServiceLink Director	\$ 57,500	83.7%	\$ 48,152

44F *scm*

Jeffrey A. Meyers
Commissioner

Christine L. Santaniello
Director

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

105 PLEASANT STREET, CONCORD, NH 03301-3587
603-271-9203 1-800-351-1888
Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 6, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
		TOTAL:	\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue its work supporting NH's Medicare Beneficiaries and those needing support and guidance to access and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

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

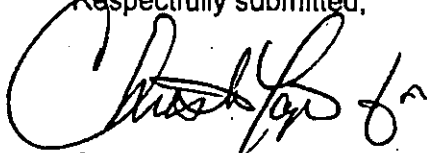
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

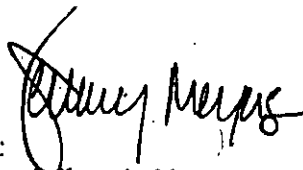
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
		Subtotal	\$736,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$536,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
		Subtotal	\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,288.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

(86% Federal Funds; 14% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
 (100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT. - SMPP (75% Federal Funds; 25% General Funds)

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
 Federal Funds)

(100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,666.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

	2018	\$468,814.03	\$2,932.00	\$471,746.03
	2019	\$118,214.87	\$334,865.77	\$453,080.64
	Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$319,210.40	\$0.00	\$319,210.40
	2018	\$610,999.19	\$2,300.00	\$613,299.19
	2019	\$154,860.05	\$429,706.41	\$584,566.46
	Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$106,170.80	\$0.00	\$106,170.80
	2018	\$203,756.51	\$1,100.00	\$204,856.51
	2019	\$51,668.57	\$144,612.69	\$196,281.26
	Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
	Subtotal		\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%**

Federal Funds)
(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79		\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28



State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 29th day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Lakes Region Partnership for Public Health, Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 67 Water Street, Suite 105, Laconia, NH 03246.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, increase by \$337,797.77 to read:
\$1,170,924.42.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - a. A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:



NH Department of Health & Human Services
Service Link Resource Center

- i. Parish Nurse
- ii. SS Administration
- iii. Low income housing sites and senior centers

1. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:

Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.

- 6. Delete Exhibit B-2, Belknap and Carroll Counties Budgets, in their entirety and replace with Exhibit B-2, Belknap and Carroll Counties Budgets – Amendment #1.
- 7. Delete Exhibit B-3, Belknap and Carroll Counties Budget, in their entirety and replace with Exhibit B-3, Belknap and Carroll Counties Budgets – Amendment #1.
- 8. Add Exhibit K, DHHS Information Security Requirements.

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

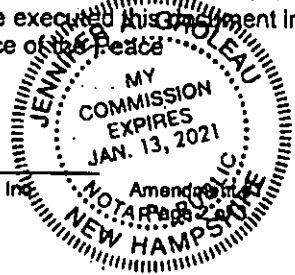
Lakes Region Partnership for Public Health, Inc.

6/29/2018
Date

Shelley M. Caulton
NAME
TITLE Executive Director

Acknowledgement:
State of NH, County of Belknap on May 29, 2018, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.
Signature of Notary Public or Justice of the Peace

Lakes Region Partnership for Public Health, Inc.
RFP-2017-OHS-01-SERV1-08





NH Department of Health & Human Services
Service Link Resource Center

Name and Title of Notary or Justice of the Peace

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.
OFFICE OF THE ATTORNEY GENERAL

Date 6/7/16

[Signature]
Name: Megan A. Murphy
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date _____

Name: _____
Title: _____

**Exhibit B-2 Amendment #1
Belknap County**

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

Older/Program Name: LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC./BELKNAP COUNTY SERVICE/INK RESOURCE CENTER

Budget Request for: Improving Access to Information and Services for Individuals and Families Requiring Long Term Support and Services:
New Hampshire Service/INK Program
(part of APV)

Budget Period: State Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by Other Contract where C...			Total
	Direct Personnel	Indirect	Total	Direct Personnel	Indirect	Total	Direct Personnel	Indirect	Total	
1. Total Salary/Wages	163,877.81	21,728.00	214,873.81	28,771.00	8,764.00	35,441.00	137,424.83	25,728.00	103,132.83	
2. Employee Benefits	30,352.35	4,725.00	44,081.35	8,314.00	783.70	7,547.00	33,634.35	3,878.00	37,014.35	
3. Equipment	3,841.00	-	3,841.00	3,841.00	-	3,841.00	-	-	3,841.00	
Renewal	1,833.00	-	1,833.00	1,833.00	-	1,833.00	-	-	1,833.00	
Repair and Maintenance	1,838.00	-	1,838.00	1,838.00	-	1,838.00	-	-	1,838.00	
Purchase/Construction	3,000.00	-	3,000.00	3,000.00	-	3,000.00	-	-	3,000.00	
4. Supplies	-	-	-	-	-	-	-	-	-	
Educational	-	-	-	-	-	-	-	-	-	
Lab	-	-	-	-	-	-	-	-	-	
Pharmacy	-	-	-	-	-	-	-	-	-	
Medical	-	-	-	-	-	-	-	-	-	
Office	4,203.50	-	4,203.50	415.00	-	415.00	3,788.50	-	3,788.50	
5. Travel	6,207.25	-	6,207.25	1,840.00	-	1,840.00	4,247.25	-	4,247.25	
6. Contract Expenses	23,827.34	-	23,827.34	10,010.00	-	10,010.00	13,817.34	-	13,817.34	
Telephone	5,184.87	-	5,184.87	200.00	-	200.00	4,984.87	-	4,984.87	
Postage	100.00	-	100.00	142.00	-	142.00	-	-	142.00	
Subscriptions	204.30	-	204.30	24.00	-	24.00	180.30	-	180.30	
Audit and Legal	2,847.21	-	2,847.21	47.00	-	47.00	2,800.21	-	2,800.21	
Insurance	2,856.47	-	2,856.47	620.00	-	620.00	2,236.47	-	2,236.47	
7. Software	111.00	-	111.00	33.00	-	33.00	78.00	-	78.00	
10. Monitoring/Communications	11,437.11	-	11,437.11	4,200.00	-	4,200.00	7,237.11	-	7,237.11	
11. Staff Education and Training	264.00	-	264.00	-	-	-	264.00	-	264.00	
12. Subcontractor Agreements	-	-	-	-	-	-	-	-	-	
13. Other (Specify each as mandatory)	-	-	-	-	-	-	-	-	-	
Leasing Expenses	1,814.40	-	1,814.40	1,300.00	-	1,300.00	514.40	-	514.40	
Community Education/Outreach	2,700.00	-	2,700.00	2,700.00	-	2,700.00	-	-	2,700.00	
TOTAL	262,158.84	21,728.00	277,844.84	65,784.00	8,371.00	74,155.00	201,354.84	24,728.00	211,163.84	
Indirect As A Percent of Direct		12.2%								

Contractor Initial: *[Signature]*
Date: 5/22/2018

**Exhibit B-3 Amendment #1
Belknap County**

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

Agency/Program Name: LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / BELKNAP COUNTY SERVICE LINK RESOURCE CENTER

Improving Access to Information and Services for Individuals and Families Requiring Long Term Supportive and Services:

Budget Request for: New Hampshire Service Link Program
(Date of FY)

Budget Period: July Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by DNH contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
	Incremental	Fixed		Incremental	Fixed		Incremental	Fixed	
1. Total Salary/Wages	158,271.00	22,287.00	180,558.00	28,637.00	3,341.00	31,978.00	150,775.00	27,946.00	178,721.00
2. Employee Benefits	24,247.00	3,623.00	27,870.00	3,524.00	778.00	4,302.00	2,300.00	29,570.00	33,870.00
3. Consultants	3,890.00	-	3,890.00	3,890.00	-	3,890.00	3,890.00	-	3,890.00
4. Equipment	813.00	-	813.00	308.00	-	308.00	505.00	-	505.00
5. Travel	1,317.00	-	1,317.00	332.00	-	332.00	985.00	-	985.00
6. Repair and Maintenance	240.00	-	240.00	112.00	-	112.00	128.00	-	128.00
7. Purchases/Consumption	-	-	-	-	-	-	-	-	-
8. Supplies	-	-	-	-	-	-	-	-	-
9. Recreation	-	-	-	-	-	-	-	-	-
10. Life	-	-	-	-	-	-	-	-	-
11. Pharmacy	-	-	-	-	-	-	-	-	-
12. Medical	-	-	-	-	-	-	-	-	-
13. Office	2,108.00	-	2,108.00	404.00	-	404.00	1,704.00	-	1,704.00
14. Travel	6,035.00	-	6,035.00	1,680.00	-	1,680.00	4,355.00	-	4,355.00
15. Occupancy	23,022.00	-	23,022.00	50,313.00	-	50,313.00	12,778.00	-	12,778.00
16. Current Expenses	-	-	-	-	-	-	-	-	-
17. Telephone	1,713.00	-	1,713.00	292.00	-	292.00	1,421.00	-	1,421.00
18. Postage	812.00	-	812.00	179.00	-	179.00	633.00	-	633.00
19. Subscriptions	244.00	-	244.00	58.00	-	58.00	186.00	-	186.00
20. Audit and Legal	2,653.00	-	2,653.00	43.00	-	43.00	2,610.00	-	2,610.00
21. Insurance	2,244.00	-	2,244.00	500.00	-	500.00	1,744.00	-	1,744.00
22. Board Expenses	-	-	-	-	-	-	-	-	-
23. Records	378.00	-	378.00	33.00	-	33.00	345.00	-	345.00
24. Marketing/Communications	8,228.00	-	8,228.00	4,400.00	-	4,400.00	3,828.00	-	3,828.00
25. Staff Education and Training	351.00	-	351.00	-	-	-	351.00	-	351.00
26. Subcontracts/Agreements	-	-	-	-	-	-	-	-	-
27. Other (specify in item description)	-	-	-	-	-	-	-	-	-
28. Meeting expense	1,332.00	-	1,332.00	1,302.00	-	1,302.00	30.00	-	30.00
29. Community education efforts	2,700.00	-	2,700.00	2,700.00	-	2,700.00	-	-	-
TOTAL	242,642.00	27,410.00	270,052.00	61,406.00	3,129.00	64,535.00	205,517.00	23,927.00	229,444.00

Indirect As A Percent of Direct 13.2%

Contractor Initials: *HC*
Date: *5/10/2018*

**Exhibit B-2 Amendment #1
Carroll County**

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

State/Program Name: LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC./CARROLL COUNTY SERVICE LINK RESOURCE CENTER

Improving Access to Information and Services for Individuals and Families Handling Long Term Diseases and Services:

Budget Request for: New Hampshire Service Link Program
Phase of 2017

Budget Period: State Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHH contract phase		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
	Amount	Percent		Amount	Percent		Amount	Percent	
1. Total Salary/Wages	146,824.28	24.82%	171,878.28	24,101.00	4.02%	21,301.00	177,257.78	29.84%	142,275.78
2. Employee Benefits	31,111.50	5.24%	34,815.50	4,436.00	0.70%	4,044.00	25,761.50	4.24%	24,609.50
3. Contract	800.00		800.00	800.00		800.00			
4. Equipment									
Fuel	1,044.70		1,044.70	273.00		273.00	1,018.70		1,018.70
Repair and Maintenance	1,314.00		1,314.00	341.00		341.00	995.00		995.00
Purchase/Depreciation	913.00		913.00	233.00		233.00			
5. Supplies									
Exceptional									
Lab									
Pharmacy									
Medical									
Office	3,256.63		3,256.63	207.00		207.00	3,049.63		3,049.63
6. Travel	8,197.50		8,197.50	420.00		420.00	7,777.50		7,777.50
7. Occupancy	10,841.81		10,841.81	3,207.00		3,207.00	7,634.81		7,634.81
8. Current Equipment									
Copiers	3,814.50		3,814.50	250.00		250.00	3,564.50		3,564.50
Postage	700.47		700.47	124.00		124.00	576.47		576.47
Subscriptions	189.72		189.72	85.00		85.00	104.72		104.72
Audit and Legal	414.78		414.78	258.00		258.00	156.78		156.78
Insurance	2,280.63		2,280.63	614.00		614.00	1,666.63		1,666.63
Board Expenses									
Software	214.00		214.00	20.00		20.00	194.00		194.00
10. Marketing/Communications	10,446.00		10,446.00	4,200.00		4,200.00	6,246.00		6,246.00
11. Staff Education and Training	287.00		287.00				287.00		287.00
12. Support/Staff Management									
13. Other (specify detail mandatory)									
Meeting expense	874.88		874.88	450.00		450.00	424.88		424.88
Community education training	2,700.00		2,700.00	2,700.00		2,700.00			
TOTAL	332,748.82		341,168.02	41,375.00		33,512.00	287,276.82		270,823.82
Indirect As A Percent of Direct		12.3%							

B-2 Amendment #1 Carroll County

Contractor initials: *KS*
Date: *5/23/2018*

**Exhibit B-3 Amendment #1
Carroll County**

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

**LAGES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / CARROLL
COUNTY SERVICE LINK RESOURCE CENTER**

**Improving Access to Information and Services for Individuals and
Families Needing Long Term Supports and Services**

Budget Request for: New Hampshire Service Link Program

Page 1 of 10

Budget Period: State Fiscal Year 2019

Line Item	2019 Total Program Cost			Contractor Hours / Month			Funded by DHEH contract share of 30%		
	Direct Incremental	Indirect Funds	Total	Direct Incremental	Indirect Funds	Total	Direct Incremental	Indirect Funds	Total
1. Total Salaries/Wages	184,769.00	70,748.00	255,517.00	27,100.00	4,624.00	31,724.00	100,248.00	21,878.00	122,126.00
2. Employee Benefits	54,711.00	5,167.00	59,878.00	1,434.00	848.00	2,282.00	18,378.00	3,458.00	21,836.00
3. Consultants	800.00	-	800.00	100.00	-	100.00	-	-	100.00
4. Equipment	-	-	-	-	-	-	-	-	-
Travel	781.00	-	781.00	272.00	-	272.00	488.00	-	488.00
Rent and Maintenance	1,253.00	-	1,253.00	292.00	-	292.00	441.80	-	441.80
Purchase/Construction	481.00	-	481.00	292.00	-	292.00	188.00	-	188.00
5. Supplies	-	-	-	-	-	-	-	-	-
Educational	-	-	-	-	-	-	-	-	-
Lab	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-
Office	1,745.00	-	1,745.00	372.00	-	372.00	1,373.00	-	1,373.00
6. Travel	4,805.00	-	4,805.00	140.00	-	140.00	840.00	-	840.00
7. Occupancy	15,816.00	-	15,816.00	1,798.00	-	1,798.00	11,818.00	-	11,818.00
8. Contract Expenses	-	-	-	-	-	-	-	-	-
Telephone	1,409.00	-	1,409.00	280.00	-	280.00	1,129.00	-	1,129.00
Printing	271.00	-	271.00	128.00	-	128.00	240.00	-	240.00
Supplies	177.00	-	177.00	48.00	-	48.00	251.00	-	251.00
Audit and Legal	3,184.00	-	3,184.00	380.00	-	380.00	1,808.00	-	1,808.00
Insurance	1,843.00	-	1,843.00	172.00	-	172.00	1,430.00	-	1,430.00
Bond Expenses	-	-	-	-	-	-	-	-	-
9. Materials	308.00	-	308.00	21.00	-	21.00	278.00	-	278.00
10. Information/Communications	8,447.00	-	8,447.00	4,284.00	-	4,284.00	1,478.00	-	1,478.00
11. Staff Education and Training	284.00	-	284.00	-	-	-	284.00	-	284.00
12. Subcontract/Outsourcing	-	-	-	-	-	-	-	-	-
13. Other (specify outside mandatory)	-	-	-	-	-	-	-	-	-
Meeting expenses	223.00	-	223.00	448.00	-	448.00	143.00	-	143.00
Community education (training)	2,700.00	-	2,700.00	2,700.00	-	2,700.00	-	-	-
TOTAL	226,663.00	80,867.00	307,530.00	68,272.00	8,252.00	76,524.00	175,918.00	23,338.00	200,256.00

Indirect As A Percent of Direct 13.5%

Contractor Initials: *K*
Date: *5/23/2018*

New Hampshire Department of Health and Human Services

Exhibit K



A. Definitions.

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

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

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

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

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consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2

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New Hampshire Department of Health and Human Services

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5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

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

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department

New Hampshire Department of Health and Human Services

Exhibit K



confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

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New Hampshire Department of Health and Human Services

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10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,



implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

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

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

V. LOSS REPORTING

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

The Contractor must further handle and report Incidents and Breaches involving PHI in

New Hampshire Department of Health and Human Services

Exhibit K



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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

- A. DHHS contact program and policy:
(Insert Office or Program Name)
(Insert Title)
DHHS-Contracts@dhhs.nh.gov
- B. DHHS contact for Data Management or Data Exchange issues:
DHHSInformationSecurityOffice@dhhs.nh.gov
- C. DHHS contacts for Privacy issues:
DHHSPrivacyOfficer@dhhs.nh.gov
- D. DHHS contact for Information Security issues:
DHHSInformationSecurityOffice@dhhs.nh.gov
- E. DHHS contact for Breach notifications:
DHHSInformationSecurityOffice@dhhs.nh.gov
DHHSPrivacy.Officer@dhhs.nh.gov

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES**

Jeffrey A. Meyers
Commissioner

Maureen Ryan
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9546 1-800-852-3345 Ext. 9546
Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$620,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a single point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

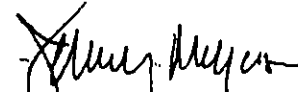
In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

FINANCIAL DETAIL ATTACHMENT SHEET

SFY17 Q3-Q4, SFY 2018 and SFY 2019

05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$448,021.43

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
		Subtotal	\$756,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.53
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
 (50% Federal Funds; 50% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
 (46% Federal Funds; 54% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$18,500.00
		Subtotal	\$18,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23
		Subtotal	\$3,173.23

Total 8925	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
(75% Federal Funds; 25% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,733.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-06)

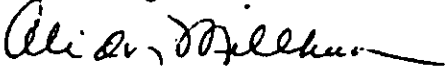
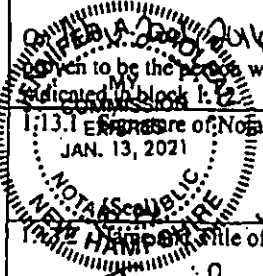
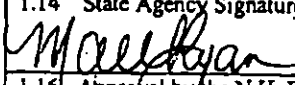
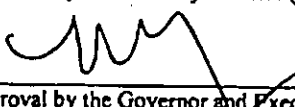
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Lakes Region Partnership for Public Health, Inc.		1.4 Contractor Address 67 Water Street, Suite 105 Laconia, NH 03246	
1.5 Contractor Phone Number 603-528-2145	1.6 Account Number 05-95-48-481010-95650000, 05-95-48-481010-92550000, 05-95-48-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$833,125.75
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory ALICIA MILLHAM, Pres, Bd of Dir	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Belknap</u> I, <u>Eric D. Borrin</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 JAN. 13, 2021 			
Title of Notary of Justice of the Peace Jennifer A. Groleau, Notary			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Maureen Ryan Director OHS Date: 11/18/16	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: Megan Apple - Attorney 11/29/16			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.



Exhibit A

- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:



Exhibit A

- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
- 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
- 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
- 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
- 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established Inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:

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Exhibit A

- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.



Exhibit A

- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.

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Exhibit A

- 2.2.4.7. Maintain compliance with staff training to provide the VD-HCBS and to provide Financial Management Services program requirements, as applicable.
- 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
- 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
- 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
- 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
- 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
- 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
- 2.2.4.15. Participate in VAMC program meetings.
- 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.



Exhibit A

- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.



Exhibit A

- 2.2.7.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:



Exhibit A

- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.



Exhibit A

- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.

AK



Exhibit A

2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question:
Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.



Exhibit A

- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.

Exhibit A

Contractor Initials HA



Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
 - 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:



Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting.
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's



Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
- 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
 - 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
 - 5.7.2.3. Merrimack County 2 FTE; and
 - 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

AA

11.2.16



Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The invoices must:
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301

New Hampshire Department of Health and Human Services
Service Link Resource Centers



Exhibit B

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5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
 6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
 7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
 8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
 9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

**Exhibit B-1
Belknap County**

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

Agency/Program Name: LAKE REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / BELKNAP COUNTY SERVICE/RESOURCE CENTER
Improving Access to Information and Services for Individuals and Families Seeking Long Term Supports and Services:
Budget Requested For: Day Management, Support, & Programs
(Part of 6000)
Budget Period: State Fiscal Year 2017

Agency/Program Name	2016 Actual	2016 Budget	2016 Actual	2016 Budget	2016 Actual	2016 Budget	2016 Actual	2016 Budget	2016 Actual	2016 Budget
1. Other Expenses	120,333.00	18,500.00	114,923.00	18,500.00	120,333.00	18,500.00	114,923.00	18,500.00	120,333.00	18,500.00
1.1 Employee Benefits	10,209.00	2,375.00	11,474.00	2,375.00	10,209.00	2,375.00	11,474.00	2,375.00	10,209.00	2,375.00
1.2 Contract Cost	1,251.00	-	1,251.00	-	1,251.00	-	1,251.00	-	1,251.00	-
1.3 Equipment	-	-	-	-	-	-	-	-	-	-
1.4 Rental	1,129.00	-	1,129.00	-	1,129.00	-	1,129.00	-	1,129.00	-
1.5 Repair and Maintenance	1,401.00	-	1,401.00	-	1,401.00	-	1,401.00	-	1,401.00	-
1.6 Reproduction/Printing	101.00	-	101.00	-	101.00	-	101.00	-	101.00	-
1.7 Supplies	-	-	-	-	-	-	-	-	-	-
1.8 Telephone	-	-	-	-	-	-	-	-	-	-
1.9 Travel	312.00	-	312.00	-	312.00	-	312.00	-	312.00	-
1.10 Utilities	17,300.00	-	17,300.00	-	17,300.00	-	17,300.00	-	17,300.00	-
1.11 Other Expenses	401.00	-	401.00	-	401.00	-	401.00	-	401.00	-
1.12 Depreciation	512.00	-	512.00	-	512.00	-	512.00	-	512.00	-
1.13 Fuel	333.00	-	333.00	-	333.00	-	333.00	-	333.00	-
1.14 Audit and Legal	20.00	-	20.00	-	20.00	-	20.00	-	20.00	-
1.15 Insurance	1,251.00	-	1,251.00	-	1,251.00	-	1,251.00	-	1,251.00	-
1.16 Other Expenses	17.00	-	17.00	-	17.00	-	17.00	-	17.00	-
1.17 Materials	2,318.00	-	2,318.00	-	2,318.00	-	2,318.00	-	2,318.00	-
1.18 Marketing/Advertising	700.00	-	700.00	-	700.00	-	700.00	-	700.00	-
1.19 Staff Expenses and Training	1,401.00	-	1,401.00	-	1,401.00	-	1,401.00	-	1,401.00	-
1.20 Subscriptions/Programs	-	-	-	-	-	-	-	-	-	-
1.21 Other (Specify in Remarks)	320.00	-	320.00	-	320.00	-	320.00	-	320.00	-
1.22 Materials	2,318.00	-	2,318.00	-	2,318.00	-	2,318.00	-	2,318.00	-
1.23 Community Support	-	-	-	-	-	-	-	-	-	-
TOTAL	120,333.00	18,500.00	114,923.00	18,500.00	120,333.00	18,500.00	114,923.00	18,500.00	120,333.00	18,500.00

Comptroller/Program _____
Date _____

ASD
11.2.16

Exhibit B-1
Carroll County

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

LINEAR REGION PARTNERSHIP FOR PUBLIC HEALTH, INC./CARROLL
COUNTY SERVICE USER RESOURCE CENTER

Improving Access to Information and Services for Individuals and
Families Handling Long Term Supports and Services:

Budget Request For: New Hampshire Service User Program

Budget Period: 2016 Fiscal Year 2017

Category	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
1. Total Salaries	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00
2. Employee Benefits	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00	11,884.00
3. Contractors	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
4. Equipment	-	-	-	-	-	-	-	-	-	-
5. Rental	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
6. Travel and Mileage	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
7. Purchases/Supplies	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
8. Supplies	-	-	-	-	-	-	-	-	-	-
9. Materials	-	-	-	-	-	-	-	-	-	-
10. Lab	-	-	-	-	-	-	-	-	-	-
11. Pharmacy	-	-	-	-	-	-	-	-	-	-
12. Medical	-	-	-	-	-	-	-	-	-	-
13. Office	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00
14. Travel	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00	3,711.00
15. Contingency	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00	12,377.00
16. Capital Expenses	-	-	-	-	-	-	-	-	-	-
17. Depreciation	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00	1,078.00
18. Postage	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
19. Reproduction	183.00	183.00	183.00	183.00	183.00	183.00	183.00	183.00	183.00	183.00
20. Audit and Legal	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
21. Insurance	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00	1,217.00
22. Board Expenses	-	-	-	-	-	-	-	-	-	-
23. Referrals	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
24. Marketing/Communications	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00	3,074.00
25. Staff (Contract and Training)	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00
26. Information/Technology	-	-	-	-	-	-	-	-	-	-
27. Other (see the "Notes" section)	-	-	-	-	-	-	-	-	-	-
28. Marginal expense	270.00	270.00	270.00	270.00	270.00	270.00	270.00	270.00	270.00	270.00
29. Community education/training	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00
TOTAL	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00	171,200.00

Included As A Portion of Budget

11.5%

Comptroller Initial: _____
Date: _____

HA
11.2.16

Exhibit B-2
Belknap County

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

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / BELKNAP
County/Program Name: COUNTY SERVICE/RESOURCE CENTER

Improving Access to Information and Services for Individuals and
Families Through Long Term Support and Services:

Budget Request for: New Hampshire Services Program
Form 3/05

Budget Period: July Fiscal Year 2016

Account Number	Account Description	Original Budget	Amended Budget	Actual Budget	Actual Budget	Actual Budget	Actual Budget	Actual Budget	Actual Budget
101	Salaries	183,400.00	200,000.00	172,775.00	217,775.00	224,800.00	214,121.00	183,121.00	180,000.00
102	Employee Benefits	37,800.00	4,750.00	43,275.00	3,314.00	7,627.00	31,421.00	3,171.00	33,304.00
103	Contractors	2,800.00	-	2,800.00	2,800.00	2,800.00	-	-	-
104	Travel	2,217.00	-	2,217.00	2,217.00	2,217.00	-	-	1,817.00
105	Rental and Maintenance	2,501.00	-	2,501.00	2,501.00	2,501.00	1,770.00	-	1,770.00
106	Telephone/Communication	335.00	-	335.00	335.00	335.00	-	-	-
107	Supplies	-	-	-	-	-	-	-	-
108	Printing	-	-	-	-	-	-	-	-
109	Office	2,704.00	-	2,704.00	2,704.00	2,704.00	2,704.00	2,704.00	2,704.00
110	Utilities	4,214.00	-	4,214.00	4,214.00	4,214.00	4,214.00	4,214.00	4,214.00
111	Depreciation	15,750.00	-	15,750.00	15,750.00	15,750.00	15,750.00	15,750.00	15,750.00
112	Capital Equipment	-	-	-	-	-	-	-	-
113	Printing	1,500.00	-	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00
114	Supplies	1,000.00	-	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00
115	Printing	400.00	-	400.00	400.00	400.00	400.00	400.00	400.00
116	Supplies	1,800.00	-	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00
117	Board Expenses	-	-	-	-	-	-	-	-
118	Printing	371.00	-	371.00	371.00	371.00	371.00	371.00	371.00
119	Printing	1,800.00	-	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00
120	Printing	317.00	-	317.00	317.00	317.00	317.00	317.00	317.00
121	Printing	-	-	-	-	-	-	-	-
122	Printing	-	-	-	-	-	-	-	-
123	Printing	1,800.00	-	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00
124	Printing	2,700.00	-	2,700.00	2,700.00	2,700.00	2,700.00	2,700.00	2,700.00
TOTAL		200,235.00	204,750.00	185,240.00	221,700.00	232,427.00	214,121.00	183,121.00	180,000.00

Submitted As a Part of a Budget

13%

Comptroller Name: _____
Date: _____

Handwritten signature and date: 11.2.16

**Exhibit B-1
Carroll County**

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

LAKES REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / CARROLL
COUNTY SERVICES/RESEARCH CENTER

Improving Access to Information and Services for Individuals and
Families Seeking Long Term Support and Services:

Budget Request for: New Hampshire Health Care Program
(Name of Unit)

Budget Period: July Fiscal Year 2016

Agency/Department/Program/Project	2015 Actual	2015 Budget	2016 Request	2016 Budget	2016 Available	2016 Available	2016 Available	2016 Available	2016 Available	2016 Available
1 Total Appropriations	113,421.00	34,820.00	177,413.00	34,791.00	4,823.00	21,283.00	12,027.00	2,111.00	14,172.00	14,172.00
2 Expenses on Salary	70,316.00	3,742.00	18,113.00	3,046.00	115.00	8,821.00	3,179.00	1,011.00	2,159.00	2,159.00
3 Compensation	350.00	-	350.00	350.00	-	350.00	-	-	-	-
4 Expenses	1,752.15	-	1,400.00	377.00	-	777.00	1,261.00	-	1,400.00	1,400.00
5 Support and Maintenance	1,471.00	-	1,471.00	1,471.00	-	1,471.00	1,471.00	-	1,471.00	1,471.00
6 Professional/Consultation	281.15	-	929.00	929.00	-	929.00	929.00	-	929.00	929.00
7 Expenses	-	-	-	-	-	-	-	-	-	-
8 Acquisition	-	-	-	-	-	-	-	-	-	-
9 Utilities	-	-	-	-	-	-	-	-	-	-
10 Printing	-	-	-	-	-	-	-	-	-	-
11 Travel	1,127.00	-	1,127.00	347.00	-	347.00	1,127.00	-	1,127.00	1,127.00
12 Other	625.15	-	273.00	130.00	-	130.00	625.15	-	625.15	625.15
13 Operating	11,221.00	-	11,221.00	3,377.00	-	3,377.00	14,111.00	-	14,111.00	14,111.00
14 Capital Expenses	-	-	-	-	-	-	-	-	-	-
15 Equipment	2,124.00	-	2,124.00	214.00	-	214.00	1,887.00	-	1,887.00	1,887.00
16 Supplies	374.00	-	374.00	121.00	-	121.00	700.00	-	700.00	700.00
17 Materials	300.00	-	300.00	31.00	-	31.00	374.00	-	374.00	374.00
18 Fuel and Labor	1,130.00	-	1,130.00	374.00	-	374.00	1,130.00	-	1,130.00	1,130.00
19 Insurance	1,124.00	-	1,124.00	124.00	-	124.00	1,000.00	-	1,000.00	1,000.00
20 Other Expenses	-	-	-	-	-	-	-	-	-	-
21 Services	124.00	-	124.00	24.00	-	24.00	445.00	-	445.00	445.00
22 Other (e.g. Com. Travel, etc.)	1,000.00	-	1,000.00	100.00	-	100.00	1,000.00	-	1,000.00	1,000.00
23 Other (e.g. Com. Travel, etc.)	74.00	-	74.00	74.00	-	74.00	74.00	-	74.00	74.00
24 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
25 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
26 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
27 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
28 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
29 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
30 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
31 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
32 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
33 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
34 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
35 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
36 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
37 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
38 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
39 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
40 Other (e.g. Com. Travel, etc.)	-	-	-	-	-	-	-	-	-	-
TOTAL	317,444.00	30,342.00	348,242.00	42,174.00	1,334.00	24,172.00	154,174.00	21,112.00	140,062.00	140,062.00

Index (As A Percent of Base)

12.16

Contractor Initials _____
Date _____

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11.2.16

**Exhibit B-3
Cerro County**

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

Bidder/Program Name: LAKE REGION PARTNERSHIP FOR PUBLIC HEALTH, INC. / CARROLL COUNTY SERVICE/LOCAL RESOURCE CENTER
**Improving Access to Information and Services for Individuals and Families Requiring Long Term Supports and Services:
 Budget Account for:** New Hampshire ServiceLink Program
 Page # of #

Budget Period: State Fiscal Year 2016

Line Item	2015 Budget	2016 Budget	2016 Actual	2016 Budget	2016 Budget	2016 Budget	2016 Budget	2016 Budget	2016 Budget
1. Total Salary/Wages	38,207.00	44,124.00	44,124.00	44,124.00	44,124.00	44,124.00	44,124.00	44,124.00	44,124.00
2. Contract Benefits	7,254.00	8,318.00	8,318.00	8,318.00	8,318.00	8,318.00	8,318.00	8,318.00	8,318.00
3. Contractual	728.00	728.00	728.00	728.00	728.00	728.00	728.00	728.00	728.00
4. Equipment	648.00	648.00	648.00	648.00	648.00	648.00	648.00	648.00	648.00
5. Repair and Maintenance	216.00	216.00	216.00	216.00	216.00	216.00	216.00	216.00	216.00
6. Fuel and Transportation	72.00	72.00	72.00	72.00	72.00	72.00	72.00	72.00	72.00
7. Printing	-	-	-	-	-	-	-	-	-
8. Reproduction	-	-	-	-	-	-	-	-	-
9. Mail	-	-	-	-	-	-	-	-	-
10. Telephone	-	-	-	-	-	-	-	-	-
11. Travel	641.00	641.00	641.00	641.00	641.00	641.00	641.00	641.00	641.00
12. Computer	5,837.00	5,837.00	5,837.00	5,837.00	5,837.00	5,837.00	5,837.00	5,837.00	5,837.00
13. Contract Services	-	-	-	-	-	-	-	-	-
14. Program	137.00	137.00	137.00	137.00	137.00	137.00	137.00	137.00	137.00
15. Systems	208.00	208.00	208.00	208.00	208.00	208.00	208.00	208.00	208.00
16. Consultants	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00
17. Fees and Lease	751.00	751.00	751.00	751.00	751.00	751.00	751.00	751.00	751.00
18. Insurance	177.00	177.00	177.00	177.00	177.00	177.00	177.00	177.00	177.00
19. Bond Premium	-	-	-	-	-	-	-	-	-
20. Salaries	41.00	41.00	41.00	41.00	41.00	41.00	41.00	41.00	41.00
21. Marketing/Communications	1,713.00	1,713.00	1,713.00	1,713.00	1,713.00	1,713.00	1,713.00	1,713.00	1,713.00
22. Travel (Contractual and Expenses)	83.00	83.00	83.00	83.00	83.00	83.00	83.00	83.00	83.00
23. Information/Training materials	-	-	-	-	-	-	-	-	-
24. Other (UNCLASSIFIED - OTHER)	-	-	-	-	-	-	-	-	-
25. Training materials	308.00	308.00	308.00	308.00	308.00	308.00	308.00	308.00	308.00
26. Community education training	174.00	174.00	174.00	174.00	174.00	174.00	174.00	174.00	174.00
TOTAL	66,362.00	73,612.00	66,362.00	66,362.00	66,362.00	66,362.00	66,362.00	66,362.00	66,362.00

Contractor Name: _____
Date: _____

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SPECIAL PROVISIONS

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

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



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

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


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

New Hampshire Department of Health and Human Services
Exhibit C



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

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


11.2.16



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

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

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

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

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

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

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

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

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

AG



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

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

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

New Hampshire Department of Health and Human Services
Exhibit D



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

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

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

Contractor Name: Lakes Region Partnership for Public Health, Inc

11.2.16
Date

Alison Morrison
Name:
Title: Pres. Bd of Dir.



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name: Lakes Region Partnership for Public Health, Inc.

11.2.16
Date

Alison Millhane
Name:
Title: Pres. Board



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

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

INSTRUCTIONS FOR CERTIFICATION

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



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: Lakes Region Partnership for Public Health, Inc.

Alida M. Johnson

Name:
Title: Pres. Fed. of Dev.

11.2.10
Date

Contractor Initials AM
Date 11.2.10



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

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

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

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

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

Exhibit G

Contractor Initials AA

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

New Hampshire Department of Health and Human Services
Exhibit G



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

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

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

Contractor Name: Lake Region Partnership for Public Health, Inc.

Alison Millham

Name:

Title: Pres. Bd of Dir.

11.2.16

Date

Exhibit G

Contractor Initials AM

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



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name: Lakes Region Partnership of Public Health Inc.

11.2.16
Date

Celion D. Johnson
Name:
Title: Pres. Region

Contractor Initials ALH
Date 11.2.16



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

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

AA



Exhibit I

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

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

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



Exhibit I

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

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

(3) Obligations and Activities of Business Associate.

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

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

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



Exhibit I

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

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

Alt

11.2.16



Exhibit I

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

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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

ABH

11.2.16



Exhibit I

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

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

The State

Maureen Ryan
Signature of Authorized Representative

Maureen Ryan
Name of Authorized Representative

Director, OHS
Title of Authorized Representative

11/18/16
Date

LAKES Region Partnership for Public Health, Inc.
Name of the Contractor

Alicia Millham
Signature of Authorized Representative

Alicia Millham
Name of Authorized Representative

Pres. Bd of Dir.
Title of Authorized Representative

11.2.16
Date



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

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

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

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

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

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

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

Contractor Name: Lakes Region Partnership for Public Health, LLC

11.7.16
Date

Alan Williamson
Name:
Title: Pres. Bd. of Dir.



FORM A

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

1. The DUNS number for your entity is: 786707856
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

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

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

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

NO YES

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

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

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

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



**NH Department of Health & Human Services
ServiceLink Resource Center**

**State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract**

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Monadnock Collaborative, (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 105 Castle Street, Keene, NH 03431.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$2,087,717.93.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1, Exhibit



NH Department of Health & Human Services
ServiceLink Resource Center

B-4, Amendment #2 and Exhibit B-5 Amendment #2 Budget Sheets.

6. Add Exhibit B-4, Amendment #2, Budget Sheet.
7. Add Exhibit B-5, Amendment #2, Budget Sheet.
8. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.



NH Department of Health & Human Services
ServiceLink Resource Center

This amendment shall be effective upon the date of Governor and Executive Council approval.

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

3/25/19
Date

State of New Hampshire
Department of Health and Human Services
Christine Tappan
Christine Tappan
Associate Commissioner

Monadnock Collaborative

3/19/2019
Date

Maryanne Ferguson
NAME Maryanne Ferguson
TITLE Executive Director

Acknowledgement:

State of NH, County of Cheshire on 3/19/19, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Wendy Preston
Name and Title of Notary or Justice of the Peace

WENDY PRESTON
Notary Public, State of New Hampshire
My Commission Expires Sept. 27, 2022




NH Department of Health & Human Services
ServiceLink Resource Center

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

OFFICE OF THE ATTORNEY GENERAL

3/27/2019
Date


Name: Nancy J. Smith
Title: Senior Asst. Attorney General

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.



Exhibit A, Amendment #2

- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



Exhibit A, Amendment #2

Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.

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Exhibit A, Amendment #2

- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



Exhibit A, Amendment #2

- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.



Exhibit A, Amendment #2

- 2.2.5.17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
 - 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining Veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.
 - 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.



Exhibit A, Amendment #2

- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.

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Exhibit A, Amendment #2

- 2.2.8.3. Collaborate with community-based providers.
 - 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
- 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
- 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.

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Exhibit A, Amendment #2

- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and

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Exhibit A, Amendment #2

- community-based services according to the transition plan.
- 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
- 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
- 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
- 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
- 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
- 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
- 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
- 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots

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Exhibit A, Amendment #2

for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.

- 2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.12.3.2. Conduct follow-up contacts.
 - 2.2.12.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.12.3.4. Develop a media list for the geographic area served.
 - 2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
- 2.2.12.4. Be responsible for purchasing media in their local area.
- 2.2.12.5. Comply with procedures for reporting defined by the Department.
- 2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.

[Handwritten Signature]

3/19/19



Exhibit A, Amendment #2

- 3.2. The Contractor shall track client data including, but not limited to:
- 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
- 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
- 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.



Exhibit A, Amendment #2

- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
 - 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need

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Exhibit A, Amendment #2

of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:

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Exhibit A, Amendment #2

- 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
- 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll 0.5 FTE , Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
 - 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
 - 5.7.2.3. Merrimack County 1.25 FTE; and
 - 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE

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6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

MSB

3/19/19

Exhibit B-4, Amendment #2, Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Monadnock Collaborative (Vendor 159303)

Monadnock (Cheshire County)

Budget Request for: Consolidated FY 2020 Service Link Budget for Monadnock Collaborative

Budget Period: SFY 2020 (7/1/19 - 6/30/20)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 286,289.00	\$ 30,088.00	\$ 316,377.00	\$ 85,698.00	\$ -	\$ 85,698.00	\$ 200,591.00	\$ 30,088.00	\$ 230,679.00
2. Employee Benefits	\$ 87,386.00	\$ 9,012.00	\$ 96,398.00	\$ 27,310.00	\$ -	\$ 27,310.00	\$ 60,076.00	\$ 9,012.00	\$ 69,088.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ 31.00	\$ 31.00	\$ -	\$ 31.00	\$ 31.00	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 1,803.00	\$ 522.00	\$ 2,325.00	\$ -	\$ 522.00	\$ 522.00	\$ 1,803.00	\$ -	\$ 1,803.00
Purchase/Depreciation	\$ 1,745.00	\$ 923.00	\$ 2,668.00	\$ -	\$ 923.00	\$ 923.00	\$ 1,745.00	\$ -	\$ 1,745.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 3,489.88	\$ 1,128.00	\$ 4,617.88	\$ -	\$ 1,128.00	\$ 1,128.00	\$ 3,489.88	\$ -	\$ 3,489.88
6. Travel	\$ 11,273.00	\$ -	\$ 11,273.00	\$ 1,892.00	\$ -	\$ 1,892.00	\$ 9,381.00	\$ -	\$ 9,381.00
7. Occupancy	\$ 19,050.00	\$ 3,548.00	\$ 22,598.00	\$ -	\$ 3,548.00	\$ 3,548.00	\$ 19,050.00	\$ -	\$ 19,050.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 11,667.00	\$ -	\$ 11,667.00	\$ 2,288.00	\$ -	\$ 2,288.00	\$ 9,381.00	\$ -	\$ 9,381.00
Postage	\$ 847.00	\$ 251.00	\$ 1,098.00	\$ -	\$ 251.00	\$ 251.00	\$ 847.00	\$ -	\$ 847.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ 664.00	\$ 664.00	\$ -	\$ 664.00	\$ 664.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 1,806.00	\$ -	\$ 1,806.00	\$ -	\$ -	\$ -	\$ 1,806.00	\$ -	\$ 1,806.00
11. Staff Education and Training	\$ 1,917.00	\$ -	\$ 1,917.00	\$ 923.00	\$ -	\$ 923.00	\$ 994.00	\$ -	\$ 994.00
12. Subcontracts/Agreements	\$ 2,680.00	\$ 2,280.00	\$ 4,960.00	\$ -	\$ 2,280.00	\$ 2,280.00	\$ 2,680.00	\$ -	\$ 2,680.00
13. Other (specific details mandatory):	\$ -	\$ 3,012.00	\$ 3,012.00	\$ -	\$ 3,012.00	\$ 3,012.00	\$ -	\$ -	\$ -
Payroll, Contracted admin staff, fiscal agent admin cost for progra supervision	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 429,952.88	\$ 51,459.00	\$ 481,411.88	\$ 118,109.00	\$ 12,359.00	\$ 130,468.00	\$ 311,843.88	\$ 39,100.00	\$ 350,943.88

Indirect As A Percent of Direct

12.0%

Contractor Initials *MSB*
Date *3/19/19*

Exhibit B-5, Amendment #2, Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Monadnock Collaborative (Vendor 159303) Sullivan County

Budget Request for: Consolidated FY 2020 Service Link Budget for Monadnock Collaborative

Budget Period: SFY 2020 (7/1/19 - 6/30/20)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 179,223.00	\$ 18,836.00	\$ 198,059.00	\$ 53,849.00	\$ -	\$ 53,849.00	\$ 125,574.00	\$ 18,836.00	\$ 144,410.00
2. Employee Benefits	\$ 54,703.00	\$ 5,642.00	\$ 60,345.00	\$ 17,095.00	\$ -	\$ 17,095.00	\$ 37,808.00	\$ 5,642.00	\$ 43,250.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 1,129.00	\$ 327.00	\$ 1,456.00	\$ -	\$ 327.00	\$ 327.00	\$ 1,129.00	\$ -	\$ 1,129.00
Purchase/Depreciation	\$ 1,092.00	\$ 580.00	\$ 1,672.00	\$ -	\$ 580.00	\$ 580.00	\$ 1,092.00	\$ -	\$ 1,092.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 2,185.00	\$ 706.00	\$ 2,891.00	\$ -	\$ 706.00	\$ 706.00	\$ 2,185.00	\$ -	\$ 2,185.00
6. Travel	\$ 7,058.00	\$ -	\$ 7,058.00	\$ 1,188.00	\$ -	\$ 1,188.00	\$ 5,872.00	\$ -	\$ 5,872.00
7. Occupancy	\$ 11,925.00	\$ 2,220.00	\$ 14,145.00	\$ -	\$ 2,220.00	\$ 2,220.00	\$ 11,925.00	\$ -	\$ 11,925.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 7,303.00	\$ -	\$ 7,303.00	\$ 1,431.00	\$ -	\$ 1,431.00	\$ 5,872.00	\$ -	\$ 5,872.00
Postage	\$ 531.00	\$ 158.00	\$ 689.00	\$ -	\$ 158.00	\$ 158.00	\$ 531.00	\$ -	\$ 531.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ 416.00	\$ 416.00	\$ -	\$ 416.00	\$ 416.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 1,130.00	\$ -	\$ 1,130.00	\$ -	\$ -	\$ -	\$ 1,130.00	\$ -	\$ 1,130.00
11. Staff Education and Training	\$ 1,202.00	\$ -	\$ 1,202.00	\$ 577.00	\$ -	\$ 577.00	\$ 625.00	\$ -	\$ 625.00
12. Subcontracts/Agreements	\$ 1,677.00	\$ 1,428.00	\$ 3,103.00	\$ -	\$ 1,428.00	\$ 1,428.00	\$ 1,677.00	\$ -	\$ 1,677.00
13. Other (specific details mandatory):	\$ -	\$ 1,886.00	\$ 1,886.00	\$ -	\$ 1,886.00	\$ 1,886.00	\$ -	\$ -	\$ -
Payroll, Contracted admin staff, fiscal agent admin cost for progra supervision	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 289,158.00	\$ 32,197.00	\$ 301,355.00	\$ 73,938.00	\$ 7,719.00	\$ 81,657.00	\$ 195,220.00	\$ 24,478.00	\$ 219,698.00

Indirect As A Percent of Direct

12.0%

Contractor Initials *AMBJ*
Date *3/19/19*

State of New Hampshire

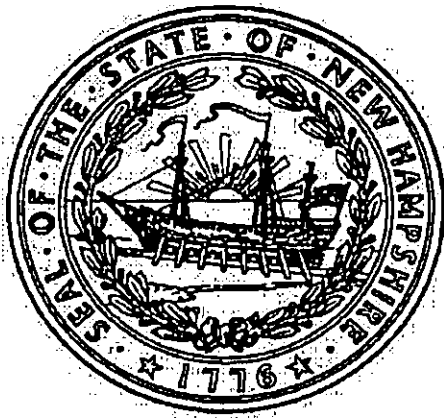
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that MONADNOCK COLLABORATIVE is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on June 06, 2001. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 379619

Certificate Number: 0004449800



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 19th day of March A.D. 2019.

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

William M. Gardner
Secretary of State

Filing History

 [Back to Home \(/online\)](#)

Business Name	Business ID
Monadnock Collaborative	379619

Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0004114042	06/27/2018	06/27/2018	Amendment	N/A
0003198204	12/30/2015	12/30/2015	Nonprofit Report	2015
0001248711	05/18/2011	05/18/2011	Reinstatement	2010
0001248710	02/15/2011	02/15/2011	Admin Dissolution/Suspension	N/A
0001248709	10/08/2010	10/08/2010	Reminder Letter	N/A
0001248708	08/08/2006	08/08/2006	Change of Business Address	N/A
0001248707	04/29/2005	04/29/2005	Annual Report	2005
0001248706	06/06/2001	06/06/2001	Business Formation	N/A

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NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us \(/online/Home/ContactUS\)](#)

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CERTIFICATE OF VOTE

I, Alan Greene, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Monadnock Collaborative
(Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of
the Agency duly held on 8/24/16:
(Date)


RESOLVED: That the Executive Director
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to
execute any and all documents, agreements and other instruments, and any amendments, revisions,
or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of
the 25th day of March, 2019.
(Date Contract Signed)

4. Maryanne Ferguson is the duly elected Executive Director
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.



(Signature of the Elected Officer)

STATE OF NEW HAMPSHIRE

County of Cheshire


The forgoing instrument was acknowledged before me this 25 day of March, 2019.

By Alan Greene
(Name of Elected Officer of the Agency)



(Notary Public/Justice of the Peace)

(NOTARY SEAL)


Commission Expires Sept. 27, 2022



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/19/2019

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

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


PRODUCER E & S Insurance Services LLC 21 Meadowbrook Lane P O Box 7425 Gilford NH 03247-7425	CONTACT NAME: Eleanor Spinazzola	
	PHONE (A/C, No, Ext): (603) 293-2791 FAX (A/C, No): (803) 293-7188 E-MAIL ADDRESS: eleanor@esinsurance.net	
INSURED Monadnock Collaborative 105 Castle Street Keene NH 03431	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Philadelphia Insurance Co	
	INSURER B: Technology Insurance Co	42376
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: 2019 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK1914558	02/01/2019	02/01/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK1914558	02/01/2019	02/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB656855	02/01/2019	02/01/2020	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	TWC3719200	07/01/2018	07/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER State of New Hampshire Department of Health & Human Services 128 Pleasant Street Concord NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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Mission Statement

The **mission** of the Monadnock Collaborative is to: "*nurture ideas and initiatives that enhance the health and well-being of the citizens and communities in the Monadnock Region, by means of **serv**ing as a model of collaboration; **providing** leadership; **creating** structure for organizations and efforts; **fostering** partnership; **improving** access to services; and **administering** programs and projects*".



Community Network Team
Helping you find the missing pieces



Financial Statements

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**FOR THE YEARS ENDED
JUNE 30, 2018 AND 2017
AND
INDEPENDENT AUDITORS' REPORT**

*Leone,
McDonnell
& Roberts*
PROFESSIONAL ASSOCIATION

CERTIFIED PUBLIC ACCOUNTANTS

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

FINANCIAL STATEMENTS

JUNE 30, 2018 and 2017

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To the Board of Directors and
Partners of Monadnock Collaborative
and Pilot Health, LLC
Keene, New Hampshire

INDEPENDENT AUDITORS' REPORT

Report on Financial Statements

We have audited the accompanying combining financial statements of Monadnock Collaborative and Pilot Health, LLC which comprise the combining statement of financial position as of June 30, 2018 and 2017 and the related combining statements of activities, cash flows and functional expenses for the year ended June 30, 2018, and the related notes to the combining financial statements.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the combining financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the combining financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the combining financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the combining financial statements.

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

Opinion

In our opinion, the combining financial statements referred to above present fairly, in all material respects, the financial position of Monadnock Collaborative and Pilot Health, LLC as of June 30, 2018 in conformity with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

We have previously audited the Monadnock Collaborative and Pilot Health, LLC's 2017 combining financial statements, and we expressed an unmodified audit opinion on those audited combining financial statements in our report dated August 21, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended June 30, 2017, is consistent, in all material respects, with the audited combining financial statements from which it has been derived.

*Leone, McDonnell & Roberts
Professional Association*

North Conway, New Hampshire
August 22, 2018

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**COMBINING STATEMENT OF FINANCIAL POSITION
JUNE 30, 2018
WITH COMPARATIVE TOTALS FOR 2017**

<u>ASSETS</u>	<u>Monadnock Collaborative</u>	<u>Pilot Health, LLC</u>	<u>Eliminations</u>	<u>2018 Combined</u>	<u>2017 Combined</u>
CURRENT ASSETS					
Cash	\$ 179,970	\$ 284,138	\$ -	\$ 464,108	\$ 386,300
Accounts receivable	98,316	-	-	98,316	66,815
Prepaid expenses	25,566	-	-	25,566	26,244
Due from affiliate	<u>296,103</u>	<u>-</u>	<u>(296,103)</u>	<u>-</u>	<u>-</u>
Total current assets	<u>599,955</u>	<u>284,138</u>	<u>(296,103)</u>	<u>587,990</u>	<u>479,359</u>
PROPERTY AND EQUIPMENT					
Equipment, furniture and fixtures	7,708	29,910	-	37,618	37,618
Less accumulated depreciation	<u>(6,377)</u>	<u>(29,910)</u>	<u>-</u>	<u>(36,287)</u>	<u>(35,399)</u>
Total property and equipment	<u>1,331</u>	<u>-</u>	<u>-</u>	<u>1,331</u>	<u>2,219</u>
NONCURRENT ASSETS					
Security deposits	<u>-</u>	<u>2,330</u>	<u>-</u>	<u>2,330</u>	<u>2,330</u>
Total noncurrent assets	<u>-</u>	<u>2,330</u>	<u>-</u>	<u>2,330</u>	<u>2,330</u>
Total assets	<u>\$ 601,286</u>	<u>\$ 286,468</u>	<u>\$ (296,103)</u>	<u>\$ 591,651</u>	<u>\$ 483,908</u>
<u>LIABILITIES, NET ASSETS AND PARTNERS' CAPITAL</u>					
CURRENT LIABILITIES					
Accounts payable	\$ 6,520	\$ 3,548	\$ -	\$ 10,068	\$ 17,515
Accrued salaries, wages and related expenses	16,795	16,572	-	33,367	30,270
Refundable advance	5,000	-	-	5,000	-
Due to affiliate	<u>-</u>	<u>296,103</u>	<u>(296,103)</u>	<u>-</u>	<u>-</u>
Total current liabilities	<u>28,315</u>	<u>316,223</u>	<u>(296,103)</u>	<u>48,435</u>	<u>47,785</u>
NET ASSETS AND PARTNERS' CAPITAL					
Unrestricted net assets	572,971	-	-	572,971	564,596
Partners' capital	<u>-</u>	<u>(29,755)</u>	<u>-</u>	<u>(29,755)</u>	<u>(128,473)</u>
Total net assets and partners' capital	<u>572,971</u>	<u>(29,755)</u>	<u>-</u>	<u>543,216</u>	<u>436,123</u>
Total liabilities and net assets	<u>\$ 601,286</u>	<u>\$ 286,468</u>	<u>\$ (296,103)</u>	<u>\$ 591,651</u>	<u>\$ 483,908</u>

See Notes to Financial Statements

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**COMBINING STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED JUNE 30, 2018
WITH COMPARATIVE TOTALS FOR 2017**

	<u>Monadnock Collaborative</u>	<u>Pilot Health, LLC</u>	<u>Eliminations</u>	<u>2018 Combined</u>	<u>2017 Combined</u>
REVENUE AND SUPPORT					
Grants	\$ 749,995	\$ 633,106	\$ -	\$ 1,383,101	\$ 1,292,967
Investment income	204	237	-	441	-
Other revenue and support	<u>14,996</u>	<u>-</u>	<u>-</u>	<u>14,996</u>	<u>9,656</u>
	765,195	633,343	-	1,398,538	1,302,623
Net assets released from restrictions	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total revenue and support	<u>765,195</u>	<u>633,343</u>	<u>-</u>	<u>1,398,538</u>	<u>1,302,623</u>
EXPENSES					
Program services					
Service Link	691,041	-	-	691,041	613,162
Monadnock Voices for Prevention	-	-	-	-	3,211
Other	<u>-</u>	<u>534,625</u>	<u>-</u>	<u>534,625</u>	<u>564,845</u>
Total program services	<u>691,041</u>	<u>534,625</u>	<u>-</u>	<u>1,225,666</u>	<u>1,181,218</u>
Supporting activities					
Management and general	<u>65,779</u>	<u>-</u>	<u>-</u>	<u>65,779</u>	<u>71,378</u>
Total supporting activities	<u>65,779</u>	<u>-</u>	<u>-</u>	<u>65,779</u>	<u>71,378</u>
Total expenses	<u>756,820</u>	<u>534,625</u>	<u>-</u>	<u>1,291,445</u>	<u>1,252,596</u>
INCREASE IN NET ASSETS	8,375	98,718	-	107,093	50,027
NET ASSETS/PARTNERS' CAPITAL - BEGINNING OF YEAR	<u>564,596</u>	<u>(128,473)</u>	<u>-</u>	<u>436,123</u>	<u>386,096</u>
NET ASSETS/PARTNERS' CAPITAL - END OF YEAR	<u>\$ 572,971</u>	<u>\$ (29,755)</u>	<u>\$ -</u>	<u>\$ 543,216</u>	<u>\$ 436,123</u>

See Notes to Financial Statements

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**COMBINING STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED JUNE 30, 2018
WITH COMPARATIVE TOTALS FOR 2017**

	<u>Monadnock Collaborative</u>	<u>Pilot Health, LLC</u>	<u>Eliminations</u>	<u>2018 Combined</u>	<u>2017 Combined</u>
CASH FLOWS FROM OPERATING ACTIVITIES					
Increase in net assets	\$ 8,375	\$ 98,718	\$ -	\$ 107,093	\$ 50,027
Adjustments to reconcile increase in net assets to net cash provided by operating activities:					
Depreciation	888	-	-	888	1,480
Decrease (increase) in assets:					
Accounts receivable	(31,501)	-	-	(31,501)	27,084
Prepaid expenses	678	-	-	678	(7,399)
Security deposits	-	-	-	-	650
Due from affiliate	(5,838)	-	5,838	-	-
Increase (decrease) in liabilities:					
Accounts payable	2,187	(9,634)	-	(7,447)	(3,555)
Accrued salaries, wages and related expenses	(3,149)	6,246	-	3,097	(4,198)
Refundable advance	5,000	-	-	5,000	(1,242)
Due to affiliate	-	5,838	(5,838)	-	-
	<u>-</u>	<u>5,838</u>	<u>(5,838)</u>	<u>-</u>	<u>-</u>
NET CASH (USED IN) PROVIDED BY OPERATING ACTIVITIES	<u>(23,360)</u>	<u>101,168</u>	<u>-</u>	<u>77,808</u>	<u>62,847</u>
NET (DECREASE) INCREASE IN CASH	(23,360)	101,168	-	77,808	62,847
CASH AT BEGINNING OF YEAR	<u>203,330</u>	<u>182,970</u>	<u>-</u>	<u>386,300</u>	<u>323,453</u>
CASH AT END OF YEAR	<u>\$ 179,970</u>	<u>\$ 284,138</u>	<u>\$ -</u>	<u>\$ 464,108</u>	<u>\$ 386,300</u>

See Notes to Financial Statements

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**COMBINING STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2018
WITH COMPARATIVE TOTALS FOR 2017**

PROGRAM SERVICES

	Monadnock Collaborative	Monadnock Collaborative	Monadnock Collaborative	Pilot Health, LLC	Total Program Services Combined	Monadnock Collaborative Management and General	2018 Combined	2017 Combined
	<u>Service Link</u>	<u>Monadnock Voices for Prevention</u>	<u>Total</u>	<u>Total</u>		<u>General</u>		
PERSONNEL COSTS								
Salaries and wages	\$ 477,628	\$ -	\$ 477,628	\$ 318,313	\$ 795,941	\$ 10,477	\$ 806,418	\$ 775,003
Payroll taxes	30,157	-	30,157	28,961	59,118	778	59,896	58,081
Employee benefits	<u>79,837</u>	<u>-</u>	<u>79,837</u>	<u>58,839</u>	<u>138,676</u>	<u>3,278</u>	<u>141,954</u>	<u>131,699</u>
Total personnel costs	587,622	-	587,622	406,113	993,735	14,533	1,008,268	964,783
Rent	38,452	-	38,452	24,336	62,788	-	62,788	65,276
Travel	17,706	-	17,706	31,796	49,502	-	49,502	50,757
Telephone	17,052	-	17,052	14,540	31,592	-	31,592	30,518
Office supplies	7,707	-	7,707	22,691	30,398	-	30,398	33,094
Subcontract services	-	-	-	-	-	17,288	17,288	25,250
IT services	-	-	-	-	-	17,268	17,268	22,497
Auditing	7,954	-	7,954	6,536	14,490	-	14,490	15,994
Legal & Lobbying	1,413	-	1,413	12,347	13,760	-	13,760	2,437
Insurance	-	-	-	4,989	4,989	6,536	11,525	7,197
Equipment rental	-	-	-	-	-	10,154	10,154	6,480
Development	2,980	-	2,980	3,008	5,988	-	5,988	4,140
Administrative expenses	4,156	-	4,156	130	4,286	-	4,286	8,752
Advertising/Marketing	2,461	-	2,461	-	2,461	-	2,461	4,973
Postage	1,320	-	1,320	710	2,030	-	2,030	3,226
Depreciation	888	-	888	-	888	-	888	1,480
Office expense	-	-	-	426	426	-	426	-
Other	<u>1,330</u>	<u>-</u>	<u>1,330</u>	<u>7,003</u>	<u>8,333</u>	<u>-</u>	<u>8,333</u>	<u>5,742</u>
Total functional expenses	<u>\$ 691,041</u>	<u>\$ -</u>	<u>\$ 691,041</u>	<u>\$ 534,625</u>	<u>\$ 1,225,666</u>	<u>\$ 65,779</u>	<u>\$ 1,291,445</u>	<u>\$ 1,252,596</u>

See Notes to Financial Statements

**MONADNOCK COLLABORATIVE
AND
PILOT HEALTH, LLC**

**NOTES TO COMBINING
FINANCIAL STATEMENTS
FOR THE YEAR ENDED JUNE 30, 2018**

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization

The Monadnock Collaborative (the Collaborative) is a not-for-profit corporation located in Keene, New Hampshire. The Collaborative's purpose is to support the efforts of local projects and initiatives aimed at identifying and addressing the unmet healthcare needs of residents in the Monadnock Region of New Hampshire. Major programs include information and referral, education, and service program management.

Pilot Health, LLC (Pilot Health) is a limited liability company located in Keene, New Hampshire. Pilot Health provides case management services in an effort to support the unmet healthcare needs of the residents in the Monadnock Region of New Hampshire.

Principle of Combination

The combining financial statements include the accounts of Monadnock Collaborative and Pilot Health, collectively referred to as the Organization, which is affiliated by common ownership and control. All material inter-company transactions have been eliminated.

Basis of Accounting

The combining financial statements of the Organization have been prepared on the accrual basis of accounting.

Basis of Presentation

The financial statement presentation follows the recommendations of ASC 958, Financial Statements of Not-for-Profit Organizations. Under ASC 958, the Organization is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. The classes of net assets are determined by the presence or absence of donor restrictions. For the year ended June 30, 2018, the Organization had only unrestricted net assets.

The combining financial statements include certain prior-year summarized comparative information in total but not by net asset class. Such information does not include sufficient detail to constitute a presentation in conformity with generally accepted accounting principles. Accordingly, such information should be read in conjunction with the Organization's combining financial statements for the year ended June 30, 2017 from which the summarized information was derived.

Functional Allocation of Expenses

The costs of providing various programs and other activities have been summarized on a functional basis in the combining statement of activities and in the combining statement of functional expenses. Accordingly, certain costs have been allocated among the program services and supporting activities benefited.

Advertising

The Organization expenses advertising costs as incurred.

Use of Estimates

In preparing financial statements in conformity with generally accepted accounting principles, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements, and revenue and expenses during the reporting period. Actual results could differ from those estimates.

Fair Value of Financial Instruments

The Company's financial instruments consist of cash, trade receivables and payables, and tenant deposits. The carrying value for all such financial instruments, considering the terms, approximate fair value at June 30, 2018.

Accounts receivable

Accounts receivable are stated at the amount management expects to collect from balances outstanding at year end. Balances that are still outstanding, after management has used reasonable collection efforts, are written off through a charge to the valuation allowance and a credit to accounts receivable. The allowance for uncollectible accounts was estimated to be zero at June 30, 2018. The Organization has no policy for charging interest on overdue accounts.

Accrued Earned Time

The Organization has accrued a liability for future compensated absences that its employees have earned and which is vested with the employees.

Refundable Advances

Grants received in advance are recorded as refundable advances and recognized as revenue in the period in which the related services are provided or costs are incurred.

Income Taxes

The Collaborative is a nonprofit corporation exempt from income tax under Section 501(c)(3) of the Internal Revenue Code. The Internal Revenue Service has determined the Collaborative to be other than a private foundation.

Pilot Health, LLC is taxed as a partnership. Federal income taxes are not payable by, or provided for Pilot Health. Earnings and losses are included in the partners' federal income tax returns based on their share of partnership earnings. Partnerships are required to file income tax returns with the State of New Hampshire and pay an income tax at the state's statutory rate.

The Organization follows FASB ASC Topic No. 740, Accounting for Uncertainty in Income Taxes, which requires them to report uncertain tax positions, related interest and penalties, and to adjust its assets and liabilities for unrecognized tax benefits and accrued interest and penalties accordingly. At June 30, 2018, the Organization determined they had no tax positions that did not meet the “more likely than not” standard of being sustained by tax authorities.

The Organization is no longer subject to examinations by the United States Federal or State tax authorities before 2014.

2. SUBSEQUENT EVENTS

Subsequent events are events or transactions that occur after the statement of financial position date, but before financial statements are available to be issued. Recognized subsequent events are events or transactions that provide additional evidence about conditions that existed at the statement of financial position date, including the estimates inherent in the process of preparing financial statements. Nonrecognized subsequent events are events that provide evidence about conditions that did not exist at the statement of financial position date, but arose after that date. Management has evaluated subsequent events through August 16, 2018, the date the financial statements were available for issuance.

Effective July 1, 2018 Pilot Health, LLC was dissolved and the following assets and liabilities were transferred to Monadnock Collaborative:

Cash	\$ 284,138
Other assets	<u>2,330</u>
Total assets	<u>286,468</u>
Accounts payable	3,548
Accrued expenses	<u>16,572</u>
Total liabilities	<u>20,120</u>
Net assets transferred	<u>\$ 266,348</u>

3. CONCENTRATION OF RISK

The Organization maintains cash balances that, at times, may exceed federally insured limits. The balances are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000 at June 30, 2018. The Collaborative has not experienced any losses in such accounts and believes it is not exposed to any significant risk with respect to these accounts. There were no uninsured cash balances at June 30, 2018.

For the year ended June 30, 2018, approximately 98% of the total revenue was derived from grants from federal, state and other sources. The future existence of the Collaborative and Pilot Health is dependent upon continued support from grant sources.

4. **PROPERTY AND EQUIPMENT**

Property is stated at cost or fair market value at date of donation. Material assets with a useful life in excess of one year are capitalized. The Organization depreciates the assets using the straight-line method in amounts designed to amortize the cost of the assets over their estimated useful lives as follows:

Equipment, furniture and fixtures	3 - 10 Years
-----------------------------------	--------------

Expenditures for repairs and maintenance are expensed when incurred and betterments are capitalized. Assets sold or otherwise disposed of are removed from the accounts, along with the related accumulated depreciation, and any gain or loss is recognized.

5. **LEASE COMMITMENTS**

The Organization has entered into two rental lease agreements to rent office space. Rent expense under these agreements aggregated \$62,788 for the year ended June 30, 2018. The future minimum lease payments on the above leases for the year ended June 30, 2018 approximates \$63,000.

6. **RETIREMENT PLAN**

During 2018 the Organization initiated a tax sheltered annuity plan under the provisions of Section 403(b) of the internal Revenue Code. All employees who have had at least 30 days of service to the Organization are eligible to contribute to the plan.

7. **RELATED PARTY TRANSACTIONS**

The Collaborative was formed in part by the actions of Pilot Health, LLC and one of its partners, Monadnock Family Services. The Collaborative's board initially consisted of employees of the entities that are the members of Pilot Health, LLC. Prior to July 1, 2007, Monadnock Family Services was providing payroll, computer, and administrative services to the Collaborative. Pilot Health, LLC shares office space, purchasing, payroll and employee benefits with the Collaborative. As of June 30, 2018, Pilot Health, LLC owed the Collaborative \$296,103, which has been eliminated in combination.

8. **COMMITMENTS AND CONTINGENCIES**

The Organization receives funding under various state and federal grants. Under the terms of these grants, the Organization is required to use the money within the grant period for purposes specified in the grant proposal. If expenditures for the grant were found not to have been made in compliance with the proposal, the Organization may be required to repay the grantor's funds.

9. **RECLASSIFICATIONS**

Certain amounts and accounts from the prior year's financial statements were reclassified to enhance comparability with the current year's financial statements.

Pilot Health, LLC
Board of Directors
2019

Alan Green, Chair

Executive Director
Monadnock Developmental Services

John Manning, Treasurer

Chief Executive Officer
Southwestern Community Services

Phil Wyzik

Chief Executive Officer
Monadnock Family Services

Josh Meehan

Executive Director

Chris Coates

County Administrator
Cheshire County Administration

MARYANNE B. FERGUSON

PROFILE

- Demonstrates strong senior leadership skills.
- Communicates person-centered approach.
- Experienced with fiscal management and budgets.
- Accomplished at public speaking and engaging stakeholders.
- Builds strong personal and community relations.
- Effective communicator, both oral and written.
- Skilled at successful program development.

WORK EXPERTISE

2016-Present - Executive Director, Monadnock Collaborative, ServiceLink, Pilot Health, Keene, NH

- Assumes all planning and day-to-day activities of a non-profit health and social services agency in two NH locations.
- Works with CFO to administer fiscal management and budget.
- Develops and strengthens community relations – serves on community committees and boards.
- Facilitates/coordinates meetings with health partners both locally and state-wide.
- Guides Board of Directors through strategic planning process to establish organizational goals and objectives.
- Directly and indirectly supervises a staff of 27.
- Serves on the Leadership Council for a Healthier Monadnock.
- Implements *LEAN* activities to improve quality of programs, health outcomes and client satisfaction rates.
- Maintains a healthy esprit de corps environment with staff through team building and leadership rounding.
- Oversees and remains current on all required law and compliance pertaining to human resources and clients.

2008 – 2016 – Community Health Manager, Cheshire Medical Center, Keene, NH

- Developed, launched and maintained a community-wide worksite wellness program for 60 local businesses.
- Responsible for the fiscal management and reporting of a large community grant.
- Partnering with Keene State College, designed and launched a regional healthy eating initiative for restaurants, nursing homes and food venues to address obesity.
- Developed and strengthened community relations – served on community committees and boards.
- Facilitated/coordinates meetings with health partners both locally and at the state level.
- Convened community events to collectively apply strategies to address community health indicators.
- Public and key note speaker at many well-attended health and wellness events and workshops locally and state-wide.
- Hired, trained and directly supervised staff and community volunteers.

2003 – 2007 – Adjunct Faculty, River Valley College, Keene, NH

- Developed Pathology coursework for undergraduate massage therapy certificate course.
- Designed a successful Mentorship program to support student learning, sustained by students, faculty and volunteers.

1995 - 2001 - Executive Director, The Keene Montessori School, Keene, NH

- Assumed all planning and day-to-day activities of a kindergarten, preschool and daycare school.
- Administered fiscal management and budget.
- Grew classroom programming by 300%.
- Increased annual revenue consecutive years.
- Hired, trained and managed staff of ten as well as many volunteers.
- Administered fund raising activities.
- Conducted soft sales presentation for all interested parties.
- Led board of directors through strategic planning process to establish goals and objectives.
- Acted as project manager to secure and design a new space and location for the school.

EDUCATION

Norwich University, *Masters of Public Administration – Nonprofit Management*
Keene State College, *Bachelor of Science – Health Science*
Southern New Hampshire University, *Associate of Science, Business Administration*

Northfield, VT
Keene, NH
Manchester, NH

SELECTED ACCOMPLISHMENTS

- Recipient of the 2016 New Hampshire Public Health Association (NHPHA) annual award.
- Member of the Keene Senior Center Sustainability Committee.
- 553 NH Waiver, Nursing Homes and Managed Care sub-committee
- IDN Region One Advisory Committee member and Finance Committee member.
- Chair for Re-Think Health Strategy Finance Study Group 2015-2016
- Authored an article in the New Hampshire Medical Association (NHMA) news booklet, November 2014.
- Recognized by the Center for Disease Control and Prevention (CDC) for community health efforts.
- Served on the Multi Agency Coordinated Entity (MACE) for emergency preparedness.

Resume

Richard J. Skeels

Experience

July, 2015 - Present

Finance Director (Contracted) – Monadnock Collaborative, Keene, NH

Provide financial management, budgeting work, audit preparation, Federal and State filings, and supervision of bookkeeping function.

May, 1996 – Dec., 2014

CFO – Home Healthcare, Hospice & Community Services, Keene, NH

Provided primary financial leadership for management, staff, and Board of Directors of a large non-profit organization in Southwestern New Hampshire. Provided audit coordination and responses, state contract compliance, Medicare reporting, accounts receivables management and budgeting work for managers and agency leadership. Supervised accounting, payroll, payables, state billing staff, accounts receivable staff, and Information System

Sept., 1983 – May, 1996

CFO – Healthcare and Rehabilitation Services of Southeastern Vermont, Bellows Falls, VT

Responsible for all financial management functions of a community mental health center. Budgeting, accounting, information systems, financial reporting, receivables management, and coordination with State contracting staff were primary activities.

1980 – 1983

Budget Analyst – Raytheon Company, Sudbury, Mass.

Responsible for monitoring and reporting activity related to various contracts within the computer section of the Equipment Development Lab. Also provided budget and other administrative support to the Marketing Department.

1977 – 1980 Contract Officer – Dept. of Mental Health, Central Mass. Region, Shrewsbury, Mass.

1975 – 1977 Alternative School Education Coordinator, Milford Assistance Program, Milford, Mass

Education:

MBA Boston College, 1983, BA Clark University, 1971

Jennifer L. Seher

SOCIAL SERVICE EXPERIENCE

Monadnock Collaborative, Keene, NH, May 2001 to present

Program Director, ServiceLink Resource Centers, Monadnock Region and Sullivan County, and The Community Network Team (2011 to present)

Program Director, Monadnock ServiceLink Resource Center & Community Network Team (2005 to 2011)

Coordinator, Community Network Team (2001 to 2004)

Responsible for program management, program planning and outreach, supervision of staff and volunteers, collaboration with other agencies, and reporting related to state contract with NH Bureau of Elderly and Adult Services. Work in conjunction with community partners to develop and contribute to collaborative projects. Working with ServiceLink Program partners in four western NH counties; developed and received a three year grant from Harry & Jeannette Weinberg Foundation for \$650,000 to augment family caregiver work in western NH.

Health Care and Rehabilitation Services, Springfield, VT, December 1996-April 2001

Therapeutic Case Manager (2000-2001)

Therapeutic Foster Care/Social Support Services (1996-2000)

Coordinated implementation of treatment plans for children and teens. Provided supportive counseling to foster and biological families. Coordinated with Vermont Department of Mental Health on developing and managing Medicaid waivers and individualized service budgets.

OTHER PROFESSIONAL EXPERIENCE

Worldwatch Institute, Washington, DC

Designer, World Watch Magazine, 1995 -1996

Freelance Writing, Layout and Design, Washington DC, 1993-1995

National Parks and Conservation Association (NPCA), Washington DC

Deputy Director of Grassroots Program, 1991-1993

Managed grassroots program for 300,000 member national non-profit organization. Oversaw the budgeting and administration of six regional offices and one chapter. Built a three tier activist program; increased membership 80 percent in one and one half years.

Project Manager, 1989-1992

Managed the development of a congressionally mandated national trail plan. Facilitated and mediated community planning meetings/focus groups in cities across the country. Co-wrote several Congressional reports; presented findings before Congress and at conferences.

American Trails, Washington, DC

Intern promoted to Program Assistant, 1988-1989

Center for Environmental Management, Medford, MA

Training Coordinator, 1987-1988

Thompson Island Education Center, Boston, MA

Youth Adventure-based Environmental Science Instructor, 1987-1988

EDUCATION

University of New Hampshire, current MPA student

Tufts University, Medford, MA 1988. BS in Geology with a concentration in environmental studies.

HONORS

Citation from Governor of NH, John Lynch, December 28, 2005

(For dedication and work on behalf of NH citizens after floods in October 2005.)

VOLUNTEER ACTIVITIES

- **KMS Outdoor Classroom, current**
- **Cheshire Housing Trust Garden Tour, current**
- **Cheshire County UNH Cooperative Extension Advisory Board Member**
- **Franklin Elementary School, PTC, current**
- **Lily Garden Learning Center, Board Chair, 2005-2007**
- **Educational Surrogate, State of Vermont, 1999-2004**
- **Taught Life Skills classes to high school students, Washington, DC, 1993-1995**
- **Naturalist, Huntley Meadows, Fairfax, VA 1993**
- **NPCA Volunteer Coordinator, Martha's Table, Washington, DC, 1991-1993**

**MONADNOCK COLLABORATIVE
SULLIVAN COUNTY SERVICELINK**

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Maryanne Ferguson	Executive Director	\$70,005	3.8%	\$ 2,660
Richard Skeels	Financial Director (contracted)	\$13,000	0%	\$ 0
Jennifer Seher	ServiceLink Program Director	\$50,000	38.5%	\$19,250

**MONADNOCK COLLABORATIVE
MONADNOCK SERVICELINK**

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Maryanne Ferguson	Executive Director	\$70,005	6.2%	\$ 4,340
Richard Skeels	Financial Director (contracted)	\$13,000	0%	\$ 0
Jennifer Seher	ServiceLink Program Director	\$50,000	61.5%	\$30,750

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Jeffrey A. Meyers
Commissioner

Christine L. Santanella
Director

105 PLEASANT STREET, CONCORD, NH 03301-3587
603-271-9203 1-800-351-1888
Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 6, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
TOTAL:			\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue its work supporting NH's Medicare Beneficiaries and those needing support and guidance to access and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

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

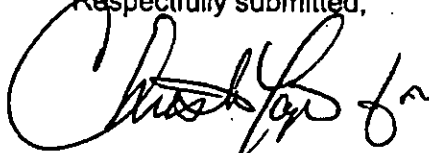
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

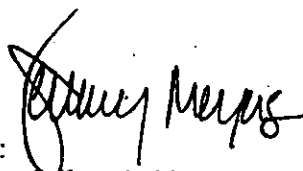
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
	Subtotal		\$738,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
	Subtotal		\$538,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177676)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
	Subtotal		\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,286.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75% Federal Funds; 25% General Funds)

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
 Federal Funds)

(100% Federal Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
102-500731		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,668.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

		2018	\$468,814.03	\$2,932.00	\$471,746.03
		2019	\$118,214.87	\$334,865.77	\$453,080.64
		Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$319,210.40	\$0.00	\$319,210.40
		2018	\$610,999.19	\$2,300.00	\$613,299.19
		2019	\$154,860.05	\$429,706.41	\$584,566.46
		Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$106,170.80	\$0.00	\$106,170.80
		2018	\$203,756.51	\$1,100.00	\$204,856.51
		2019	\$51,668.57	\$144,612.69	\$196,281.26
		Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
		Subtotal	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%**

Federal Funds)

(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79		\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28



State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 29th day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Monadnock Collaborative, (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 105 Castle Street, Keene, NH 03431.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, increase by \$432,006.41, to read:
\$1,517,076.05.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - a. A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:
 - i. Parish Nurse

NH Department of Health & Human Services
Service Link Resource Center

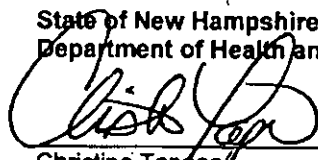


- ii. SS Administration
 - iii. Low income housing sites and senior centers
1. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:
Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.
 6. Delete Exhibit B-2, Monadnock Region and Sullivan County Budgets, in their entirety and replace with Exhibit B-2, Monadnock Region and Sullivan County Budgets – Amendment #1.
 7. Delete Exhibit B-3, Monadnock Region and Sullivan County Budgets, in their entirety and replace with Exhibit B-3, Monadnock Region and Sullivan County Budgets – Amendment #1.
 8. Add Exhibit K, DHHS Information Security Requirements.

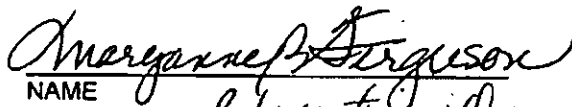
This amendment shall be effective upon the date of Governor and Executive Council approval:

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

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

5/31/2018
Date

Monadnock Collaborative

NAME
TITLE Executive Director

Acknowledgement:
State of NH, County of Cheshire on 5/31/18, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.
Signature of Notary Public or Justice of the Peace

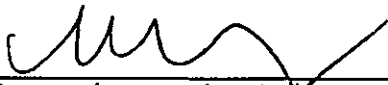
Wendy Preston
Name and Title of Notary or Justice of the Peace
WENDY PRESTON
Notary Public, State of New Hampshire
My Commission Expires Sept. 27, 2022

NH Department of Health & Human Services
Service Link Resource Center



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.
OFFICE OF THE ATTORNEY GENERAL

Date 6/7/19


Name: Megan A. Joyce
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date _____

Name: _____
Title: _____

Appendix D - Budget Form
Exhibit B-1

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

Bidder Name: Monadnock Collaborative - Sullivan County

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports
Budget Request for: and Services:

RFP-2017-QHS-01-SERV

Budget Period: State Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 147,112.90	\$ 22,067.00	\$ 169,179.90			\$ -	\$ 147,112.90	\$ 22,067.00	\$ 169,179.90
2. Employee Benefits	\$ 24,517.37	\$ 3,677.74	\$ 28,195.11			\$ -	\$ 24,517.37	\$ 3,677.74	\$ 28,195.11
3. Consultants	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 1,064.00	\$ -	\$ 1,064.00			\$ -	\$ 1,064.00	\$ -	\$ 1,064.00
Purchase/Depreciation	\$ 5,578.00	\$ -	\$ 5,578.00	\$ 3,000.00	\$ -	\$ 3,000.00	\$ 2,578.00	\$ -	\$ 2,578.00
5. Supplies:	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Office	\$ 2,174.00	\$ -	\$ 2,174.00	\$ 200.00	\$ -	\$ 200.00	\$ 1,974.00	\$ -	\$ 1,974.00
6. Travel	\$ 4,407.00	\$ -	\$ 4,407.00	\$ 600.00	\$ -	\$ 600.00	\$ 3,907.00	\$ -	\$ 3,907.00
7. Occupancy	\$ 19,350.00	\$ 3,600.00	\$ 22,950.00		\$ 3,600.00	\$ 3,600.00	\$ 19,350.00	\$ -	\$ 19,350.00
8. Current Expenses	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Telephone	\$ 9,549.00	\$ -	\$ 9,549.00	\$ 3,400.00	\$ -	\$ 3,400.00	\$ 6,149.00	\$ -	\$ 6,149.00
Postage	\$ 493.00	\$ -	\$ 493.00	\$ -	\$ -	\$ -	\$ 493.00	\$ -	\$ 493.00
Subscriptions	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 2,786.00	\$ -	\$ 2,786.00	\$ 1,500.00	\$ -	\$ 1,500.00	\$ 1,286.00	\$ -	\$ 1,286.00
11. Staff Education and Training	\$ 967.00	\$ -	\$ 967.00	\$ 600.00	\$ -	\$ 600.00	\$ 467.00	\$ -	\$ 467.00
12. Subcontracts/Agreements IT Services	\$ 6,513.00	\$ -	\$ 6,513.00	\$ 3,000.00	\$ -	\$ 3,000.00	\$ 3,513.00	\$ -	\$ 3,513.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 226,611.27	\$ 29,344.73	\$ 254,956.00	\$ 13,100.00	\$ 3,600.00	\$ 16,700.00	\$ 212,411.27	\$ 28,744.73	\$ 241,156.00

Indirect As A Percent of Direct

13.0%

Contractor Initials: DMH
Date: 5/21/18

Appendix D - Budget Form
Exhibit B-2

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

Bidder/Program Name: Monadnock Collaborative - Monadnock Region

Improving Access to Information and Services for

Budget Request for: Services:

(Name of NPP)

Budget Period: State Fiscal Year 2018

1234.782609

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 206,071.00	\$ 30,810.00	\$ 236,881.00	\$ -	\$ -	\$ -	\$ 206,071.00	\$ 30,810.00	\$ 236,881.00
2. Employee Benefits	\$ 66,110.00	\$ 9,918.00	\$ 76,028.00	\$ -	\$ -	\$ -	\$ 66,110.00	\$ 9,918.00	\$ 76,028.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 1,997.00	\$ -	\$ 1,997.00	\$ -	\$ -	\$ -	\$ 1,997.00	\$ -	\$ 1,997.00
Purchase/Depreciation	\$ 5,344.00	\$ 2,000.00	\$ 7,344.00	\$ -	\$ 2,000.00	\$ 2,000.00	\$ 5,344.00	\$ -	\$ 5,344.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 6,377.00	\$ -	\$ 6,377.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 5,377.00	\$ -	\$ 5,377.00
6. Travel	\$ 12,978.00	\$ -	\$ 12,978.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 11,978.00	\$ -	\$ 11,978.00
7. Occupancy	\$ 19,020.00	\$ 1,200.00	\$ 20,220.00	\$ 2,200.00	\$ 1,200.00	\$ 3,400.00	\$ 16,820.00	\$ -	\$ 16,820.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 13,018.00	\$ -	\$ 13,018.00	\$ 3,400.00	\$ -	\$ 3,400.00	\$ 9,618.00	\$ -	\$ 9,618.00
Postage	\$ 1,007.00	\$ -	\$ 1,007.00	\$ -	\$ -	\$ -	\$ 1,007.00	\$ -	\$ 1,007.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ 4,000.00	\$ 4,000.00	\$ -	\$ 4,000.00	\$ 4,000.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 5,753.14	\$ -	\$ 5,753.14	\$ 3,339.14	\$ -	\$ 3,339.14	\$ 2,414.00	\$ -	\$ 2,414.00
11. Staff Education and Training	\$ 2,221.00	\$ -	\$ 2,221.00	\$ 1,250.00	\$ -	\$ 1,250.00	\$ 971.00	\$ -	\$ 971.00
12. Subcontracts/Agreements IT Services	\$ 15,810.00	\$ -	\$ 15,810.00	\$ 9,000.00	\$ -	\$ 9,000.00	\$ 6,810.00	\$ -	\$ 6,810.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 344,808.14	\$ 48,028.00	\$ 402,832.14	\$ 21,189.14	\$ 7,200.00	\$ 28,389.14	\$ 334,317.00	\$ 40,828.00	\$ 376,143.00

Indirect As A Percent of Direct 13.5%

Contractor Initials: AWAS
Date: 5/24/18

Appendix D - Budget Form
Exhibit B-3

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

Bidder/Program Name: Monadnock Collaborative - Monadnock Region

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports and

Budget Request for: Services:

(Name of Agency)

Budget Period: State Fiscal Year 2019

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 185,437.00	\$ 27,816.00	\$ 213,253.00			\$ -	\$ 185,437.00	\$ 27,816.00	\$ 213,253.00
2. Employee Benefits	\$ 77,873.00	\$ 11,698.00	\$ 89,571.00			\$ -	\$ 77,873.00	\$ 11,698.00	\$ 89,571.00
3. Consultants	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Rental	\$ 600.00	\$ -	\$ 600.00	\$ 600.00	\$ -	\$ 600.00	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 2,036.00	\$ -	\$ 2,036.00	\$ -	\$ -	\$ -	\$ 2,036.00	\$ -	\$ 2,036.00
Purchase/Depreciation	\$ 4,077.00	\$ -	\$ 4,077.00	\$ 2,077.00	\$ -	\$ 2,077.00	\$ 2,000.00	\$ -	\$ 2,000.00
5. Supplies:	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Office	\$ 7,026.00	\$ -	\$ 7,026.00	\$ 2,500.00	\$ -	\$ 2,500.00	\$ 4,526.00	\$ -	\$ 4,526.00
6. Travel	\$ 15,093.00	\$ -	\$ 15,093.00	\$ 3,000.00	\$ -	\$ 3,000.00	\$ 12,093.00	\$ -	\$ 12,093.00
7. Occupancy	\$ 17,347.09	\$ 600.00	\$ 17,947.09	\$ 4,063.09	\$ 600.00	\$ 4,663.09	\$ 13,282.00	\$ -	\$ 13,282.00
8. Current Expenses	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Telephone	\$ 11,101.00	\$ -	\$ 11,101.00	\$ 1,250.00	\$ -	\$ 1,250.00	\$ 9,851.00	\$ -	\$ 9,851.00
Postage	\$ 807.00	\$ -	\$ 807.00	\$ -	\$ -	\$ -	\$ 807.00	\$ -	\$ 807.00
Subscriptions	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 2,314.00	\$ -	\$ 2,314.00	\$ 600.00	\$ -	\$ 600.00	\$ 1,714.00	\$ -	\$ 1,714.00
11. Staff Education and Training	\$ 1,533.00	\$ -	\$ 1,533.00	\$ 500.00	\$ -	\$ 500.00	\$ 1,033.00	\$ -	\$ 1,033.00
12. Subcontracts/Agreements / IT Services	\$ 7,887.00	\$ -	\$ 7,887.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 6,887.00	\$ -	\$ 6,887.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 353,331.09	\$ 41,112.00	\$ 374,443.09	\$ 18,882.09	\$ 1,600.00	\$ 17,182.09	\$ 317,739.00	\$ 39,812.00	\$ 357,251.00

Indirect As A Percent of Direct

12.3%

0.102618134

0.124383036

Contractor Initials: MURPHY
Date: 5/31/18

Appendix D - Budget Form
Exhibit B-3

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

Bidder/Program Name: Monadnock Collaborative - Sullivan County

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports

Budget Request for: and Services:
(Name of RFP)

Budget Period: State Fiscal Year 2019

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 125,632.00	\$ 31,408.00	\$ 157,040.00	\$ -	\$ -	\$ -	\$ 142,389.00	\$ 21,358.00	\$ 163,747.00
2. Employee Benefits	\$ 21,422.00	\$ 6,212.38	\$ 27,634.38	\$ -	\$ -	\$ -	\$ 21,622.00	\$ 3,243.00	\$ 24,865.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 525.00	\$ -	\$ 525.00	\$ -	\$ -	\$ -	\$ 1,064.00	\$ -	\$ 1,064.00
Purchase/Depreciation	\$ 3,000.00	\$ -	\$ 3,000.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 1,000.00	\$ -	\$ 1,000.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 1,474.00	\$ -	\$ 1,474.00
6. Travel	\$ 4,400.00	\$ -	\$ 4,400.00	\$ -	\$ -	\$ -	\$ 3,907.00	\$ -	\$ 3,907.00
7. Occupancy	\$ 19,395.00	\$ -	\$ 19,395.00	\$ 4,529.50	\$ -	\$ 4,529.50	\$ 19,350.00	\$ -	\$ 19,350.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 3,200.00	\$ -	\$ 3,200.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 6,149.00	\$ -	\$ 6,149.00
Postage	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 493.00	\$ -	\$ 493.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ -	\$ -	\$ 1,286.00	\$ -	\$ 1,286.00
11. Staff Education and Training	\$ 1,500.00	\$ -	\$ 1,500.00	\$ -	\$ -	\$ -	\$ 467.00	\$ -	\$ 467.00
12. Subcontracts/Agreements	\$ 2,700.00	\$ -	\$ 2,700.00	\$ 7,000.00	\$ -	\$ 7,000.00	\$ 3,513.00	\$ -	\$ 3,513.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 186,024.00	\$ 37,620.38	\$ 223,644.38	\$ 17,529.50	\$ -	\$ 17,529.50	\$ 202,714.00	\$ 24,601.00	\$ 227,315.00
Indirect As A Percent of Direct		20.2%		0			0.12135817		

Contractor Initials: *MJB*
Date: *5/24/18*

New Hampshire Department of Health and Human Services

Exhibit K



A. Definitions

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

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

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

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

amp



consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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



7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2

MWS
5/31/18



5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

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

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department

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5/21/18

New Hampshire Department of Health and Human Services

Exhibit K



confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103; the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

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New Hampshire Department of Health and Human Services

Exhibit K



10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. **Data Security Breach Liability.** In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,



implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

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

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

V. LOSS REPORTING

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

The Contractor must further handle and report Incidents and Breaches involving PHI in



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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

A. DHHS contact program and policy:

(Insert Office or Program Name)

(Insert Title)

DHHS-Contracts@dhhs.nh.gov

B. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

D. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

E. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES

Jeffrey A. Meyers
 Commissioner

Maureen Ryan
 Director

129 PLEASANT STREET, CONCORD, NH 03301
 603-271-9546 1-800-852-3345 Ext. 9546
 Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$820,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177875	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a single point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

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

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

FINANCIAL DETAIL ATTACHMENT SHEET

SFY17 Q3-Q4, SFY 2018 and SFY 2019

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$448,021.43

Behavioral Health & Development Services of Stafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
		Subtotal	\$736,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.63
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Contracts for Program Svcs Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23
		Subtotal	\$3,173.23

Total 8925	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
(75% Federal Funds; 25% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$8,321.78
	Contracts for Program Services	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,733.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-07)

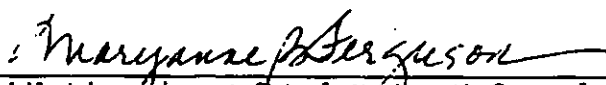
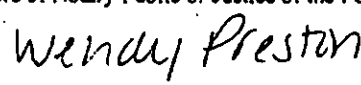
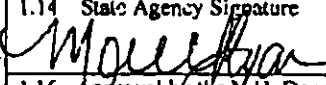
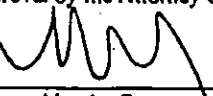
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Monadnock Collaborative		1.4 Contractor Address 105 Castle Street Keene, NH 03431	
1.5 Contractor Phone Number 603-357-1922	1.6 Account Number 05-95-48-481010-95630000, 05-95-48-481010-92550000, 05-95-48-481510-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$1,085,069.40
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Maryanne Ferguson, Executive Director	
1.13 Acknowledgement: State of <u>New Hampshire</u> County of <u>Cheshire</u> On <u>November 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 <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">  [Seal] </div> <div style="border: 1px solid black; padding: 5px;"> WENDY PRESTON Notary Public, State of New Hampshire My Commission Expires October 17, 2017 </div> </div>			
1.13.2 Name and Title of Notary or Justice of the Peace <u>Wendy Preston - Office Manager - Human Resources</u>			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory <u>Maureen Ryan Director, OHS</u>	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Date: <u>11/18/16</u> Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>Megan A. Jacob - Attorney 11/29/16</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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.

[Signature]
11/4/2014



Exhibit A

- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:

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11/4/2016



Exhibit A

- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
- 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
- 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
- 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
- 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist Individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:

Exhibit A

Page 3 of 15

Contractor Initials

Date

[Handwritten Signature]
11/4/2014



Exhibit A

- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.

Exhibit A

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- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.

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Exhibit A

- 2.2.4.7. Maintain compliance with staff training to provide the VD-HCBS and to provide Financial Management Services program requirements, as applicable.
- 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
- 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
- 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
- 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
- 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
- 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
- 2.2.4.15. Participate in VAMC program meetings.
- 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.



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- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.

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- 2.2.7.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:



Exhibit A

- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.

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Exhibit A

- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.



Exhibit A

2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.

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Exhibit A

- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.

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Date

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Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.
- 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
- 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:
 - 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
 - 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:

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Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting.
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's



Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
- 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
 - 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
 - 5.7.2.3. Merrimack County 2 FTE; and
 - 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

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Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The Invoices must;
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301

[Handwritten Signature]
Date 11/4/2016

New Hampshire Department of Health and Human Services
Service Link Resource Centers



Exhibit B

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5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
 6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
 7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
 8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
 9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

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11/4/2016

Exhibit B-1
Monednock

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

Bidder Name: Monednock Collaborative - Monednock Region

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports
Budget Request for: and Services:

RFP: 2017-DHS-01-320M

Budget Period: State Fiscal Year 2017

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 127,574.70	\$ 10,130.51	\$ 146,713.21	\$ 15,081.25	\$ 2,262.19	\$ 17,343.44	\$ 112,495.44	\$ 16,874.32	\$ 129,369.77
2. Employee Benefits	\$ 25,868.95	\$ 5,380.04	\$ 41,018.99	\$ 4,373.56	\$ 656.03	\$ 5,029.59	\$ 31,293.39	\$ 4,684.01	\$ 36,007.40
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 3,041.00	\$ 434.00	\$ 3,475.00	\$ -	\$ 434.00	\$ 434.00	\$ 3,041.00	\$ -	\$ 3,041.00
6. Travel	\$ 3,844.00	\$ -	\$ 3,844.00	\$ -	\$ -	\$ -	\$ 3,844.00	\$ -	\$ 3,844.00
7. Occupancy	\$ 12,008.83	\$ -	\$ 12,008.83	\$ 2,400.00	\$ -	\$ 2,400.00	\$ 12,608.83	\$ -	\$ 12,608.83
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 4,915.00	\$ -	\$ 4,915.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 3,915.00	\$ -	\$ 3,915.00
Postage	\$ 895.00	\$ -	\$ 895.00	\$ -	\$ -	\$ -	\$ 895.00	\$ -	\$ 895.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 1,820.00	\$ -	\$ 1,820.00	\$ -	\$ -	\$ -	\$ 1,820.00	\$ -	\$ 1,820.00
11. Staff Education and Training	\$ 1,325.00	\$ -	\$ 1,325.00	\$ -	\$ -	\$ -	\$ 1,325.00	\$ -	\$ 1,325.00
12. Subcontracts/Agreements: IT services	\$ 6,350.18	\$ -	\$ 6,350.18	\$ 6,000.00	\$ -	\$ 6,000.00	\$ 3,350.18	\$ -	\$ 3,350.18
13. OTHER (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 206,042.64	\$ 24,920.55	\$ 230,963.19	\$ 37,854.81	\$ 3,352.22	\$ 41,207.03	\$ 174,187.83	\$ 21,668.33	\$ 195,856.16

Indirect As A Percent of Direct

12.1%

0.105234343

0.123822354

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

Bidder Name: Monadnock Collaborative - Sullivan County

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports

Budget Request for: and Services:

APP-2017-OHS-01-SERV

Budget Period: State Fiscal Year 2017

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 85,788.51	\$ 12,858.28	\$ 98,646.79	\$ 12,085.00	\$ 1,800.75	\$ 13,885.75	\$ 73,723.51	\$ 11,058.53	\$ 84,782.04
2. Employee Benefits	\$ 21,828.73	\$ 3,289.74	\$ 25,118.47	\$ 3,488.85	\$ 524.83	\$ 4,013.68	\$ 18,430.88	\$ 2,784.91	\$ 21,215.79
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 7,225.00	\$ -	\$ 7,225.00	\$ 7,225.00	\$ -	\$ 7,225.00	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ 8.00	\$ -	\$ 8.00	\$ 8.00	\$ -	\$ 8.00	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ 350.00	\$ 350.00	\$ -	\$ 350.00	\$ 350.00	\$ -	\$ -	\$ -
Office	\$ 3,968.00	\$ -	\$ 3,968.00	\$ 2,733.00	\$ -	\$ 2,733.00	\$ 1,235.00	\$ -	\$ 1,235.00
6. Travel	\$ 5,978.00	\$ -	\$ 5,978.00	\$ 3,738.00	\$ -	\$ 3,738.00	\$ 2,238.00	\$ -	\$ 2,238.00
7. Occupancy	\$ 11,190.00	\$ 2,100.00	\$ 13,290.00	\$ 3,500.00	\$ 2,100.00	\$ 5,600.00	\$ 7,690.00	\$ -	\$ 7,690.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 8,278.00	\$ -	\$ 8,278.00	\$ 5,416.83	\$ -	\$ 5,416.83	\$ 2,861.17	\$ -	\$ 2,861.17
Postage	\$ 380.00	\$ -	\$ 380.00	\$ 180.00	\$ -	\$ 180.00	\$ 190.00	\$ -	\$ 190.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 2,750.00	\$ -	\$ 2,750.00	\$ 2,125.00	\$ -	\$ 2,125.00	\$ 625.00	\$ -	\$ 625.00
11. Staff Education and Training	\$ 2,250.00	\$ -	\$ 2,250.00	\$ 1,825.00	\$ -	\$ 1,825.00	\$ 425.00	\$ -	\$ 425.00
12. Subcontracts/Agreements IT Services	\$ 8,514.24	\$ -	\$ 8,514.24	\$ 3,500.00	\$ -	\$ 3,500.00	\$ 2,014.24	\$ -	\$ 2,014.24
13. Other (specify details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 167,258.48	\$ 18,608.02	\$ 185,866.50	\$ 47,824.88	\$ 6,784.88	\$ 54,609.76	\$ 109,836.68	\$ 13,823.44	\$ 123,660.12

Indirect As A Percent of Direct

12.5%

0.121481781

0.128060843

Exhibit B-2
Monadnock

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

Bidder/Program Name: Monadnock Collaborative - Monadnock Region

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports and
Budget Request for: Services

(Name of RFP)

Budget Period: State Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by DPHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 212,286.28	\$ 31,842.84	\$ 244,129.12	-	-	-	\$ 212,286.28	\$ 31,842.84	\$ 244,129.12
2. Employee Benefits	\$ 64,133.00	\$ 8,119.85	\$ 72,252.85	-	-	-	\$ 64,133.00	\$ 8,119.85	\$ 72,252.85
3. Consultants	-	-	-	-	-	-	-	-	-
4. Equipment:	-	-	-	-	-	-	-	-	-
Rental	-	-	-	-	-	-	-	-	-
Repair and Maintenance	\$ 1,118.00	-	\$ 1,118.00	-	-	-	\$ 1,118.00	-	\$ 1,118.00
Purchase/Depreciation	-	\$ 2,000.00	\$ 2,000.00	-	\$ 2,000.00	\$ 2,000.00	-	-	-
5. Supplies:	-	-	-	-	-	-	-	-	-
Educational	-	-	-	-	-	-	-	-	-
Lab	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-
Office	\$ 8,897.00	-	\$ 8,897.00	\$ 1,000.00	-	\$ 1,000.00	\$ 7,897.00	-	\$ 7,897.00
6. Travel	\$ 11,234.00	-	\$ 11,234.00	\$ 1,000.00	-	\$ 1,000.00	\$ 10,234.00	-	\$ 10,234.00
7. Occupancy	\$ 23,201.00	\$ 1,200.00	\$ 24,401.00	\$ 2,300.00	\$ 1,200.00	\$ 3,500.00	\$ 23,001.00	-	\$ 23,001.00
8. Current Expenses:	-	-	-	-	-	-	-	-	-
Telephone	\$ 11,837.00	-	\$ 11,837.00	\$ 3,400.00	-	\$ 3,400.00	\$ 8,237.00	-	\$ 8,237.00
Postage	\$ 464.00	-	\$ 464.00	-	-	-	\$ 464.00	-	\$ 464.00
Subscriptions	-	-	-	-	-	-	-	-	-
Audit and Legal	-	-	-	-	-	-	-	-	-
Insurance	-	\$ 4,000.00	\$ 4,000.00	-	\$ 4,000.00	\$ 4,000.00	-	-	-
Board Expenses	-	-	-	-	-	-	-	-	-
9. Software	-	-	-	-	-	-	-	-	-
10. Marketing/Communications	\$ 8,239.98	-	\$ 8,239.98	\$ 3,339.14	-	\$ 3,339.14	\$ 2,900.84	-	\$ 2,900.84
11. Staff Education and Training	\$ 2,850.00	-	\$ 2,850.00	\$ 1,250.00	-	\$ 1,250.00	\$ 1,600.00	-	\$ 1,600.00
12. Subcontracts/Agreements IT Services	\$ 21,105.00	-	\$ 21,105.00	\$ 9,000.00	-	\$ 9,000.00	\$ 12,105.00	-	\$ 12,105.00
13. Other (specific details mandatory):	-	-	-	-	-	-	-	-	-
TOTAL	\$ 324,983.33	\$ 47,143.69	\$ 372,127.02	\$ 21,129.14	\$ 7,360.00	\$ 28,489.14	\$ 333,774.11	\$ 39,842.88	\$ 373,617.00

Indirect As A Percent of Direct

13.3%

0.3397987

0.11978547

Exhibit B-2
Sullivan

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

Bidder/Program Name: Monadnock Collaborative - Sullivan County

Improving Access to Information and Services for
Individuals and Families Needing Long Term

Budget Request for: Supports and Services
(Name of RFP)

Budget Period: State Fiscal Year 2018

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 139,789.34	\$ 20,988.40	\$ 160,757.74	\$ -	\$ -	\$ -	\$ 139,789.34	\$ 20,988.40	\$ 160,757.74
2. Employee Benefits	\$ 35,848.28	\$ 5,348.94	\$ 40,993.22	\$ -	\$ -	\$ -	\$ 35,848.28	\$ 5,348.94	\$ 40,993.22
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
Purchase/Depreciation	\$ 4,000.00	\$ -	\$ 4,000.00	\$ 4,000.00	\$ -	\$ 4,000.00	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 3,950.00	\$ -	\$ 3,950.00	\$ 200.00	\$ -	\$ 200.00	\$ 3,750.00	\$ -	\$ 3,750.00
6. Travel	\$ 6,200.00	\$ -	\$ 6,200.00	\$ 500.00	\$ -	\$ 500.00	\$ 5,700.00	\$ -	\$ 5,700.00
7. Occupancy	\$ 10,400.00	\$ 3,600.00	\$ 14,000.00	\$ -	\$ 3,600.00	\$ 3,600.00	\$ 10,400.00	\$ -	\$ 10,400.00
8. Current Expenses:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 10,023.04	\$ -	\$ 10,023.04	\$ 3,400.00	\$ -	\$ 3,400.00	\$ 6,623.04	\$ -	\$ 6,623.04
Postage	\$ 413.00	\$ -	\$ 413.00	\$ -	\$ -	\$ -	\$ 413.00	\$ -	\$ 413.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 3,125.00	\$ -	\$ 3,125.00	\$ 1,500.00	\$ -	\$ 1,500.00	\$ 1,625.00	\$ -	\$ 1,625.00
11. Staff Education and Training	\$ 2,500.00	\$ -	\$ 2,500.00	\$ 500.00	\$ -	\$ 500.00	\$ 2,000.00	\$ -	\$ 2,000.00
12. Subcontracts/Agreements IT Services	\$ 7,600.00	\$ -	\$ 7,600.00	\$ 3,000.00	\$ -	\$ 3,000.00	\$ 4,500.00	\$ -	\$ 4,500.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 224,046.86	\$ 29,918.34	\$ 253,962.00	\$ 13,100.00	\$ 3,606.00	\$ 16,706.00	\$ 210,846.86	\$ 26,316.34	\$ 237,282.00

Indirect As A Percent of Direct

13.4%

0.27480916

0.14562248
12/11/2014
CANTON VERMONT

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

Bids/Program Name: **Headstock Collaborative - Headstock Region**
 Improving Access to Information and Services for
 Individuals and Families Hearing Long Term Support and
 Budget Request for: **Services**
 (name of work)
 Budget Period: **State Fiscal Year 2015**

Line Item	Total Program Cost		Contractor Share / Match		Funded by DHS Contract Share	
	Direct	Indirect	Direct	Indirect	Direct	Indirect
1. and Salary/Volunteer	16,198.15	2,782.45	16,198.15	2,782.45	16,198.15	2,782.45
2. Employee Benefits	18,901.40	18,901.40	18,901.40	18,901.40	18,901.40	18,901.40
3. Consultants	-	-	-	-	-	-
4. Equipment	-	-	-	-	-	-
5. Rental	-	-	-	-	-	-
6. Repair and Maintenance	600.00	600.00	600.00	600.00	600.00	600.00
7. Furniture/Furniture	-	-	-	-	-	-
8. Supplies	2,077.00	2,077.00	2,077.00	2,077.00	2,077.00	2,077.00
9. Educational	-	-	-	-	-	-
10. Medical	-	-	-	-	-	-
11. Pharmacy	-	-	-	-	-	-
12. Office	4,088.00	4,088.00	4,088.00	4,088.00	4,088.00	4,088.00
13. Travel	4,768.00	4,768.00	4,768.00	4,768.00	4,768.00	4,768.00
14. Occupancy	8,000.00	8,000.00	8,000.00	8,000.00	8,000.00	8,000.00
15. Current Expenses	2,324.00	2,324.00	2,324.00	2,324.00	2,324.00	2,324.00
16. Telephone	116.00	116.00	116.00	116.00	116.00	116.00
17. Postage	-	-	-	-	-	-
18. Subscriptions	-	-	-	-	-	-
19. Audit and Legal	-	-	-	-	-	-
20. Insurance	-	-	-	-	-	-
21. Board Expenses	-	-	-	-	-	-
22. Marketing/Communications	1,280.00	1,280.00	1,280.00	1,280.00	1,280.00	1,280.00
23. Staff Education and Training	1,062.00	1,062.00	1,062.00	1,062.00	1,062.00	1,062.00
24. Procurement/Agreements / Services	2,837.00	2,837.00	2,837.00	2,837.00	2,837.00	2,837.00
25. Other (specify details in narrative)	-	-	-	-	-	-
TOTAL	87,833.73	113,913.28	111,793.03	13,020.70	13,020.70	13,020.70

Exhibit B-3
Sullivan

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

Bidder/Program Name: Monadnock Collaborative - Sullivan County

Improving Access to Information and Services for
Individuals and Families Needing Long Term Supports
Budget Request for: and Services:

(Name of RFP)

Budget Period: State Fiscal Year 2019

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 34,947.34	\$ 5,242.10	\$ 40,189.44	\$ -	\$ -	\$ -	\$ 34,947.34	\$ 5,242.10	\$ 40,189.44
2. Employee Benefits	\$ 8,911.57	\$ 1,336.74	\$ 10,248.31	\$ -	\$ -	\$ -	\$ 8,911.57	\$ 1,336.74	\$ 10,248.31
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ 1,000.00	\$ -	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 920.00	\$ -	\$ 920.00	\$ -	\$ -	\$ -	\$ 920.00	\$ -	\$ 920.00
6. Travel	\$ 1,850.00	\$ -	\$ 1,850.00	\$ -	\$ -	\$ -	\$ 1,850.00	\$ -	\$ 1,850.00
7. Occupancy	\$ 4,000.00	\$ 1,050.00	\$ 5,050.00	\$ 2,284.75	\$ -	\$ 2,284.75	\$ 1,735.25	\$ 1,050.00	\$ 2,785.25
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 2,350.00	\$ -	\$ 2,350.00	\$ 500.00	\$ -	\$ 500.00	\$ 1,850.00	\$ -	\$ 1,850.00
Postage	\$ 103.00	\$ -	\$ 103.00	\$ -	\$ -	\$ -	\$ 103.00	\$ -	\$ 103.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 721.00	\$ -	\$ 721.00	\$ -	\$ -	\$ -	\$ 721.00	\$ -	\$ 721.00
11. Staff Education and Training	\$ 590.00	\$ -	\$ 590.00	\$ -	\$ -	\$ -	\$ 590.00	\$ -	\$ 590.00
12. Subcontracts/Agreements	\$ 3,200.00	\$ -	\$ 3,200.00	\$ 2,000.00	\$ -	\$ 2,000.00	\$ 1,200.00	\$ -	\$ 1,200.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 68,392.91	\$ 7,428.84	\$ 68,021.75	\$ 6,784.75	\$ -	\$ 6,784.75	\$ 62,428.16	\$ 7,428.84	\$ 60,257.00

Indirect As A Percent of Direct

13.1%

0

0.14495731



SPECIAL PROVISIONS

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

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



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

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

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



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

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



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

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

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

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

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

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

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

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

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

New Hampshire Department of Health and Human Services
Exhibit C



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

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

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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

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11/4/2016



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

Commissioner
NH Department of Health and Human Services
129 Pleasant Street,
Concord, NH 03301-8505

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

New Hampshire Department of Health and Human Services
Exhibit D



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

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

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

Contractor Name:

11/4/2014
Date

Maryanne B. Ferguson
Name: Maryanne B. Ferguson
Title: Executive Director

Contractor Initials MBF

Date 11/4/2014



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor Name:

11/4/2016
Date

Marjane B. Ferguson
Name: Marjane B. Ferguson
Title: Executive Director



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted, or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

11/4/2016
Date

Maryanne B. Ferguson
Name: Maryanne B. Ferguson
Title: Executive Director

Contractor Initials [Signature]
Date 11/4/2016



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name:

11/4/2016
Date

Maryanne B. Ferguson
Name: Maryanne B. Ferguson
Title: Executive Director

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

MBS

11/4/2016



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name:

11/4/2014
Date

Maryanne Ferguson
Name: Maryanne B. Ferguson
Title: Executive Director



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191, and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

(1) **Definitions.**

- a. "**Breach**" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. "**Business Associate**" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "**Covered Entity**" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "**Designated Record Set**" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "**Data Aggregation**" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "**Health Care Operations**" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "**HITECH Act**" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "**HIPAA**" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. "**Individual**" shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. "**Privacy Rule**" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "**Protected Health Information**" shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

Handwritten signature in black ink, appearing to be 'JMS'.

11/4/2014



Exhibit I

- l. **"Required by Law"** shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. **"Secretary"** shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. **"Security Rule"** shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. **"Unsecured Protected Health Information"** means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. **Other Definitions** - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (l). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.

[Handwritten Signature]

11/4/2014



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) l, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

 The State
Maureen Ryan
 Signature of Authorized Representative
Maureen Ryan
 Name of Authorized Representative
Director, OHS
 Title of Authorized Representative
11/15/16
 Date

Monadnock Collaborative
 Name of the Contractor
Maryanne Ferguson
 Signature of Authorized Representative
Maryanne Ferguson
 Name of Authorized Representative
Executive Director
 Title of Authorized Representative
11/4/16
 Date



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (DUNS #)
10. Total compensation and names of the top five executives if:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

11/4/2016
Date

Maryanne Ferguson
Name: Maryanne B. Ferguson
Title: Executive Director

MBS
11/4/2016



FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: 078365403
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____

mas
11/4/2016



State of New Hampshire
Department of Health and Human Services
Amendment #2 to the ServiceLink Resource Center Contract

This 2nd Amendment to the ServiceLink Resource Center contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Tri-County Community Action Program, Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 30 Exchange Street, Berlin, NH 03570.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), and amended on June 20, 2018 (Item #44F) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, the State and the Contractor have agreed to make changes to the scope of work, payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation and modify the scope of services to support continued delivery of these services, and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2020.
1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$699,025.45.
2. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9631.
4. Delete Exhibit A, Scope of Services, and replace with Exhibit A, Amendment #2, Scope of Services.
5. Delete Exhibit B, Methods and Conditions Precedent to Payment, Section 3, in its entirety and replace with the following:
 3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, B-3 Amendment #1 and Exhibit B-4, Amendment #2.
6. Add Exhibit B-4, Amendment #2, Budget Sheet.
7. All Terms and conditions of the Agreement and prior amendments not consistent with this Amendment #2 remain in full force and effect.

NH Department of Health & Human Services
ServiceLink Resource Center



This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

3.25.19
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

Tri-County Community Action Program, Inc.,

3.19.19
Date

Randall S. Plette
NAME Randall P. Plette
TITLE CEO

Acknowledgement:

State of New Hampshire, County of Coos on 3/19/2019, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Christina Morin Notary Public
Name and Title of Notary or Justice of the Peace

CHRISTINA MORIN, Notary Public
State of New Hampshire
My Commission Expires December 19, 2023



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/27/2019
Date

Nancy J. Smith
Name: *Nancy J. Smith*
Title: *Senior Assistant Attorney General*

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.
- 1.6. The Contractor shall maintain a wait list when funding or resources are not available to provide the requested services for care recipients who are newly eligible and are ready to receive services.

2. Scope of Services

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.



Exhibit A, Amendment #2

- 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.
 - 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space, supplies and access to equipment for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
 - 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
 - ~~2.1.2.4.~~ Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of



Exhibit A, Amendment #2

Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.

- 2.1.3.5. - Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:
 - 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
- 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
- 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
- 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.

2.2. Required Services

- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.



Exhibit A, Amendment #2

- 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
- 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:
 - 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
 - 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas including, but not limited to:
 - 2.2.3.1. NH Family Caregiver Program
 - 2.2.3.2. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals.
- 2.2.4. The Contractor shall expand outreach to specific target populations in order to establish a consistent and continuous presence in areas that include, but are not limited to:



Exhibit A, Amendment #2

- 2.2.4.1. Parish Nurse.
- 2.2.4.2. Social Security Administration.
- 2.2.4.3. Low income housing sites.
- 2.2.4.4. Senior centers.
- 2.2.5. The Contractor shall provide Family Caregiver Support Program services, which includes, but is not limited to:
 - 2.2.5.1. Providing staffing according to Section 5, Staffing, Subsection 5.7, Paragraph 5.7.1.
 - 2.2.5.2. Ensuring staff has appropriate knowledge of community resources.
 - 2.2.5.3. Providing information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.5.4. Providing appropriate referrals and assist with access to community resources.
 - 2.2.5.5. Providing appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.5.6. Conducting assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.5.7. Providing copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.5.8. Complying with the Department's fiscal management policies and procedures for bill paying and employer of record services.
 - 2.2.5.9. Providing adequate staff for assessment and ongoing home visits.
 - 2.2.5.10. Ensuring a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
 - 2.2.5.11. Coordinating a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
 - 2.2.5.12. Facilitating a caregiver support group as needed.
 - 2.2.5.13. Collaborating with other caregiver support service agencies within the geographic area.
 - 2.2.5.14. Ensuring staff attends the Department's Family Caregiver Support Program meetings.
 - 2.2.5.15. Providing a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
 - 2.2.5.16. Monitoring caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.



Exhibit A, Amendment #2

- 2.2.5:17. Participating in an annual program review as decided by the Department's Family Caregiver program staff.
- 2.2.6. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-Care), also known as Veterans Independence Program (VIP), which includes, but is not limited to:
- 2.2.6.1. Complying with the Veteran Affairs Medical Center (VAMC) National VD-Care Program staffing requirements and procedures.
 - 2.2.6.2. Working in conjunction with and accepting referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.6.3. Establishing and maintaining an advisory board that includes representatives from veteran's groups, veterans and families for the purpose of providing oversight of the VD-Care program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.6.4. Establishing service plans and budgets for approval by the referring VAMC.
 - 2.2.6.5. Maintaining Veteran's budgets for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.6.6. Providing financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.
 - 2.2.6.7. Maintaining compliance with staff training to provide the VD-Care and to provide Financial Management Services program requirements, as applicable.
 - 2.2.6.8. Providing strictly dedicated staff at a minimum of one-part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-Care caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
 - 2.2.6.9. Counseling veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
 - 2.2.6.10. Assisting veterans in meeting LTSS needs and identify a backup plan for support.
 - 2.2.6.11. Contacting veterans referred to the VD-Care program within three (3) business days of receiving the referral from the VAMC.
 - 2.2.6.12. Assisting veterans to determine the most appropriate services that will meet their needs.
 - 2.2.6.13. Maintaining a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.



Exhibit A, Amendment #2

- 2.2.6.14. Participating in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-Care calls, VD-Care sponsored trainings and webinars.
- 2.2.6.15. Participating in VAMC program meetings.
- 2.2.6.16. Participating in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-Care.
- 2.2.7. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff through the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.7.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.7.2. Provide personalized counseling services.
 - 2.2.7.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.7.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.
 - 2.2.7.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
 - 2.2.7.6. Report accurately, and within the timeline requested by Administration for Community Living (ACL), on all efforts using the most recent ACL, or other federal entity, reporting site, forms, and guidelines. Currently; SHIP Training and Reporting System (STARS).
 - 2.2.7.7. Report accurately, and within the timeline requested, on information requested by the SHIP State Director. Currently; SHIP Progress Reports quarterly, MIPPA/Outreach Excel Report monthly.
- 2.2.8. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.8.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.8.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.



Exhibit A, Amendment #2

- 2.2.8.3. Collaborate with community-based providers.
- 2.2.8.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
- 2.2.8.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
- 2.2.8.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
- 2.2.8.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
- 2.2.8.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.9. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.9.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.9.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.9.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.9.4. Assist individuals with accessing LTSS in order to transition back to the community.
 - 2.2.9.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
 - 2.2.9.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.10. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.10.1. Ensuring a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.



Exhibit A, Amendment #2

- 2.2.10.2. Demonstrating development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.10.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.10.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.10.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.10.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.10.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.10.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.10.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition, provide individuals with a safe and secure setting, and prevent hospital readmission.
- 2.2.10.3. Ensuring staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:
 - 2.2.10.3.1. Participate in hospital discharge planning meetings.
 - 2.2.10.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.10.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.10.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.10.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and



Exhibit A, Amendment #2

- community-based services according to the transition plan.
- 2.2.10.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.11. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.11.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include;
- 2.2.11.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
- 2.2.11.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
- 2.2.11.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
- 2.2.11.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.
- 2.2.11.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.12. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
- 2.2.12.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
- 2.2.12.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots



Exhibit A, Amendment #2

for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.

2.2.12.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:

2.2.12.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.

2.2.12.3.2. Conduct follow-up contacts.

2.2.12.3.3. Arrange face-to-face meetings to educate community partners.

2.2.12.3.4. Develop a media list for the geographic area served.

2.2.12.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.

2.2.12.4. Be responsible for purchasing media in their local area.

2.2.12.5. Comply with procedures for reporting defined by the Department.

2.2.12.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals provided with education about; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	To include; Monthly Outreach Activities Reports sent to the Department by the 15 th of each month. SHIP Beneficiary Forms imbedded in Refer 7 SHIP Group, Team and Medicare forms in STARS
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report STARS reports to include Client Contacts, Outreach and other activity.
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into STARS reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for quarterly Progress Reports to the Department.

3. Reporting Requirements

3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.



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- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.
- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.



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- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight. The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:
 - 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
 - 5.6.1.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:
 - 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
 - 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
 - 5.6.2.4. SMP Foundations training and assessment within one year of hire.
 - 5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need



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of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1: Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.
- 5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:
 - 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
 - 5.6.4.2. Offer education, support, advocacy and follow-up.
 - 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
 - 5.6.4.4. Data collection, reporting.
 - 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MIPPA Programs goals and performance measures for their county/region. Minimum required certification:



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- 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
- 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's deliverables, goals and performance measures for the State/County/Region. Minimum required certification:
 - 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
 - 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
 - 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:
 - 5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:
 - 5.7.1.1. Carroll and Sullivan .25 FTE;
 - 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
 - 5.7.1.3. Grafton .75 FTE;
 - 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
 - 5.7.1.5. Rockingham 1.25 FTE.
 - 5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:
 - 5.7.2.1. Carroll 0.5 FTE, Belknap 0.5 FTE, Coos 0.25 FTE, and Sullivan 0.25 FTE;
 - 5.7.2.2. Monadnock 0.75 FTE, Grafton 0.75 FTE, and Strafford 0.75 FTE;
 - 5.7.2.3. Merrimack County 1.25 FTE; and
 - 5.7.2.4. Hillsborough 2.25 FTE and Rockingham 1.75 FTE

RLP

3.19.19



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6. Deliverables

- 6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.
- 6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.

RP

3.18.19

Exhibit B-4, Amendment #2, Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Tri County Community Action Program, Inc. (Vendor # 177195)

Budget Request for: SFY20 Service Link Contract Amendment - Total Summary

Budget Period: 7/1/2019 - 6/30/2020

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHH3 contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 126,500.00	\$ -	\$ 126,500.00	\$ -	\$ -	\$ -	\$ 126,500.00	\$ -	\$ 126,500.00
2. Employee Benefits	\$ 19,266.53	\$ -	\$ 19,266.53	\$ -	\$ -	\$ -	\$ 19,266.53	\$ -	\$ 19,266.53
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ 425.00	\$ -	\$ 425.00	\$ -	\$ -	\$ -	\$ 425.00	\$ -	\$ 425.00
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
6. Travel	\$ 5,500.00	\$ -	\$ 5,500.00	\$ -	\$ -	\$ -	\$ 5,500.00	\$ -	\$ 5,500.00
7. Occupancy	\$ 9,788.00	\$ -	\$ 9,788.00	\$ -	\$ -	\$ -	\$ 9,788.00	\$ -	\$ 9,788.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 2,875.00	\$ -	\$ 2,875.00	\$ -	\$ -	\$ -	\$ 2,875.00	\$ -	\$ 2,875.00
Postage	\$ 200.00	\$ -	\$ 200.00	\$ -	\$ -	\$ -	\$ 200.00	\$ -	\$ 200.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 900.00	\$ -	\$ 900.00	\$ -	\$ -	\$ -	\$ 900.00	\$ -	\$ 900.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14. Printing	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
15. Indirect	\$ 24,782.35	\$ -	\$ 24,782.35	\$ -	\$ -	\$ -	\$ 24,782.35	\$ -	\$ 24,782.35
TOTAL	\$ 191,716.88	\$ -	\$ 191,716.88	\$ -	\$ -	\$ -	\$ 191,716.88	\$ -	\$ 191,716.88

Indirect As A Percent of Direct

0.0%

Contractor Initials

RP
Date 3.19.19

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 TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. (TRI-COUNTY CAP) is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on May 18, 1965. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 63020

Certificate Number: 0004430001



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 6th day of March A.D. 2019.

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

Filing History

 [Back to Home \(/online\)](#)

Business Name	Business ID
TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. (TRI-COUNTY CAP)	63020

Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0003201788	12/29/2015	12/29/2015	Nonprofit Report	2015
0000816445	03/05/2010	03/05/2010	Annual Report	2010
0000816444	02/01/2006	02/01/2006	Annual Report	2005
0000816443	01/31/2001	01/31/2001	Annual Report	2000
0000816442	03/02/1995	03/02/1995	Annual Report	1995
0000816441	03/20/1990	03/20/1990	Annual Report	1990
0000816440	10/03/1984	10/03/1984	Amendment	N/A
0000816439	03/03/1976	03/03/1976	Annual Fee	N/A
0000816438	06/07/1966	06/07/1966	Amendment	N/A
0000816437	05/18/1965	05/18/1965	Business Formation	N/A

Page 1 of 1, records 1 to 10 of 10

[Back](#)

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us \(/online /Home/ContactUS\)](#)

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CERTIFICATE OF VOTE

I, Gary Coulombe, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Tri-County community Action program, Inc.
(Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of
the Agency duly held on 6/26/18:
(Date)

RESOLVED: That the Chief Financial Officer
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to
execute any and all documents, agreements and other instruments, and any amendments, revisions,
or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of
the 19th day of March, 2019.
(Date Contract Signed)

4. Randall Pilote is the duly elected Chief Financial Officer
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.



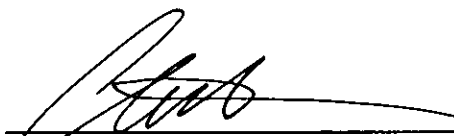
(Signature of the Elected Officer)

STATE OF NEW HAMPSHIRE

County of Coos

The forgoing instrument was acknowledged before me this 19th day of March, 2019,

By Gary Coulombe
(Name of Elected Officer of the Agency)



(Notary Public/Justice of the Peace)

CHRISTINA MORIN, Notary Public
State of New Hampshire

My Commission Expires December 19, 2023
(NOTARY SEAL)

Commission Expires: December 19, 2023

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.

Board Resolution 19FY18: Resolution of the Corporation

Authority to Sign

The Board of Directors of Tri-County Community Action Program, Inc. (the "Corporation") takes the following action:

Resolved,

That the Tri-County Community Action Program, Inc. Chief Executive Officer (CEO), Jeanne Robillard, Chief Operations Officer Regan L. Pride and Randall Pilotte, Chief Financial Officer (CFO) are hereby authorized on behalf of this Corporation to enter into contracts with the Federal Government, State of New Hampshire, and any other parties as deemed necessary and to execute any and all documents, agreements and other instruments and amendments, revisions or modifications thereto, as may be deemed necessary, desirable or appropriate for the Corporation; this authorization being in force and effective until June 24, 2019.

This resolution is made with the understanding that any new undertakings or commitments have a material impact on the purpose of our organization will be preceded by Board approval.

Approved by the Board of Directors on June 26, 2018

By: Sandy Alonzo
Name: Sandy Alonzo
Title: Board Chair

By: [Signature]
Name: Gary Coulombe
Title: Board Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
6/29/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER FIAI/Cross Insurance 1100 Elm Street Manchester NH 03101	CONTACT NAME: Karen Shaughnessy	
	PHONE (AC No, Ext): (603) 669-3218 FAX (AC No): (603) 645-4331 E-MAIL ADDRESS: kshaughnessy@crossagency.com	
INSURED Tri-County Community Action Program, Inc 30 Exchange Street Berlin NH 03570	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Technology Ins. Co.	42376
	INSURER B: Wesco Ins. Co.	25011
	INSURER C: Granite State Health Care and Human	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: 18-19 All lines w/prof REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR		TPP1224751	7/1/2018	7/1/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Crime/Employee Dishonesty \$ 600,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		TPP1224751	7/1/2018	7/1/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Underinsured motorist \$ 1,000,000
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		WDM1565713	7/1/2018	7/1/2019	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N/A	ECBS20180000045 (3a.) NH; Ruby Urban; Karen Matthews & William Batch excluded	7/1/2018	7/1/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability		TPP1224751	7/1/2018	7/1/2019	Per Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER DHHS, State of NH Contracts & Procurement 129 Pleasant Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE T Franggos/JSC <i>Jalitha Franggos</i>

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MISSION STATEMENT

TRI-COUNTY COMMUNITY ACTION PROGRAM, Inc. is a private, non-profit 501(C) 3 corporation that is dedicated to improving the lives and well being of New Hampshire's people and communities. Formed on May 18, 1965, we provide opportunities and support for people to learn and grow in self-sufficiency and get involved in helping their neighbors and improving the conditions in their communities.

***TRI-COUNTY COMMUNITY ACTION PROGRAM, Inc.
...Helping people, changing lives.***

CEO: Jeanne L. Robillard COO: Regan Pride CFO: Randall S. Pilotte
30 Exchange Street, Berlin NH 03570 P: 603-752-7001
www.tccap.org FB@TriCountyCommunityActionProgram

Financial Statements

**TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.
AND AFFILIATE**

**CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEARS ENDED
JUNE 30, 2018 AND 2017
AND
INDEPENDENT AUDITORS' REPORT**

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

**CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED JUNE 30, 2018 AND 2017**

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To the Board of Directors of
Tri-County Community Action Program, Inc.
Berlin, New Hampshire

**Leone,
McDonnell
& Roberts**
PROFESSIONAL ASSOCIATION
CERTIFIED PUBLIC ACCOUNTANTS
WOLFEBORO • NORTH CONWAY
DOVER • CONCORD
STRATHAM

INDEPENDENT AUDITORS' REPORT

Report on the Financial Statements

We have audited the accompanying consolidated financial statements of Tri-County Community Action Program, Inc. and Affiliate (a New Hampshire nonprofit organization), which comprise the consolidated statements of financial position as of June 30, 2018 and 2017, and the related consolidated statements of cash flows, functional expenses, and the related consolidated statement of activities for the year ended June 30, 2018, for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the consolidated financial position of Tri-County Community Action Program, Inc. and Affiliate as of June 30, 2018 and 2017, and its consolidated cash flows for the years then ended, and the changes in its net assets for the year ended June 30, 2018, in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

We have previously audited Tri-County Community Action Program, Inc. and Affiliate's 2017 consolidated financial statements, and we expressed an unmodified audit opinion on those consolidated financial statements in our report dated November 10, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended June 30, 2017, is consistent, in all material respects, with the audited consolidated financial statements from which it has been derived.

Other Information

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is presented for purposes of additional analysis and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the consolidated financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated October 19, 2018, on our consideration of Tri-County Community Action Program, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Tri-County Community Action Program, Inc.'s internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Tri-County Community Action Program, Inc.'s internal control over financial reporting and compliance.

Leone McDonnell & Roberts
Professional Association

October 19, 2018
North Conway, New Hampshire

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

**CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
JUNE 30, 2018 AND 2017**

	<u>2018</u>	<u>2017</u>
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 1,329,038	\$ 505,700
Accounts receivable	1,156,657	1,326,994
Pledges receivable	212,207	205,804
Inventories	87,569	65,641
Prepaid expenses	<u>25,640</u>	<u>45,345</u>
Total current assets	<u>2,811,111</u>	<u>2,149,484</u>
PROPERTY		
Property and equipment	12,812,689	13,544,469
Less accumulated depreciation	<u>(5,203,324)</u>	<u>(5,317,470)</u>
Property, net	<u>7,609,365</u>	<u>8,226,999</u>
OTHER ASSETS		
Restricted cash	706,765	942,687
Building refinance costs, net	<u>12,705</u>	<u>13,591</u>
Total other assets	<u>719,470</u>	<u>956,278</u>
TOTAL ASSETS	<u>\$ 11,139,946</u>	<u>\$ 11,332,761</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Demand note payable	\$ 516,022	\$ 671,434
Current portion of long term debt	142,733	587,809
Current portion of capital lease obligations	4,445	4,057
Accounts payable	237,276	518,447
Accrued compensated absences	203,121	242,545
Accrued salaries	187,508	196,882
Accrued expenses	131,888	107,627
Refundable advances	191,069	197,548
Other liabilities	<u>387,168</u>	<u>645,311</u>
Total current liabilities	<u>2,001,230</u>	<u>3,171,660</u>
LONG TERM DEBT		
Long term debt, net of current portion	5,386,642	5,254,436
Capital lease obligations, net of current portion	<u>8,226</u>	<u>12,670</u>
Total liabilities	<u>7,396,098</u>	<u>8,438,766</u>
NET ASSETS		
Unrestricted	2,926,057	2,191,395
Temporarily restricted	<u>817,791</u>	<u>702,600</u>
Total net assets	<u>3,743,848</u>	<u>2,893,995</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 11,139,946</u>	<u>\$ 11,332,761</u>

See Notes to Consolidated Financial Statements

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

**CONSOLIDATED STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED JUNE 30, 2018
WITH PRIOR YEAR SUMMARIZED COMPARATIVE INFORMATION**

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2018 Total</u>	<u>2017 Total</u>
REVENUES AND OTHER SUPPORT				
Grant and contracts	\$ 14,097,629	\$ 211,457	\$ 14,309,086	\$ 12,644,557
Program funding	1,259,037	-	1,259,037	1,708,487
Utility programs	1,079,361	-	1,079,361	972,359
In-kind contributions	351,187	-	351,187	436,874
Contributions	116,928	278,297	395,225	497,735
Fundraising	59,536	-	59,536	42,421
Rental income	679,112	-	679,112	847,380
Interest income	348	-	348	270
Gain (loss) on disposal of property	48,487	-	48,487	(16,685)
Forgiveness of debt	-	-	-	25,912
Other revenue	81,938	-	81,938	4,461
	<u>17,773,563</u>	<u>489,754</u>	<u>18,263,317</u>	<u>17,163,771</u>
NET ASSETS RELEASED FROM RESTRICTIONS	<u>374,563</u>	<u>(374,563)</u>	<u>-</u>	<u>-</u>
	<u>18,148,126</u>	<u>115,191</u>	<u>18,263,317</u>	<u>17,163,771</u>
FUNCTIONAL EXPENSES				
Program Services:				
Agency Fund	922,701	-	922,701	825,517
Head Start	2,481,916	-	2,481,916	2,312,665
Guardianship	760,009	-	760,009	735,925
Transportation	879,729	-	879,729	1,063,998
Volunteer	122,941	-	122,941	121,543
Workforce Development	394,252	-	394,252	402,576
Alcohol and Other Drugs	444,581	-	444,581	1,165,000
Carroll County Dental	642,637	-	642,637	542,920
Support Center	276,172	-	276,172	265,052
Homeless	577,783	-	577,783	554,509
Energy and Community Development	7,480,943	-	7,480,943	6,276,570
Elder	1,142,818	-	1,142,818	1,026,070
Housing Services	176,511	-	176,511	167,528
	<u>16,302,993</u>	<u>-</u>	<u>16,302,993</u>	<u>15,459,871</u>
Supporting Activities:				
General and administrative	1,102,448	-	1,102,448	1,213,425
Fundraising	8,023	-	8,023	4,873
	<u>1,110,471</u>	<u>-</u>	<u>1,110,471</u>	<u>1,218,298</u>
Total functional expenses	<u>17,413,464</u>	<u>-</u>	<u>17,413,464</u>	<u>16,678,169</u>
CHANGE IN NET ASSETS	734,662	115,191	849,853	485,602
NET ASSETS, BEGINNING OF YEAR	<u>2,191,395</u>	<u>702,600</u>	<u>2,893,995</u>	<u>2,408,393</u>
NET ASSETS, END OF YEAR	<u>\$ 2,926,057</u>	<u>\$ 817,791</u>	<u>\$ 3,743,848</u>	<u>\$ 2,893,995</u>

See Notes to Consolidated Financial Statements

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED JUNE 30, 2018 AND 2017

	<u>2018</u>	<u>2017</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$ 849,853	\$ 485,602
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation and amortization	464,370	492,141
Donation of property and equipment	-	(224,685)
Loss on disposal of property	(48,487)	16,685
Forgiveness of debt	-	(25,912)
(Increase) decrease in assets:		
Accounts receivable	170,337	(78,676)
Pledges receivable	(6,403)	23,615
Inventories	(21,928)	23,239
Prepaid expenses	19,705	(4,353)
Restricted cash	235,922	(154,926)
(Decrease) increase in liabilities:		
Accounts payable	(281,171)	(157,079)
Accrued compensated absences	(39,424)	(51,698)
Accrued salaries	(9,374)	20,697
Accrued expenses	24,261	13,863
Refundable advances	(6,479)	(35,781)
Other liabilities	(258,143)	134,401
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>1,093,039</u>	<u>477,133</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from disposal of property	278,972	26,750
Purchases of property and equipment	(141,335)	(181,113)
NET CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES	<u>137,637</u>	<u>(154,363)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Net repayment on demand note payable	(90,412)	(192,432)
Repayment of long-term debt	(312,870)	(210,808)
Repayment of capital lease obligations	(4,056)	(3,636)
NET CASH USED IN FINANCING ACTIVITIES	<u>(407,338)</u>	<u>(406,876)</u>
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	823,338	(84,106)
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	<u>505,700</u>	<u>589,806</u>
CASH AND CASH EQUIVALENTS, END OF YEAR	<u>\$ 1,329,038</u>	<u>\$ 505,700</u>
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION:		
Cash paid during the year for:		
Interest	<u>\$ 182,514</u>	<u>\$ 208,781</u>
SUPPLEMENTAL DISCLOSURE OF NONCASH INVESTING AND FINANCING ACTIVITIES:		
Purchase of property and equipment financed by long-term debt	<u>\$ -</u>	<u>\$ 14,867</u>
Purchase of property and equipment financed by capital lease	<u>\$ -</u>	<u>\$ 5,889</u>
Fixed assets donated	<u>\$ 18,830</u>	<u>\$ -</u>

See Notes to Consolidated Financial Statements

TRICOUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2018

	Agency Fund	Food Bank	Quartermile	Transportation	Vehicle	Workforce Development	Alcohol and Other Drugs	Carroll County Dental	Support Center	Homeless	Energy and Development	Kidz	Housing Services	Total	General & Administrative	Fundraising	Total
Direct Expenses																	
Payroll	\$ 99,755	\$ 1,250,882	\$ 511,480	\$ 443,803	\$ 68,707	\$ 217,953	\$ 224,378	\$ 330,478	\$ 181,858	\$ 307,378	\$ 1,123,354	\$ 422,842	\$ 11,487	\$ 5,214,849	\$ 670,992	\$ -	\$ 5,884,841
Payroll taxes and benefits	23,319	339,061	128,443	80,079	17,100	52,347	41,910	67,702	41,809	85,789	299,144	102,104	-	1,262,319	164,414	-	1,424,733
Assistance to clients	74,171	-	-	-	-	9,018	-	-	9,446	67,997	3,380,648	-	-	8,526,546	-	-	5,526,546
Consumable supplies	1,723	240,844	9,954	11,274	360	4,157	18,410	40,917	9,356	8,344	314,482	230,137	2,862	949,820	11,219	-	961,039
Space costs and rentals	21,013	164,435	38,255	14,556	3,884	90,107	5,630	5,323	4,742	28,411	152,186	14,004	-	578,542	72,385	-	650,927
Depreciation and amortization expense	325,510	1,858	-	12,871	-	-	3,387	36,747	-	9,885	1,008	3,742	393	67,399	464,370	-	464,370
In-kind expenses	12,609	208,055	-	32,001	22,914	-	-	-	6,018	22,300	-	50,240	-	351,188	-	-	351,188
Consultants and contractors	15,015	28,959	3,228	7,531	-	-	101,267	53,254	-	10,000	17,300	78,637	-	315,842	15,862	-	331,704
Utilities	133,351	32,988	17,418	15,852	1,149	5,485	3,043	10,858	18,783	18,324	24,786	21,849	21,282	328,639	3,889	-	332,528
Travel and meetings	1,983	50,278	27,257	109,553	4,314	13,628	4,479	2,048	8,181	19,007	13,734	26,854	915	278,787	9,470	-	288,257
Other direct program costs	44,833	9,718	11,419	6,742	4,070	745	31,284	7,423	1,683	1,519	37,940	14,108	21,384	192,849	28,234	8,023	229,106
Facilities and administrative	243	29,303	7,752	1,555	155	210	756	6,385	1,236	3,508	25,898	16,334	30	94,549	106,359	-	200,908
Building and grounds maintenance	82,822	82,506	1,945	1,940	-	15	567	6,587	8,262	9,360	86	10,326	35,630	158,391	199	-	198,991
Interest expense	126,890	305	946	1,580	3	-	2,038	38,349	172	144	11,478	123	-	182,514	1,241	-	183,755
Vehicle expense	4,282	98	-	107,888	-	-	19	-	85	839	51,843	-	-	164,981	-	-	164,981
Insurance	65,054	14,058	254	21,511	934	-	4,300	2,550	3,809	4,537	20,489	-	-	154,315	5,025	-	159,340
Maintenance of equipment and rental	-	62,124	3,700	1,818	30	468	-	36,285	3,099	10,685	8,325	13,541	-	127,333	14,018	-	141,351
Fixed fees	-	95	-	-	-	124	-	1,421	-	-	951	1,721	-	4,312	-	-	4,312
Total Direct Expenses	1,015,074	2,481,816	780,008	679,729	122,941	394,252	444,581	642,837	276,172	577,783	7,480,943	1,142,818	176,511	16,393,368	1,102,448	8,023	17,505,637
Indirect Expenses																	
Indirect costs	86,900	248,090	84,248	97,095	11,821	35,934	49,406	85,384	30,021	56,061	222,084	117,223	-	1,102,448	(1,102,448)	-	-
Capitalized Expenses																	
Less capitalization of assets	(92,372)	-	-	-	-	-	-	-	-	-	-	-	-	(92,372)	-	-	(92,372)
Total Direct & Indirect Expenses	\$ 1,009,602	\$ 2,730,006	\$ 864,256	\$ 976,824	\$ 134,862	\$ 430,186	\$ 494,047	\$ 708,001	\$ 306,193	\$ 633,834	\$ 7,703,077	\$ 1,260,041	\$ 176,511	\$ 17,406,441	\$ -	\$ 8,023	\$ 17,413,464

See Notes to Consolidated Financial Statements

TRICOUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2017

	Agency Funds	Head Start	Grants/Contracts	Transaction	Volunteer	Workforce Development	Alcohol and Other Drugs	Carroll County Dental	Support Center	Homeless	Energy & Development	Elder	Housing Services	Total	General & Administrative	Fundraising	Total
Direct Expenses																	
Payroll	\$ 104,099	\$ 1,122,808	\$ 500,276	\$ 459,500	\$ 57,925	\$ 176,248	\$ 748,486	\$ 328,917	\$ 153,084	\$ 295,500	\$ 1,005,420	\$ 427,675	\$ 11,851	\$ 5,369,819	\$ 638,847	\$ -	\$ 6,028,600
Payroll taxes and benefits	10,111	307,007	129,564	97,125	15,156	45,427	180,112	68,553	40,706	72,525	280,296	84,161	-	1,347,602	185,870	-	1,513,672
Assistance to clients	1,079	-	-	-	-	53,724	-	-	1,511	57,638	4,283,437	-	-	4,377,437	-	-	4,377,437
Consumable supplies	14,973	176,067	8,226	9,007	1,192	2,880	73,307	40,430	8,540	8,134	274,747	275,830	13,528	902,688	11,023	-	913,879
Space costs and rentals	1,384	167,618	31,905	13,860	4,774	95,919	36,558	-	-	33,636	154,444	50,494	-	581,090	228,704	-	810,894
Depreciation and amortization expense	179,148	31,508	-	123,747	-	-	24,153	32,542	10,025	1,752	21,465	552	67,389	492,141	-	-	492,141
In-kind expended	12,858	308,258	-	32,670	30,413	-	-	-	7,677	20,549	-	19,017	-	436,874	-	-	436,874
Utilities	128,632	20,225	14,876	13,353	1,777	7,252	33,880	9,863	21,082	21,343	28,825	18,473	21,805	340,520	3,750	-	344,270
Travel and meetings	672	54,129	25,587	97,127	2,855	18,927	17,047	2,721	4,020	14,891	10,699	23,728	905	288,529	7,170	-	275,699
Insurance	90,883	20,168	943	36,222	839	-	16,906	2,472	5,484	6,721	31,883	-	14,651	220,627	6,175	-	232,797
Other direct program costs	45,803	6,279	8,991	21,573	253	1,528	(13,337)	4,857	687	1,838	110,351	6,378	8,797	203,394	22,789	4,873	231,056
Interest expense	144,081	48	1,830	1,870	42	-	8,791	37,145	494	1,072	12,867	583	-	208,781	4,870	-	213,451
Consultants and contractors	3,475	38,754	4,482	12,816	-	-	33,808	3,389	-	10,000	6,896	75,065	-	190,347	11,697	-	202,044
Building and grounds maintenance	81,132	32,150	-	1,935	-	66	7,820	1,420	11,290	7,930	999	12,476	23,802	186,279	1,756	-	187,995
Fiscal and administrative	7,455	24,572	8,142	3,732	750	192	6,544	3,681	1,435	1,138	38,810	3,287	-	93,207	82,714	-	175,921
Vehicle expense	(10,916)	39	-	100,823	-	-	1,394	-	-	321	25,671	-	-	165,500	-	-	165,500
Maintenance of equipment and rental	-	2,927	1,291	7,404	17	-	4,951	10,850	844	1,435	7,220	10,645	-	37,008	28,150	-	65,158
Fuel fees	-	-	-	-	-	-	-	-	3	-	-	1,489	-	1,492	-	-	1,492
Total Direct Expenses	825,517	2,312,665	735,925	1,063,896	121,543	402,576	1,165,000	542,820	265,052	554,509	6,276,570	1,026,070	167,628	15,453,871	1,213,425	4,873	16,678,169
Indirect Expenses																	
Indirect costs	78,804	251,442	89,711	112,810	10,765	33,918	142,308	63,658	32,038	57,699	220,982	119,278	-	1,213,425	(1,213,425)	-	-
Total Direct & Indirect expenses	\$ 904,321	\$ 2,564,107	\$ 825,636	\$ 1,176,606	\$ 132,309	\$ 436,495	\$ 1,307,308	\$ 606,408	\$ 297,090	\$ 612,208	\$ 6,497,532	\$ 1,145,348	\$ 167,528	\$ 16,673,296	\$ -	\$ 4,873	\$ 16,678,169

See Notes to Consolidated Financial Statements

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. AND AFFILIATE

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEARS ENDED JUNE 30, 2018 AND 2017

NOTE 1. ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization and Principles of Consolidation

The consolidated financial statements include the accounts of Tri-County Community Action Program, Inc. and its affiliate, Cornerstone Housing North, Inc. The two organizations are consolidated because Tri-County Community Action Program, Inc. controls 100% of the voting power of Cornerstone Housing North, Inc. All significant intercompany items and transactions have been eliminated from the basic financial statements. Tri-County Community Action Program, Inc. (the Organization) is a New Hampshire non-profit corporation that operates a wide variety of community service programs which are funded primarily through grants or contracts from various federal, state, and local agencies. Cornerstone Housing North, Inc. (a New Hampshire nonprofit corporation) was incorporated under the laws of the State of New Hampshire for the acquisition, construction and operation of community based housing for the elderly.

Nature of activities

The Organization's programs consist of the following:

Agency

Tri-County CAP Administration provides central program management support and oversight to the Organization's many individual programs. This includes planning and budget development, bookkeeping and accounting, payroll and HR services, legal and audit services, IT support, management support, financial support and central policy development.

Tri-County CAP Administration is the liaison between Tri-County Community Action Program, Inc., Board of Directors and its programs, ensuring that programs comply with agreements made by the Board to funding sources and vendors.

Other responsibilities include the management and allocation of funding received through a Community Services Block Grant, as well as management of the Organization's real estate property.

Head Start

Head Start provides comprehensive services to low-income children and their families. Head Start supports children's growth and development in a positive learning environment through a variety of activities as well as providing services, which include in addition to early learning, health and family well-being. All children receive health and development screenings, nutritious meals, oral health and mental health support. Parents and families are supported in achieving their own goals, such as housing stability, continued education, and financial stability.

Programs support and strengthen parent-child relationships as their child's primary educator. Head Start staff work as partners with parents to identify and provide individualized activities that support their child's growth and development.

Tri County Community Action Head Start serves 217 children in Carroll, Coos & Grafton counties in 9 locations with 12 center-based classrooms and 1 home based option.

Guardianship

The Organization's Guardianship program provides advocacy and guardian services for the vulnerable population of New Hampshire residents (developmentally disabled, chronically mentally ill, traumatic brain injury, and the elderly suffering from alzheimer's, dementia, and multiple medical issues) who need a guardian and who have no family member or friend willing, able, or suitable to serve in that capacity. This program serves 406 individuals. Additional services include, conservatorship, representative payee-ship, federal fiduciary services, benefit management services and private probate accounting services.

Transportation

The Organization's transit program provides various transportation services: public bus routes, door-to-door service by request, long distance medical travel to medical facilities outside our regular service area, and special trips for the elderly to go shopping and enjoy other activities that are located outside the regular service area. The Organization's fleet of 17 wheelchair accessible vehicles offers transportation options to the elderly and disabled, as well as to the general public.

Volunteer

The Coos County Retired & Senior Volunteers Program (RSVP) maintains a minimum group of 400 volunteers, ages 55 and older, of which 309 actively served during the last reporting period. These volunteers share their skills, life experiences, and time with over 60 local non-profit and public agencies throughout Coos County that depend on volunteer assistance to meet the needs of their constituents. Our volunteers donate over 43,611 hours yearly.

Workforce Development

The Organization is assisting transitional and displaced workers as they prepare for new jobs, and also assisting currently-employed workers to gain the skills required for better jobs.

The Organization is helping to implement New Hampshire's Unified State Plan for Workforce Development, in line with the federal Workforce Investment Act. Workforce training programs, with training facilities in three towns, provide temporary assistance for needy families (TANF) recipients with 20-30 hours per week of training in the areas of employment skills, computer skills, and business experience, and also place participating TANF recipients in community-based work experience sites.

Alcohol & Other Drugs (AOD)

Services provided through the AOD program include assisting the alcoholic/addicted person on the road to recovery, through three phases: Crisis Intervention, Sobriety Maintenance, and Assessment and Referral to appropriate treatment facilities.

The Residential Treatment Programs (Friendship House) provide chemically dependent individuals with the fundamental tools of recovery, including educational classes, group and individual counseling, work and recreational therapy, and attendance at in-house and community-based alcoholics anonymous and narcotics anonymous meetings. The AOD program also offers assistance with its impaired driver programs.

The Friendship House, in December of 2014, had approximately \$130,000 worth of investments and improvements due to assistance from Public Services of New Hampshire. There was a total of \$111,595 of pre-development capitalized expenses at June 30, 2017.

Effective October 1, 2017, the Organization is no longer responsible for the Alcohol & Other Drugs (AOD) program. The grants for the program have been transferred to North Country Health Consortium (NCHC), as they are taking over the program. The Friendship House was sold to Affordable Housing Education and Development (AHEAD).

Carroll County Dental

The Tamworth Dental Center (the Center) offers high quality oral health care to children with NH Medicaid coverage. The Organization also serves uninsured and underinsured children and adults using a sliding fee scale that offers income-based discounts for care. The Center accepts most common dental insurances for those who have commercial dental insurance coverage. A school-based project of the Dental Center, School Smiles, offers oral health education, screening, treatment and referrals for treatment to over 1,000 children in 9 schools in the vicinity of the Center.

Support Center

The Organization's Support Center at Burch House provides direct service and shelter to victims and survivors of domestic and sexual violence and stalking in Northern Grafton County. Support Center services are accessible 24 hours a day, 365 days a year. They include: crisis intervention; supportive counseling; court, hospital and policy advocacy and accompaniment; emergency shelter; support groups; community

education and outreach; violence prevention programs for students; information, referrals and assistance accessing other community resources.

Homeless

Homeless services include an outreach intervention and prevention project that strives to prevent individuals and families from becoming homeless, and assists the already homeless in securing safe, affordable housing. The Organization provides temporary shelter space for homeless clients.

The Organization also provides some housing rehabilitation services to help preserve older housing stock.

Energy Assistance and Outreach

Energy Assistance Services provide fuel and electric assistance through direct pay to vendors or a discount on the client's bill. Community Contact sites allow local participants access to energy assistance programs and other emergency services. The offices provide information to the Organization's clients about other programs offered, as well as other programs available through other organizations in the community.

Low-Income Weatherization

The NH weatherization program helps low-income families, elderly, disabled, small children and individuals lower their home energy costs; increase their health, safety, and comfort; and improve the quality of living while improving housing stock in communities around the state utilizing energy cost saving, health and safety and carbon lowering measures. The NH Weatherization Assistance Program also creates local NH jobs.

Elder

The Organization's elder program provides senior meals in 15 community dining sites, home-delivered meals (Meals on Wheels) to the frail and homebound elderly, and senior nutrition education and related programming. The Coos County ServiceLink Aging & Disability Resource Center assists with person-centered counseling, Medicare counseling, Medicaid assistance, long-term care counseling services, and caregiver supports.

Housing Services

Cornerstone Housing North, Inc. is subject to a Project Rental Assistance Contract (PRAC) with the United States Department of Housing and Urban Development (HUD), and a significant portion of their rental income is received from HUD.

The Organization includes a 12 unit apartment complex in Berlin, New Hampshire for the elderly. This operates under Section 202 of the National Housing Act and is regulated by HUD with respect to the rental charges and operating methods.

The above Organization has a Section 202 Capital Advance. Under guidelines established by the U.S. Office of Management and Budget *Uniform Guidance, Title 2 U.S. Code of Federal Regulations (CFR) part 200, Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards*, the Section 202 Capital Advance is considered to be a major program.

Method of accounting

The consolidated financial statements of Tri-County Community Action Program, Inc. have been prepared utilizing the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America, as promulgated by the Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC). Under this basis, revenue, other than contributions, and expenses are reported when incurred without regard to the date of receipt or payment of cash.

Basis of presentation

Financial statement presentation follows the recommendations of the FASB in its Accounting Standard Codification No. 958 *Financial Statements of Not-For-Profit Organizations*. Under FASB ASC No. 958, the Organization is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets.

The Organization had no permanently restricted net assets at June 30, 2018 and 2017. The Organization had temporarily restricted net assets of \$817,791 and \$702,600 at June 30, 2018 and 2017, respectively.

Restricted and unrestricted support

Contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support, depending on the existence and/or nature of any donor restrictions. Support that is restricted is reported as an increase in temporarily or permanently restricted net assets, depending on the nature of the restriction. When a restriction expires (that is, when a stipulated time restriction ends or purpose restriction is accomplished), temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions.

Unrestricted net assets include revenues and expenses and contributions which are not subject to any donor imposed restrictions. Unrestricted net assets can be board designated by the Board of Directors for special projects and expenditures.

Temporarily restricted net assets include contributions for which time restrictions or donor-imposed restrictions have not yet been met. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restriction (**Note 12**).

Permanently restricted net assets include gifts which require, by donor restriction, that the corpus be invested in perpetuity and only the income or a portion thereof (excluding capital gains restricted by State statute) be made available for program operations in accordance with donor restrictions. The Organization had no permanently restricted net assets at June 30, 2018 and 2017.

Fair Value Measurements

Fair value is defined as the price that would be received to sell an asset or paid to transfer a liability (i.e. the "exit price") in an orderly transaction between market participants at the measurement date. The accounting standards for fair values establishes a hierarchy for inputs used in measuring fair value that maximizes the use of observable inputs and minimizes the use of unobservable inputs by requiring that the most observable inputs be used when available. Observable inputs are inputs that market participants would use in pricing the asset or liability developed based on market data obtained from sources independent of the Organization. Unobservable inputs are inputs that reflect the Organization's assumptions about the assumptions market participants would use in pricing the asset or liability developed based on the best information available in the circumstances.

The hierarchy is classified into three levels based on the reliability of inputs as follows:

Level 1: Valuations based on quoted prices in active markets for identical assets or liabilities that the Organization has the ability to access. Since valuations are based on quoted prices that are readily and regularly available in an active market, valuation of these products does not entail a significant degree of judgment.

Level 2: Valuation is determined from quoted prices for similar assets or liabilities in active markets, quoted prices for identical instruments in markets that are not active or by model-based techniques in which all significant inputs are observable in the market.

Level 3: Valuations based on inputs that are unobservable and significant to the overall fair value measurement. The degree of judgment exercised in determining fair value is greatest for instruments categorized as Level 3.

The availability of observable inputs can vary and is affected by a wide variety of factors, including, the type of asset/liability, whether the asset/liability is established in the marketplace, and other characteristics particular to the transaction. To the extent that valuation is based on models or inputs that are less observable or unobservable in the market, the determination of fair value requires more judgment. In certain cases, the inputs used to measure fair value may fall into different levels of the fair value hierarchy. In such cases, for disclosure purposes the level in the fair value hierarchy within which the fair value measurement in its entirety falls is determined based on the lowest level input that is significant to the fair value measurement in its entirety.

Fair value is a market-based measure considered from the perspective of a market participant rather than an entity-specific measure. Therefore, even when market assumptions are not readily available, assumptions are required to reflect those that market participants would use in pricing the asset or liability at the measurement date.

Accounts Receivable

Accounts receivable are stated at the amount management expects to collect from balances outstanding at year-end. Most of the receivables are amounts due from federal and state awarding agencies and are based on reimbursement for expenditures made under specific grants or contracts. A portion of the accounts receivable balance represents amounts due from patients at Carroll County Dental program. Past due receivables are written off at management's discretion using the direct write off method; this is not considered a departure from accounting principles generally accepted in the United State because the effects of the direct write method approximate those of the allowance method. Management selects accounts to be written off after analyzing past payment history, the age of the accounts receivable, and collection rates for receivables with similar characteristics, such as length of time outstanding. The Organization does not charge interest on outstanding accounts receivable.

Property and Depreciation

Acquisitions of buildings, equipment, and improvements in excess of \$5,000 and all expenditures for repairs, maintenance, and betterments that materially prolong the useful lives of assets are capitalized. Buildings, equipment, and improvements are stated at cost less accumulated depreciation. Depreciation is provided using the straight-line method over the estimated useful lives of the related assets.

Depreciation expense related to assets used solely by an individual program is charged directly to the related program. Depreciation expense for assets used by more than one program is charged to the program based upon a square footage or other similar allocation.

Depreciation expense related to administrative assets is included in the indirect cost pool and charged to the programs in accordance with the indirect cost plan. Maintenance and repairs that do not materially prolong the useful lives of assets are charged to expense as incurred.

Estimated useful lives are as follows:

Buildings and improvements	20 to 40 years
Vehicles	5 to 8.5 years
Furniture and equipment	5 to 15 years

Client Rents and HUD Rent Subsidy

Cornerstone Housing North, Inc.'s rents are approved on an annual basis by the Department of Housing and Urban Development. Rental increases are prohibited without such approval. The clients are charged rent equal to 30% of their income less adjustments allowed by the Department of Housing and Urban Development.

Rent subsidies are received from the Department of Housing and Urban Development for the difference between the allowed rents and the amounts received from the clients.

Refundable Advances

Grants received in advance are recorded as refundable advances and recognized as revenue in the period in which the related services or expenditures are performed or incurred. Funds received in advance of grantor conditions being met aggregated \$191,069 and \$197,548 as of June 30, 2018 and 2017, respectively.

Nonprofit tax status

The Organization is a *not-for-profit* Section 501(c)(3) organization in accordance with the Internal Revenue Code. It has been classified as an Organization that is not a private foundation under the Internal Revenue Code and qualifies for a charitable contribution deduction for individual donors. The Organization files information returns in the United States. The Organization's Federal Form 990 (Return of Organization Exempt from Income Tax), is subject to examination by the IRS, generally for three years after it is filed. The Organization is no longer subject to examinations by tax authorities for years prior to 2014

The Organization follows FASB ASC, *Accounting for Uncertainty in Income Taxes*, which clarifies the accounting for uncertainty in income taxes and prescribes a recognition threshold and measurement attribute for financial statement recognition and measurement of tax positions taken or expected to be taken in a tax return. The Organization does not believe they have taken uncertain tax positions, therefore, a liability for income taxes associated with uncertain tax positions has not been recognized.

Cornerstone Housing North, Inc. is exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code. The Internal Revenue Service has determined the Organization to be other than a private foundation within the meaning of Section 509(a).

Retirement plan

The Organization maintains a tax-sheltered annuity plan under the provisions of Section 403(b) of the Internal Revenue Code. All employees are eligible to contribute to the plan beginning on the date they are employed. Each employee may elect salary reduction agreement contributions in accordance with limits allowed in the Internal Revenue Code. Employer contributions are at the Organization's annual discretion. In January 2013, employer contribution payments ceased, therefore as of June 30, 2018 and 2017, there were no discretionary contributions recorded. Further information can be obtained from the Organization's 403(b) audited financial statements.

Donated services and goods

Contributions of donated services that create or enhance non-financial assets or that require specialized skills and would typically need to be purchased if not provided by donation are recorded at their fair values in the period received.

Contributed noncash assets are recorded at fair value at the date of donation. If donors stipulate how long the assets must be used, the contributions are recorded as restricted support. In the absence of such stipulations, contributions of noncash assets are recorded as unrestricted support.

Donated property and equipment

Donations of property and equipment are recorded as support at their estimated fair value at the date of donation. Such donations are reported as unrestricted support unless the donor has restricted the donated asset to a specific purpose. Assets donated with explicit restrictions regarding their use and contributions of cash that must be used to acquire property and equipment are reported as restricted support. Absent donor stipulations regarding how long those donated assets must be maintained, the Organization reports expirations of donor restrictions when the donated or acquired assets are placed in service as instructed by the donor. The Organization reclassifies temporarily restricted net assets to unrestricted net assets at that time.

Promises to Give

Conditional promises to give are not recognized in the financial statements until the conditions are substantially met. Unconditional promises to give that are expected to be collected within one year are recorded at the net realizable value. Unconditional promises to give that are expected to be collected in more than one year are recorded at fair value, which is measured as the present value of their future cash flows. The discounts on those amounts are computed using risk-adjusted interest rates applicable to the years in which the promises are received. Amortization of the discounts is included in contribution revenue. In the absence of donor stipulations to the contrary, promises with payments due in future periods are restricted to use after the due date. Promises that remain uncollected more than one year after their due dates are written off unless the donors indicate that payment is merely postponed. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets.

As of June 30, 2018 and 2017, there were promises to give that were absent of donor stipulations, but restricted in regards to timing, and therefore classified as temporarily restricted in the amount of \$212,207 and \$205,804, respectively. This amount was included in grants and contracts on the Consolidated Statement of Activities.

Use of estimates

The presentation of financial statements in conformity accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Accordingly, actual results could differ from those estimates.

Fair Value of Financial Instruments

Accounting Standards Codification No. 825 (ASC 825), *Disclosures of Fair Value of Financial Instruments*, requires the Organization to disclose fair values of its

financial instruments. The carrying amount of the Organization's financial instruments which consists of cash, accounts receivable, deposits and accounts payable, approximate fair value because of the short-term maturity of those instruments.

Functional allocation of expenses

The costs of providing the various programs and other activities have been summarized on a functional basis in the statement of activities. Accordingly, certain costs have been allocated among the program services and supporting activities benefited.

Program salaries and related expenses are allocated to the various programs and supporting services based on actual or estimated time employees spend on each function as reported on a timesheet.

Workers Compensation expenses are charged to each program based upon the classification of each employee and allocated to the various program based upon the time employees spend on each function as noted above.

Paid Leave is charged to a leave pool and is allocated to each program as a percentage of total salaries.

Fringe Benefits are charged to a Fringe Benefit Pool. These expenses include employer payroll taxes, pension expenses, health and dental insurance and unemployment compensation. The pool is allocated to each program based upon a percentage of salaries.

Depreciation expense is allocated to each program based upon specific assets used by the program and is reported as depreciation expense on the statements of functional expenses.

Other occupancy expenses are applicable to assets which are used by multiple programs. Buildings are primarily charged to the benefiting program based upon an analysis of square footage. Costs related to a building include depreciation, insurance, utilities, building maintenance, etc. These costs are reported as space costs on the statements of functional expenses.

Insurance: automobile insurance is allocated to programs based on vehicle usage; building liability insurance is allocated to programs based on square footage of the buildings; and insurance for furniture and equipment is allocated to programs using the book basis of the insured assets.

The remaining shared expenses are charged to an Indirect Cost Pool and are allocated to each program based upon a percentage of program expenses. The expenses include items such as administrative salaries, general liability insurance, administrative travel, professional fees and other expenses which cannot be specifically identified and charged to a program.

The Organization submits an indirect cost rate proposal for the paid leave, fringe benefits and other indirect costs to the U.S. Department of Health and Human Services. The proposal effective for the fiscal year beginning July 1, 2017 received provisional approval and is effective until amended at a rate of 13%. Per the agreement with the U.S. Department of Health and Human Services, the Organization's final rate for the year ended June 30, 2017 was 12.5%. The Organization carefully calculates the allocation to agree exactly with the expenses in the indirect pool. The actual rate for the year ended June 30, 2018 was approximately 11.454%, which is allowable because it is less than the provisional rate.

Advertising policy

The Organization uses advertising to inform the community about the programs it offers and the availability of services. Advertising is expensed as incurred. The total cost of advertising for the years ended June 30, 2018 and 2017 was \$18,616 and \$26,456, respectively.

NOTE 2. CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of cash on hand, funds on deposit with financial institutions, and investments with original maturities of three months or less. At year end and throughout the year, the Organization's cash balances were deposited with multiple financial institutions. At June 30, 2018 and 2017, the balances in interest and non-interest-bearing accounts were insured by the FDIC up to \$250,000. At June 30, 2018 and 2017, there was approximately \$1,200,000 and \$665,000, of deposits held in excess of the FDIC limit, respectively. Management believes the Organization is not exposed to any significant credit risk on cash and cash equivalents and considers this a normal business risk.

Cash Restrictions

The Organization is required to maintain a deposit account with a bank as part of the loan security agreement disclosed at **Note 6**. The required balance in the account is \$19,968 and is restricted from withdrawal except to make payments of debt service or as approved by the US Department of Agriculture. The Organization is compliant with this requirement as of October 2017.

Amounts withdrawn to make payments of debt service must be replenished with monthly deposits until the maximum required deposit balance is achieved. The balance as of June 30, 2018 and 2017 was \$19,980 and \$19,611, respectively. The Organization has made all of their scheduled deposits for the years ended June 30, 2018 and 2017. These amounts are included in restricted cash on the Statements of Financial Position.

The Organization is required to maintain a deposit account with another bank as part of a bond issue (see bond payable in **Note 6**). The required balance in the account is \$173,817 and is equal to 12 monthly payments. The balance as of June 30, 2018 and 2017 was \$174,273 and \$187,095, respectively, and the Organization was in compliance with this requirement. These amounts are included in restricted cash on the Statements of Financial Position.

The Organization maintains a deposit account on behalf of clients who participate in the Guardianship Services Program. The balance in the account is restricted for use on behalf of these clients and an offsetting liability is reported on the financial statements as other current liabilities. The total current liability related to this restriction at June 30, 2018 and 2017 was \$378,605 and \$642,308, respectively. These amounts are included in other liabilities on the Statements of Financial Position. The total restricted cash within this account at June 30, 2018 and 2017 was \$378,605 and \$642,308, respectively, and is included in the restricted cash balance on the Statements of Financial Position.

Certain cash accounts related to Cornerstone Housing North, Inc. are restricted for certain uses in the Organization under rules and regulations prescribed by the Department of Housing and Urban Development. The total amount restricted at June 30, 2018 and 2017 was \$131,610 and \$93,673, respectively.

NOTE 3. INVENTORY

In 2018 and 2017, inventory included weatherization materials which had been purchased in bulk. These items are valued at the most recent cost. A physical inventory is taken annually. Cost is determined using the first-in, first-out (FIFO) method. Inventory at June 30, 2018 and 2017, consists of weatherization materials totaling \$87,569 and \$65,641, respectively.

During the year ended June 30, 2018, the Organization adopted the provisions of the FASB Accounting Standard Update (ASU) 2015-11, *Inventory, (Topic 330): Simplifying the Measurement of Inventory*, which simplifies the subsequent measurement of inventory by requiring inventory to be measured at the lower of cost net realizable value. Net realizable value is the estimated selling price of inventory in the ordinary course of business, less reasonably predictable costs of completion, disposal and transportation. The Organization has evaluated ASU 2015-11 and has determined that is no material impact to the financial statements.

NOTE 4. ACCRUED EARNED TIME

For the years ending June 30, 2018 and 2017, employees of the Organization were eligible to accrue vacation for a maximum of 160 hours. At June 30, 2018 and 2017, the Organization had accrued a liability for future annual leave time that its employees had earned and vested in the amount of \$203,121 and \$242,545, respectively.

NOTE 5. PROPERTY

Property consists of the following at June 30, 2018:

	<u>Capitalized Cost</u>	<u>Accumulated Depreciation</u>	<u>Net Book Value</u>
Building	\$10,003,944	\$ 3,448,411	\$ 6,555,533
Equipment	2,384,905	1,754,913	629,992
Land	<u>423,840</u>	<u>-</u>	<u>423,840</u>
	<u>\$12,812,689</u>	<u>\$ 5,203,324</u>	<u>\$ 7,609,365</u>

Property consists of the following at June 30, 2017:

	<u>Capitalized Cost</u>	<u>Accumulated Depreciation</u>	<u>Net Book Value</u>
Building	\$10,679,707	\$ 3,428,094	\$ 7,251,613
Equipment	2,400,922	1,889,376	511,546
Land	<u>463,840</u>	<u>-</u>	<u>463,840</u>
	<u>\$13,544,469</u>	<u>\$ 5,317,470</u>	<u>\$ 8,226,999</u>

The Organization has use of computers and equipment which are the property of state and federal agencies under grant agreements. The equipment, whose book value is immaterial to the financial statements, is not included in the Organization's property and equipment totals.

Depreciation expense for the years ended June 30, 2018 and 2017 totaled \$463,483 and \$491,254, respectively.

The Organization also had building refinancing costs of \$17,730 during the year ended June 30, 2014. Amortization expense and accumulated amortization for the year ended June 30, 2018 totaled \$887 and \$5,025, respectively. Amortization expense and accumulated amortization for the year ended June 30, 2017 totaled \$887 and \$4,138, respectively.

NOTE 6. LONG TERM DEBT

The long term debt of the Organization as of June 30, 2018 and 2017 consisted of the following:

	<u>2018</u>	<u>2017</u>
Note payable with the USDA requiring 360 monthly installments of \$1,496, including interest at 4.5% per annum. The property was sold and the loan was paid in full during 2018.	\$ -	\$ 108,127

Note payable with the USDA requiring 360 monthly installments of \$1,664, including interest at 5% per annum. Secured by general business assets. Final installment due January 2027.	138,225	150,935
Note payable with the USDA requiring 360 monthly installments of \$292, including interest at 4.75% per annum. The property was sold and loan was paid in full during 2018.	-	29,633
Note payable with the USDA requiring 360 monthly installments of \$74, including interest at 4.75% per annum. The property was sold and loan was paid in full during 2018.	-	8,103
Note payable with a bank requiring 120 monthly installments of \$3,033, including interest at 4.69% per annum. Secured by first mortgages on two commercial properties. Final installment due April 2021.	349,131	368,428
Note payable with a bank requiring 60 monthly installments of \$459, including interest at 5% per annum. This note was an unsecured line of credit that was converted to a term loan during the year ended June 30, 2016. Final installment due April 2021. See Note 8.	14,500	19,144
Note payable to a non-profit organization (related party), monthly principal payments of \$1,533. Final installment due October 2018. A portion of the note payable was forgiven by the non-profit organization during the year ended June 30, 2017. See Note 16.	-	24,533
Note payable to a financing company requiring 72 monthly installments of \$312, including interest at 5.49% per annum. Secured by the Organization's vehicle. Final installment due August 2021.	10,874	13,934
Note payable to a financing company requiring 72 monthly installments of \$313, including interest at 5.54% per annum. Secured by the Organization's vehicle. Final installment due July 2021.	10,637	13,715
Note payable to a financing company requiring 60 monthly installments of \$143, including interest at 5.99% per annum. Secured by the Organization's vehicle. Final installment due November 2020.	3,863	5,306

Note payable to a financing company requiring 72 monthly installments of \$248, including interest at 6.10% per annum. Secured by the Organization's vehicle. Final installment due February 2023.	12,041	14,207
Note payable with a bank requiring 60 monthly installments of \$4,518, including interest at 4.16% per annum. Secured by second mortgage on commercial property. Final balloon payment was due December 2017. The loan was refinanced in March 2018. It requires 60 monthly installments of \$2,512, including interest at 5.51% per annum. Final balloon payment is due in March 2023.	403,244	417,421
Bond payable with a bank requiring monthly installments of \$14,485, including interest of 2.75% plus the bank's internal cost of funds multiplied by 67% with an indicative rate as of March 2017 of 3.28%. Secured by first commercial real estate mortgage on various properties and assignments of rents at various properties. Final installment due August 2040.	2,719,260	2,801,159
Cornerstone Housing North, Inc. capital advance due to the Department of Housing and Urban Development. This capital advance is not subject to interest or principal amortization and will be forgiven after 40 years, or in August 2047.	1,617,600	1,617,600
Cornerstone Housing North, Inc. mortgage payable due to New Hampshire Housing Finance Authority. The mortgage is not subject to interest or principal amortization. Payments are deferred for 40 years, final payment due in August 2047.	<u>250,000</u>	<u>250,000</u>
	5,529,375	5,842,245
Less current portion due within one year	<u>(142,733)</u>	<u>(587,809)</u>
	<u>\$ 5,386,642</u>	<u>\$ 5,254,436</u>

The scheduled maturities of long term debt as of June 30, 2018 were as follows:

<u>Years ending June 30</u>	<u>Amount</u>
2019	\$ 142,733
2020	148,501
2021	437,412
2022	123,200
2023	485,560
Thereafter	<u>4,191,969</u>
	<u>\$ 5,529,375</u>

As described at Note 2, the Organization is required to maintain a reserve account with a bank for the first four notes payable listed above. In May 2013, the Organization began making monthly deposits to the reserve account, but had not yet accumulated the required balance. Failure to meet this requirement may be construed by the Government to constitute default; however, the awarding agency is aware of this issue and has not made a request for advanced payment.

NOTE 7. CAPITAL LEASE OBLIGATIONS

During the year ended June 30, 2016, the Organization leased a phone system and copier under the terms of capital leases, expiring in November 2020 and March 2021, respectively. During the year ended June 30, 2017, the Company leased an additional copier under the terms of a capital lease, expiring in May 2021. The assets and liabilities under the capital leases are recorded at the lower of the present value of the minimum lease payments or the fair value of the assets. The assets are depreciated over their estimated lives.

The obligations included in capital leases at June 30, 2018 and 2017, consisted of the following:

	<u>2018</u>	<u>2017</u>
Lease payable to a financing company with monthly installments of \$208 for principal and interest at 9.5% per annum. The lease is secured by the phone system and will mature in November 2020.	\$ 5,362	\$ 7,246
Lease payable to a financing company with monthly installments of \$122 for principal and interest at 8.841% per annum. The lease is secured by a copier and will mature in March 2021.	3,467	4,570

Lease payable to a financing company with monthly installments of \$122 for principal and interest at 8.918% per annum. The lease is secured by a copier and will mature in May 2021.

	<u>3,842</u>	<u>4,911</u>
	12,671	16,727
Less current portion	<u>(4,445)</u>	<u>(4,057)</u>
	<u>\$ 8,226</u>	<u>\$ 12,670</u>

The scheduled maturities of capital lease obligations as of June 30, 2018 were as follows:

<u>Years ending June 30</u>	<u>Amount</u>
2019	\$ 4,445
2020	4,870
2021	<u>3,356</u>
	<u>\$ 12,671</u>

NOTE 8. DEMAND NOTE PAYABLE

The Organization has available a \$750,000 line of credit with TD Bank which is secured by real estate mortgages and assignments of leases and rents on various properties as disclosed in the line of credit agreement. Borrowings under the line bear interest at 5.00% per annum, and totaled \$316,000 and \$400,000 at June 30, 2018 and 2017, respectively. The line is subject to renewal each January.

The Organization was issued an unsecured revolving line of credit in 2014 with the New Hampshire Department of Administration Services. On June 30, 2018 and 2017, the outstanding debt totaled \$200,022 and \$271,434, respectively, which included accrued interest of \$22 and \$21,434, respectively. During the year ended June 30, 2017 there was an amendment to the original agreement. The Organization is not required to make payments of interest or principal prior to maturity. The unsecured revolving line of credit matures in November 2019.

NOTE 9. OPERATING LEASES

The Organization has entered into numerous lease commitments for space. Leases under non-cancelable lease agreements have various starting dates, lengths, and terms of payment and renewal. Additionally, the Organization has several facilities which are leased on a month to month basis. For the years ended June 30, 2018 and 2017, the annual rent expense for leased facilities totaled \$165,227 and \$163,025, respectively.

Minimum future rental payments under non-cancelable operating leases having initial terms in excess of one year as of June 30, 2018, are as follows:

<u>Years ending June 30</u>	<u>Amount</u>
2019	\$ 157,610
2020	43,441
2021	39,611
2022	<u>3,301</u>
	<u>\$ 243,963</u>

NOTE 10. IN-KIND CONTRIBUTIONS

The Organization records the value of in-kind contributions according to the accounting policy described in Note 1. The Head Start, transportation and elder programs rely heavily on volunteers who donate their services to the Organization. These services are valued based upon the comparative market wage for similar paid positions.

The Organization is also the beneficiary of a donation of in kind in the form of below market rent for some of the facilities utilized by the Head Start and elder programs. The value of the in-kind rent is recorded at the difference between the rental payment and the market rate for the property based upon a recent appraisal.

Many other individuals have donated significant amounts of time to the activities of the Organization. The financial statements do not reflect any value for these donated services since there is no reliable basis for making a reasonable determination.

NOTE 11. CONCENTRATION OF RISK

Tri-County Community Action Program, Inc. receives a majority of its support from federal and state governments. For the years ended June 30, 2018 and 2017, approximately \$13,773,803 (75%) and \$12,128,016 (71%), respectively, of the Organization's total revenue was received from federal and state governments. If a significant reduction in the level of support were to occur, it would have a significant effect on the Organization's programs and activities.

Cornerstone Housing North, Inc. receives a large majority of its support from the U.S. Department of Housing and Urban Development. For the years ended June 30, 2018 and 2017 approximately 69% for each year, respectively, of the Organizations total revenue was derived from the U.S. Department of Housing and Urban Development. In the absence of additional revenue sources, the future existence of Cornerstone Housing North, Inc. is dependent upon the funding policies of the U.S. Department of Housing and Urban Development.

The majority of Cornerstone Housing North, Inc.'s assets are apartment projects, for which operations are concentrated in the elderly person's real estate market. In

addition, the Organization operates in a regulated environment. The operation of the Organization is subject to administrative directives, rules and regulations of federal, state and local regulatory agencies, including, but not limited to, HUD. Such administrative directives, rules and regulations are subject to change by an act of Congress or an administrative change mandated by HUD. Such changes may occur with little notice or inadequate funding to pay for the related cost, including the administrative burden, to comply with the change.

NOTE 12. TEMPORARILY RESTRICTED NET ASSETS

Temporarily restricted net assets are available for the following specific program services as of June 30, 2018 and 2017:

	<u>2018</u>	<u>2017</u>
Temporary Municipal Funding	\$ 212,207	\$ 205,804
Restricted Buildings	190,049	94,239
10 Bricks Shelter Funds	142,190	141,190
FAP	136,614	87,991
IDN Capacity Fund	32,194	15,066
Homeless Programs	27,680	36,856
FAP/EAP	23,249	11,735
Loans - HSGP	21,454	24,261
USDA	10,332	7,252
Loans - HHARLF	6,967	10,884
RSVP Program Funds	5,021	3,675
Head Start	4,172	973
Community Needs Assessment	4,076	-
Donations to Maple Fund	1,586	1,246
NH Charitable Foundation Grant, Mt. Jasper	-	32,653
Service Link	-	12,123
L. CHIP – Brown Co. House	-	8,236
Donations to Mahoosuc Trail	-	6,842
Julien Fund (AOD)	-	1,175
Angelias Fund (AOD)	-	235
EAP	-	164
	<u> </u>	<u> </u>
Total temporarily restricted net assets	<u>\$ 817,791</u>	<u>\$ 702,600</u>

NOTE 13. COMMITMENTS AND CONTINGENCIES

Grant Compliance

The Organization receives funds under several federal and state grants. Under the terms of the grants the Organization is required to comply with various stipulations including use and time restrictions. If the Organization was found to be noncompliant with the provisions of the grant agreements, the Organization could be liable to the grantor or face discontinuation of funding.

Environmental Contingencies

On March 30, 2009, the Organization's Board of Directors agreed to secure ownership of a 1.2-acre site located in Berlin, New Hampshire. There are 2 buildings on this site designated as the East Wing and West Wing Buildings which were formerly used as a research and development facility for the Berlin Mills Company.

The exterior soil and interior parts of the East Wing Building contained contaminants which required environmental remediation. In a letter dated May 2, 2012, the State of New Hampshire Department of Environment Services (the Department) noted that the remedial actions for the exterior soils and parts of the East Wing Building had been completed to the Department's satisfaction.

In addition, the Department noted that the contaminants related to the West Wing Building did not pose an exposure hazard to site occupants, area residents, and the environment provided the West Wing Building is maintained to prevent further structural deterioration. If further deterioration occurs and contaminants are released into the environment, the Organization could be required to take additional action including containment and remediation.

Loss Contingencies

During the year ended June 30, 2018, legal actions were brought against the Organization. Due to the uncertainty of the outcome of such cases as of June 30, 2018, as well as the uncertainty of the Organization's potential liability, no amount has been accrued by the Organization at this time.

NOTE 14. RELATED PARTY TRANSACTIONS

As disclosed in Note 6, the Organization has a loan payable to a non-profit organization which also provides pass-through state and federal funding for some of the Organization's programs. See Note 6 and Note 16 for terms of the note payables and related forgiveness of debt. The Organization had a note payable to a related party in the amount of \$24,533 at June 30, 2017. The note payable was paid in full during 2018.

NOTE 15. RESIDUAL RECEIPTS ACCOUNT

Cornerstone Housing North, Inc.'s use of the residual receipts account is contingent upon HUD's prior written approval. During the year ended June 30, 2017, HUD approved a withdrawal from the residual receipt account in the amount of \$13,205 for an energy efficiency project. There were no withdrawals from the residual receipts account for the year ended June 30, 2018. Residual receipts of \$21,326 and \$1,847 were held in a segregated account for the years ended June 30, 2018 and 2017, respectively.

NOTE 16. FORGIVENESS OF DEBT

During the year ended June 30, 2017, the Organization realized forgiveness of debt income in connection with a note payable to a non-profit organization. Forgiveness of debt income totaled \$25,912 for the year ended June 30, 2017.

NOTE 17. SUBSEQUENT EVENTS

Subsequent events are events or transactions that occur after the statement of financial position date, but before financial statements are available to be issued. Recognized subsequent events are events or transactions that provide additional evidence about conditions that existed at the statement of financial position date, including the estimates inherent in the process of preparing financial statements. Non-recognized subsequent events are events that provide evidence about conditions that did not exist at the statement of financial position date, but arose after that date. Management has evaluated subsequent events through October 19, 2018, the date the financial statements were available to be issued.

TRICOUNTY COMMUNITY ACTION PROGRAM, INC.
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED JUNE 30, 2018

FEDERAL GRANTOR/ PASS-THROUGH GRANTOR/PROGRAM TITLE	FEDERAL CFDA NUMBER	PASS-THROUGH GRANTOR'S NAME	GRANTOR'S IDENTIFYING NUMBER	FEDERAL EXPENDITURE \$
U.S. Department of Health and Human Services				
Head Start	93 800		01CH10000-03-00	\$ 1,404,182
Head Start	93 800		01CH10000-04-00	893,408
			TOTAL	<u>2,297,590</u>
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1881NHLEIA	294,014
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1781NHLEIA	8,278,727
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1681NHLEIA	4,102
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1701NHLEIA	183,818
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1801NHLEIA	37,906
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1781NHLEIA 1056420	231,155
Low-income Home Energy Assistance	93 568	State of New Hampshire Office of Energy and Planning	G-1881NHLEIA 1056420	470,826
			TOTAL	<u>6,451,350</u>
AGING CLUSTER				
Special Programs for the Aging - Title III, Part B - Grants for Supportive Services and Senior Centers (SEAS)	93 044	State of New Hampshire Office of Energy and Planning	17AANH73SP	8,111
Special Programs for the Aging - Title III, Part B - Grants for Supportive Services and Senior Centers (Sr Wheels)	93 044	State of New Hampshire Department of Health and Human Services	512-500352	101,829
			TOTAL	<u>109,940</u>
Special Programs for the Aging - Title III, Part C - Nutrition Services (Congregate & HD Meals)	93 045	State of New Hampshire Department of Health and Human Services	541-500383	272,095
Nutrition Services Incentive Program (NSIP)	93 053	State of New Hampshire Department of Health and Human Services	NONE	94,579
			CLUSTER TOTAL	<u>476,803</u>
Community Services Block Grant	93 569	State of New Hampshire Department of Health and Human Services	102-500731	537,911
TANF CLUSTER				
Temporary Assistance for Needy Families (NHEP Workplace Success)	93 558	Southern New Hampshire Services, Inc.	13-DHHS-BWY-CSP-05	300,103
Temporary Assistance for Needy Families (JAFC)	93 558	State of New Hampshire Department of Health and Human Services	102-500731	24,800
			CLUSTER TOTAL	<u>324,903</u>
Preventative Health & Human Services Block Grant - Oral Health	93 758	State of New Hampshire Department of Health and Human Services	90072003	14,434
HIV Care Formula Grants (Ryan White Care Program)	93 917	State of New Hampshire Department of Health and Human Services	530-500371	8,453
National Family Caregiver Support, Title III, Part E (Family Caregiver)	93 052	State of New Hampshire Department of Health and Human Services	570-500828	24,030
MEDICAID CLUSTER				
Medical Assistance Program (Options Counseling and I&R #7)	93 778	State of New Hampshire Department of Health and Human Services	550-500734	70,784
Social Services Block Grant (Title XX 1&R)	93 687	State of New Hampshire Department of Health and Human Services	545-500387	6,244
Social Services Block Grant (Guardianship)	93 687	State of New Hampshire Department of Health and Human Services	544-500386	83,719
Social Services Block Grant (Title XX HD miles)	93 687	State of New Hampshire Department of Health and Human Services	102-900731	28,398
			TOTAL	<u>128,392</u>
State Health Insurance Assistance Program	93 324	State of New Hampshire Department of Health and Human Services	102-500734	8,863
Special Programs for the Aging - Title IV and Title II - Discretionary Projects (SMPP)	93 048	State of New Hampshire Department of Health and Human Services	102-500734	8,086
Medicare Enrollment Assistance Program (MEPPA)	93 071	State of New Hampshire Department of Health and Human Services	102-500734	2,847
Promoting Safe and Stable Families/Family Violence Prevention and Services/Discretionary	93 556 & 93 562	State of New Hampshire Coalition against Domestic and Sexual Violence	SPIROV	53,041
Preventative HHS Block Grant & Injury Prevention and Control Research	93 136 & 93 758	State of New Hampshire Coalition against Domestic and Sexual Violence	NONE	8,800
Block Grants for Prevention and Treatment of Substance Abuse	93 999	State of New Hampshire Division of Public Health Services	05-95-49-491510	92,358
Projects for Assistance in Transition from Homelessness (PATH)	93 150	State of New Hampshire Bureau of Homelessness and Housing	500731-102	79,624
Total U.S. Department of Health and Human Services				\$ 10,685,453

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED JUNE 30, 2013

FEDERAL GRANTOR/ PASS-THROUGH GRANTOR/PROGRAM TITLE	FEDERAL CFDA NUMBER	PASS-THROUGH GRANTOR'S NAME	PASS-THROUGH GRANTOR'S NUMBER	FEDERAL EXPENDITURES
<u>U.S. Department of Energy</u> Weatherization Assistance for Low-Income Persons	81.042	State of New Hampshire Governor's Office of Energy & Community Service	EE0006169	\$ <u>253,133</u>
Total U.S. Department of Energy				\$ <u>253,133</u>
<u>U.S. Corporation for National and Community Service</u> Retired and Senior Volunteer Program	94.002		16SRANH001	\$ <u>83,512</u>
Total U.S. Corporation for National and Community Service				\$ <u>83,512</u>
<u>U.S. Department of Agriculture</u> FOOD DISTRIBUTION CLUSTER Emergency Food Assistance Program (Administration Costs)	10.558	BANCAP	81750000	\$ <u>2,380</u>
Child and Adult Care Food Program	10.558	State of New Hampshire Department of Education	NONE	134,780
Total U.S. Department of Agriculture				\$ <u>137,120</u>
<u>U.S. Department of Homeland Security</u> Emergency Management Performance Grants (FEMA)	97.042			\$ <u>20,754</u>
Total U.S. Department of Homeland Security				\$ <u>20,754</u>
<u>U.S. Department of Justice</u> Grants to Encourage Arrest Program (GTEAP)	16.590	State of New Hampshire Coalition against Domestic and Sexual Violence	2014-WE-AX-0038	\$ <u>1,274</u>
Crime Victim Assistance (VOCA)	16.575	State of New Hampshire Coalition against Domestic and Sexual Violence	NONE	119,085
Sexual Assault Services Formula Program (SASP)	18.017	State of New Hampshire Coalition against Domestic and Sexual Violence	2017-KF-AX-0019	15,651
Total U.S. Department of Justice				\$ <u>136,210</u>
<u>U.S. Department of Transportation</u> Formula Grants for Rural Areas (Section 5311)	20.509	State of New Hampshire Department of Transportation	NH-16-X048	\$ <u>277,148</u>
TRANSIT SERVICES PROGRAMS CLUSTER Enhanced Mobility of Seniors and Individuals with Disabilities	20.513	State of New Hampshire Department of Transportation	NH-65-X004	31,328
Enhanced Mobility of Seniors and Individuals with Disabilities (5310 PDS, 1XCC)	20.513	State of New Hampshire Department of Transportation	NH-16-X043	40,059
			CLUSTER TOTAL	71,587
Total U.S. Department of Transportation				\$ <u>348,735</u>
<u>U.S. Department of Housing and Urban Development</u> Emergency Solutions Grant Program	14.231	State of New Hampshire Department of Health and Human Services	102-500731	\$ <u>31,317</u>
Continuum of Care Program (HOIP)	14.267	State of New Hampshire Department of Health and Human Services	NH0096L1T001500	130,821
Total U.S. Department of Housing and Urban Development				\$ <u>162,138</u>

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED JUNE 30, 2018

FEDERAL GRANTOR/ PASS-THROUGH GRANTOR/PROGRAM TITLE	FEDERAL CFDA NUMBER	PASS-THROUGH GRANTOR'S NAME	PASS-THROUGH GRANTOR'S NUMBER	FEDERAL EXPENDITURES
U.S. Department of Labor				
WIA/WIOA CLUSTER				
WIA/WIOA Adult Program	17.258	Southern New Hampshire Services, Inc.	2015-0004	\$ 62,339
WIA/WIOA Dislocated Worker Formula Grants	17.278	Southern New Hampshire Services, Inc.	2015-0004	48,495
Total U.S. Department of Labor			CLUSTER TOTAL	\$ 100,834
TOTAL EXPENDITURES OF FEDERAL AWARDS				\$ 11,927,069
NON-FEDERAL				
NH Public Utilities Commission - Electrical Assistance Program		BMCAP	TOTAL NON-FEDERAL	\$ 275,132

NOTE A - BASIS OF PRESENTATION

The accompanying schedule of expenditures of Federal Awards (the Schedule) includes the federal grant activity of Tri-County Community Action Program, Inc. under programs of the federal government for the year ended June 30, 2018. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of Tri-County Community Action Program, Inc., it is not intended to and does not present the financial position, changes in net assets, or cash flows of the Organization.

NOTE B - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years.

NOTE C - INDIRECT RATE

Tri-County Community Action Program Inc. has elected to not use the 10-percent de minimis indirect cost rate allowed under the Uniform Guidance.

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON
AN AUDIT OF FINANCIAL STATEMENTS PERFORMED
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

To the Board of Directors of
Tri-County Community Action Program, Inc.
Berlin, New Hampshire

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Tri-County Community Action Program, Inc. (a nonprofit organization), which comprise the statement of financial position as of June 30, 2018, and the related statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated October 19, 2018.

Internal Control Over Financial Reporting

In planning and performing our audit of the consolidated financial statements, we considered Tri-County Community Action Program Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the consolidated financial statements, but not for the purpose of expressing an opinion on the effectiveness of Tri-County Community Action Program Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Tri-County Community Action Program Inc.'s internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Tri-County Community Action Program Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of consolidated financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Seane McDonnell & Roberts
Professional Association

October 19, 2018
North Conway, New Hampshire

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.

**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE
FOR EACH MAJOR PROGRAM AND ON INTERNAL CONTROL
OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE**

To the Board of Directors of
Tri-County Community Action Program, Inc.
Berlin, New Hampshire

Report on Compliance for Each Major Federal Program

We have audited Tri-County Community Action Program Inc.'s compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Tri-County Community Action Program Inc.'s major federal programs for the year ended June 30, 2018. Tri-County Community Action Program Inc.'s major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with the requirements of laws, regulations, contracts, and grants applicable to its federal programs.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Tri-County Community Action Program Inc.'s major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Tri-County Community Action Program Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Tri-County Community Action Program Inc.'s compliance.

Opinion on Each Major Federal Program

In our opinion, Tri-County Community Action Program, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2018.

Report on Internal Control over Compliance

Management of Tri-County Community Action Program, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Tri-County Community Action Program Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Tri-County Community Action Program, Inc.'s internal control over compliance.

A *deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*Leone McDonnell & Roberts
Professional Association*

October 19, 2018
North Conway, New Hampshire

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC.

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED JUNE 30, 2018**

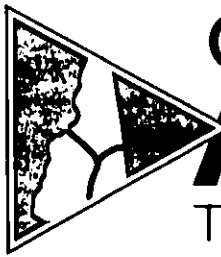
1. The auditors' report expresses an unmodified opinion on the financial statements of Tri-County Community Action Program, Inc.
2. No significant deficiencies relating to the audit of the financial statements are reported in the *Independent Auditors' Report on Internal Control over Financial Reporting and on Compliance and other Matters Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards*.
3. No instances of noncompliance material to the financial statements of Tri-County Community Action Program, Inc. which would be required to be reported in accordance with *Government Auditing Standards*, were disclosed during the audit.
4. No significant deficiencies in internal control over major federal award programs during the audit are reported in the *Independent Auditors' Report on Compliance for Each Major Program and on Internal Control over Compliance in Accordance with the Uniform Guidance*.
5. The auditors' report on compliance for the major federal award programs for Tri-County Community Action Program, Inc. expresses an unmodified opinion on all major programs.
6. No audit findings that are required to be reported in accordance with 2 CFR 200.516(a) are reported in this Schedule.
7. The programs tested as major programs included:
 - U.S. Dept. of Health & Human Services, LIHEAP – CFDA #93.568
 - U.S. Dept. of Health & Human Services, TANF Cluster – CFDA #93.558
 - Electrical Assistance Program (Non-Federal) – NH Public Utilities Company
8. The threshold for distinguishing Type A and B programs was \$750,000.
9. Tri-County Community Action Program, Inc. was determined to be a low-risk auditee.

FINDINGS - FINANCIAL STATEMENTS AUDIT

None

FINDINGS AND QUESTIONED COSTS - MAJOR FEDERAL AWARD PROGRAMS AUDIT

None



COMMUNITY ACTION

TRI-COUNTY CAP

**BOARD OF DIRECTORS
FY2019**

GRAFTON COUNTY

CARROLL COUNTY

Linda Massimilla

COÖS COUNTY

Anne Barber

Board Chair
Sandy Alonzo

Tricia Garisson

Michael Dewar

Richard McLeod

Treasurer
Cathy Conway

Vice Chair
Dino Scala

Secretary
Gary Coulombe

Karolina Brzozowska

Serving Coös, Carroll & Grafton Counties



Jeanne L. Robillard

CORE STRENGTHS

Program development, management and administration ♦ Community collaborations
Development of policy, protocol, and service delivery to meet funder standards
Grant writing and management ♦ Budget performance and financial reporting
Innovative solutions & problem solving ♦ Capacity building
Professional presentations ♦ Public speaking
Dedication ♦ Imagination ♦ Determination ♦ Fortitude

PROFESSIONAL EXPERIENCE

Tri-County Community Action Programs, Inc.

Chief Executive Officer

Berlin, NH 2018 - current FT employment

Tri-County Community Action Programs, Inc.

Chief Operating Officer

Berlin, NH 2016 - 2018

Responsible for the operations of six agency Divisions with 15 individual programs that provide over 60 consumer services across three counties of Northern New Hampshire. Essential duties include; supervision of Division Directors, oversee and monitor program resources, revenues, expenditures and budget performance; tactical oversight of programs to meet or exceed agency defined strategic goals; develop and implement strategies to improve individual programs and overall agency program and fiscal performance; oversee and lead special projects such as the Annual Report, Strategic Plan, Community Needs Assessment process, and work with Senior Management Team to develop new service initiatives. Provide tactical guidance to Division Directors to trouble shoot issues and problems in the daily operations of programs.

Tri-County Community Action Programs, Inc.

Division Director: TCCAP Prevention Services

Berlin, NH 2015- 2016

Responsible for four agency programs under the umbrella of TCCAP Prevention Services; oversee division resources, revenues, and expenditures and monitor budget performance; general oversight of programs to meet or exceed agency defined strategic goals; supervise program directors; write grants to support programs, monitor results, and prepare grant reports and financial statements for funders and agency; develop fundraising and marketing strategies for programs; represent program through participation in state and local initiatives relative to program/division goals and service delivery; collaborate with stakeholders and elected officials, including presenting legislative testimony.

Tri-County Community Action Programs, Inc.

Program/Division Director: Support Center at Burch House

Littleton, New Hampshire 2007- 2015

Oversee daily operation and supervision of domestic and sexual violence crisis center and residential shelter; write grants to support programs, monitor results, and prepare grant reports and financial statements for funders and parent agency; oversee program resources, revenues and expenditures, and monitor budget performance and progress toward strategic goals; create and direct victim advocacy programs to ensure compliance with grant deliverables and applicable state and federal law; develop fundraising and marketing strategies; participate in state and local collaborations to enhance victim services; represent program in state and federal victim service initiatives, including presentation of legislative testimony; create and present trainings for medical and legal professionals on legal standards and best practices for victim services.

Bookkeeper: Women's Rural Entrepreneurial Network (WREN)

Bethlehem, NH current PT employment

Responsible for grant fiscal tracking, reporting, funds release and account transfers, bi-weekly payroll and 941 payments, accounts payable and receivable, month end reconciliations for bank accounts, credit cards, petty cash, retail and market sales; monthly POS/QB reconciliation for three retail locations; preparing monthly cash flow, forecasts, and standard fiscal reports for Board of Directors.

Tri-County Community Action Programs, Inc.

Direct Services/Volunteer Coordinator: Support Center at Burch House

Littleton, New Hampshire 1997 to 2007

Provide advocacy and direct service to victims of domestic and sexual violence; supervise court advocacy programs; recruit, train and supervise staff, volunteers, and interns; develop agency systems, policies and protocols; create and present community outreach presentations and campaigns; present school-based violence prevention classes for grades K-12 ; provide on-call coverage of crisis line

Director: Haverhill Area Juvenile Diversion Program

Woodsville, New Hampshire 1999-2001

Recruit, train, and supervise volunteer diversion committees; establish community programming for diverted youth; supportive counseling of youth; maintain collaborative relationships between the court system, juvenile service officers, local police departments, and diversion program; prepare and file court reports on diverted youth; community outreach and education

Counselor/Title I Teacher: Northern Family Institute-Jefferson Shelter

Jefferson, New Hampshire 1996-1999

Provide individual supportive counseling to adjudicated youth, facilitate peer support groups, develop and implement treatment plans and case management services to clients, supervise and tutor youth in classroom setting, supervise youth in daily living skills

Education

BS in Human Services, Springfield College School of Human Services, Boston, MA

Criminal Justice Concentration, *Graduated with 4.0 GPA*

AS in Drug and Alcohol Rehabilitation Counseling (DARC Program)

Southern Connecticut Community College, New Haven, CT

Additional Skills, Professional Leadership and Civic Affiliations

- ◆ Chairman, Bethlehem Board of Selectmen, Town of Bethlehem Twice Elected 2006-2010
- ◆ Chairman, Arts Alliance of Northern New Hampshire 2000-2003, *Treasurer 1996-1998*
- ◆ Chairman, Haverhill Area Family Violence Council 1998-2003
- ◆ Certified PRIME FOR LIFE Impaired Driver Intervention Program Instructor #NH16199
- ◆ Registered Sexual Harassment Prevention Trainer in the State of New Hampshire
- ◆ Board Member, Women's Rural Entrepreneurial Network 2014; *Individual Member 2008-2017*
- ◆ Bethlehem Planning Board 2010 - 2015
- ◆ Bethlehem Conservation Commission 2006 - *current*
- ◆ Granite United Way, North Country Cabinet Member 2011-2012
- ◆ TCCAP: Commendation- Division Director Award, 2011
- ◆ Bethlehem Citizen's Advisory Committee on Recycling 2007-2010
- ◆ Licensed Foster Parent, State of NH 2000-2006
- ◆ Small Business Owner : Aurora Energies 2015- *current*
- ◆ Speakeasy Trio Jazz Vocalist/ Sweet Jamm Swing Band Jazz Vocalist 1997- *current*
- ◆ Member, United States Figure Skating Association/International Skating Institute *current since 1993*

RANDALL S. PILOTTE

SUMMARY

Accounting professional with over 29 years of experience, of which 21 years were with a single private manufacturer. 16 years of experience managing accounting professionals. Key competencies include:

Financial Statements	Accounts Payables	Inventory	Fixed Assets
Payroll	Bank Reconciliations	Accounts Receivables	Sales/Use Tax
Budgeting	Cash Flow Management	Audits	Forecasting

EXPERIENCE

TRI-COUNTY COMMUNITY ACTION PROGRAM, INC., Berlin, NH

06/2013-Present

CFO (2017 – Present)

Work closely with the CEO, Treasurer and Finance Committee to identify performance goals for the Agency and to maintain systems to monitor performance against those goals. Plan, direct, coordinate, implement and evaluate the financial management systems and activities of the Agency with a budget of \$18M.

- Prepare/provide complete and accurate financial, statistical, and accounting records for the Agency and outside regulatory agencies.
- As a member of the senior management team, assists in the formulation and execution of corporate finance policies, objectives and programs.
- Prepares program and agency budgets in conjunction with the CEO and Program Directors. Plan, direct, coordinate, implement and evaluate fiscal performance reviews of Tri-County CAPs divisions.
- Hire, train, direct and evaluate employee performance within the department; recommend promotions and salary adjustments.
- Provides supervision and direction for the Facilities Management Team, ensuring that all mortgages, leases and covenants are maintained for Tri-County CAP's facilities. Creation of five-year capital plan.
- Reviews cash flows for each division, monitor cash management practices, and monitor investments associated with each property.
- Prepared five-year debt reduction plan.

Fiscal Director/Interim CFO (2016 – 2017)

- Direct and manage a fiscal staff of 5 and processes associated with the general ledger, payroll, and accounts payable, accounts receivable, cash receipts and fixed assets.
- Prepare and supervise the production of financial statements including Balance Sheet, Revenue and Expense Reports, and Cost Summaries on a monthly and annual basis.
- Maintain proper accounting controls on grants and contributions to ensure accurate revenue reporting and expense tracking to support periodic monitoring's by funders and auditors.
- Ensure all balance sheet, revenue and expense accounts are analyzed and reconciled periodically.
- Collaborate with Division Directors to monitor departmental revenue and expenses versus budget.
- Worked with the CFO to develop real time monthly and annual financial reporting; and implementing departmental goals.
- Prepare audit schedules for external auditors.
- Collaborate with external auditors in completing annual audit in a timely manner.

Accounting Manager (2015-2016)

Sr. Accountant (2013-2014)

RANDALL PILOTTE RESUME:

KENT NUTRITION GROUP, INC. (f/k/a Blue Seal Feeds, Inc.), Londonderry, NH

03/1989-09/2010

Assistant Controller (2005-2010)

- Ensured an accurate and timely monthly and year end close, consisting of the preparation of a consolidated and individual financial statement in accordance with GAAP for nine manufacturing plants and 11 retail stores with gross revenues in excess of \$200M. Additional responsibilities included preparing journal entries, account analysis, inventory review and observation, fixed assets, and depreciation.
- Managed, trained, and supervised a staff accountant responsible for ensuring accurate journal entries, inventory reconciliation, tonnage tax returns, bank reconciliations, and assignment of special projects.
- Oversaw all aspects of proprietary software, multi-state payroll system for 500 employees. Prepared all federal and state payroll tax reports, including quarterly and year-end returns, processing of W2s, and supervision of payroll clerk.
- Interfaced with 18 various banks throughout New England and Mid-Atlantic area used as depositories.
- Prepared multi-state sales/use tax returns and acted as point of contact for audits.
- Pro-actively coached and consulted plant and store management on the annual budget development process.
- Oversaw month-end accruals.
- Assisted and responded to auditors' requests on annual audit.
- Filed annual franchise and abandoned property reports with appropriate states.

Accounting Manager (1999-2005)

Supported the Corporate Controller's initiatives by providing supervision and oversight to the Accounting function. Supervised and trained two accounts payable clerks on Chart of Accounts, Accounts Payable, timely and accurate processing and payment of vendor's invoices, employee travel reimbursements, and standard accounting practices.

Accountant/Payroll Supervisor (1994-1999)**Accountant (1989-1994)**

NORTHERN TELECOM, INC., Concord, NH

05/1987-03/1989

Associate Results Accountant (1988-1989)**Accounts Payable (1987-1988)****E D U C A T I O N**

Bachelor of Science, Accounting, FRANKLIN PIERCE COLLEGE, Concord, NH

REGAN L. PRIDE

SUMMARY

My experience spans the fields of engineering, computer technology, education, and public administration. This unique combination brings a wide array of knowledge and skills to the table for your organization. I am a team player, a patient trainer, and adept at interpersonal relations.

RELEVANT KNOWLEDGE AND SKILL AREAS

- Confidence in public speaking for business and technical applications, and instructional settings
- Strong writing skills and interpersonal communication skills, ability to teach others, and build consensus
- Approachable, warm and personable style in teaching classes and interacting with colleagues
- Robust education in mathematics, engineering and general science topics
- Fluency with entire Microsoft Office application suite.
- Fluency with AutoCAD computer-aided drafting software
- Familiarity with ArcView GIS software.
- Familiar with Avante Enterprise Resource Planning software
- Familiar with BMSI fund accounting and Avitar assessing/tax billing software
- Adept at Macromedia/Adobe Dreamweaver MX web site design software

WORK EXPERIENCE

NORTH COUNTRY COUNCIL REGIONAL PLANNING COMMISSION, Littleton, NH

TITLE: Planner, 2012-2013 + 2015-2018

Managed solid waste technical assistance program funded by USDA Rural Development. Conducted "Full Cost Accounting" studies of municipal solid waste department operations. Reviewed and updated operating plans for municipal solid waste facilities. Organized household hazardous waste collection events. Created and delivered training programs for solid waste operator certification.. Created pilot programs to reduce & divert food waste from landfills in 4 communities.

2013-2014

INNOVATIVE STRUCTURAL BUILDING PRODUCTS

TITLE: Project Manager

Performed a variety of functions including business plan preparation and product development associated with a start-up company in the engineered wood sheathing industry. I created engineering drawings, built and tested prototypes, and assisted in marketing activities.

2000 – Present

ICANTOO ENTERPRISES, Lisbon, NH

TITLE: Owner, Computer Applications Consulting

Assistance and training with business and technical applications. Created customized solutions involving AutoCAD, MS Work, MS Excel, MS Access software applications. I also perform web site HTML and CGI development, hardware setup, upgrades, and troubleshooting.

Recent clients/projects include:

- New England Electric Wire Corp – Implementation of Avante MRP & APS scheduling software, computerized WIP labeling system, computer workstation installations, user/operator training.
- Littleton, NH Senior Softball League – custom programming and support of statistical software
- Louisiana Corporate Credit Union – Web site design and maintenance.
- Brammer Creek – Web site design for wholesale food distributor.

2006 – 2012

TOWN OF LISBON, NH, Lisbon, NH

TITLE: Town Administrator, CPM

Prepared annual town budgets and performed presentations at budget hearings and town meeting. Prepared annual financial reports (MS-2, MS-4, MS-6) for the town. Generated tax warrants, and water/sewer warrants. Analyzed water/sewer revenues and developed rate structure to balance department's budget. Performed the functions of financial administration, personnel management, grant administration, welfare administration, emergency management, and project management.

1990-2000 & 2004 – 2006

NEW ENGLAND CATHETER CORPORATION, Lisbon, NH

(Subsidiary of New England Wire Technologies)

TITLE: Engineer, Medical Products

Performed process engineering support in the manufacture of wire-reinforced medical tubing including: equipment specification, process/procedure development, tooling design, and statistical data analysis.

Developed customized spreadsheets for product design, and manufacturing process control.

I was also employed with the parent company as an engineer/CAD operator from 1990 to 2000. While in this capacity, I led personal computer users groups, installed the first Ethernet network in the company engineering department, and developed computer file management systems and backup routines.

2002 – 2004

SCHOOL ADMINISTRATIVE UNIT 35, Littleton, NH

TITLE: Distance Learning Coordinator

This position involved collaboration with teachers and staff to develop interactive educational programs utilizing distance learning/videoconferencing technology. Programs were distributed between three high school campuses. Duties included setup, configuration, operation and maintenance of videoconferencing endpoints, and operation of bridge/gateway at central office. I served as webmaster for SAU website. I also performed various computer support duties.

EDUCATION/CERTIFICATIONS

NH Bureau of Education and Training
CPM Certificate (Certified Public Manager)

University of California at Berkeley, Engineering Department
92 semester credits in Mechanical Engineering Major

CONTINUING EDUCATION

- NH Certified Public Supervisor program
- Radvision H.232 technician course
- Six Sigma process control course by Boston Scientific Corp.
- Extrusion Theory course at University of Massachusetts, Lowell

PROFESSIONAL & CIVIC ASSOCIATIONS

- Board of Directors, North Country Council Regional Planning Commission, Bethlehem, NH; 2007-2012. Served as chairman in 2011.
- Grafton-Coos Regional Coordinating Council (for public transit); Littleton, NH; 2009-2012
- Member of NHMMA, NHGFOA, NHLWAA – 2006-2012
- Board of Selectman, Lisbon, NH March 2000-2006. Served as chairman from 2002 to 2006.
- Board of Directors, Lisbon Main Street, Inc., Lisbon, NH; 2008-2012;
- Economic Restructuring Committee of Lisbon Main Street, Inc., 2002-present
- Member of Granite State Distance Learning Network, 2002-2004

REFERENCES

Professional references shall be produced upon request and presented at time of interview.

RYAN SOMERFIELD

Summary

Non-profit executive with a proven track record in organizational development, relationship building, finance leadership and strategy planning. Significant experience with managing and distributing large grants. Student of Joan Garry and a Six Sigma Green Belt.

Accomplishments

- Modernized and expanded AIR, a large non-profit membership association serving journalists around the world
- Administered complex grants, distributed funds and wrote funder reports
- Responsible for managing audits at AIR including the annual 990
- Led one of Clear Channel's largest external business units in Florida with an annual budget of \$14m/yr
- Budgeted, designed and built multi-million dollar production facilities
- Experienced reporter and photojournalist with 600+ hours logged in various helicopter news gathering platforms
- Packaged content for network news organizations and managed the sale of footage to clients such as NBC/ABC/CBS/Al Jazeera, etc

Experience

- Chief Operating Officer** Mar 2016 to Oct 2018
Association of Independents in Radio — Boston, MA
Oversaw all day-to-day aspects at one of the most respected public media organizations in North America. Responsible for administration, programming, membership and marketing including a staff of 8. Developed resources for 1,400 journalists, reporters and producers located in 30 countries around the world. Fiscal administrator for Localore: Finding America which funded projects involving hundreds of producers around the country. Worked closely with public media entities (NPR, PBS) and podcasting networks to implement a talent pipeline that brought diverse media makers into the fold.
- Founder, Managing Member** Apr 2014 to Mar 2016
Green Light Business Services — Miami, FL
Provided continuous improvement consulting services for 11 small-medium sized businesses in the Miami area. Contracted to deliver full scale reports on internal functions, recommendations for modernization, capital expansion projects and HR risk management.
- Operations Manager/Director of Operations** Mar 2011 to Apr 2014
Clear Channel Media + Entertainment — Miami, FL
Managed 24/7 television and radio broadcast operation center consisting of 65 Producers, Anchors, Photographers and 3 ENG Helicopters serving 60+ TV/Radio clusters in multiple markets. Responsible for all aspects of the business including finance, human resources, scheduling and training. Troubleshooted IT-related software and hardware issues including complex broadcast equipment. Managed all external marketing for the business unit including social media (Twitter/IG/Facebook). Developed productive, lasting relationships with affiliates and local government agencies. Worked extensively as an on-air reporter, photographer, producer and editor.
- Market Editor** Jan 2008 to Oct 2010
Traffic.com — Hollywood, FL
Gathered and disseminated traffic information for multiple television/radio affiliates in

South Florida. Worked as an aerial spotter in a Cessna plane and reported on information gathered. Developed and maintained relationships with public safety departments and various government agencies.

Education

High School Mashpee High School — Mashpee, MA	2006
Bachelor of Science, Psychology Broward College — Davie, FL	2011

References

- Craig Stevens
- Evening Anchor, WSVN-TV
- O: (305) 795-2732
- E: cstevens@wsvn.com

- Joan Garry
- Former CEO, GLAAD | Nonprofits Are Messy
- C: (917) 655-6246

- Drew Anderssen
- Program Director, Cox Media Group
- O: (321) 281-2018
- E: Drew.Anderssen@coxinc.com

- Rudy Murietta
- Assistant ND, CBS 46
- C: (470) 755-3994
- E: rudy.murrieta@cbs46.com

- Steven Cejas
- EP, WSVN-TV
- C: (305) 458-9007
- E: scejas@wsvn.com

Tri-County Community Action Program, Inc.

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Jeanne Robillard	Chief Executive Officer	\$115,000		
Randall Pilotte	Chief Financial Officer	\$75,000		
Regan Pride	Chief Operating Officer	\$70,000		
Ryan Somerfield	EEOS Division Director	\$58,000		

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Jeffrey A. Meyers
 Commissioner

Christine L. Santanello
 Director

105 PLEASANT STREET, CONCORD, NH 03301-3587
 603-271-9203 1-800-351-1888
 Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhbs.nh.gov

June 6, 2018

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$8,029,367.28 and extending the completion date from September 30, 2018 to June 30, 2019 for the provision of the ServiceLink programs effective June 1, 2018 or upon Governor and Executive Council approval, whichever is later through June 30, 2019. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$870,786.25
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$587,377.16
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,433,441.23
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$1,077,352.21
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$865,101.39
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$1,170,924.42
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,517,076.05
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$507,308.57
TOTAL:			\$8,029,367.28

Funds to support this request are available in the following accounts in State Fiscal Year 2018 and are anticipated to be available in State Fiscal Year 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is to execute our authority to amend and extend all 8 ServiceLink contracts for the purpose of raising the limitation for Medicare Improvements for Patients and Providers Act funds and funding to increase activity relative to ensuring that ServiceLink is able to continue its work supporting NH's Medicare Beneficiaries and those needing support and guidance to access and enroll in publicly funded community based services as an alternative to nursing facility care. This request also includes the extension of ServiceLink contracts from September 30, 2018 to June 30, 2019 for the provisions of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages access information on the full range of long-term support and service options as well as serving as the single point of entry for Medicaid long-term support and services programs and benefits. The ServiceLink program includes: Serving as the Aging and Disability Resource Center, provision of Information, Referral and Assistance, Person Centered Options Counseling, assistance with accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, and Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Supports and Services through any of the ServiceLink access point locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

As referenced in the Request for Proposals and in Exhibit C-1 of these contracts, these Agreements have the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council. These eight (8) amendments are requested for that purpose.

Funds in this agreement will be used to allow each contractor to continue to provide ServiceLink services throughout the State of New Hampshire.

Notwithstanding any other provision of the Contract to the contrary, no services shall be provided after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennia.

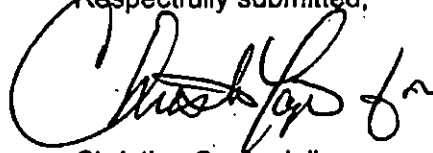
Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

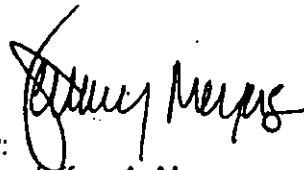
Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Christine Santaniello
Director



Approved by:

Jeffrey A. Meyers
Commissioner

**FINANCIAL DETAIL ATTACHMENT SHEET
SFY17 Q3-Q4, SFY 2018 and SFY 2019**

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,345.32		\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45	\$2,222.00	\$280,799.45
545-500387	I & R Contracts	2018	\$15,685.18		\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19	\$196,003.76	\$265,995.95
545-500387	I & R Contracts	2019	\$3,921.29	\$11,763.87	\$15,685.16
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
		Subtotal	\$448,021.43	\$250,489.63	\$698,511.06

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,665.47		\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17	\$1,333.00	\$198,575.17
545-500387	I & R Contracts	2018	\$11,009.79		\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75	\$138,039.37	\$187,548.12
545-500387	I & R Contracts	2019	\$2,752.45	\$8,257.35	\$11,009.80
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$302,928.63	\$167,879.72	\$470,808.35

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$20,773.35		\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51	\$4,000.00	\$483,324.51
545-500387	I & R	2018	\$26,393.33		\$26,393.33

	Contracts				
570-500928	Family Caregiver	2018	\$67,000.00		\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25	\$337,664.98	\$457,796.23
545-500387	I & R Contracts	2019	\$6,598.33	\$19,794.99	\$26,393.32
570-500928	Family Caregiver	2019	\$16,750.00	\$50,250.00	\$67,000.00
	Subtotal		\$736,970.77	\$411,709.97	\$1,148,680.74

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$12,760.79		\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07	\$4,666.00	\$354,647.07
545-500387	I & R Contracts	2018	\$16,213.04		\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00		\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59	\$251,206.33	\$337,386.92
545-500387	I & R Contracts	2019	\$4,053.26	\$12,159.78	\$16,213.04
570-500928	Family Caregiver	2019	\$13,500.00	\$40,500.00	\$54,000.00
	Subtotal		\$536,688.75	\$308,532.11	\$845,220.86

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$13,888.49		\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45	\$1,800.00	\$291,106.45
545-500387	I & R Contracts	2018	\$17,645.82		\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00		\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22	\$202,286.04	\$275,654.26
545-500387	I & R Contracts	2019	\$4,411.46	\$13,234.38	\$17,645.84
570-500928	Family Caregiver	2019	\$10,125.00	\$30,375.00	\$40,500.00
	Subtotal		\$449,245.44	\$247,695.42	\$696,940.86

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
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102-500734	Contracts for Program Services	2017	\$17,093.52		\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10	\$2,932.00	\$369,028.10
545-500387	I & R Contracts	2018	\$21,717.93		\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00		\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39	\$257,827.33	\$350,362.72
545-500387	I & R Contracts	2019	\$5,429.48	\$16,288.44	\$21,717.92
570-500928	Family Caregiver	2019	\$20,250.00	\$60,750.00	\$81,000.00
		Subtotal	\$604,122.42	\$337,797.77	\$941,920.19

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$24,987.41		\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79	\$2,300.00	\$514,051.79
545-500387	I & R Contracts	2018	\$31,747.40		\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00		\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20	\$355,270.86	\$485,319.06
545-500387	I & R Contracts	2019	\$7,936.85	\$23,810.55	\$31,747.40
570-500928	Family Caregiver	2019	\$16,875.00	\$50,625.00	\$67,500.00
		Subtotal	\$790,846.65	\$432,006.41	\$1,222,853.06

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$8,190.65		\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00	\$1,100.00	\$167,450.00
545-500387	I & R Contracts	2018	\$10,406.51		\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00		\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94	\$116,557.80	\$158,874.74
545-500387	I & R	2019	\$2,601.63	\$7,804.89	\$10,406.52

	Contracts				
570-500928	Family Caregiver	2019	\$6,750.00	\$20,250.00	\$27,000.00
		Subtotal	\$263,615.73	\$145,712.69	\$409,328.42

Total 9565	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$96,724.05		\$96,724.05
		Subtotal	\$96,724.05	\$0.00	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$67,892.85		\$67,892.85
		Subtotal	\$67,892.85	\$0.00	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$162,756.84		\$162,756.84
		Subtotal	\$162,756.84	\$0.00	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$99,979.19		\$99,979.19
		Subtotal	\$99,979.19	\$0.00	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$108,814.56		\$108,814.56
		Subtotal	\$108,814.56	\$0.00	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$133,925.61		\$133,925.61
		Subtotal	\$133,925.61	\$0.00	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment &	2017	\$195,773.21		\$195,773.21

	Counseling				
		Subtotal	\$195,773.21	\$0.00	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$64,172.69		\$64,172.69
		Subtotal	\$64,172.69	\$0.00	\$64,172.69

Total 6180	\$930,039.00	\$0.00	\$930,039.00
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05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,017.46		\$8,017.46
		Subtotal	\$8,017.46	\$0.00	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,627.64		\$5,627.64
		Subtotal	\$5,627.64	\$0.00	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$13,490.93		\$13,490.93
		Subtotal	\$13,490.93	\$0.00	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$8,287.28		\$8,287.28
		Subtotal	\$8,287.28	\$0.00	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$9,019.65		\$9,019.65
		Subtotal	\$9,019.65	\$0.00	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$11,101.11		\$11,101.11

		Subtotal	\$11,101.11	\$0.00	\$11,101.11
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Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$16,227.65		\$16,227.65
		Subtotal	\$16,227.65	\$0.00	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$5,319.28		\$5,319.28
		Subtotal	\$5,319.28	\$0.00	\$5,319.28

Total 9255	\$77,091.00	\$0.00	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$27,000.00	\$0.00	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,500.00		\$33,500.00
		Subtotal	\$33,500.00	\$0.00	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00		\$27,000.00
		Subtotal	\$42,000.00	\$0.00	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal	Current	Increase/	Modified Budget
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		Year	Budget	(Decrease)	
570-500928	Family Caregiver	2017	\$20,250.00		\$20,250.00
		Subtotal	\$20,250.00	\$0.00	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$40,500.00		\$40,500.00
		Subtotal	\$40,500.00	\$0.00	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$33,750.00		\$33,750.00
		Subtotal	\$33,750.00	\$0.00	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
570-500928	Family Caregiver	2017	\$13,500.00		\$13,500.00
		Subtotal	\$13,500.00	\$0.00	\$13,500.00

Total 7872-072 & 570	\$224,000.00	\$0.00	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,245.00		\$10,245.00
		Subtotal	\$10,245.00	\$0.00	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,525.09		\$7,525.09
		Subtotal	\$7,525.09	\$0.00	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38		\$19,311.38
		Subtotal	\$19,311.38	\$0.00	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$22,756.60		\$22,756.60
		Subtotal	\$22,756.60	\$0.00	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78		\$6,799.78
		Subtotal	\$6,799.78	\$0.00	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,335.67		\$10,335.67
		Subtotal	\$10,335.67	\$0.00	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$10,517.00		\$10,517.00
		Subtotal	\$10,517.00	\$0.00	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23		\$3,173.23
		Subtotal	\$3,173.23	\$0.00	\$3,173.23

Total 8925	\$90,663.75	\$0.00	\$90,663.75
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**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN.ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)**

(75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$19,010.74		\$19,010.74
		Subtotal	\$19,010.74	\$0.00	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$13,739.44		\$13,739.44
		Subtotal	\$13,739.44	\$0.00	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,442.87		\$34,442.87
		Subtotal	\$34,442.87	\$0.00	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$34,057.30		\$34,057.30
		Subtotal	\$34,057.30	\$0.00	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$15,791.19		\$15,791.19
		Subtotal	\$15,791.19	\$0.00	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,764.10		\$21,764.10
		Subtotal	\$21,764.10	\$0.00	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$26,377.78		\$26,377.78
		Subtotal	\$26,377.78	\$0.00	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,321.78		\$8,321.78
		Subtotal	\$8,321.78	\$0.00	\$8,321.78

Total 3317 SMPP	\$173,505.20	\$0.00	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%
Federal Funds)
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,277.94		\$11,277.94
		Subtotal	\$11,277.94	\$0.00	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$8,283.79		\$8,283.79
		Subtotal	\$8,283.79	\$0.00	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$21,258.47		\$21,258.47
		Subtotal	\$21,258.47	\$0.00	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$25,050.98		\$25,050.98
		Subtotal	\$25,050.98	\$0.00	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$7,485.35		\$7,485.35
		Subtotal	\$7,485.35	\$0.00	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,377.74		\$11,377.74
		Subtotal	\$11,377.74	\$0.00	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$11,577.35		\$11,577.35

		Subtotal	\$11,577.35	\$0.00	\$11,577.35
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Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$3,493.17		\$3,493.17
		Subtotal	\$3,493.17	\$0.00	\$3,493.17

Total 8888	\$99,804.79	\$0.00	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$184,620.51	\$0.00	\$184,620.51
	2018	\$348,262.63	\$2,222.00	\$350,484.63
	2019	\$87,413.48	\$248,267.63	\$335,681.11
	Subtotal	\$620,296.62	\$250,489.63	\$870,786.25

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$125,234.28	\$0.00	\$125,234.28
	2018	\$235,251.96	\$1,333.00	\$236,584.96
	2019	\$59,011.20	\$166,546.72	\$225,557.92
	Subtotal	\$419,497.44	\$167,879.72	\$587,377.16

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$305,533.84	\$0.00	\$305,533.84
	2018	\$572,717.84	\$4,000.00	\$576,717.84
	2019	\$143,479.58	\$407,709.97	\$551,189.55
	Subtotal	\$1,021,731.26	\$411,709.97	\$1,433,441.23

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$244,892.14	\$0.00	\$244,892.14
	2018	\$420,194.11	\$4,666.00	\$424,860.11
	2019	\$103,733.85	\$303,866.11	\$407,599.96
	Subtotal	\$768,820.10	\$308,532.11	\$1,077,352.21

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$182,049.02	\$0.00	\$182,049.02
	2018	\$347,452.27	\$1,800.00	\$349,252.27
	2019	\$87,904.68	\$245,895.42	\$333,800.10
	Subtotal	\$617,405.97	\$247,695.42	\$865,101.39

Lakes Region Partnership for Public Health (Vendor # 165635)

	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
	2017	\$246,097.75	\$0.00	\$246,097.75

		2018	\$468,814.03	\$2,932.00	\$471,746.03
		2019	\$118,214.87	\$334,865.77	\$453,080.64
		Subtotal	\$833,126.65	\$337,797.77	\$1,170,924.42

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$319,210.40	\$0.00	\$319,210.40
		2018	\$610,999.19	\$2,300.00	\$613,299.19
		2019	\$154,860.05	\$429,706.41	\$584,566.46
		Subtotal	\$1,085,069.64	\$432,006.41	\$1,517,076.05

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
		2017	\$106,170.80	\$0.00	\$106,170.80
		2018	\$203,756.51	\$1,100.00	\$204,856.51
		2019	\$51,668.57	\$144,612.69	\$196,281.26
		Subtotal	\$361,595.88	\$145,712.69	\$507,308.57

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

ACCOUNTING UNIT SUMMARY

**05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500734	Contracts for Program Services	2017	\$118,705.00	\$0.00	\$118,705.00
102-500734	Contracts for Program Services	2018	\$2,638,629.54	\$20,353.00	\$2,658,982.54
545-500387	I & R Contracts	2018	\$150,819.00	\$0.00	\$150,819.00
570-500928	Family Caregiver	2018	\$418,000.00	\$0.00	\$418,000.00
102-500734	Contracts for Program Services	2019	\$664,081.53	\$1,854,856.47	\$2,518,938.00
545-500387	I & R Contracts	2019	\$37,704.75	\$113,114.25	\$150,819.00
570-500928	Family Caregiver	2019	\$104,500.00	\$313,500.00	\$418,000.00
		Subtotal	\$4,132,439.82	\$2,301,823.72	\$6,434,263.54

**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT**

**ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
Federal Funds; 50% General Funds)
(50% Federal Funds; 50% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
550-500398	Assessment & Counseling	2017	\$930,039.00	\$0.00	\$930,039.00
		Subtotal	\$930,039.00	\$0.00	\$930,039.00

**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
545-500387	I & R Contracts	2017	\$77,091.00	\$0.00	\$77,091.00
		Subtotal	\$77,091.00	\$0.00	\$77,091.00

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
072-500575	Grants - Federal	2017	\$15,000.00		\$15,000.00
570-500928	Family Caregiver	2017	\$209,000.00		\$209,000.00
		Subtotal	\$224,000.00	\$0.00	\$224,000.00

**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$90,663.75		\$90,663.75
		Subtotal	\$90,663.75	\$0.00	\$90,663.75

**05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP (75%
Federal Funds; 25% General Funds)
(75% Federal Funds; 25% General Funds)**

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$173,505.20		\$173,505.20
		Subtotal	\$173,505.20	\$0.00	\$173,505.20

**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA (100%)**

Federal Funds)

(100% Federal Funds)

Class/Account	Class Title	State Fiscal Year	Current Budget	Increase/ (Decrease)	Modified Budget
102-500731	Contracts for Program Services	2017	\$99,804.79		\$99,804.79
		Subtotal	\$99,804.79	\$0.00	\$99,804.79

Grand Total SFY17	2017	\$1,713,808.74	\$0.00	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54	\$20,353.00	\$3,227,801.54
Grand Total SFY19	2019	\$806,286.28	\$2,281,470.72	\$3,087,757.00
Total Contract		\$5,727,543.56	\$2,301,823.72	\$8,029,367.28

**NH Department of Health & Human Services
Service Link Resource Center**



**State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Service Link Resource Center Contract**

This 1st Amendment to the Service Link Resource Center contract (hereinafter referred to as "Amendment 1") dated this 29th day of May 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Tri-County Community Action Program, Inc., hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 30 Exchange Street, Berlin, NH 03570.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 21, 2016 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, the State and the Contractor have agreed to make changes to the scope of work, payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18 of the Agreement and pursuant to Exhibit C-1, Revisions to General Provisions, Paragraph 3, the parties may modify the scope of work and the payment schedule of the contract upon written agreement of the parties and approval of the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation, to support continued delivery of these services, and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, from September 30, 2018, to read:
June 30, 2019.
2. Increase Form P-37, General Provisions, Block 1.8, Price Limitation, increase by \$145,712.69 to read:
\$507,308.57.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number, to read:
(603) 271-9330.
5. Exhibit A, Statement of Work, to read:
 - A.1 ServiceLink Network will increase collaboration with state and community programs serving Medicare Beneficiaries with limited income and in rural areas to include but not limited to:
 - i. NH Family Caregiver Program
 - ii. State Nutrition consultant for New Hampshire Meals on Wheels and Congregate Meals
 - A.2 ServiceLink Network will expand outreach to specific target populations to establish a consistent and continual presence including but not limited to:



NH Department of Health & Human Services
Service Link Resource Center

- i. Parish Nurse
- ii. SS Administration
- iii. Low income housing sites and senior centers

6. Delete Exhibit B, Methods and Conditions Precedent to Payment, Item #3, in its entirety and replace with the following:

Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 Amendment #1, and B-3 Amendment #1.

- 7. Delete Exhibit B-2, Budget, in its entirety and replace with Exhibit B-2, Budget – Amendment #1.
- 8. Delete Exhibit B-3, Budget, in its entirety and replace with Exhibit B-3, Budget – Amendment #1.
- 9. Add Exhibit K, DHHS Information Security Requirements.

This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below:

6/5/18
Date

State of New Hampshire
Department of Health and Human Services

Christine Tappan
Associate Commissioner

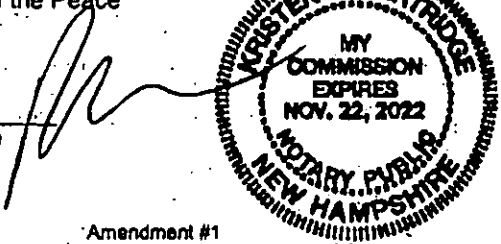
5-31-18
Date

Tri-County Community Action Program, Inc.

NAME Jeanne L. Robillard
TITLE Chief Executive Officer

Acknowledgement:
State of New Hampshire, County of Coos on May 31, 2018, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above:
Signature of Notary Public or Justice of the Peace

Kristen Partridge Administrative Assistant
Name and Title of Notary or Justice of the Peace

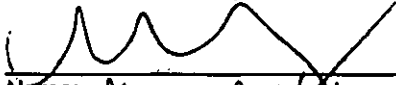


NH Department of Health & Human Services
Service Link Resource Center



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.
OFFICE OF THE ATTORNEY GENERAL

Date: 6/7/16


Name: Megan A. Kelly
Title: Attorney General

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date: _____

Name: _____
Title: _____

Exhibit B-2 Amendment #1

New Hampshire Department of Health and Human Services
COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD

Budget/Program Name: TC-County Community Action Program, Inc.

Budget Request No: RFP-2017-008-01-0001 Improving Access to Information and Services for Individuals and Families Needing Long Term Supports and Services
(Item # 000)

Budget Period: FY16

Line Item	(1) Agency Cost			Contractor Share / Match			Funded by DHSI contract share		
	Direct Personnel	Indirect of Price	Total	Direct Incremental	Indirect of Price	Total	Direct Personnel	Indirect of Price	Total
1. Total Agency/Program	174,644.00	-	174,644.00	-	-	-	174,644.00	-	174,644.00
2. Contractors/Partners	33,837.00	-	33,837.00	-	-	-	33,837.00	-	33,837.00
3. Consultants	-	-	-	-	-	-	-	-	-
4. Materials	-	-	-	-	-	-	-	-	-
5. Equipment	-	-	-	-	-	-	-	-	-
6. Fuel	-	-	-	-	-	-	-	-	-
7. Travel and Milestones	200.00	-	200.00	-	-	-	200.00	-	200.00
8. Purchased Distribution	600.00	-	600.00	-	-	-	600.00	-	600.00
9. Supplies	-	-	-	-	-	-	-	-	-
10. Reproduction	-	-	-	-	-	-	-	-	-
11. Printing	-	-	-	-	-	-	-	-	-
12. Other	1,811.00	-	1,811.00	-	-	-	1,811.00	-	1,811.00
13. Travel	8,820.00	-	8,820.00	-	-	-	8,820.00	-	8,820.00
14. Laundry	7,144.00	-	7,144.00	-	-	-	7,144.00	-	7,144.00
15. Current Expenses	-	-	-	-	-	-	-	-	-
16. Telephone	2,800.00	-	2,800.00	-	-	-	2,800.00	-	2,800.00
17. Postage	450.00	-	450.00	-	-	-	450.00	-	450.00
18. Reproduction	-	-	-	-	-	-	-	-	-
19. Printing	-	-	-	-	-	-	-	-	-
20. Other	-	-	-	-	-	-	-	-	-
21. Board Expenses	-	-	-	-	-	-	-	-	-
22. Software	100.00	-	100.00	-	-	-	100.00	-	100.00
23. Hardware/Computer/Software	550.00	-	550.00	-	-	-	550.00	-	550.00
24. Rent/Utilities and Taxes	3,000.00	-	3,000.00	-	-	-	3,000.00	-	3,000.00
25. Reproduction/Supplies	600.00	-	600.00	-	-	-	600.00	-	600.00
26. Other (specify length mandatory)	30,000.00	-	30,000.00	-	-	-	30,000.00	-	30,000.00
TOTAL	204,837.00	-	204,837.00	-	-	-	204,837.00	-	204,837.00

Contractor Initials: *[Signature]*
Date: *[Date]*

Exhibit B-3 Amendment #1

New Hampshire Department of Health and Human Services
 COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD

Bidder/Program Name: 16-County Community Action Program, Inc

Budget Request for: RFP-2017-OHS-01-SERV1 Improving Access to Information and Services for Individuals and Families Needing Long Term Supports and Services
 (Plan of 60%)

Budget Period: FY19

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	131,843.22	-	131,843.22	-	-	-	81,817.65	-	81,817.65
2. Employee Benefits	25,000.00	-	25,000.00	-	-	-	8,417.65	-	8,417.65
3. Commodities	-	-	-	-	-	-	-	-	-
4. Construction	-	-	-	-	-	-	-	-	-
Rental	-	-	-	-	-	-	-	-	-
Travel and Maintenance	-	-	-	-	-	-	100.00	-	100.00
Purchase/Depreciation	460.00	-	460.00	-	-	-	100.00	-	100.00
5. Supplies	-	-	-	-	-	-	-	-	-
Educational	-	-	-	-	-	-	-	-	-
Food	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-
Office	1,600.00	-	1,600.00	-	-	-	400.00	-	400.00
6. Travel	7,850.00	-	7,850.00	-	-	-	1,250.00	-	1,250.00
7. Contingency	8,750.00	-	8,750.00	-	-	-	1,250.00	-	1,250.00
8. Current Expenses	-	-	-	-	-	-	-	-	-
Telephone	2,400.00	-	2,400.00	-	-	-	100.00	-	100.00
Postage	100.00	-	100.00	-	-	-	100.00	-	100.00
Subscriptions	-	-	-	-	-	-	-	-	-
Rent and Lease	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-
Board Expenses	-	-	-	-	-	-	-	-	-
9. Software	-	-	-	-	-	-	50.00	-	50.00
10. Marketing/Communications	100.00	-	100.00	-	-	-	50.00	-	50.00
11. Staff Education and Training	800.00	-	800.00	-	-	-	120.00	-	120.00
12. Support/contractual services	-	-	-	-	-	-	125.00	-	125.00
13. Other (specific detail mandatory)	-	-	-	-	-	-	8,120.00	-	8,120.00
Contract Rate 15%	18,000.00	-	18,000.00	-	-	-	-	-	-
TOTAL	194,213.22	-	194,213.22	-	-	-	81,868.25	-	81,868.25

Indirect As A Percent of Direct: 0.0%

Contractor Initial: *[Signature]*
 Date: 3/12/19

New Hampshire Department of Health and Human Services

Exhibit K



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulation's promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or



consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not



use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.

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7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2

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5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department

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New Hampshire Department of Health and Human Services



Exhibit K

confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

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New Hampshire Department of Health and Human Services



Exhibit K

10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. **Data Security Breach Liability.** In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above,

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implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

- b. safeguard this information at all times.
- c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
- d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third-party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer, Information Security Office and Program Manager of any Security Incidents and Breaches within two (2) hours of the time that the Contractor learns of their occurrence.

The Contractor must further handle and report Incidents and Breaches involving PHI in

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accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS contact program and policy:

(Insert Office or Program Name)

(Insert Title)

DHHS-Contracts@dhhs.nh.gov

B. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

D. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

E. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov



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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES**

Jeffrey A. Meyers
Commissioner

Maureen Ryan
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9548 1-800-852-3346 Ext. 9646
Fax: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 7, 2016

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into agreements with the vendors listed below for the provision of the ServiceLink Resource Center programs in an amount not to exceed \$5,727,543.33 effective January 1, 2017 or upon Governor and Executive Council approval, whichever is later through September 30, 2018. 58% Federal Funds, 42% General Funds.

Vendor Name	Vendor Number	Location	Amount
Behavioral Health and Developmental Services of Strafford County, Inc. dba Community Partners of Strafford County	177278	Rochester, NH	\$419,498.28
Community Action Program Belknap and Merrimack Counties, Inc.	177203	Concord, NH	\$620,296.52
Crotched Mountain Community Care, Inc.	177293	Portsmouth and Atkinson, NH	\$1,021,731.42
Easter Seals New Hampshire, Inc.	177204	Manchester and Nashua, NH	\$768,819.13
Grafton County Senior Citizens Council, Inc.	177675	Lebanon and Littleton, NH	\$617,406.03
Lakes Region Partnership for Public Health, Inc.	165635	Laconia and Tamworth, NH	\$833,125.75
Monadnock Collaborative	159303	Keene and Claremont, NH	\$1,085,069.40
Tri-County Community Action Program, Inc.	177195	Berlin, NH	\$361,596.80
		TOTAL:	\$5,727,543.33

Funds to support this request are available in the following accounts in State Fiscal Year 2017 and are anticipated to be available in State Fiscal Year 2018 and 2019 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 without Governor and Executive Council approval, if needed and justified.

FISCAL DETAILS ATTACHED

EXPLANATION

The purpose of this agreement is for the provision of the ServiceLink programs. These Contractors serve as highly visible and trusted places where people of all incomes and ages can access information on the full range of long-term support options and also serve as a sing point of entry for Medicaid long-term support programs and benefits. The ServiceLink program includes: Information, Referral and Assistance, Person Centered Options Counseling, help understanding and accessing Medicare through the State Health Insurance and Assistance Program, Senior Medicare Patrol, Medicare Improvements for Patients and Providers Act program, Veterans Directed and Community Based Program.

The services are collectively provided by ServiceLink Contractors that utilize the No Wrong Door and Person Centered Option Counseling models. ServiceLink Contractors operate as full service access points for individuals in New Hampshire so they can experience a streamlined process for eligibility screening, determination, options counseling and program enrollment. The Contractors follow standardized processes established by the Department to ensure that individuals accessing the system experience the same process and receive the same information about publicly funded Long Term Services and Supports through any of the ServiceLink access points locations.

The Department of Health and Human Services solicited applications to provide ServiceLink program services through the Request for Proposal process. The Request for Proposal was posted to the Department's website on July 15, 2016 through August 30, 2016. Ten (10) proposals were received from eight (8) vendors. A team of individuals with program knowledge and experience reviewed the proposals. All eight (8) vendors were awarded contracts as presented in this package.

This contract contains language which reserves the right to renew the Contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Department would have to design and implement an alternative method of complying with RSA 151-E:5, which mandates the establishment of a system of community based information and referral services for elderly and chronically ill adults. In addition, there may be an increase in hospital and nursing home admissions as individuals would not have access to the information on community based options and ways to access these options which would increase Medicaid expenditures.

Area Served: Statewide

Source of Funds: 58% General Funds and 42% Federal Funds from the United States Department of Health and Human Services, Centers for Medicare and Medicaid, Administration for Children and Families, and Administration for Community Living.

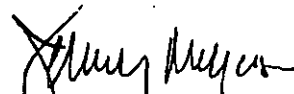
In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Maureen U. Ryan
Director

Approved by:



Jeffrey A. Meyers
Commissioner

FINANCIAL DETAIL ATTACHMENT SHEET

SFY17 Q3-Q4, SFY 2018 and SFY 2019

05-95-48-481010-9565 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK (100% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,345.32
102-500734	Contracts for Program Services	2018	\$278,577.45
545-500387	I & R Contracts	2018	\$15,685.18
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$69,992.19
545-500387	I & R Contracts	2019	\$3,921.29
570-500928	Family Caregiver	2019	\$13,500.00
	Subtotal		\$448,021.43

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,665.47
102-500734	Contracts for Program Services	2018	\$197,242.17
545-500387	I & R Contracts	2018	\$11,009.79
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$49,508.75
545-500387	I & R Contracts	2019	\$2,752.45
570-500928	Family Caregiver	2019	\$6,750.00
	Subtotal		\$302,928.63

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$20,773.35
102-500734	Contracts for Program Services	2018	\$479,324.51
545-500387	I & R Contracts	2018	\$26,393.33
570-500928	Family Caregiver	2018	\$67,000.00
102-500734	Contracts for Program Services	2019	\$120,131.25
545-500387	I & R Contracts	2019	\$6,598.33
570-500928	Family Caregiver	2019	\$16,750.00
	Subtotal		\$736,970.77

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$12,760.79
102-500734	Contracts for Program Services	2018	\$349,981.07
545-500387	I & R Contracts	2018	\$16,213.04
570-500928	Family Caregiver	2018	\$54,000.00
102-500734	Contracts for Program Services	2019	\$86,180.59

545-500387	I & R Contracts	2019	\$4,053.26
570-500928	Family Caregiver	2019	\$13,500.00
		Subtotal	\$536,688.75

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$13,888.49
102-500734	Contracts for Program Services	2018	\$289,306.45
545-500387	I & R Contracts	2018	\$17,645.82
570-500928	Family Caregiver	2018	\$40,500.00
102-500734	Contracts for Program Services	2019	\$73,368.22
545-500387	I & R Contracts	2019	\$4,411.46
570-500928	Family Caregiver	2019	\$10,125.00
		Subtotal	\$449,245.44

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$17,093.52
102-500734	Contracts for Program Services	2018	\$366,096.10
545-500387	I & R Contracts	2018	\$21,717.93
570-500928	Family Caregiver	2018	\$81,000.00
102-500734	Contracts for Program Services	2019	\$92,535.39
545-500387	I & R Contracts	2019	\$5,429.48
570-500928	Family Caregiver	2019	\$20,250.00
		Subtotal	\$604,122.42

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$24,987.41
102-500734	Contracts for Program Services	2018	\$511,751.79
545-500387	I & R Contracts	2018	\$31,747.40
570-500928	Family Caregiver	2018	\$67,500.00
102-500734	Contracts for Program Services	2019	\$130,048.20
545-500387	I & R Contracts	2019	\$7,936.85
570-500928	Family Caregiver	2019	\$16,875.00
		Subtotal	\$790,846.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500734	Contracts for Program Services	2017	\$8,190.65
102-500734	Contracts for Program Services	2018	\$166,350.00
545-500387	I & R Contracts	2018	\$10,406.51
570-500928	Family Caregiver	2018	\$27,000.00
102-500734	Contracts for Program Services	2019	\$42,316.94
545-500387	I & R Contracts	2019	\$2,601.63
570-500928	Family Caregiver	2019	\$6,750.00
		Subtotal	\$263,615.73

Total 9565	\$4,132,439.82
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**05-95-48-481510-6180 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT AND COUNSELING (50%
(50% Federal Funds; 50% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$96,724.05
		Subtotal	\$96,724.05

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$67,892.85
		Subtotal	\$67,892.85

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$162,756.84
		Subtotal	\$162,756.84

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$99,979.19
		Subtotal	\$99,979.19

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$108,814.56
		Subtotal	\$108,814.56

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$133,925.61
		Subtotal	\$133,925.61

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Assessment & Counseling	2017	\$195,773.21
		Subtotal	\$195,773.21

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
550-500398	Contracts for Program Svcs Assessment & Counseling	2017	\$64,172.69
		Subtotal	\$64,172.69

Total 6180	\$930,039.00
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**05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICE BLOCK GRANT
(46% Federal Funds; 54% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,017.46
		Subtotal	\$8,017.46

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,627.64
		Subtotal	\$5,627.64

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$13,490.93
		Subtotal	\$13,490.93

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$8,287.28
		Subtotal	\$8,287.28

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$9,019.65
		Subtotal	\$9,019.65

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$11,101.11
		Subtotal	\$11,101.11

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$16,227.65
		Subtotal	\$16,227.65

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
545-500387	I & R Contracts	2017	\$5,319.28
		Subtotal	\$5,319.28

Total 9255	\$77,091.00
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**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS
(86% Federal Funds; 14% General Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
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570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$27,000.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,500.00
		Subtotal	\$33,500.00

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
072-500575	Grants - Federal	2017	\$15,000.00
570-500928	Family Caregiver	2017	\$27,000.00
		Subtotal	\$42,000.00

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$20,250.00
		Subtotal	\$20,250.00

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$40,500.00
		Subtotal	\$40,500.00

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$33,750.00
		Subtotal	\$33,750.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
570-500928	Family Caregiver	2017	\$13,500.00
		Subtotal	\$13,500.00

Total 7872-072-545	\$224,000.00
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**05-95-48-481010-8925 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAL SERVICE GRANTS
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,245.00
		Subtotal	\$10,245.00

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,525.09
		Subtotal	\$7,525.09

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$19,311.38
		Subtotal	\$19,311.38

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$22,756.60
		Subtotal	\$22,756.60

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Revised Modified Budget
102-500731	Contracts for Program Services	2017	\$6,799.78
		Subtotal	\$6,799.78

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,335.67
		Subtotal	\$10,335.67

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$10,517.00
		Subtotal	\$10,517.00

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Svcs	2017	\$3,173.23
		Subtotal	\$3,173.23

Total 8925	\$90,663.75
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05-95-48-481010-3317 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
 ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - SMPP
 (75% Federal Funds; 25% General Funds)

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$19,010.74
		Subtotal	\$19,010.74

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$13,739.44
		Subtotal	\$13,739.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,442.87
		Subtotal	\$34,442.87

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$34,057.30
		Subtotal	\$34,057.30

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$15,791.19
		Subtotal	\$15,791.19

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,764.10
		Subtotal	\$21,764.10

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$26,377.78
		Subtotal	\$26,377.78

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,321.78
		Subtotal	\$8,321.78

Total 3317 SMPP	\$173,505.20
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**05-95-48-481010-8888 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:
ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADMIN ON AGING SVCS GRANT - MIPPA
(100% Federal Funds)**

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,277.94
		Subtotal	\$11,277.94

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$8,283.79
		Subtotal	\$8,283.79

Crotched Mountain Community Care, Inc. (Vendor # 177293)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$21,258.47
		Subtotal	\$21,258.47

Easter Seals New Hampshire, Inc. (Vendor # 177204)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$25,050.98
		Subtotal	\$25,050.98

Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$7,485.35
		Subtotal	\$7,485.35

Lakes Region Partnership for Public Health (Vendor # 165635)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,377.74
		Subtotal	\$11,377.74

Monadnock Collaborative (Vendor # 159303)

Class/Account	Class Title	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$11,577.35
		Subtotal	\$11,577.35

Tri County Community Action Program, Inc. (Vendor # 177195)

Class/Account	Contracts for Program Svcs	State Fiscal Year	Budget
102-500731	Contracts for Program Services	2017	\$3,493.17
		Subtotal	\$3,493.17

Total 8888	\$99,804.79
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Summary by Vendor by Year

Community Action Program Belknap-Merrimack Counties, Inc. (Vendor #177203)

	State Fiscal Year	Budget
	2017	\$184,620.51
	2018	\$348,262.63
	2019	\$87,413.48
	Subtotal	\$620,296.62

Behavioral Health & Development Services of Strafford County, Inc. (Vendor #177278)

	State Fiscal Year	Budget
	2017	\$125,234.28
	2018	\$235,251.96
	2019	\$59,011.20
	Subtotal	\$419,497.44

Crotched Mountain Community Care, Inc. (Vendor # 177293)

	State Fiscal Year	Budget
	2017	\$305,533.84
	2018	\$572,717.84
	2019	\$143,479.58
	Subtotal	\$1,021,731.26

Easter Seals New Hampshire, Inc. (Vendor # 177204)

	State Fiscal Year	Budget
	2017	\$244,892.14
	2018	\$420,194.11
	2019	\$103,733.85

		Subtotal	\$768,820.10
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Grafton County Senior Citizens Council, Inc. (Vendor # 177675)

		State Fiscal Year	Budget
		2017	\$182,049.02
		2018	\$347,452.27
		2019	\$87,904.68
		Subtotal	\$617,405.97

Lakes Region Partnership for Public Health (Vendor # 165635)

		State Fiscal Year	Budget
		2017	\$246,097.75
		2018	\$468,814.03
		2019	\$118,214.87
		Subtotal	\$833,126.65

Monadnock Collaborative (Vendor # 159303)

		State Fiscal Year	Budget
		2017	\$319,210.40
		2018	\$610,999.19
		2019	\$154,860.05
		Subtotal	\$1,085,069.64

Tri County Community Action Program, Inc. (Vendor # 177195)

		State Fiscal Year	Budget
		2017	\$106,170.80
		2018	\$203,756.51
		2019	\$51,668.57
		Subtotal	\$361,595.88

Grand Total SFY17	2017	\$1,713,808.74
Grand Total SFY18	2018	\$3,207,448.54
Grand Total SFY19	2019	\$806,286.28
Total Contract		\$5,727,543.33

Subject: ServiceLink Resource Center (RFP-2017-OHS-01-Servi-08)

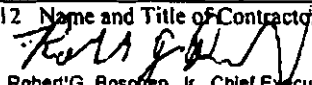
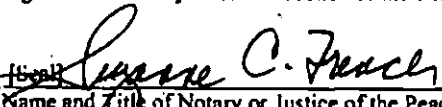
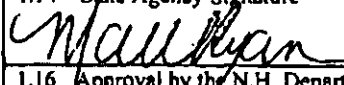
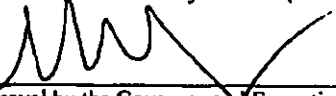
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Tri-County Community Action Program, Inc.		1.4 Contractor Address 30 Exchange Street Berlin, NH 03570	
1.5 Contractor Phone Number 603-752-7100	1.6 Account Number 05-95-48-481010-95650000, 05-95-48-481010-92550000, 05-95-48-481510-61800000, 05-95-48-481010-78720000, 05-95-48-481010-33170000, 05-95-48-481010-89250000, 05-95-48-481010-88880000	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$361,596.80
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Robert G. Bosopen, Jr. Chief Executive Officer	
1.13 Acknowledgement: State of New Hampshire, County of Coos On October 31, 2016, 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 			
1.13.2 Name and Title of Notary or Justice of the Peace Suzanne C. French, Notary		SOZANNE C. FRENCH Notary Public - New Hampshire My Commission Expires June 19, 2018	
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Maureen Ryan Director OHS Date: 11/18/16	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: Megan A. Vepic - Attorney 11/29/16			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. **ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement as to achieve compliance therewith.
- 1.2. The Contractor shall serve as a New Hampshire ServiceLink Contractor to provide long-term support options and function as a single point of entry for access to Medicaid long-term support programs and benefits.
- 1.3. The Contractor shall serve as an agency under the No Wrong Door model by operating as a full service single access point for individuals to inquire about community long-term supports and services. The Contractor will ensure that individuals accessing the system experience the same process and receive the same information about Medicaid-funded community Long Term Support Service (LTSS) options.
- 1.4. The Contractor shall develop and implement a locally based Quality Assurance and Continuous Improvement Plan to ensure ServiceLink services are of high quality, meet the needs of individuals, are sustained throughout the geographic service and produce measurable results.
- 1.5. The Contractor shall utilize the Refer 7 database to support all business functions related to the Scope of Services as designated by the Department.

2. Statement of Work

2.1. ServiceLink Administrative Requirements

- 2.1.1. The Contractor shall adhere to ServiceLink administrative requirements, standards of practice approached, and methods of services. The Contractor shall:
 - 2.1.1.1. Operate as an independent program. All marketing materials written/verbal shall be approved by the Department before public release.
 - 2.1.1.2. Provide a minimum of forty (40) hours of operation per week. Hours of operation shall include weekend and evening coverage.
 - 2.1.1.3. Ensure ServiceLink Resource Centers operational and program requirements are met.
- 2.1.2. The Contractor shall occupy independent office space which meets the following requirements:
 - 2.1.2.1. Located in easily accessible areas.



Exhibit A

- 2.1.2.2. Provide sufficient space which shall include:
 - 2.1.2.2.1. Adequate office space to accommodate staff, volunteers, visitors, and supplies necessary to meet the scope of services;
 - 2.1.2.2.2. A confidential meeting rooms to accommodate a minimum of three (3) individuals;
 - 2.1.2.2.3. Barrier-free/handicap access;
 - 2.1.2.2.4. Ensure the facility meets all state and local rules and ordinances; and
 - 2.1.2.2.5. Appropriate space and supplies for outside team members such as the Division of Client Services (DCS) staff and the NH State Office of Veterans Services.
- 2.1.2.3. Display a visible, Department approved "ServiceLink Aging and Disability Center" sign on the exterior of the building.
- 2.1.2.4. Assume responsibility for all costs associated with establishing and operating phone/fax lines including necessary equipment which shall include:
 - 2.1.2.4.1. Operate a minimum of 3 phone numbers/lines and 1 fax line;
 - 2.1.2.4.2. Configure one main phone line (Line #1) to route to the national toll-free ServiceLink program number;
 - 2.1.2.4.3. Configure phone system(s) to allow for individual voicemail capabilities for each staff person; and
 - 2.1.2.4.4. Work with the Department to ensure consistent phone numbers are available to the public, and assume responsibility for existing phone numbers as appropriate.
- 2.1.3. The Contractor shall collaborate with stakeholders in the design, implementation, ongoing administration and evaluation which shall include:
 - 2.1.3.1. Develop a formal process to involve stakeholders in the ongoing development and implementation the program.
 - 2.1.3.2. Develop partnerships with other NHCarePath Partners.
 - 2.1.3.3. Assist with coordination of quarterly NHCarePath Regional Partner meetings within the region.
 - 2.1.3.4. Develop communications with NHCarePath referral sources, including but not limited to; State or regional hospital, senior centers, physician practices, home health agencies, community mental health centers, municipal health and welfare, Brain Injury Associations, Centers for Independent Living, Departments of Veteran Affairs, Adult Protective Services, information and referral/2-1-1 programs, Regional Public Health Networks, and other community-based organizations.
 - 2.1.3.5. Collaborate with Assistive Technology in New Hampshire (ATinNH) to improve assistive technology for individuals with disabilities and their families as follows:



Exhibit A

- 2.1.3.5.1. Explore possible benefits and needs for assistive technology devices.
 - 2.1.3.5.2. Provide devices for demonstration and loan to clients in order to maximize the client's independence.
 - 2.1.3.5.3. Train clients on assistive technology and provide technical assistance.
 - 2.1.3.5.4. Demonstrate appropriate equipment and document outcome.
 - 2.1.3.5.5. Document follow-up conversations with clients regarding appropriateness of device.
 - 2.1.3.6. Participate in strategic planning of the Department's No Wrong Door (NWD) approach.
 - 2.1.3.7. Collaborate with partners, stakeholders and other local and regional initiatives that provide and inform healthcare reform and social determinants of health.
 - 2.1.3.8. Revise or modify deliverables and work plan in order to meet primary objectives defined by federal grantors and state initiatives.
- 2.2. Required Services
- 2.2.1. The Contractor shall provide Consumer Information, Referral and Counseling Services with the person centered planning approach which shall include:
 - 2.2.1.1. Develop and maintain an Information and Referral/Assistance (I&R/A) Plan which describes systematic processes.
 - 2.2.1.2. Assist clients with appropriate services and supports through referrals to agencies and organizations.
 - 2.2.1.3. Maintain appropriate records of client contact as well as follow-up contacts in accordance with the policy and procedures of the Refer 7.5 Manual.
 - 2.2.1.4. Comply with the Alliance of Information and Referral Standards (AIRS).
 - 2.2.1.5. Provide accurate up-to-date information to clients through the use of the Refer 7 database.
 - 2.2.1.6. Provide Refer 7 Administration with updated accurate agency information which complies with the established inclusion/exclusion policies in the Refer 7.5 manual.
 - 2.2.1.7. Ensure staff attends outreach and education trainings as directed by the Department.
 - 2.2.1.8. Conduct Person-Centered Options Counseling in accordance with the federal NWD System guidelines, Section III.
 - 2.2.2. The Contractor shall assist individuals using standardized process to determine eligibility for all LTSS programs. The Contractor shall:



Exhibit A

- 2.2.2.1. Follow the processes to access LTSS in accordance with Department policies.
- 2.2.2.2. Determine eligibility in accordance with Person-Centered Options Counseling protocols and procedures which shall include:
 - 2.2.2.2.1. Assist individuals to determine appropriate payment and delivery of services.
 - 2.2.2.2.2. Provide individuals with financial assessment, if applicable.
 - 2.2.2.2.3. Assist clients in accessing community-based LTSS.
 - 2.2.2.2.4. Develop processes for accessing public LTSS programs.
 - 2.2.2.2.5. Ensure completion and submission of applications and eligibility determination documents.
 - 2.2.2.2.6. Coordinate with the Department to assess and determine client's eligibility.
 - 2.2.2.2.7. Track client's eligibility status through the process of eligibility and redetermination using the Department's intake/eligibility determination systems.
 - 2.2.2.2.8. Provide appropriate access and training to staff necessary to provide services.
 - 2.2.2.2.9. Provide additional Person-Centered Options Counseling to individuals determined ineligible for LTSS.
 - 2.2.2.2.10. Participate in Department trainings regarding screening protocols which facilitate the financial eligibility process.
 - 2.2.2.2.11. Comply with the Department policies and procedures in the Medicaid eligibility determination process.
- 2.2.3. The Contractor shall provide Family Caregiver Support Program services which shall include:
 - 2.2.3.1. Provide staffing according to section 5.7.1 of the Statement of Work geographic area.
 - 2.2.3.2. Ensure staff has appropriate knowledge of community resources.
 - 2.2.3.3. Provide information, assistance and Person-Centered Options Counseling to caregivers.
 - 2.2.3.4. Provide appropriate referrals and assist with access to community resources.
 - 2.2.3.5. Provide appropriate training to staff on all Family Caregiver Support Program services, policies and procedures.
 - 2.2.3.6. Conduct assessments and assist in determining eligibility for respite and/or supplemental services.
 - 2.2.3.7. Provide copies of approved service plans and budgets to the Department's Financial Management Contractor.
 - 2.2.3.8. Comply with the Department's fiscal management policies and procedures for bill paying and employer of record services.



Exhibit A

- 2.2.3.9. Provide adequate staff for assessment and ongoing home visits.
- 2.2.3.10. Ensure a minimum of one (1) staff member is trained as a class leader in evidence-based curriculum Powerful Tools for Caregivers (PTC) or a minimum of two (2) individuals in each geographic area are trained in the PTC curriculum.
- 2.2.3.11. Coordinate a minimum of one (1) six-week session of Powerful Tools for Caregiver Training to a minimum of ten (10) caregivers.
- 2.2.3.12. Facilitate a caregiver support group as needed.
- 2.2.3.13. Collaborate with other caregiver support service agencies within the geographic area.
- 2.2.3.14. Ensure staff attends the Department's Family Caregiver Support Program meetings.
- 2.2.3.15. Provide a minimum of six (6) formal outreach activities and/or presentations to community partners specifically targeted to the informal caregiver population.
- 2.2.3.16. Monitor caregiver spending to ensure grants are spent prior to the end of each state fiscal year and in accordance with the caregiver's plan.
- 2.2.4. The Contractor shall provide Veteran Directed Home and Community-Based Services (VD-HCBS) also known as Veterans Independence Program (VIP). The Contractor shall:
 - 2.2.4.1. Comply with the Veteran Affairs Medical Center (VAMC) National VD-HCBS Program staffing requirements and procedures.
 - 2.2.4.2. Work in conjunction with and accept referrals from the White River Junction Veterans Affairs Medical Center and/or the Manchester Veterans Affairs Medical Center.
 - 2.2.4.3. Establish and maintain an advisory board that includes representatives from veterans groups, veterans and families for the purpose of providing oversight of the VD-HCBS program, receiving feedback and providing ongoing continuous improvement of the program.
 - 2.2.4.4. Establish service plans and budgets for approval by the referring VAMC.
 - 2.2.4.5. Maintain the veteran's budget for ongoing implementation of the services by monitoring available funding and expenditures in order not to exceed the budget amount.
 - 2.2.4.6. Provide financial management services for bill paying and/or employer of record services in accordance with Department policies and procedures, directly or through a subcontract with another agency.



Exhibit A

- 2.2.4.7. Maintain compliance with staff training to provide the VD-HCBS and to provide Financial Management Services program requirements, as applicable.
- 2.2.4.8. Provide strictly dedicated staff at a minimum of one part time staff to assist veterans in arranging consumer-directed services and ensure an increase of FTE% to meet the needs of VD-HCBS caseload without impacting the minimum staffing requirements and resources for ServiceLink Core Services.
- 2.2.4.9. Counsel veterans and their families in the use of flexible home and community-based VAMC approved services budget to meet individual needs and goals.
- 2.2.4.10. Assist veterans in meeting LTSS needs and identify a backup plan for support.
- 2.2.4.11. Contact veterans referred to the VD-HCBS program within three (3) business days of receiving the referral from the VAMC.
- 2.2.4.12. Assist veterans to determine the most appropriate services that will meet their needs.
- 2.2.4.13. Maintain a minimum of ninety percent (90%) consumer satisfaction rate measured through the VAMC's facilitated quality review process.
- 2.2.4.14. Participate in continuous program quality improvement activities with the Department and/or with the VAMC to evaluate and improve the effectiveness and quality of the program and its policies and processes that include monthly VD-HCBS calls, VD-HCBS sponsored trainings and webinars.
- 2.2.4.15. Participate in VAMC program meetings.
- 2.2.4.16. Participate in trainings that aim to improve knowledge of military culture and enhance competencies required to serve veterans and families served in VD-HCBS.
- 2.2.5. The Contractor shall provide Medicare health insurance counseling with staff trained and certified staff under the State Health Insurance Assistance Program (SHIP). The Contractor shall:
 - 2.2.5.1. Provide staffing according to section 5.7.2 of Statement of Work;
 - 2.2.5.2. Provide personalized counseling services.
 - 2.2.5.3. Provide targeted community outreach to increase consumer understanding of Medicare program benefits and raise awareness of the opportunities for assistance with benefit and plan selection.
 - 2.2.5.4. Provide an increased counselor workforce that is trained, fully-equipped, and proficient in providing a full range of services, including enrollment assistance into appropriate benefit plans and continued enrollment assistance in Medicare prescription drug coverage.



Exhibit A

- 2.2.5.5. Facilitate recruitment, training, and maintenance of a network of volunteers to assist in providing services.
- 2.2.6. The Contractor shall provide Senior Medicare Patrol (SMP) services to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare. The Contractor shall:
 - 2.2.6.1. Partner with organizations to provide the use of toll-free lines, web based strategies through local and statewide media channels and educational outreach planning.
 - 2.2.6.2. Provide beneficiary education and inquiry resolution of health care of billing errors and suspected fraudulent practices by working with local and statewide resources to support expanded awareness and coverage.
 - 2.2.6.3. Collaborate with community-based providers.
 - 2.2.6.4. Conduct reporting to the Administration for Community Living (ACL) and in the SMP Information and Reporting System (SIRS) using the SMP Resource Center's resources.
 - 2.2.6.5. Report accurate activities in SIRS to meet the performance measures required by the Office of Inspector General (OIG).
 - 2.2.6.6. Provide training and education to isolated populations by providing SMP outreach materials and informational services, expanding partnerships and maintenance of a trained volunteer network.
 - 2.2.6.7. Implement the Volunteer Risk Program Management Program as developed by the SMP Resource Center and approved by the ACL.
 - 2.2.6.8. Recruit, train and maintain staff and volunteers to assist health care consumers on how to protect personal health information, detect payment errors, and report questionable Medicare billing situations.
- 2.2.7. The Contractor shall provide Transition Support Services to assist individuals in unnecessary placements into nursing homes or institutional settings. The Contractor shall:
 - 2.2.7.1. Assist individuals with the transition from acute care settings into their homes/communities.
 - 2.2.7.2. Assist individuals with arranging community services and supports needed to remain at home and avoid unnecessary hospital readmissions.
 - 2.2.7.3. Assist individuals regardless of income or eligibility in avoiding unnecessary placements into nursing homes or other institutionalized settings.
 - 2.2.7.4. Assist individuals with accessing LTSS in order to transition back to the community.



Exhibit A

- 2.2.7.5. Provide outreach and education for facility administrators and discharge planners regarding ServiceLink and any protocols and formal processes that are in place between the ServiceLink Contractors and their respective organizations.
- 2.2.7.6. Serve as a Local Contact Agency (LCA) to provide transition services for institutionalized individuals who indicate a desire to return to the community through the clinical assessment tool, MDS 3.0 Section Q.
- 2.2.8. The Contractor shall provide Specialized Care Transition Counseling and Support services which shall include:
 - 2.2.8.1. Ensure a subset of ServiceLink staff doing Person-Centered Counseling have the experience and skills required to successfully facilitate the transition of individuals from acute care settings back to their homes.
 - 2.2.8.2. Demonstrate development and implementation of a collaborative relationship with acute care entities that define the role of ServiceLink staff in facilitating hospital-to-home transitions for individuals with LTSS needs that include plans to:
 - 2.2.8.2.1. Implement interdisciplinary communication across acute, primary care and LTSS service providers/systems.
 - 2.2.8.2.2. Establish a process for identifying individuals and caregivers in need of transition support services.
 - 2.2.8.2.3. Develop protocols for referring individuals to the local ServiceLink Contractor for Person-Centered Options Counseling, transition support, and coordination.
 - 2.2.8.2.4. Perform consultation services for hospital staff regarding available LTSS in the community.
 - 2.2.8.2.5. Deliver regular training and in-service sessions to facility administrators and discharge planners about ServiceLink programs and any protocols and processes in place between ServiceLink and their respective organizations.
 - 2.2.8.2.6. Involve stakeholders in the quality improvement process for enhanced care transitions and coordination services.
 - 2.2.8.2.7. Engage individuals while in acute care setting to assist in transitioning to home and community based settings. This shall include facilitating the coordination of services and supports needed for transition; provide individuals with a safe and secure setting, and prevent hospital readmission.
 - 2.2.8.3. Ensure staff performing Specialized Care Transition Counseling and Support are equipped to provide the following services:



Exhibit A

- 2.2.8.3.1. Participate in hospital discharge planning meetings.
 - 2.2.8.3.2. Meet with individuals and family members according to their preferences and goals for transition.
 - 2.2.8.3.3. Provide post-discharge follow up as needed, requested and appropriate in adherence to Follow-up Procedures and Protocols to assure successful transitions to home.
 - 2.2.8.3.4. Document related contacts on behalf of transitioning individuals in the Refer 7 database.
 - 2.2.8.3.5. Develop transition plans for clients and assist individuals with finding and accessing home and community-based services according to the transition plan.
 - 2.2.8.3.6. Provide intensive post-discharge follow-up for a minimum of three (3) months to assure a successful transition to include; short term case management services, problem solving assistance, referrals, and ensuring the transition plan is in place and is adequate to meet the individual's needs.
- 2.2.9. The Contractor shall deliver outreach and education services to promote ServiceLink services. The Contractor shall:
- 2.2.9.1. Submit an Outreach and Marketing Plan to the Department for review and approval within 60 days of the contract effective date which shall include:
 - 2.2.9.1.1. A focus on overall scope of services, and the process to establish ServiceLink as a highly visible and trusted place that provides, information and one-on-one counseling to assist individuals with learning about and accessing the LTSS options available in their communities.
 - 2.2.9.1.2. Consideration of all populations served, including different age groups, income levels and types of disabilities, cultural diversities, those underserved and unserved, individuals at risk of nursing home placement, family caregivers, advocates, and professionals who serve these populations and private payers who want to plan for long-term care needs.
 - 2.2.9.1.3. Strategies to assess the effectiveness of outreach and marketing activities.
 - 2.2.9.1.4. Feedback loops to monitor and modify outreach and marketing activities as needed.



Exhibit A

- 2.2.9.2. Partner with other ServiceLink Contractors to learn their outreach and marketing best practices.
- 2.2.10. The Contractor shall provide the Medicare Program Promotion services in accordance with Medicare Improvements for Patients and Providers Act (MIPPA). The Contractor shall:
 - 2.2.10.1. Provide public awareness regarding beneficiary eligibility for reduced Medicare cost share expenses for individuals with limited income by screening and assisting in enrollment of eligible beneficiaries in Medicare prescription drug coverage to include Low-Income Subsidy (LIS) and Medicare Savings Programs (MSP).
 - 2.2.10.2. Provide awareness and availability of Medicare preventive services, such as wellness prevention screenings and flu shots for Medicare beneficiaries through distribution of promotional materials developed by CMS, ACL and the Department.
 - 2.2.10.3. Implement a communications and media schedule to conduct outreach campaigns at a minimum of one (1) per month which shall include:
 - 2.2.10.3.1. Mailing introductory letters to town offices, housing sites, home health agencies, parish nurses, public libraries, fuel assistance agencies, hospital public affairs managers, pharmacies, medical practices, and other community partners.
 - 2.2.10.3.2. Conduct follow-up contacts.
 - 2.2.10.3.3. Arrange face-to-face meetings to educate community partners.
 - 2.2.10.3.4. Develop a media list for the geographic area served.
 - 2.2.10.3.5. Prepare scripts for radio, newspapers, and public service announcements for Department approval prior to publication.
 - 2.2.10.4. Be responsible for purchasing media in their local area.
 - 2.2.10.5. Comply with procedures for reporting defined by the Department.



Exhibit A

2.2.10.6. Be required to meet or exceed the following performance measures:

Performance Measure	Reporting Method
1. Increase the number of individuals enrolled in; LIS, MSP, and Medicare prescription drug coverage by five (5) percent of the total number enrolled in the programs in the previous 12 months.	Monthly Outreach Activities Reports sent to the Department by the 15 th of each month.
2. Implementation of promotional activities for Medicare's Wellness and Preventive Screening Services.	Monthly Outreach Activities Report SHIP-NPR reports to include Client Contacts and Public and Media Activities (PAM).
3. Effectively advertise, promote, and conduct educational outreach and/or enrollment event activities at a minimum of 1 time per month.	Monthly Outreach Activities report to the Department and entries into SHIP-NPR reporting system reports to the Department.
4. Demonstrate partnerships and evaluate effectiveness and lessons learned.	SHIP reports, partnership, and satellite office listings, as required by ACL for the SHIP Mid-Term and Annual Progress Reports to the Department.

3. Reporting Requirements

- 3.1. The Contractor shall track individuals served and make data reporting information available to the Department in a Department approved format.
- 3.2. The Contractor shall track client data including, but not limited to:
 - 3.2.1. Number of individuals served.
 - 3.2.2. Types of information/referrals provided to individuals.
 - 3.2.3. Follow-up services performed and frequency of services delivered.
 - 3.2.4. Length of contact.
 - 3.2.5. Number of individuals who answered yes or no to the following question: Have you or a family member ever served in the military?
- 3.3. The Contractor shall track and monitor consumer demographics and individual level referral data which shall include, but not limited to:
 - 3.3.1. Consumer demographics such as contact type, client type by target population, residence location, gender, and age.
 - 3.3.2. Person-Centered Options Counseling related activities and transition support services delivered to clients.
 - 3.3.3. Systems-level outcomes to include; ServiceLink number of individuals served by core service, community partnerships, and staff knowledge, skills, and abilities.



Exhibit A

- 3.4. The Contractor shall provide comprehensive quarterly reports to the Department within 30 days of the close of the quarter.
- 3.5. The Contractor shall provide quarterly reports to the Department that includes, but not limited to, any in-kind services and funding provided to support contract services.

4. Performance Measures

- 4.1. The Contractor shall meet at a minimum the following performance measures:
 - 4.1.1. The Contractor shall provide follow-up to 100% of individuals who meet the standard for required follow-up.
 - 4.1.2. The Contractor shall provide screening to 100% of individuals under the No Wrong Door process.
 - 4.1.3. The Contractor shall provide Family Caregiver Support respite services to 100% of individuals who are eligible.
 - 4.1.4. The Contractor shall ensure that 100% of staff is certified in options counseling training within one year of hire.
 - 4.1.5. The Contractor shall ensure staff scores a minimum of 80% on Person Centered Counseling Training.
 - 4.1.6. The Contractor shall ensure staff ask and record a "yes" or "no" answer of all clients contacting ServiceLink for the following question: Have you or a family member ever served in the military?

5. Staffing

- 5.1. The Contractor shall ensure ServiceLink management staff has appropriate credentials.
- 5.2. The Contractor shall ensure counseling staff have the requisite skills to perform Person-Centered Options Counseling consistent with the NWD System.
- 5.3. The Contractor shall follow the National Association of Social Workers Standards for Social Work Personnel Practices.
- 5.4. The Contractor shall ensure all staff is certified in Person-Centered Option Counseling within one year of hire.
- 5.5. The Contractor shall ensure that staff scores a minimum of 80% on the certification test in Person-Centered Options Counseling.
- 5.6. The Contractor shall provide staff for the following positions/criteria:
 - 5.6.1. **Program Manager** – 1 FTE to be responsible for overall site operations and team process management, including performance measurements, training and/or coordination of training for all staff and volunteers, management of subcontracts, public education, public awareness, community and provider relations, program review and quality oversight.



Exhibit A

The Contractor is accountable to its Board of Directors or Advisory Board and the designated agent of the fiscal agent as well as the Department's ServiceLink Resource Center Program Manager. The Program Manager must meet the following required certifications:

- 5.6.1.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.1.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
- 5.6.1.3. SHIP/SMP certification training and certification within one year of hire.
- 5.6.1.4. SMP Foundations training and assessment within one year of hire.

5.6.2. **Information and Referral Staff** – links individuals requiring assistance with appropriate service providers and/or supplies descriptive information regarding the agencies or organizations who offer services. Information and Referral Staff must meet the following requirements:

- 5.6.2.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.2.2. Obtain training in Person-Centered Counseling within one year of hire.
- 5.6.2.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.2.4. SMP Foundations training and assessment within one year of hire.

5.6.3. **Person-Centered Options Counseling and Person-Centered Transition Support Staff** – Provides person-centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for individuals in need of long-term supports and services. Staff must meet the following requirements:

- 5.6.3.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
- 5.6.3.2. Obtain training and Certification in Person-Centered Counseling within one year of hire.
- 5.6.3.3. Obtain certification as a State Health Insurance Assistance (SHIP) within one year of hire.
- 5.6.3.4. SMP Foundations training and assessment within one year of hire.

5.6.4. **Person-Centered Options Counseling Caregiver Staff** – Provide person-centered needs assessments, Person-Centered Options Counseling and referrals, one on one support and consumer directed services based on the needs and preferences of the caregiver. This position also shall provide:



Exhibit A

- 5.6.4.1. One-on-one counseling with caregivers to help them problem-solve their unique situation.
- 5.6.4.2. Offer education, support, advocacy and follow-up.
- 5.6.4.3. Facilitate training related to assisting family caregivers which includes detailed knowledge of issues impacting caregivers, national and local resources, programs, funding, and eligibility requirements.
- 5.6.4.4. Data collection, reporting:
- 5.6.4.5. This position must meet the following requirements:
 - 5.6.4.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire.
 - 5.6.4.5.2. Obtain training and certification in Person-Centered Counseling within one year of hire.
 - 5.6.4.5.3. Trained/Licensed in Powerful Tools for Caregivers curriculum.
 - 5.6.4.5.4. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor within one year of hire.
 - 5.6.4.5.5. SMP Foundations training and assessment within one year of hire.
- 5.6.5. **State Health Insurance Assistance Program (SHIP) Staff**—Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the State Health Insurance Assistance Program's and MiPPA Programs goals and performance measures for their county/region. Minimum required certification:
 - 5.6.5.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire; and
 - 5.6.5.2. Within 6 months of hire:
 - 5.6.5.2.1. SHIP training and assessments;
 - 5.6.5.2.2. SMP foundations training and assessment within one year of hire; and
 - 5.6.5.2.3. Obtain training in Person-centered Counseling within one year and a half of hire.
- 5.6.6. **Senior Medicare Patrol (SMP) Staff** - Provide free, unbiased counseling and assistance via telephone and face-to-face interactive sessions, public education presentations, printed materials, and media activities that deal with Medicare coverage and the importance of preventing health care fraud and abuse. Under the direction of the Program Management, oversee the development and implementation of the Senior Medicare Patrol Program's



Exhibit A

deliverables, goals and performance measures for the State/County/Region. Minimum required certification:

- 5.6.6.1. Alliance of Information Referral Specialist in Aging and Disability (AIRS A/D) certification within one year of hire;
- 5.6.6.2. Obtain certification as SMP Counselor certification, within 6 months of hire; and
- 5.6.6.3. Obtain training in Person-centered Counseling within one year and a half of hire.

5.7. The Contractor shall provide the following Minimum Staffing Requirements per designated catchment areas:

5.7.1. Minimum Staffing Requirements by Catchment Area for the NH Family Caregiver Program Functions are as follows:

- 5.7.1.1. Carroll and Sullivan .25 FTE;
- 5.7.1.2. Coos, Strafford, Monadnock .5 FTE;
- 5.7.1.3. Grafton .75 FTE;
- 5.7.1.4. Hillsborough, Belknap, Merrimack 1 FTE;
- 5.7.1.5. Rockingham 1.25 FTE.

5.7.2. Minimum Staffing Requirements by Catchment Area for the combined functions of SHIP, SMP, and MIPPA are as follows:

- 5.7.2.1. Carroll, Belknap, Coos, and Sullivan 1.5 FTE;
- 5.7.2.2. Monadnock, Grafton, and Strafford 2 FTE;
- 5.7.2.3. Merrimack County 2 FTE; and
- 5.7.2.4. Hillsborough and Rockingham 3 FTE

6. Deliverables

6.1. The Contractor shall provide a detailed work plan that identifies deliverables and includes reasonable timelines for operationalizing the scope of work to the Department within sixty (60) days of contract approval.

6.2. The Contractor shall provide Quarterly Reports to the Department within thirty (30) days of the close of the quarter.



Method and Conditions Precedent to Payment

1. This contract is funded to provide services pursuant to Exhibit A, Scope of Services. The contractor agrees to provide the services in Exhibit A, Scope of Services in compliance with funding requirements from the following Catalog of Federal Domestic Assistance:
 - CFDA #93.778, United States Department of Health and Human Services, Administration for Children and Families, Office of Community Services Social Services Block Grant.
 - CFDA #93.052, United States Department of Health and Human Services, Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E.
 - CFDA #93.667, United States Department of Health and Human Services, Administration for Community Living, Social Services Block Grant.
 - CFDA #93.517, United States Department of Health and Human Services, Administration for Community Living, NH ADRC Options Counseling Enhancement Program/NH No Wrong Door System of Access to LTSS Enhancement Program
 - CFDA #93.779, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance and Assistance Program.
 - CFDA #93.408, United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, and Administration for Community Living.
 - CFDA #93.071 United States Department of Health and Human Services, Centers for Medicare & Medicaid Services, CMS LIS/MSP Outreach to Low Income Medicare Beneficiaries (MIPPA).
2. The State shall pay the Contractor an amount not to exceed the Price Limitation on Form P37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibits B-1, B-2 and B-3.
4. Payment for services shall be made as follows:
 - 4.1. The Contractor must submit monthly invoices for reimbursement by the 20th of each month for services specified in Exhibit A, Scope of Services on Department forms. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The Invoices must;
 - 3.2.1 Clearly identify the amount requested and the services performed during that period.
 - 3.2.2 Include a detailed account of the work performed, and a list of deliverables completed during that prior month, as outlined in Exhibit A, Scope of Services.
 - 3.2.3 Separately identify any work, time sheets and amount of attributable and performed by an approved contractor, if applicable.
 - 4.3. Invoices and reports identified in Section 4.1 and 4.2 must be submitted to:

Attn: ServiceLink Financial Manager
NH Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301

New Hampshire Department of Health and Human Services
Service Link Resource Centers



Exhibit B

-
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
 6. A final payment request shall be submitted no later than sixty (60) days after the Contract ends. Failure to submit the invoice, and accompanying documentation could result in nonpayment.
 7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
 8. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.
 9. Notwithstanding paragraph 18 of Form P-37, General Provisions, an amendment limited to the adjustment of the amounts between budget line items below ten percent (10%) of the total corresponding State Fiscal Year budget can be made up to two (2) times per fiscal year by written agreement of both parties without additional approval of the Governor and Executive Council.

EXHIBIT B-1

New Hampshire Department of Health and Human Services COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD									
Model/Program Name: TM-Carey Community Action Program, Inc									
Budget Request For: RFP-1717-010-01-001V1 Improving Access to Information and Services for Individuals and Families Having Long Term Supports and Services (line of 001)									
Budget Period: FY17									
Using Code	Total Program Cost			Contractor Share (Match)			Funded by BSMH grant/other		
	Direct Instrumental	Indirect Fixed	Total	Direct Instrumental	Indirect Fixed	Total	Direct Instrumental	Indirect Fixed	Total
1. Total Expenditures	18,214.00	-	18,214.00	-	-	-	18,214.00	-	18,214.00
2. Contract Costs	18,214.00	-	18,214.00	-	-	-	18,214.00	-	18,214.00
3. Contingency	-	-	-	-	-	-	-	-	-
4. Personnel	-	-	-	-	-	-	-	-	-
5. Rental	-	-	-	-	-	-	-	-	-
6. Travel and Transportation	100.00	-	100.00	-	-	-	100.00	-	100.00
7. Purchased Services	100.00	-	100.00	-	-	-	100.00	-	100.00
8. Supplies	-	-	-	-	-	-	-	-	-
9. Materials	-	-	-	-	-	-	-	-	-
10. Utilities	-	-	-	-	-	-	-	-	-
11. Printing	-	-	-	-	-	-	-	-	-
12. Office	400.00	-	400.00	-	-	-	400.00	-	400.00
13. Contingency	3,000.00	-	3,000.00	-	-	-	3,000.00	-	3,000.00
14. General Expenses	400.00	-	400.00	-	-	-	400.00	-	400.00
15. Telephone	1,000.00	-	1,000.00	-	-	-	1,000.00	-	1,000.00
16. Postage	250.00	-	250.00	-	-	-	250.00	-	250.00
17. Reproduction	-	-	-	-	-	-	-	-	-
18. Audit and Legal	-	-	-	-	-	-	-	-	-
19. Insurance	-	-	-	-	-	-	-	-	-
20. Bond	-	-	-	-	-	-	-	-	-
21. Other	100.00	-	100.00	-	-	-	100.00	-	100.00
22. Materials/Communications	250.00	-	250.00	-	-	-	250.00	-	250.00
23. Post Courier and Express	2,000.00	-	2,000.00	-	-	-	2,000.00	-	2,000.00
24. Professional Services	500.00	-	500.00	-	-	-	500.00	-	500.00
25. Other Services (contract)	11,214.00	-	11,214.00	-	-	-	11,214.00	-	11,214.00
TOTAL	18,214.00	-	18,214.00	-	-	-	18,214.00	-	18,214.00

Contractor Initials: *ACE*
Date: *10/17/16*

Exhibit B-2

New Hampshire Department of Health and Human Services COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD											
Budget/Program Name: Tri-County Community Action Program, Inc. Budget Request No: 877-2077-018-SERV1 Improving Access to Education and Services for Individuals and Families Seeking Long Term Support and Services (Name of 877)											
Budget Period: FY18											
Line Item	Total Program Cost			Companion Share / Match			Funded by Other grant/char			Total	
	Direct Incremental	Indirect Fund	Total	Direct Incremental	Indirect Fund	Total	Direct Incremental	Indirect Fund	Total		
1. Total Salary/Wages	174,613.00	-	174,613.00	-	-	-	174,613.00	-	-	174,613.00	
2. Employee Benefits	22,632.00	-	22,632.00	-	-	-	22,632.00	-	-	22,632.00	
3. Supplies	-	-	-	-	-	-	-	-	-	-	
4. Postage	-	-	-	-	-	-	-	-	-	-	
5. Repairs	-	-	-	-	-	-	-	-	-	-	
6. Travel	-	-	-	-	-	-	-	-	-	-	
7. Printing	-	-	-	-	-	-	-	-	-	-	
8. Telephone	-	-	-	-	-	-	-	-	-	-	
9. Other	-	-	-	-	-	-	-	-	-	-	
10. Total	197,245.00	-	197,245.00	-	-	-	197,245.00	-	-	197,245.00	
11. Other	-	-	-	-	-	-	-	-	-	-	
12. Total	197,245.00	-	197,245.00	-	-	-	197,245.00	-	-	197,245.00	
13. Other	-	-	-	-	-	-	-	-	-	-	
14. Total	-	-	-	-	-	-	-	-	-	-	
15. Total	197,245.00	-	197,245.00	-	-	-	197,245.00	-	-	197,245.00	

Comptroller Initial: DGA
Date: 10/2/16



SPECIAL PROVISIONS

Contractors Obligations: The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
2. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the Department for that purpose and shall be made and remade at such times as are prescribed by the Department.
3. **Documentation:** In addition to the determination forms required by the Department, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the Department requests. The Contractor shall furnish the Department with all forms and documentation regarding eligibility determinations that the Department may request or require.
4. **Fair Hearings:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with Department regulations.
5. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.
6. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
7. **Conditions of Purchase:** Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate which reimburses the Contractor in excess of the Contractor's costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:
 - 7.1. Renegotiate the rates for payment hereunder, in which event new rates shall be established;
 - 7.2. Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;



- 7.3. Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

RECORDS: MAINTENANCE, RETENTION, AUDIT, DISCLOSURE AND CONFIDENTIALITY:

8. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:
- 8.1. **Fiscal Records:** books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
 - 8.2. **Statistical Records:** Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.
 - 8.3. **Medical Records:** Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.
9. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the agency fiscal year. It is recommended that the report be prepared in accordance with the provision of Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.
- 9.1. **Audit and Review:** During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.
 - 9.2. **Audit Liabilities:** In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.
10. **Confidentiality of Records:** All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directly connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.

New Hampshire Department of Health and Human Services
Exhibit C



Notwithstanding anything to the contrary contained herein the covenants and conditions contained in the Paragraph shall survive the termination of the Contract for any reason whatsoever.

11. **Reports: Fiscal and Statistical:** The Contractor agrees to submit the following reports at the following times if requested by the Department.
 - 11.1. **Interim Financial Reports:** Written interim financial reports containing a detailed description of all costs and non-allowable expenses incurred by the Contractor to the date of the report and containing such other information as shall be deemed satisfactory by the Department to justify the rate of payment hereunder. Such Financial Reports shall be submitted on the form designated by the Department or deemed satisfactory by the Department.
 - 11.2. **Final Report:** A final report shall be submitted within thirty (30) days after the end of the term of this Contract. The Final Report shall be in a form satisfactory to the Department and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the Department.
12. **Completion of Services: Disallowance of Costs:** Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.
13. **Credits:** All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:
 - 13.1. The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.
14. **Prior Approval and Copyright Ownership:** All materials (written, video, audio) produced or purchased under the contract shall have prior approval from DHHS before printing, production, distribution or use. The DHHS will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. Contractor shall not reproduce any materials produced under the contract without prior written approval from DHHS.
15. **Operation of Facilities: Compliance with Laws and Regulations:** In the operation of any facilities for providing services, the Contractor shall comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which shall impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such facility. If any governmental license or permit shall be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Contract the facilities shall comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and shall be in conformance with local building and zoning codes, by-laws and regulations.
16. **Equal Employment Opportunity Plan (EEO):** The Contractor will provide an Equal Employment Opportunity Plan (EEO) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of \$500,000 or more. If the recipient receives \$25,000 or more and has 50 or



more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than \$25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Non-profit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: <http://www.ojp.usdoj/about/ocr/pdfs/cert.pdf>.

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.
18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (SEP 2013)

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.

19. **Subcontractors:** DHHS recognizes that the Contractor may choose to use subcontractors with greater expertise to perform certain health care services or functions for efficiency or convenience, but the Contractor shall retain the responsibility and accountability for the function(s). Prior to subcontracting, the Contractor shall evaluate the subcontractor's ability to perform the delegated function(s). This is accomplished through a written agreement that specifies activities and reporting responsibilities of the subcontractor and provides for revoking the delegation or imposing sanctions if the subcontractor's performance is not adequate. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions.

When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

- 19.1. Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function
- 19.2. Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate
- 19.3. Monitor the subcontractor's performance on an ongoing basis



- 19.4. Provide to DHHS an annual schedule identifying all subcontractors, delegated functions and responsibilities, and when the subcontractor's performance will be reviewed
- 19.5. DHHS shall, at its discretion, review and approve all subcontracts.

If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

DEFINITIONS

As used in the Contract, the following terms shall have the following meanings:

COSTS: Shall mean those direct and indirect items of expense determined by the Department to be allowable and reimbursable in accordance with cost and accounting principles established in accordance with state and federal laws, regulations, rules and orders.

DEPARTMENT: NH Department of Health and Human Services.

FINANCIAL MANAGEMENT GUIDELINES: Shall mean that section of the Contractor Manual which is entitled "Financial Management Guidelines" and which contains the regulations governing the financial activities of contractor agencies which have contracted with the State of NH to receive funds.

PROPOSAL: If applicable, shall mean the document submitted by the Contractor on a form or forms required by the Department and containing a description of the Services to be provided to eligible individuals by the Contractor in accordance with the terms and conditions of the Contract and setting forth the total cost and sources of revenue for each service to be provided under the Contract.

UNIT: For each service that the Contractor is to provide to eligible individuals hereunder, shall mean that period of time or that specified activity determined by the Department and specified in Exhibit B of the Contract.

FEDERAL/STATE LAW: Wherever federal or state laws, regulations, rules, orders, and policies, etc. are referred to in the Contract, the said reference shall be deemed to mean all such laws, regulations, etc. as they may be amended or revised from the time to time.

CONTRACTOR MANUAL: Shall mean that document prepared by the NH Department of Administrative Services containing a compilation of all regulations promulgated pursuant to the New Hampshire Administrative Procedures Act, NH RSA Ch 541-A, for the purpose of implementing State of NH and federal regulations promulgated thereunder.

SUPPLANTING OTHER FEDERAL FUNDS: The Contractor guarantees that funds provided under this Contract will not supplant any existing federal funds available for these services.



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner
NH Department of Health and Human Services
129 Pleasant Street,
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
 - 1.2.1. The dangers of drug abuse in the workplace;
 - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
 - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - 1.4.1. Abide by the terms of the statement; and
 - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

New Hampshire Department of Health and Human Services
Exhibit D



- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check if there are workplaces on file that are not identified here.

Contractor Name:

Tri-County Community Action Program, Inc.

Name: Robert G. Boschen, Jr.

Title: Chief Executive Officer

October 31, 2016

Date



CERTIFICATION REGARDING LOBBYING

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- *Temporary Assistance to Needy Families under Title IV-A
- *Child Support Enforcement Program under Title IV-D
- *Social Services Block Grant Program under Title XX
- *Medicaid Program under Title XIX
- *Community Services Block Grant under Title VI
- *Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor Name:

Tri-County Community Action Program, Inc.

Name: Robert G. Boschen, Jr.

Title: Chief Executive Officer

10-31-2016

Date

RGD
~~TRC~~



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (I)(b) of this certification; and
 - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

Tri-County Community Action Program, Inc.

Name: Robert G. Boschen, Jr.

Title: Chief Executive Officer

10-31-2016

Date



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials RCG

New Hampshire Department of Health and Human Services
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name:

Tri-County Community Action Program, Inc.

10-31-2016

Date

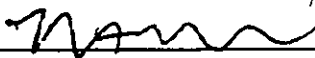

Name: Robert G. Boschen, Jr.
Title: Chief Executive Officer

Exhibit G

Contractor Initials R.G.B.

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name:
Tri-County Community Action Program, Inc.

Name: Robert G. Boschen, Jr.
Title: Chief Executive Officer

10-31-2016

Date

Contractor Initials RGB

Date 10/31/16



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

(1) **Definitions.**

- a. "**Breach**" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. "**Business Associate**" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "**Covered Entity**" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "**Designated Record Set**" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "**Data Aggregation**" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "**Health Care Operations**" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "**HITECH Act**" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "**HIPAA**" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. "**Individual**" shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. "**Privacy Rule**" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "**Protected Health Information**" shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.



Exhibit I

- i. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (I). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) l, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

The State

Maureen Ryan
Signature of Authorized Representative

Maureen Ryan
Name of Authorized Representative

Director, OHS
Title of Authorized Representative

11/18/16
Date

Tri-County Community Action Program, Inc.

Name of the Contractor

Robert G. Boschen, Jr.
Signature of Authorized Representative

Robert G. Boschen, Jr.
Name of Authorized Representative

Chief Executive Officer
Title of Authorized Representative

October 31, 2016
Date



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (DUNS #)
10. Total compensation and names of the top five executives if:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

Tri-County Community Action Program, Inc.

10-31-2016

Date

Name: Robert G. Boschen, Jr.
Title: Chief Executive Officer

Contractor Initials

RB

Date

10/31/16



FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: 073975708
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____