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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF THE COMMISSIONER  
OFFICE OF HEALTH EQUITY

Jeffrey A. Meyers  
Commissioner

Trinidad L. Tellez, MD  
Director

97 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-3986 1-800-852-3345 Ext. 3986  
Fax: 603-271-0824 TDD Access: 1-800-735-2964  
www.dhhs.nh.gov/omb

October 3, 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, Office of Health Equity, to **retroactively** exercise a renewal option to existing agreements with the contractors identified below to provide social services that lead directly to self-sufficiency for refugees, by increasing the price limitation by \$408,000 from \$408,000 to \$816,000 and extending the completion date from September 30, 2018 to September 30, 2020, effective upon Governor and Executive Council approval. 100% Federal Funds.

The Governor and Executive Council approved the original agreements on November 18, 2016. (Item #12).

Vendor Name	Vendor Number	Vendor Address	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
Ascentria Community Services, Inc.	222201, B001	261 Sheep Davis Road Suite A-1 Concord, NH 03301	\$216,000	\$216,000	\$432,000
International Institute of New England	177551, B001	2 Boylston Street 3rd Floor Boston, MA 02116	\$192,000	\$192,000	\$384,000
<b>Total</b>			<b>\$408,000</b>	<b>\$408,000</b>	<b>\$816,000</b>

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

**05-095-042-4220010-79220000-500731 HEALTH AND HUMAN SERVICES, HEALTH AND HUMAN SERVICES, MINORITY HEALTH, REFUGEE SERVICES**

State Fiscal Year	Class	Class Title	Activity Code	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2017	102-500731	Contracts for Program Services	42200013	\$153,000	\$0	\$153,000

2018	102-500731	Contracts for Program Services	42200013	\$204,000	\$0	\$204,000
2019	102-500731	Contracts for Program Services	42200013	\$51,000	\$153,000	\$204,000
2020	102-500731	Contracts for Program Services	42200013	\$0.00	\$204,000	\$204,000
2021	102-500731	Contracts for Program Services	42200013	\$0.00	\$51,000	\$51,000
			<b>Total</b>	<b>\$408,000</b>	<b>\$408,000</b>	<b>\$816,000</b>

**EXPLANATION**

This request is **retroactive** because the Federal Refugee Social Support grant award that provides funds for these services was received on August 20, 2018, which did not allow enough time to process contract renewals to present to the Governor and Executive Council prior to the original contract completion date of September 30, 2018.

The purpose for this request is to allow for continuation of social services that lead directly to self-sufficiency for refugees who have been in the United States for less than five (5) years. Services in this amendment will provide training in the following areas: employment readiness, job development, English language, orientation to American transportation systems, cultural education for mainstream providers, and other related services that remove barriers to sustained employment and facilitate integration into American society. The contractors have provided approximately 400 refugees with employment services, 125 refugees with English language services, and 450 refugees with case management services. Services are provided in New Hampshire cities that are impacted by resettlement: Concord, Nashua and Manchester, with refugees statewide eligible to receive services.

Contractor performance is monitored through annual monitoring, trimester reporting activities as defined in the attached Exhibit A, Scope of Services, and at regular, in-person meetings with the Department to ensure each contractor meets or exceeds the minimum required performance measures and overall program goals.

Should the Governor and Executive Council not authorize this request, refugees throughout the state may not receive the training necessary to properly navigate American culture and systems, and may not have access to English language learning environments, such as English for speakers of other languages (ESOL) classes. Without such training and guidance, refugees may not be able to successfully enter the work force and become integrated into society. Failure to have access to these services may result in a decrease in employment opportunities, loss of housing and medical services, social isolation, and depression among the newly arriving refugee population.

Area Served: Statewide.

Source of Funds: 100% Federal Funds. CFDA #93.566 U.S. Department of Health and Human Services, Administration for Families and Children, FAIN #1601NHRSOC.

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

Respectfully submitted,



Trinidad Tellez, MD

Director

Approved by:



Jeffrey A. Meyers

Commissioner



**State of New Hampshire  
Department of Health and Human Services  
Amendment #1 to the Refugee Social Services Program Contract**

This 1<sup>st</sup> Amendment to the Refugee Social Services Program Contract (hereinafter referred to as "Amendment #1") dated this 18<sup>th</sup> day of August, 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 International Institute of New England Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 2 Boylston Street, 3<sup>rd</sup> Floor, Boston, MA 02116.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on November 18, 2016 (Item #12), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation; and

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
September 30, 2020.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$384,000.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
Nathan D. White, Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:  
603-271-9631.
5. Add Exhibit A, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.5, to read:
  - 1.5 Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennium.
6. Delete Exhibit B, Method and Conditions Precedent to Payment, Subparagraph 2.1, and replace with the following:
  - 2.1 The Catalogue of Federal and Domestic Assistance (CFDA) # 93.566, United States Department of Health and Human Services, Administration for Children and Families, Refugee and Entrant Assistance – State Administered programs. Federal Award Identification (FAIN) Number 1601NHRSOC.



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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7. Delete Exhibit B, Method and Conditions Precedent to Payment, Subparagraph 4.2, and replace with the following:
  - 4.2 Expenses shall be reported for reimbursement by budget line item in accordance with Exhibits B-1, B-2, B-3 Amendment #1, B-4, and B-5.
8. Delete Exhibit B-3 and replace with Exhibit B-3 – Amendment #1.
9. Add Exhibit B-4, Budget Sheet.
10. Add Exhibit B-5, Budget Sheet.
11. Add Exhibit K, DHHS Information Security Requirements.



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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

State of New Hampshire  
Department of Health and Human Services

10/8/18  
Date

Name: Trinidad Telles  
Title: Director, Office of Health Equity

International Institute of New England, Inc.

9/27/18  
Date

Name: Jeff Thielman  
Title: President + CEO

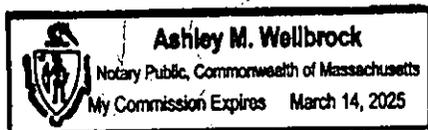
Acknowledgement of Contractor's signature:

State of Massachusetts County of SUFFOLK on 9/27/18, before the undersigned officer, personally appeared the person identified directly above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Ashley M. Wellbrock, Notary  
Name and Title of Notary or Justice of the Peace

My Commission Expires: March 14, 2025



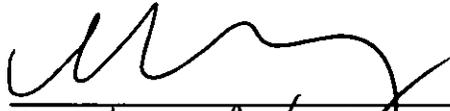


**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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

OFFICE OF THE ATTORNEY GENERAL

10/12/140  
Date

  
Name: Hugh 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:

New Hampshire Department of Health and Human Services

Bidder/Program Name: International Institute of New England, Inc.

Budget Request for: REFUGEE SOCIAL SERVICES GRANT

(Name of RFP)

Budget Period: 4/01/18 - 03/31/19

Line Item	Total Program Cost			Contractor Share/Match			Funded by DHHS' contracts share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 48,940.02	\$ -	\$ 48,940.02	\$ -	\$ -	\$ -	\$ 48,940.02	\$ -	\$ 48,940.02
2. Employee Benefits	\$ 11,256.20	\$ -	\$ 11,256.20	\$ -	\$ -	\$ -	\$ 11,256.20	\$ -	\$ 11,256.20
3. Consultants	\$ 750.00	\$ -	\$ 750.00	\$ -	\$ -	\$ -	\$ 750.00	\$ -	\$ 750.00
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 2,431.03	\$ -	\$ 2,431.03	\$ -	\$ -	\$ -	\$ 2,431.03	\$ -	\$ 2,431.03
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 750.00	\$ -	\$ 750.00	\$ -	\$ -	\$ -	\$ 750.00	\$ -	\$ 750.00
6. Travel	\$ 750.00	\$ -	\$ 750.00	\$ -	\$ -	\$ -	\$ 750.00	\$ -	\$ 750.00
7. Occupancy	\$ 6,999.98	\$ -	\$ 6,999.98	\$ -	\$ -	\$ -	\$ 6,999.98	\$ -	\$ 6,999.98
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 4,000.03	\$ -	\$ 4,000.03	\$ -	\$ -	\$ -	\$ 4,000.03	\$ -	\$ 4,000.03
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance - Auto	\$ 2,800.01	\$ -	\$ 2,800.01	\$ -	\$ -	\$ -	\$ 2,800.01	\$ -	\$ 2,800.01
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaner	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
Off-site Storage	\$ 1,022.73	\$ -	\$ 1,022.73	\$ -	\$ -	\$ -	\$ 1,022.73	\$ -	\$ 1,022.73
INDIRECT ALLOCATION - 20%	\$ -	\$ 16,000.00	\$ 16,000.00	\$ -	\$ -	\$ -	\$ -	\$ 16,000.00	\$ 16,000.00
<b>TOTAL</b>	\$ 80,000.00	\$ 16,000.00	\$ 96,000.00	\$ -	\$ -	\$ -	\$ 80,000.00	\$ 16,000.00	\$ 96,000.00

Indirect As A Percent of Direct

20.0%

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9/27/18

New Hampshire Department of Health and Human Services

Bidder/Program Name: International Institute of New England, Inc.

Budget Request for: REFUGEE SOCIAL SERVICES GRANT

(Name of RFP)

Budget Period: 9/17/18 (6/30/19)

Line/Item	Total Program Cost			Contractor Share/Match			Funding by DHHS Contract(s) Share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 48,455.29	\$ -	\$ 48,455.29	\$ -	\$ -	\$ -	\$ 48,455.29	\$ -	\$ 48,455.29
2. Employee Benefits	\$ 11,144.71	\$ -	\$ 11,144.71	\$ -	\$ -	\$ -	\$ 11,144.71	\$ -	\$ 11,144.71
3. Consultants	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 2,500.00	\$ -	\$ 2,500.00	\$ -	\$ -	\$ -	\$ 2,500.00	\$ -	\$ 2,500.00
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
6. Travel	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
7. Occupancy	\$ 7,000.00	\$ -	\$ 7,000.00	\$ -	\$ -	\$ -	\$ 7,000.00	\$ -	\$ 7,000.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 4,000.00	\$ -	\$ 4,000.00	\$ -	\$ -	\$ -	\$ 4,000.00	\$ -	\$ 4,000.00
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance - Auto	\$ 2,400.00	\$ -	\$ 2,400.00	\$ -	\$ -	\$ -	\$ 2,400.00	\$ -	\$ 2,400.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaner	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
Off-site Storage	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
INDIRECT ALLOCATION - 20%	\$ -	\$ 16,000.00	\$ 16,000.00	\$ -	\$ -	\$ -	\$ -	\$ 16,000.00	\$ 16,000.00
TOTAL	\$ 80,000.00	\$ 16,000.00	\$ 96,000.00	\$ -	\$ -	\$ -	\$ 80,000.00	\$ 16,000.00	\$ 96,000.00

Indirect As A Percent of Direct

20.0%

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New Hampshire Department of Health and Human Services

Bidder/Program Name: International Institute of New England, Inc.

Budget Request for: REFUGEE SOCIAL SERVICES GRANT

(Name of RFP)

Budget Period: 7/1/2017 to 6/30/20

Line Item	Total Program Costs			Contractor Share/Reason			Funded by DHHS Contract (Share)		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 12,113.82	\$ -	\$ 12,113.82	\$ -	\$ -	\$ -	\$ 12,113.82	\$ -	\$ 12,113.82
2. Employee Benefits	\$ 2,786.18	\$ -	\$ 2,786.18	\$ -	\$ -	\$ -	\$ 2,786.18	\$ -	\$ 2,786.18
3. Consultants	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 625.00	\$ -	\$ 625.00	\$ -	\$ -	\$ -	\$ 625.00	\$ -	\$ 625.00
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
6. Travel	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
7. Occupancy	\$ 1,750.00	\$ -	\$ 1,750.00	\$ -	\$ -	\$ -	\$ 1,750.00	\$ -	\$ 1,750.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance - Auto	\$ 800.00	\$ -	\$ 800.00	\$ -	\$ -	\$ -	\$ 800.00	\$ -	\$ 800.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaner	\$ 125.00	\$ -	\$ 125.00	\$ -	\$ -	\$ -	\$ 125.00	\$ -	\$ 125.00
Off-site Storage	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
INDIRECT ALLOCATION - 20%	\$ -	\$ 4,000.00	\$ 4,000.00	\$ -	\$ -	\$ -	\$ -	\$ 4,000.00	\$ 4,000.00
<b>TOTAL:</b>	\$ 20,000.00	\$ 4,000.00	\$ 24,000.00	\$ -	\$ -	\$ -	\$ 20,000.00	\$ 4,000.00	\$ 24,000.00

Indirect As A Percent of Direct

20.0%

Contractor Initials: ST  
Date: 9/27/18



DHHS Information Security Requirements

A. Definitions

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

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

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

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

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DHHS Information Security Requirements

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

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

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

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

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



DHHS Information Security Requirements

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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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



Exhibit K

DHHS Information Security Requirements

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

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

**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

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

**A. Retention**

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



DHHS Information Security Requirements

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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

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Exhibit K

DHHS Information Security Requirements

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



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

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and 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.



Exhibit K

DHHS Information Security Requirements

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

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

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer, 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



DHHS Information Security Requirements

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

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

**VI. PERSONS TO CONTACT**

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

DHHSInformationSecurityOffice@dhhs.nh.gov

- B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

- C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

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# 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 INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on February 12, 2016. 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: 739194

Certificate Number: 0004091330



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 May A.D. 2018.

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

William M. Gardner  
Secretary of State

# CERTIFICATE OF VOTE

I, William Krause, do hereby certify that:  
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of International Institute of New England, 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 December 1, 2015 :  
(Date)

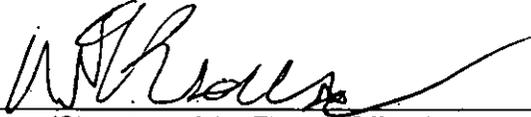
**RESOLVED:** That the President and Chief Executive Officer  
(Title of Contract Signatory)

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 28<sup>th</sup> day of September, 2018.  
(Date Contract Signed)

4. Jeffrey Thielman is the duly elected President and Chief Executive Officer  
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

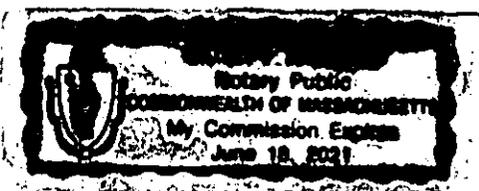
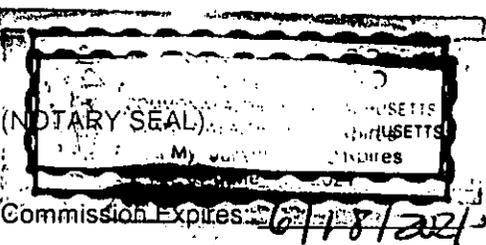
  
(Signature of the Elected Officer)  
William Krause  
Member of the Board  
International Institute of New England

STATE OF MA  
County of Suffolk

The forgoing instrument was acknowledged before me this 27<sup>th</sup> day of September, 2018.

By William Krause  
(Name of Elected Officer of the Agency)

  
(Notary Public/Justice of the Peace)





# CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 1  
DATE (MM/DD/YYYY)  
05/08/2018

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

<b>PRODUCER</b> Willis of Massachusetts, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): 1-877-945-7378      FAX (A/C, No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com	
	<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Philadelphia Indemnity Insurance Company	<b>NAIC #</b> 18058
<b>INSURED</b> International Institute of New England, Inc. 2 Boylston Street 3rd Floor Boston, MA 02116	<b>INSURER B:</b>	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

**COVERAGES**      **CERTIFICATE NUMBER: W6115528**      **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 INSR	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:			PHPK1816953	05/05/2018	05/05/2019	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 \$ 3,000,000 PRODUCTS - COM/POP AGG \$ 3,000,000
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Named Insured includes International Institute of New Hampshire, Inc. and International Institute of Lowell, Inc.

<b>CERTIFICATE HOLDER</b>  NH DHS 129 Pleasant Street Concord, NH 03301	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b>  

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**International  
Institute of  
New England**

**100**  
YEARS *of* WELCOMING  
NEW AMERICANS

### IINE Mission Statement

The mission of the International Institute of New England is to create opportunities for refugees and immigrants to succeed through resettlement, education, career advancement and pathways to citizenship.

### IINE Vision

Refugees and immigrants are able to realize their dreams and contribute to New England's growth and prosperity.

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BOSTON	2 Boylston Street, 3rd Floor	Boston, MA 02116	617-695-9990	ONLINE <a href="http://iine.org">iine.org</a>
LOWELL	15 Warren Street, 2nd Floor	Lowell, MA 01852	978-459-903	EMAIL <a href="mailto:info@iine.org">info@iine.org</a>
MANCHESTER	470 Pine Street, Lower Level	Manchester, NH 03104	603-647-1500	

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.  
AND AFFILIATE**

**COMBINED FINANCIAL STATEMENTS  
SEPTEMBER 30, 2017 AND 2016**

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

**Contents**  
**September 30, 2017 and 2016**

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50 Washington Street  
Westborough, MA 01581  
508.366.9100  
aafcpcpa.com

### Independent Auditor's Report

To the Board of Directors of  
International Institute of New England, Inc. and Affiliate:

#### **Report on the Combined Financial Statements**

We have audited the accompanying combined financial statements of International Institute of New England, Inc. and Affiliate (Massachusetts nonprofit corporations), which comprise the combined statements of financial position as of September 30, 2017 and 2016, and the related combined statements of activities and changes in net assets, cash flows and functional expenses for the years then ended, and the related notes to the combined financial statements.

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

Management is responsible for the preparation and fair presentation of these combined 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 combined 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 combined 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 audits to obtain reasonable assurance about whether the combined financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the combined financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the combined 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 combined 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 combined 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 combined financial statements referred to above present fairly, in all material respects, the combined financial position of International Institute of New England, Inc. and Affiliate as of September 30, 2017 and 2016, 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.

*Alexander, Brown, Penning & Co., P.C.*  
Wellesley, Massachusetts  
February 13, 2018

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

Combined Statements of Financial Position  
September 30, 2017 and 2016

<u>Assets</u>	<u>2017</u>	<u>2016</u>
<b>Current Assets:</b>		
Cash	\$ 556,708	\$ 897,308
Current portion of investments	750,000	-
Grants, contracts and other receivables	877,107	763,475
Prepaid expenses and other	<u>25,592</u>	<u>27,203</u>
Total current assets	2,209,407	1,687,986
Investments, net of current portion	6,970,148	8,129,057
Property and Equipment, net	1,895,902	2,080,248
Security Deposits	<u>96,742</u>	<u>92,764</u>
Total assets	<u>\$ 11,172,199</u>	<u>\$ 11,990,055</u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities:</b>		
Accounts payable	\$ 28,458	\$ 388,266
Accrued expenses	308,445	311,762
Current portion of lease incentive	110,782	110,782
Deferred revenue	<u>33,496</u>	<u>37,409</u>
Total current liabilities	481,181	848,219
Deferred Rent and Lease Incentive, net of current portion	<u>1,032,847</u>	<u>1,063,224</u>
Total liabilities	<u>1,514,028</u>	<u>1,911,443</u>
<b>Net Assets:</b>		
<b>Unrestricted:</b>		
Operating	8,656,892	9,290,166
Property and equipment	<u>917,328</u>	<u>762,999</u>
Total unrestricted	9,574,220	10,053,165
Temporarily restricted	<u>83,951</u>	<u>25,447</u>
Total net assets	<u>9,658,171</u>	<u>10,078,612</u>
Total liabilities and net assets	<u>\$ 11,172,199</u>	<u>\$ 11,990,055</u>

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

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

Combined Statements of Activities and Changes in Net Assets  
For the Years Ended September 30, 2017 and 2016

	2017			2016		
	Unrestricted	Temporarily Restricted	Total	Unrestricted	Temporarily Restricted	Total
<b>Revenues:</b>						
Contract services	\$ 3,734,238	\$ -	\$ 3,734,238	\$ 4,075,093	\$ -	\$ 4,075,093
Donated goods and services	982,384	-	982,384	786,536	-	786,536
Grants and contributions	347,438	342,080	689,518	83,517	139,895	223,412
Special events	230,147	-	230,147	93,659	-	93,659
Interest and dividends	155,701	-	155,701	181,501	-	181,501
United Way allocation	122,876	-	122,876	115,679	-	115,679
Miscellaneous	8,754	-	8,754	32,279	-	32,279
Net assets released from program restrictions	283,576	(283,576)	-	240,744	(240,744)	-
<b>Total revenues</b>	<b>5,865,114</b>	<b>58,504</b>	<b>5,923,618</b>	<b>5,609,008</b>	<b>(100,849)</b>	<b>5,508,159</b>
<b>Expenses:</b>						
Program services	5,076,770	-	5,076,770	4,422,262	-	4,422,262
General and administrative	1,333,900	-	1,333,900	1,259,198	-	1,259,198
Fundraising	571,126	-	571,126	317,974	-	317,974
<b>Total expenses</b>	<b>6,981,796</b>	<b>-</b>	<b>6,981,796</b>	<b>5,999,434</b>	<b>-</b>	<b>5,999,434</b>
Changes in net assets from operations	(1,116,682)	58,504	(1,058,178)	(390,426)	(100,849)	(491,275)
<b>Net Investment Gain</b>	<b>637,737</b>	<b>-</b>	<b>637,737</b>	<b>605,431</b>	<b>-</b>	<b>605,431</b>
<b>Capital Grants</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>93,912</b>	<b>93,912</b>
<b>Net Assets Released from Capital Restrictions</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>93,912</b>	<b>(93,912)</b>	<b>-</b>
Changes in net assets	(478,945)	58,504	(420,441)	308,917	(100,849)	208,068
<b>Net Assets:</b>						
Beginning of year	10,053,165	25,447	10,078,612	9,744,248	126,296	9,870,544
End of year	\$ 9,574,220	\$ 83,951	\$ 9,658,171	\$ 10,053,165	\$ 25,447	\$ 10,078,612

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

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

**Combined Statements of Cash Flows  
For the Years Ended September 30, 2017 and 2016**

	<u>2017</u>	<u>2016</u>
<b>Cash Flows from Operating Activities:</b>		
Changes in net assets	\$ (420,441)	\$ 208,068
Adjustments to reconcile changes in net assets to net cash used in operating activities:		
Net investment gain	(637,737)	(605,431)
Depreciation	242,502	54,180
Amortization of lease incentive	(110,784)	(18,464)
Capital grants	-	(93,912)
Changes in operating assets and liabilities:		
Grants, contracts and other receivables	(208,132)	(212,806)
Prepaid expenses and other	1,611	83
Security deposits	(3,978)	(86,764)
Accounts payable	(37,417)	19,025
Accrued expenses	(3,317)	61,691
Deferred revenue	(3,913)	27,970
Deferred rent	80,407	84,648
	<u>(1,101,199)</u>	<u>(561,712)</u>
<b>Net cash used in operating activities</b>		
<b>Cash Flows from Investing Activities:</b>		
Proceeds from sale/transfer of investments	1,200,050	7,129,454
Acquisition of property and equipment	(380,547)	(1,757,029)
Investment purchases	(153,404)	(4,610,594)
Decrease in cash - escrow	-	500,000
Unrelated business income taxes paid	-	(1,231,525)
	<u>666,099</u>	<u>30,306</u>
<b>Net cash provided by investing activities</b>		
<b>Cash Flows from Financing Activities:</b>		
Proceeds from lease incentive	94,500	1,013,322
Capital grants	-	93,912
	<u>94,500</u>	<u>1,107,234</u>
<b>Net cash provided by financing activities</b>		
<b>Net Change in Cash</b>	(340,600)	575,828
<b>Cash:</b>		
Beginning of year	<u>897,308</u>	<u>321,480</u>
End of year	<u>\$ 556,708</u>	<u>\$ 897,308</u>
<b>Supplemental Disclosure of Cash Flow Information:</b>		
Property and equipment financed through accounts payable	<u>\$ -</u>	<u>\$ 322,391</u>
Cash paid for unrelated business income taxes	<u>\$ -</u>	<u>\$ 1,231,525</u>

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Combined Statement of Functional Expenses

For the Year Ended September 30, 2017

(With Summarized Comparative Totals for the Year Ended September 30, 2016)

	2017			2016	
	Program Services	General and Administrative	Fundraising	Total	Total
<b>Personnel and Related:</b>					
Salaries	\$ 2,210,479	\$ 686,126	\$ 246,974	\$ 3,143,579	\$ 2,614,857
Donated services	736,001	81,008	13,461	830,470	693,850
Payroll taxes and fringe benefits	344,318	112,720	38,709	495,747	380,057
Purchased and contracted services	63,900	91,435	66,590	221,925	299,706
Staff training	8,373	3,859	1,782	14,014	-
Recruitment	1,501	4,952	150	6,603	23,034
<b>Total personnel and related</b>	<b>3,364,572</b>	<b>980,100</b>	<b>367,666</b>	<b>4,712,338</b>	<b>4,011,504</b>
<b>Occupancy:</b>					
Rent and utilities	406,288	74,628	32,490	513,406	389,172
Depreciation	134,742	30,542	14,373	179,657	24,146
Equipment rental	12,878	-	-	12,878	12,414
Repairs and maintenance	200	3,478	-	3,678	10,895
<b>Total occupancy</b>	<b>554,108</b>	<b>108,648</b>	<b>46,863</b>	<b>709,619</b>	<b>436,627</b>
<b>Other:</b>					
Client assistance	792,768	-	-	792,768	1,029,865
Donated goods	151,914	-	-	151,914	92,686
Professional fees	-	121,199	-	121,199	89,455
Special events	-	-	104,996	104,996	61,937
Supplies and materials	39,461	43,141	1,916	84,518	81,561
Travel, meetings and conferences	46,068	17,935	9,598	73,601	51,897
Depreciation	44,180	9,726	8,939	62,845	30,034
Telephone	49,022	6,258	2,298	57,578	41,544
Insurance	18,383	27,196	-	45,579	45,029
Miscellaneous	3,326	16,993	-	20,319	3,711
Printing	3,014	157	15,179	18,350	5,755
Dues and subscriptions	1,300	1,118	9,967	12,385	12,441
Storage	7,351	-	-	7,351	2,303
Postage	1,303	1,429	3,704	6,436	3,085
<b>Total other</b>	<b>1,158,090</b>	<b>245,152</b>	<b>156,597</b>	<b>1,559,839</b>	<b>1,551,303</b>
<b>Total expenses</b>	<b>\$ 5,076,770</b>	<b>\$ 1,333,900</b>	<b>\$ 571,126</b>	<b>\$ 6,981,796</b>	<b>\$ 5,999,434</b>

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Combined Statement of Functional Expenses  
For the Year Ended September 30, 2016

	<u>Program Services</u>	<u>General and Adminis- trative</u>	<u>Fundraising</u>	<u>Total</u>
<b>Personnel and Related:</b>				
Salaries	\$ 1,852,580	\$ 655,462	\$ 106,815	\$ 2,614,857
Donated services	557,583	109,868	26,399	693,850
Payroll taxes and fringe benefits	320,791	41,150	18,116	380,057
Purchased and contracted services	90,553	146,039	63,114	299,706
Recruitment	5,188	17,796	50	23,034
<b>Total personnel and related</b>	<u>2,826,695</u>	<u>970,315</u>	<u>214,494</u>	<u>4,011,504</u>
<b>Occupancy:</b>				
Rent and utilities	276,332	95,936	16,904	389,172
Depreciation	18,109	4,105	1,932	24,146
Equipment rental	12,414	-	-	12,414
Repairs and maintenance	763	10,132	-	10,895
<b>Total occupancy</b>	<u>307,618</u>	<u>110,173</u>	<u>18,836</u>	<u>436,627</u>
<b>Other:</b>				
Client assistance	1,029,865	-	-	1,029,865
Donated goods	92,686	-	-	92,686
Professional fees	-	89,455	-	89,455
Special events	-	-	61,937	61,937
Supplies and materials	47,553	31,641	2,367	81,561
Travel, meetings and conferences	32,782	15,774	3,341	51,897
Depreciation	18,361	7,408	4,265	30,034
Telephone	39,886	1,658	-	41,544
Insurance	15,360	29,455	214	45,029
Miscellaneous	2,368	843	500	3,711
Printing	-	-	5,755	5,755
Dues and subscriptions	5,781	1,250	5,410	12,441
Storage	2,303	-	-	2,303
Postage	1,004	1,226	855	3,085
<b>Total other</b>	<u>1,287,949</u>	<u>178,710</u>	<u>84,644</u>	<u>1,551,303</u>
<b>Total expenses</b>	<u>\$ 4,422,262</u>	<u>\$ 1,259,198</u>	<u>\$ 317,974</u>	<u>\$ 5,999,434</u>

## **INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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### **1. OPERATIONS AND NONPROFIT STATUS**

International Institute of New England, Inc. (the Institute) is a nonprofit organization that provides assistance to the immigrant and refugee populations of Massachusetts and New Hampshire. In fiscal years 2017 and 2016, there were approximately 1,920 and 1,700 unduplicated people, respectively, from approximately 70 countries that benefited from the Institute's services, gaining the knowledge and skills necessary for their integration into American life. The Institute's services include English and literacy classes, citizenship education, job training and placement, legal aid and counseling services, and case management.

Community Lending Corporation (CLC) was a community-based nonprofit corporation established to provide financing, technical assistance and business support services to underserved populations. The Institute was the sole member of CLC. The Institute and CLC shared three common Board members and their President. CLC had limited activity for the year ended September 30, 2016. During fiscal year 2016, CLC was dissolved and its remaining assets and liabilities were transferred to the Institute.

The Institute and CLC are exempt from Federal income taxes as organizations (not private foundations) formed for charitable purposes under Section 501(c)(3) of the Internal Revenue Code (IRC). The Institute and CLC are also exempt from state income taxes. Contributions made to the Institute and CLC are deductible by donors within the requirements of the IRC.

### **2. SIGNIFICANT ACCOUNTING POLICIES**

The Institute and CLC (collectively, the Organization) prepare their combined financial statements in accordance with generally accepted accounting standards and principles (U.S. GAAP) established by the Financial Accounting Standards Board (FASB). References to U.S. GAAP in these notes are to the FASB Accounting Standards Codification (ASC).

#### **Principles of Combination**

The combined financial statements include the accounts of the Institute and CLC. All significant inter-company transactions and balances have been eliminated.

#### **Combined Statements of Activities and Changes in Net Assets**

Transactions deemed by management to be ongoing, major, or central to the provision of program services are reported as operating revenues and expenses in the accompanying combined statements of activities and changes in net assets. Non-operating activity represents capital and investment related activity.

#### **Estimates**

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

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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**2. SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**Property and Equipment and Depreciation**

Property and equipment are recorded at cost when purchased or at fair value at the date of donation. Property and equipment are depreciated using the straight-line method over the following estimated useful lives:

	<u>Estimated Useful Life</u>	<u>2017</u>	<u>2016</u>
Leasehold improvements	Lesser of life of lease or 10 years	\$ 1,806,868	\$ 1,770,198
Furniture and equipment	3 - 10 years	366,173	712,910
Vehicles	5 years	<u>23,064</u>	<u>35,064</u>
		2,196,105	2,518,172
Less - accumulated depreciation		<u>300,203</u>	<u>437,924</u>
Net property and equipment		<u>\$ 1,895,902</u>	<u>\$ 2,080,248</u>

Depreciation expense was \$242,502 and \$54,180 for the years ended September 30, 2017 and 2016, respectively.

**Allowance for Doubtful Accounts**

The allowance for doubtful accounts is recorded based on management's analysis of specific accounts and their estimate of amounts that may be uncollectible, if any. No allowance for doubtful accounts was deemed necessary as of September 30, 2017 or 2016.

**Cash**

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For the purpose of the accompanying combined statements of cash flows, cash does not include cash held in the investment portfolio.

**Fair Value Measurements**

The Organization follows the accounting and disclosure standards pertaining to ASC Topic, *Fair Value Measurements*, for qualifying assets and liabilities. Fair value is defined as the price that the Organization would receive upon selling an asset or pay to settle a liability in an orderly transaction between market participants.

The Organization uses a framework for measuring fair value that includes a hierarchy that categorizes and prioritizes the sources used to measure and disclose fair value. This hierarchy is broken down into three levels based on inputs that market participants would use in valuing the financial instruments based on market data obtained from sources independent of the Organization. Inputs refer broadly to the assumptions that market participants would use in pricing the financial instrument, including assumptions about risk. Inputs may be observable or unobservable. Observable inputs are inputs that reflect the assumptions market participants would use in pricing the financial instrument developed based on market data obtained from sources independent of the reporting entity. Unobservable inputs are inputs that reflect the reporting entity's own assumptions about the assumptions market participants would use in pricing the asset developed based on the best information available.

## INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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### 2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

#### Fair Value Measurements (Continued)

The three-tier hierarchy of inputs is as follows:

- Level 1 - Inputs that reflect unadjusted quoted prices in active markets for identical assets at the measurement date.
- Level 2 - Inputs other than quoted prices that are observable for the asset either directly or indirectly, including inputs in markets that are not considered to be active.
- Level 3 - Inputs that are unobservable and which require significant judgment or estimation.

An asset or liability's level within the framework is based upon the lowest level of any input that is significant to the fair value measurement.

#### *Investments*

Investments are recorded in the financial statements at fair value. If an investment is directly held by the Organization and an active market with quoted prices exists, the market price of an identical security is used to report fair value. Reported fair values of shares in mutual funds are based on share prices reported by the funds as of the last business day of the fiscal year. The Organization's interest in a limited liability partnership is reported at the net asset value (NAV) reported by fund managers, which is used as a practical expedient to estimate fair value, unless it is probable that all or a portion of the investment will be sold for an amount different from NAV. As of September 30, 2017 and 2016, the Organization had no plans to sell this investment.

#### **Revenue Recognition**

Grants and contributions that have no donor restrictions are recognized as unrestricted revenue upon receipt or when unconditionally pledged. Contract service revenue is recognized when services are performed and costs are incurred.

Donor restricted grants and contributions are recorded as temporarily restricted revenue when received or unconditionally pledged. When a donor restriction is met, (i.e. when a purpose restriction is met or a time restriction ends), temporarily restricted net assets are transferred to unrestricted net assets as net assets released from restrictions.

Special event revenue is recorded at the time of the event; however, contributions unconditionally pledged in support of the special event are recorded as special event revenue at the time of the pledge. All other income is recorded as earned.

#### **Expense Allocations**

Program expenses contain direct expenses, as well as indirect expenses, which are allocated based upon management's estimate of the percentage attributable to each program.

## INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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### 2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

#### Donated Goods and Services

The Institute receives donated goods and services in various aspects of its programs. The value of the donated items is based on estimates made by the volunteers, agencies or management. Donated goods include food and clothing; donated services include legal, teaching, and consulting work. Donated items received were as follows:

	<u>2017</u>	<u>2016</u>
Donated services	\$ 830,470	\$ 693,850
Donated goods	<u>151,914</u>	<u>92,686</u>
	<u>\$ 982,384</u>	<u>\$ 786,536</u>

The Institute also receives a substantial amount of donated administrative services. Many individuals volunteer their time and perform a variety of tasks that help the Organization accomplish its goals. These services do not meet the criteria for recognition as contributed services under U.S. GAAP and, accordingly, are not included in the accompanying combined financial statements.

#### Subsequent Events

Subsequent events have been evaluated through February 13, 2018, which is the date the combined financial statements were available to be issued. There were no events that met the criteria for recognition or disclosure in the combined financial statements.

#### Deferred Revenue

Deferred revenue consists of contract advances. These amounts will be recognized as revenue as the services are provided and costs are incurred.

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#### Income Taxes

The Organization accounts for uncertainty in income taxes in accordance with ASC Topic, *Income Taxes*. This standard clarifies the accounting for uncertainty in tax positions and prescribes a recognition threshold and measurement attribute for the combined financial statements regarding a tax position taken or expected to be taken in a tax return. The Organization has determined that there are no uncertain tax positions which qualify for either recognition or disclosure in the combined financial statements at September 30, 2017 or 2016.

#### Net Assets

##### **Unrestricted Net Assets:**

Unrestricted net assets are those net resources that bear no external restrictions and are generally available for use by the Organization. The Organization has grouped its unrestricted net assets into the following categories:

**Operating** - represents funds available to carry on the operations of the Organization.

**Property and equipment** - reflect and account for the activities relating to the Organization's property and equipment, net of related debt.

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

Notes to Combined Financial Statements  
September 30, 2017 and 2016

**2. SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**Net Assets (Continued)**

***Temporarily Restricted Net Assets:***

The Organization receives contributions and grants that are designated by donors for specific purposes or time periods. These contributions are recorded as temporarily restricted net assets until they are either expended for their designated purposes or as the time restrictions lapse. Temporarily restricted net assets as of September 30, 2017 and 2016, are purpose restricted.

**3. RETIREMENT PLAN**

The Institute has a defined contribution retirement plan covering all eligible employees over the age of twenty-one who have completed a minimum of 1,000 hours of service within each of their first two years of employment. Employee contributions are vested immediately into the plan upon eligibility. The Institute did not make any contributions to the plan during the years ended September 30, 2017 and 2016.

**4. INVESTMENTS**

Investments, which are stated at fair value (see Note 1) in the accompanying statements of financial position, are as follows:

<u>2017</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
Cash	\$ 775,745	\$ -	\$ -	\$ 775,745
Mutual Funds	<u>5,840,283</u>	<u>-</u>	<u>-</u>	<u>5,840,283</u>
	<u>\$ 6,616,028</u>	<u>\$ -</u>	<u>\$ -</u>	6,616,028
Limited liability partnership (see below)				<u>1,104,120</u>
Total investments				<u>\$ 7,720,148</u>
<u>2016</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
Cash	\$ 115,773	\$ -	\$ -	\$ 115,773
Mutual Funds	<u>6,998,707</u>	<u>-</u>	<u>-</u>	<u>6,998,707</u>
	<u>\$ 7,114,480</u>	<u>\$ -</u>	<u>\$ -</u>	7,114,480
Limited liability partnership (see below)				<u>1,014,577</u>
Total investments				<u>\$ 8,129,057</u>

In accordance with ASU 2015-07, the Organization's investment in a limited liability partnership is valued at fair value using the NAV per share (or its equivalent) practical expedient and has not been classified in the fair value hierarchy. The fair value amounts presented in the above table are intended to permit reconciliation of the fair value hierarchy to the amounts presented in the combined statements of financial position (see Note 1).

## INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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### 4. INVESTMENTS

Investments are reported in the accompanying combined statements of financial position as current or long-term assets based on management's intent with respect to the use of the investments. At September 30, 2017, \$750,000 of investments were reported as current as management's intent is to use these funds for fiscal year 2018 operations. As of September 30, 2016, all investments have been reported as long-term.

Net investment gains consist of:

	<u>2017</u>	<u>2016</u>
Unrealized gain on investments	\$ 552,574	\$ 621,613
Realized gain (loss) on investments	<u>85,163</u>	<u>(16,182)</u>
Net investment gain	<u>\$ 637,737</u>	<u>\$ 605,431</u>

The investments are not insured and are subject to market fluctuation.

### 5. CONCENTRATIONS

The Organization maintains its cash balances with several banks. The Federal Deposit Insurance Corporation (FDIC) insures balances at each bank up to certain amounts. At certain times during the year, cash balances exceeded the insured amounts. The Organization has supplemental coverage at one bank, which insures the portion of deposits in excess of the FDIC's limit. The Organization has not experienced any losses in such accounts.

Funding agencies and donors exceeding 10% of the Organization's operating revenue or accounts and grant receivable as of and for the years ended September 30, 2017 and 2016, are as follows:

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<u>Funder</u>	<u>Operating Revenue and Support %</u>		<u>Grants, Contracts and Other Receivables %</u>	
	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
U.S. Committee for Refugees and Immigrants	28%	34%	10%	41%
Commonwealth of Massachusetts	23%	19%	43%	32%
State of New Hampshire	8%	9%	10%	3%

### 6. FUNDING

The Organization received approximately \$2,918,000 and \$3,465,000 of its funding from government agencies for the years ended September 30, 2017 and 2016, respectively, all of which are subject to audit by the specific government agency. In the opinion of management, the results of such audits, if any, will not have a material effect on the financial position of the Organization as of September 30, 2017 and 2016, or on the changes in its net assets for the years then ended.

### 7. LEASE AGREEMENTS

The Institute leases program and administrative space under various operating leases and tenant-at-will agreements. These leases expire at various dates through November 2020. The leases require the Institute to maintain certain insurance coverage and pay for its proportionate share of real estate taxes and operating expenses.

## INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE

Notes to Combined Financial Statements  
September 30, 2017 and 2016

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### 7. LEASE AGREEMENTS (Continued)

In August 2016, the Institute entered into an agreement to lease new administrative and program space in Boston, Massachusetts through July 2026. Initial monthly lease payments are \$38,788 and increase throughout the term of the lease. The Institute records rent on a straight-line basis over the term of the lease. The difference between the monthly lease payments and the related rent expense for a given year is recorded as deferred rent. The straight-line rent expense combines the escalation amounts and an initial three month rent free period. At September 30, 2017 and 2016, deferred rent was \$165,055 and \$84,648, respectively, and is included in deferred rent and lease incentive in the accompanying combined statements of financial position.

The lease agreement also included a tenant improvement allowance of \$1,107,822 in the form of a reimbursement for construction and related costs incurred by the Institute for leasehold improvements made in fiscal year 2016. This improvement allowance is reported as a liability and is being amortized over the lease term as a reduction in the rent expense. The improvement allowance is included in deferred rent and lease incentives in the accompanying combined statements of financial position. In the accompanying September 30, 2016 combined statement of financial position, \$94,500 of this improvement allowance is included in grants, contracts and other receivables. Amortization of the lease incentive was \$110,784 and \$18,464 during the years ended September 30, 2017 and 2016, respectively, and is included in rent and utilities in the accompanying combined statements of functional expenses.

In May 2015, the Institute sold its building. As part of the sale agreement, the Institute entered into a one-year leaseback agreement with the new owner for certain space in the building. Monthly lease payments under the agreement were \$23,544. The Institute was responsible for certain operating costs as defined in the agreement. Rent paid for the year ended September 30, 2016, was \$178,479, which is included in rent and utilities in the accompanying fiscal year 2016 combined statement of functional expenses.

As part of the leaseback agreement, the Institute was required to deposit \$500,000 in a rent holdback escrow account. This escrow deposit was refunded to the Institute in fiscal year 2016.

Rent expense under all leases was approximately \$496,000 and \$389,000 for the years ended September 30, 2017 and 2016, respectively, which is included in rent and utilities on the accompanying combined statements of functional expenses.

Future minimum lease payments under the lease agreements for the next five fiscal years are as follows:

2018	\$ 568,943
2019	\$ 538,122
2020	\$ 551,755
2021	\$ 524,456
2022	\$ 528,749

### 8. RELATED PARTY TRANSACTIONS

The President and Chief Executive Officer (CEO) of the Institute is also a member of the Board of Directors. Compensation and employee benefits for services provided as the President and CEO are determined by the independent members of the Board of Directors and are based on performance objectives.

The Chief Financial Officer (CFO) of the Institute is also the Treasurer of the Organization.

**INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. AND AFFILIATE**

**Notes to Combined Financial Statements  
September 30, 2017 and 2016**

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**9. RECLASSIFICATIONS**

Certain amounts in the fiscal year 2016 combined financial statements have been reclassified to conform with the fiscal year 2017 presentation.



International  
Institute of  
New England

**100**  
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YEARS of WELCOMING  
NEW AMERICANS

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LOWELL	15 Warren Street, 2nd Floor	Lowell, MA 01852	978-459-903	EMAIL <a href="mailto:info@iine.org">info@iine.org</a>
MANCHESTER	470 Pine Street, Lower Level	Manchester, NH 03104	603-647-1500	

# Molly Short Carr

mshortcarr@iine.org

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## EXECUTIVE SUMMARY

*Innovative non-profit leader with experience in large and small organizations focused on organizational development and shaping dedicated teams with a shared vision:*

- Opened and established two field offices for national organizations in New York and Montana.
- Coordinated delivery of services across multiple social service agencies, government offices, and community partners.
- Strategically managed staff growth of 200 over a two-year period for a \$22 million international organization serving sub-Saharan Africa.
- Increased service capacity and grew annual budget from \$600,000 to \$4 million for a mid-size non-profit.

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## EMPLOYMENT HISTORY

**Program Director, Manchester**, International Institute of New England March 2017 – Present  
*Manchester, New Hampshire*

Lead program staff in the delivery of services to refugees and immigrants throughout Southern New Hampshire with a focus on strengthening program management. Department of Justice Accredited Representative.

**Executive Director**, International Rescue Committee in Missoula July 2016 – February 2017  
*Missoula, Montana*

Established and lead a new office with a comprehensive approach to community relations, program compliance, client service delivery, and strategic planning.

- Established the foundations of a refugee resettlement program in the State of Montana.
- Engaged with community leaders, local service providers, and local government to prepare for and welcome refugees.
- Developed operational policies to inform program compliance and accountability.
- Engaged public through events, educational settings, information forums, and media outlets to raise awareness and dispel misinformation about the refugee resettlement program.
- Created a structured mentoring program to connect volunteer with newly arriving refugee families to support community integration.

**Deputy Director for Administration**, CWS Africa October 2014 – July 2016  
*Nairobi, Kenya*

Led and managed administrative team of 35 staff in human resources, finance, information technology, logistics, and property management to support operations across sub-Saharan Africa.

- Locally integrated a new Job Classification System to support performance management programs across platforms.
- Oversaw the implementation of a new Human Resource Information System.
- Coordinated the opening of a satellite office in Kasulu, Tanzania.
- Oversaw the development and submission of the annual budget, \$22 million for FY2016.
- Designed and implemented a strategic approach to hire and on-board 122 new employees over a three-month period to meet funder requirements.
- Coordinated with international partners to support teams operating in over 36 countries.
- Enhanced performance management processes including recruitment, performance evaluations, disciplinary procedures, and benefits management.
- Supported and enhanced staff professional development through coaching, mentoring and training programs.

**Cultural Orientation Coordinator**, CWS Africa May 2014 – October 2014  
*Nairobi, Kenya*

Managed the Cultural Orientation training team delivering services to refugees processed for US resettlement throughout sub-Saharan Africa.

- Implemented new English Language training programs in Rwanda and Tanzania.
- Assured the effectiveness of the cultural orientation programming in compliance with US State Department guidelines by delivering culturally appropriate curriculum to a diverse audience in 36 countries.

**Executive Director, Journey's End Refugee Services**  
*Buffalo, NY*

July 2008 – May 2014

Developed and led a dynamic, full service organization, implementing innovative approaches to overcome barriers to success for resettled refugees and the larger community.

- Expanded operational budget from \$600,000 to \$4 million through innovative program development and strong fiscal accountability.
- Built wrap-around services that supported refugees from arrival through citizenship with vocational training, English language instruction, employment services, and extended case management support.
- Negotiated new opportunities and partnerships with Buffalo Public Schools to increase capacity to support refugee youth from kindergarten to college.
- Designed and implemented a legal service program with multiple partners to support the needs of the refugee community.
- Guided the staff, partners, and Board of Directors in annual strategic planning and goals development.
- Established refugee forums to incorporate the voice of the refugee community in program development.
- Board of Immigration Appeals Accredited Representative.

**Field Office Director, US Committee for Refugees and Immigrants**  
*Albany, NY*

April 2005 – June 2008

- Established a new field office on behalf of USCRI to support resettlement in the Capital Region of New York State.
- Developed and maintained budget and guided fundraising efforts including grant management.
- Provided services and case management to support local integration.
- Board of Immigration Appeals Accredited Representative.

**Legal Services Coordinator, Vive Inc.,**  
*Buffalo, NY*

May 2002 – April 2005

Oversee the delivery of immigration legal services before US Citizenship and Immigration Services and the Executive Office for Immigration Review.

- File Asylum applications, family petitions, and other forms of immigration relief.
- Provide orientation and consultation to individuals seeking refugee status in Canada.
- Board of Immigration Appeals Accredited Representative.

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#### EDUCATION

<b>Niagara University, Lewiston, NY</b>	Expected fall 2018
Doctorate of Philosophy in Policy and Leadership	
<b>Medaille College, Buffalo, NY</b>	May 2011
Masters of Arts in Organizational Leadership	
<b>Canisius College, Buffalo, NY</b>	May 2002
Bachelor of Arts in Political Science and International Relations	

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#### PROFESSIONAL AFFILIATIONS & CERTIFICATIONS

**Adult Mental Health First Aid, Manchester, NH**, Certified, April 2018  
**Mayor's Council on Refugees and Immigrants, Manchester, NH**, Council Member  
**Kreiva Academy Public Charter School, Manchester, NH**, Board Secretary  
**At Risk Housing Coalition, Missoula, MT**, Executive Committee  
**University of Arizona, Tucson, AZ**, Research Consultant  
**University at Buffalo, Buffalo, NY**, Adjunct Professor  
**Leadership Buffalo, Buffalo, NY**, Class Experience  
**Canisius College Social Justice Advisory Committee, Buffalo, NY**, Advisory Member  
**Niagara Frontier Transportation Authority Advisory Committee, Buffalo, NY**, Advisory Member  
**Buffalo English Language Learners Network Committee, Buffalo, NY**, Fiscal Advisor and Member  
**Buffalo Business First 40 Under Forty, Buffalo, NY**  
**Episcopal Migration Ministries National Advisory Council, New York City, NY**, National Committee Member

# Sarah D. Bates

*Passionate, solutions-focused leader driven by social justice. Dynamic team-player, able to work under pressure and resolve conflict quickly and efficiently. Eager to assist New Americans gain the skills and knowledge necessary to become successful and independent residents of New England.*

## EDUCATION

**University of New Hampshire, Durham, New Hampshire**  
Master of Arts in Community Development Policy and Practice August 2017  
**Hobart and William Smith Colleges, Geneva, New York**  
Bachelor of Arts in Economics and Environmental Studies *cum laude* May 2011  
**Study Abroad: University of East Anglia, Norwich, United Kingdom** Fall 2009

## EMPLOYMENT HISTORY

**Employment Specialist, International Institute of New England** May 2015 - Present  
*Manchester, New Hampshire*

- Provide case management and employment services to refugee populations in Manchester and Nashua by offering one-on-one job coaching, pre- and post-employment support services to clients, and job referrals.
- Develop, maintain, and engage new employer relationships to ensure a strong placement pipeline for our clients and to maintain partnerships with local businesses.
- Engage community partners like NH COSH, NH Low Income Taxpayer Association, NH Works and Manchester Health Department to lead workshops on employment-related topics.
- Facilitate weekly job class to develop resumes, job skills and learn about workplace expectations for clients.
- Highly knowledgeable about all employment programming at Manchester site (MG and RSS). Nearly 90% of MG FY17 case load has reached self-sufficiency YTD, above the ORR average.
- Assisted in the development and planning of the Successful Integration Transitions grant.
- Responsible for training and engaging new employment staff members, volunteers, and interns.

**Health Services Volunteer, International Institute of New England** March - May 2015  
*Manchester, New Hampshire*

- Provided direct support to health coordinator and assisted in removing barriers for accessing health services.
- Completed and submitted monthly health-related case coordination reports to state office in Concord, NH.

**Website Manager and Office Assistant, Bates Accessories, Inc.** January 2011-June 2014  
*Greenland, New Hampshire*

- Provided administrative and marketing assistance for a small apparel-accessory company.
- Worked directly with a professional website development team to create an entirely new website.
- Managed the backroom of the website, as well as all social media outlets.
- Entered invoices, orders, and performed basic bookkeeping in QuickBooks.

**Camp Counselor and Lifeguard, The Main Idea, Inc.** August 2012  
*Denmark, Maine*

- Tuition free camp experience for low-income, primarily inter-city girls, ages 9 to 14.
- Worked as a mentor and role model for a cabin of 9 year olds for 10 days; most of whom had never been to summer camp or an outdoor environment.
- Encouraged all the girls at the camp to try new things by teaching swimming, canoeing, and kayaking as one of the certified lifeguards.

**Office Intern, U.S. Small Business Administration** Summer 2009  
*Concord, New Hampshire*

- Developed spreadsheets and reports regarding the SBA loan activity within the state of NH.
- Led counseling session at the NH Secretary of State's office to educate the public on the various services provided by the SBA.



# Michelle R. Keohane

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**Objective** To assist refugees and immigrants and to help them become self-sufficient as quickly as possible.

## QUALIFICATIONS

- Ability to multitask and balance several projects at the same time
- Experience in working with diverse populations
- Proven ability to identify, analyze, and solve problems
- Ability to collaborate and work well independently and as part of a team
- Excellent verbal and written communication skills
- Attentive to quality and detail

## EDUCATION

September 2012-May 2016: Fitchburg State University (Fitchburg, MA)

- Earned B.S. in Political Science with minors in International Studies and Sociology
- Graduated magna cum laude
- Member of Pi Sigma Alpha (Political Science Honors Society)
- Named Outstanding Student in Political Science, 2016
- Recipient of the Who's Who Among Students award, 2015 & 2016

## WORK EXPERIENCE

September 2016-present: International Institute of New England (Boston, MA & Manchester, NH)

### **Case Specialist – Reception & Placement**

- Provides comprehensive case management services to clients including case planning, home visiting, program enrollment, advocacy, and coordination of core services appointments.
- Troubleshoots and problem-solves case-related issues
- Develops and maintains relationships with community service providers
- Keeps professional documentation in central database of interactions had and services with clients
- R&P Certification earned 10/2017, Match Grant Certification earned 1/2018

August 2014-June 2017: Workers Credit Union (Townsend, MA)

### **Teller**

- Strict compliance with disclosure requirements and consumer privacy policies;
- Awarded Teller of the Month in July 2016 for having highest trending percentage towards referral goal throughout the credit union
- Formally recognized for having twelve consecutive months of perfect balancing
- Knowledge of various federal regulations including the Bank Secrecy Act, Regulation CC, Regulation D, and more

## **Puspa Man Joshi**

### **EMPLOYMENT**

#### **Health Service Coordinator**

June 2013– Present

International Institute of New England, Manchester

- Schedule all initial and follow-up appointment for newly arrived refugee clients
- Provide health orientation
- Coordinate care with medical providers
- Provide urgent medical care case management
- Organize trainings for refugee by health care providers, pharmacy staff, and medical institute staff
- Airport pic- up when clients require a medical escort
- Providing Nepali language interpretation service to clients during appointments when no service was provided by the health care provider and during in house orientations as well.
- Helping clients to apply for refugee benefits and attending interview with them
- Conduct medical home visits for all new refugee families
- Specialized support for refugees over 65

#### **Case Manager (Part time, Permanent)**

Aug., 2011 – May 2013

International Institute of New Hampshire, Manchester

- Providing interpretation and translation services to Bhutanese refugees
- Conduct anchor agreements with US ties
- 30 and 90 day home visits
- Conduct home safety and community orientations
- Help clients to apply for welfare benefits, soc. sec. cards, fuel assistance and WIC

#### **Enrollment Coordinator (Part time, Temporary)**

April, 2011 – July 2011

International Institute of New Hampshire, Manchester

- Enroll school age children
- Teach literacy class

#### **Case Worker (Part time, Temporary)**

Dec. 2009 – Mar. 2011

ABLE Network, Inc., Manchester, NH

Assisting case managers and coordinators at International Institute of New Hampshire in Manchester providing services to refugees.

#### **Engineering Technician (Part time, Temporary)**

May 2009 – Oct. 2009

Concord Engineering Group, P.A., Windham, NH

Traffic counts and data entry

#### **Data Processor**

March 2008 – July 2008

CitiBank, San Antonio, Texas

Data entry and scanning.

#### **Senior Structural Engineer**

June 2006 – Nov. 2007

South Texas Engineering, San Antonio, TX

Analyzed foundation design of track houses and inspected homes with structural problems.

**Customer Service Representative, T&P (Part time)**  
The Ohio State University, Columbus, Ohio  
Cashier

May 2002 – May 2006

### **EDUCATION**

**Ph.D., City and Regional Planning**  
The Ohio State University.

**Master of City and Regional Planning,**  
Department of Civil Engineering, OSU

**M.S., Transportation Engineering**  
Department of Civil Engineering, OSU

**B.E., Highway and Bridge Engineering**  
Tungchi University, Shanghai, China

**B. Ed., Math and English**  
Institute of Education, Kirtipur Nepal

**B.A., Math and Nepali language**  
Tribhuvan University, Nepal

### **TRAININGS**

Diploma in Chinese Language from Peking Language Institute

56 Hours Culture Smart Medical Interpreter Training

Completed 8 Hours Mental Health First Aid Course Training

## KEY ADMINISTRATIVE PERSONNEL

NH Department of Health and Human Services

Contractor Name International Institute of New England, Inc.

Name of Contract Refugee Social Services Program

BUDGET PERIOD SFY 19 (July 1, 2018 - June 30, 2019)				
NAME	JOB TITLE	SALARY	PERCENT PAID FROM THIS CONTRACT	AMOUNT PAID FROM THIS CONTRACT
Sarah Bates	Interim Program Manager – Community Services & Employment	\$55,596	28.33%	\$15,750.00
Michelle Keohane	Case Specialist, Refugee Resettlement	\$40,262	69.47%	\$27,971.48
Puspa Joshi	Coordinator, Health Services	\$42,743	8.30%	\$3,547.74
Molly Short Carr	Manchester Program Director - T in August, supporting transitions.	\$67,000	2.49%	\$1,670.79
		\$0	0.00%	\$0.00
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				<b>\$48,940.02</b>

BUDGET PERIOD SFY 20 (July 1, 2019 - June 30, 2020)				
NAME	JOB TITLE	SALARY	PERCENT PAID FROM THIS CONTRACT	AMOUNT PAID FROM THIS CONTRACT
Sarah Bates	Interim Program Manager – Community Services & Employment	\$55,596	31.40%	\$17,455.29
Michelle Keohane	Case Specialist, Refugee Resettlement	\$40,262	77.00%	\$31,000.00
		\$0	0.00%	\$0.00
		\$0	0.00%	\$0.00
		\$0	0.00%	\$0.00
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				<b>\$48,455.29</b>

BUDGET PERIOD SFY 21 (July 1, 2020 - September 30, 2020)				
NAME	JOB TITLE	SALARY	PERCENT PAID FROM THIS CONTRACT	AMOUNT PAID FROM THIS CONTRACT
Sarah Bates	Interim Program Manager – Community Services & Employment	\$55,596	7.85%	\$4,363.82
Michelle Keohane	Case Specialist, Refugee Resettlement Services	\$40,262	19.25%	\$7,750.00
		\$0	0.00%	\$0.00
		\$0	0.00%	\$0.00
		\$0	0.00%	\$0.00
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				<b>\$12,113.82</b>



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

**OFFICE OF MINORITY HEALTH & REFUGEE AFFAIRS**

**Jeffrey A. Meyers**  
 Commissioner

**Maureen U. Ryan**  
 Director of Human  
 Services

97 PLEASANT STREET, CONCORD, NH 03301-3867  
 603-271-3986 1-800-852-3345 Ext. 3986  
 Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

October 12, 2016

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of Minority Health and Refugee Affairs to enter into agreements with the vendors listed below, to provide social services that lead directly to self-sufficiency for refugees in an amount not to exceed \$480,000, effective upon Governor and Executive Council approval through September 30, 2018. 100% Federal Funds.

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

<b>Vendor Name</b>	<b>Vendor Number</b>	<b>Vendor Address</b>	<b>Contract Amount</b>
Ascentria Community Services, Inc.	222201, B001	261 Sheep Davis Road Suite A-1 Concord, NH 03301	\$216,000
International Institute of New England	177551, B001	2 Boylston Street 3rd Floor Boston, MA 02116	\$192,000
Organization for Refugee and Immigration Success	231034, B001	434 Lake Avenue 2nd Floor Manchester, NH 03103	\$48,000
Bhutanese Community of New Hampshire	228820, B001	510 Chestnut Street Manchester, NH 03101	\$24,000
		<b>Total Amount</b>	<b>\$480,000</b>

**05-095-042-4220010-79220000-500731 HEALTH AND HUMAN SERVICES, HEALTH AND HUMAN SERVICES, MINORITY HEALTH, REFUGEE SERVICES**

State Fiscal Year	Class	Class Title	Activity Code	Budget
2017	102-500731	Contracts for Program Services	42200013	\$180,000
2018	102-500731	Contracts for Program Services	42200013	\$240,000
2019	102-500731	Contracts for Program Services	42200013	\$60,000
			<b>Contract Total</b>	<b>\$480,000</b>

**EXPLANATION**

The purpose for this request is to contract with the vendors listed above to provide social services that lead directly to self-sufficiency for refugees who have been in the United States for less than five (5) years. The focus of these services is on refugees that currently reside in New Hampshire cities impacted by resettlement: Concord, Nashua and Manchester though refugees statewide are eligible for services.

These contracts will provide employment readiness training, job development, English language training, transportation training, orientation to American systems, cultural education for mainstream providers, and other related services that remove barriers to sustained employment and facilitate integration into American society. The total contract will provide approximately 600 refugees with employment services, 200 refugees with English for speakers of other languages services, and 800 refugees with case management services.

Vendor performance will be monitored through annual monitoring, trimester reporting activities as defined in Exhibit A, Scope of Services, and at regular, in-person meetings with the Department to ensure each vendor meets, at least, the minimum required performance measures and overall program goals.

This contract was competitively bid. A Request for Proposals was available on the Department of Health and Human Services' web site from July 7, 2016 through August 3, 2016. Four (4) proposals were received in response to the Request for Proposals. The proposals were evaluated based upon the criteria published in the Request for Proposals by a team of individuals with program specific knowledge and expertise. All four (4) vendors were funded. The Bid Summary is attached.

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

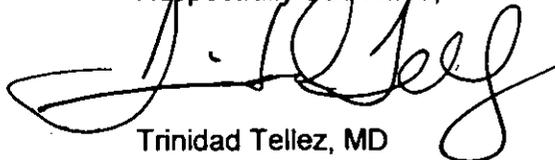
Should the Governor and Executive Council not authorize this Request, many much needed social services for recently arrived refugees may remain unmet.

Area Served: Statewide.

Source of Funds: 100% Federal Funds. CFDA #93.566 U.S. Department of Health and Human Services, Administration for Families and Children, FAIN #1601NHRSOC.

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

Respectfully Submitted,



Trinidad Tellez, MD

Director

Approved by:



Jeffrey A. Meyers

Commissioner

**BID SUMMARY**  
**New Hampshire Refugee social Services Program**

**New Hampshire  
 Refugee Social  
 Services Program**

**RFP-2017-OMHRA-01-Refug**

**RFP Name**

**RFP Number**

<b>Bidder Name</b>	<b>Cost Points Vendor Score/Max Score</b>	<b>Technical Points Vendor Score/Max Score (Max Score in () based on # of service areas bid on)</b>	<b>Total Points Vendor Score/Max Score (Max Score in () based on # of services bid on)</b>
<b>1. Ascentria Community Services, Inc.</b>	<b>72/80</b>	<b>152/160 Bid on three (3) services</b>	<b>224/240</b>
<b>2. Bhutanese Community of New Hampshire</b>	<b>58/80</b>	<b>61/160 (61/90) Bid on one (1) service</b>	<b>119/240 (119/170)</b>
<b>3. International Institute of New England</b>	<b>62/80</b>	<b>132/160 Bid on three (3) services</b>	<b>194/240</b>
<b>4. Organization for Refugee and Immigrant Success</b>	<b>55/80</b>	<b>106/160 (106/125) Bid on two (2) services</b>	<b>180/240 (180/205)</b>

Subject: Refugee Social Services Program, RFP#2017-OMHRA-01-Refug

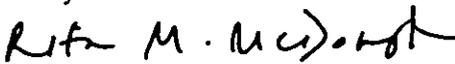
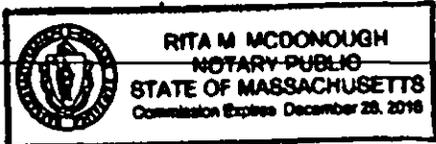
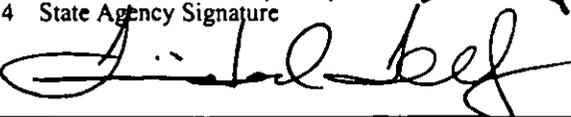
**Notice** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**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 International Institute of New England, Inc.		1.4 Contractor Address 2 Boylston Street, 3 <sup>rd</sup> Floor Boston, MA 02116	
1.5 Contractor Phone Number 617.695.9990	1.6 Account Number: 05-095-042-4220010-79220000-500731	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$192,000
1.9 Contracting Officer for State Agency Eric D. Borrin		1.10 State Agency Telephone Number 603.271.9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Jeffrey Thielman, President and Chief Executive Officer	
1.13 Acknowledgement: State of <u>MA</u> , County of <u>Suffolk</u>  On <u>10-12-16</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  			
1.14 State Agency Signature  		1.15 Name and Title of State Agency Signatory TRINIDAD TELLEZ, MD, DIRECTOR	
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)  By:  Megan Ayoub, Attorney 10/26/16			
1.18 Approval by the Governor and Executive Council  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 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.



## Scope of Services

### 1. Provisions Applicable to All Services

- 1.1. The Contractor will submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and/or services within ten (10) days of the Contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. Notwithstanding any provisions of this Agreement to the contrary, all obligations of the State are contingent upon the receipt of federal funds under the Refugee Social Services Grant. The Social Services Grant is a formula grant under which the State receives quarterly allocations. However, the state makes no representation that it will receive the funds. In no event shall the State be liable for costs incurred or payment of any services performed by the Contractor prior to the State's receipt of federal funds allocated quarterly.
- 1.4. Should funding be received for Budget Year 1, continued funding of the Contract for Budget Year 2 will be subject to the conditions of Exhibit A and the State's receipt of federal funds.

### 2. Scope of Services

- 2.1. The central purpose of the Refugee Social Services (RSS) Program is to assist newly arrived refugees in achieving self-sufficiency at the earliest possible date after arrival to the United States.
  - 2.1.1. Services will be provided on a priority basis to refugees residing in the United States fewer than twelve months; those receiving public assistance through the Refugee Cash Assistance Program or the Temporary Aid to Needy Families (TANF) Program, unemployed refugees, and employed refugees in need of job retention services.
- 2.2. To achieve this goal, for each year of the Contract, the Contractor shall provide employment readiness training and other services that will prepare refugees for work in the American job market. To create more opportunities for refugees' full participation in the workplace, the Contractor shall also develop connections with local employers and job training entities. English language acquisition, transportation training, and other skill development and services that will increase job placements and sustained employment shall also be addressed through the project.
- 2.3. Social Services encompasses Employment Services that remove barriers and promote self-sufficiency and well-being, Case Management Services that assist refugees in their efforts to thrive in the mainstream culture, and English for Speakers of Other Languages (ESOL) that rapidly prepare refugees for entry into the job market and facilitate their integration.



Exhibit A

- 2.4. The Contractor shall work collaboratively with key stakeholders throughout the project period.
- 2.5. The Contractor shall provide Employment Services that will facilitate job development, placement, retention and re-employment of an estimated eighty (80) employable refugees each year of the Contract which shall include, but not be limited to:
  - 2.5.1. Developing and maintaining relationships with employers;
  - 2.5.2. Conducting American workplace orientation for refugees;
  - 2.5.3. Conducting employment assessment through the use of Contractor-developed assessment instruments;
  - 2.5.4. Provide Vocational ESOL instruction through job readiness training;
  - 2.5.5. Conducting refugee orientations for, a minimum of, six (6) new employers for each year of the Contract;
  - 2.5.6. Developing employability plans to reach employable members of refugee households;
  - 2.5.7. Assisting refugees in creating and completing resumes;
  - 2.5.8. Assisting each employable refugee, identified in subsection 2.5., with submitting a minimum of three (3) job applications for each year of the Contract;
  - 2.5.9. Scheduling and arranging job interviews for all employable, newly arrived refugees;
  - 2.5.10. Developing employment support;
  - 2.5.11. Working with employers to identify and/or develop on-site internships and employer-based training;
  - 2.5.12. Assisting refugees with job maintenance;
  - 2.5.13. Maintaining employability plans, case notes, and progress reports in client files to be referenced for Trimester Reporting to the Office of Minority Health and Refugee Affairs and for review by the state Refugee Coordinator during annual monitoring and other unscheduled times;
  - 2.5.14. Providing referrals to support services;
  - 2.5.15. Collaborating with existing governmental and private job development agencies;
  - 2.5.16. Providing transportation training to increase employability; and
  - 2.5.17. Providing interpreter services to new arrivals and service providers, as needed.
- 2.6. The Contractor shall provide Case Management Services that will assist an estimated two hundred fifty (250) refugees to succeed in their new communities which shall include, but not be limited to:
  - 2.6.1. Assisting in the resolution of housing-related issues through client advocacy;
  - 2.6.2. Referring clients to health/mental health and other service providers;
  - 2.6.3. Referring clients to appropriate ESOL or vocational ESOL programs;



Exhibit A

- 2.6.4. Advocating on behalf of refugees, to protect their civil rights and ensure access to services;
  - 2.6.5. Assisting new arrivals in accessing and enrolling in mainstream public programs;
  - 2.6.6. Identifying conveniently located, subsidized day care providers;
  - 2.6.7. Assisting new arrivals in meeting transportation needs; and
  - 2.6.8. Providing collateral, cultural education to employers, social service providers, health care providers, educators and other interfacing with refugees.
- 2.7. The Contractor shall provide ESOL Services to an estimated eighty (80) refugees to rapidly prepare them for entry into the job market and facilitate their integration. These services shall include, but not be limited to:
- 2.7.1. Ensuring class attendance of unemployed new arrivals and Refugee Cash Assistance recipients;
  - 2.7.2. Prioritizing new arrivals and public assistance recipients;
  - 2.7.3. Accommodating refugee arrivals by offering rolling enrollment;
  - 2.7.4. Offering ESOL at easy to access sites;
  - 2.7.5. Providing a minimum of twelve (12) hours per week of instruction to new arrivals;
  - 2.7.6. Administering and maintaining entrance and exit ESOL tests by using Contractor preferred instruments;
  - 2.7.7. Maintaining test results, attendance records and progress reports in student/client files. Ensure files are available for Trimester (three times yearly reporting) and review by State Refugee Coordinator during annual monitoring and at other unscheduled times;
  - 2.7.8. Submitting Trimester Reports as directed by the Office of Minority Health and Refugee affairs;
  - 2.7.9. Prioritizing survival level English and literacy needs of students while also addressing pre-vocational, orientation and more advanced ESOL needs;
  - 2.7.10. Providing training and addressing the ESOL needs of established refugees, as resources allow; and
  - 2.7.11. Training and engaging volunteers to provide supplementary ESOL services.

### 3. Staffing

- 3.1. The Contractor shall maintain sufficient staff assigned to this program, either in-house or through subcontracts, necessary to perform and carry out all of the functions, requirements, roles, and duties under this Contract.
- 3.2. All staff shall have appropriate training, education, experience, and orientation to full-fill the requirements of the positions they hold and the Contractor shall be able to show that it has met this requirement. This includes keeping up-to-date records and documentation of all individuals requiring licenses and/or certifications and such records shall be available to Department inspection.

JT

10/12/16



#### 4. Performance Expectations and Measures

4.1. The Contractor, as well as any subcontractors, shall, in addition to their own reporting requirements, report to the individual designated by the OMHRA Director and/or the State Refugee Coordinator.

##### 4.1.1. Project Deliverables

4.1.1.1. At regular, in-person meetings with OMHRA, the Contractor shall provide regular updates and report on their progress towards meeting performance measures, and overall program goals and objectives to demonstrate they have met the minimum required services for the proposal.

##### 4.1.2. Reporting and Evaluation Requirements

4.1.2.1. The Contractor shall submit Trimester Reports as required by the Office of Refugee Resettlement (ORR) as well as participate in in-person reporting as described in 4.1.1. The Contractor shall ensure it obtains the report format from the Department soon after the Contract effective date.

4.1.2.2. The Contractor shall ensure Progress Reports align with reporting periods outlined by ORR. Narrative reports with a summary of project outcomes shall be sent to OMHRA no later than 15 days after the completion of a project period. In these reports Vendor shall draw attention to any changes in their previously approved work plan or timeline.

<u>Reporting Period</u>	<u>Trimester Report Due Date</u>
10/01/2016 – 1/31/2017	02/15/2017
02/01/2017 – 5/31/2017	06/15/2017
06/01/2017 – 9/30/2017	10/15/2017
10/01/2017 – 1/31/2018	02/15/2018
02/01/2018 – 5/31/2018	06/15/2018
06/01/2018 – 9/30/2018	10/15/2018



## Exhibit B

### Method and Conditions Precedent to Payment

1. The Department shall pay the Contractor an amount not to exceed the Price Limitation on Form P-37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. Availability of funding for this contract is dependent upon meeting the requirements set forth in:
  - 2.1. The Catalogue of Federal and Domestic Assistance (CFDA) # 93.566, United States Department of Health and Human Services, Administration for Children and Families, Refugee and Entrant Assistance – State Administered programs. Federal Award Identification (FAIN) Number 1601NHR SOC.
  - 2.2. Funds awarded shall be used solely to support the services outlined in this contract.
3. The Contractor shall provide the services in Exhibit A, Scope of Services, in compliance with funding requirements.
4. Payment for Services shall be made as follows:
  - 4.1. The Contractor shall submit monthly invoices and any attendant reports by the 15<sup>th</sup> of each month.
  - 4.2. Expenses shall be reported for reimbursement by budget line item in accordance with Exhibit B-1, Exhibit B-2, and Exhibit B-3.
  - 4.3. The Department shall make payment to the Contractor within thirty (30) days of receipt of invoices and reports for contract services provided pursuant to this Agreement.
  - 4.4. Invoices and reports identified in Section 4 shall be submitted to:  
Department of Health and Human Services  
Office of Minority Health and Refugee Affairs  
97 Pleasant Street  
Concord, NH 03301
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A, Scope of Services.
6. A final payment request shall be submitted no later than forty (40) days after the end of the contract. Failure to submit the Financial Report, and accompanying documentation, could result in non-payment.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule, or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.



**Exhibit B**

8. Notwithstanding paragraph 18 of the Form P-37, General Provisions, an amendment limited to transfer the funds within the budget and within the price limitation, can be made by written agreement of both parties and may be made without obtaining approval of the Governor and Executive Council.

EXHIBIT B-1 - Budget Form  
10/01/2016 through 06/30/2017

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

Bldg/Program Name: INTERNATIONAL INSTITUTE OF NEW ENGLAND

Budget Request for: REFUGEE SOCIAL SERVICES GRANT

Budget Period: 10.1.16 - 6.30.17

Account	10/1/16	11/1/16	12/31/16	1/1/17	2/28/17	3/31/17	4/30/17	5/31/17	6/30/17	Total	Indirect	Total
1. Total Salary/Wages	\$	36,158.42	\$	-	\$	36,158.42	\$	-	\$	-	\$	36,158.42
2. Employee Benefits	\$	8,318.59	\$	-	\$	8,318.59	\$	-	\$	-	\$	8,318.59
3. Consultants	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
4. Equipment:	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Rental	\$	2,250.00	\$	-	\$	2,250.00	\$	-	\$	-	\$	2,250.00
Repair and Maintenance	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Purchase/Depreciation	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
5. Supplies:	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Educational	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Lab	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Pharmacy	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Medical	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Office	\$	375.00	\$	-	\$	375.00	\$	-	\$	-	\$	375.00
6. Travel	\$	2,250.00	\$	-	\$	2,250.00	\$	-	\$	-	\$	2,250.00
7. Occupancy	\$	5,250.00	\$	-	\$	5,250.00	\$	-	\$	-	\$	5,250.00
8. Current Expenses	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Telephone	\$	3,000.00	\$	-	\$	3,000.00	\$	-	\$	-	\$	3,000.00
Postage	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Subscriptions	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Audit and Legal	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Insurance - Auto	\$	2,400.00	\$	-	\$	2,400.00	\$	-	\$	-	\$	2,400.00
Board Expenses	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
9. Software	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
10. Marketing/Communications	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
11. Staff Education and Training	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
12. Subcontracts/Agreements	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
13. Other (specific details mandatory):	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
INDIRECT:	\$	-	\$	12,000.00	\$	12,000.00	\$	-	\$	-	\$	12,000.00
TOTAL	\$	68,000.00	\$	12,000.00	\$	72,000.00	\$	-	\$	-	\$	72,000.00
Indirect As A Percent of Direct				20.0%								

JS - 10/12/16

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

Bidder/Program Name: INTERNATIONAL INSTITUTE OF NEW ENGLAND

Budget Request for: REFUGEE SOCIAL SERVICES GRANT

Budget Period: 7.1.17 - 6.30.18

	INTERNATIONAL INSTITUTE OF NEW ENGLAND			INDIRECT COSTS			TOTAL		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salary/Wages	\$ 48,211.22	\$ -	\$ 48,211.22	\$ -	\$ -	\$ -	\$ 48,211.22	\$ -	\$ 48,211.22
2. Employee Benefits	\$ 11,088.77	\$ -	\$ 11,088.77	\$ -	\$ -	\$ -	\$ 11,088.77	\$ -	\$ 11,088.77
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -	\$ -	\$ -	\$ 3,000.00	\$ -	\$ 3,000.00
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
6. Travel	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -	\$ -	\$ -	\$ 3,000.00	\$ -	\$ 3,000.00
7. Occupancy	\$ 7,000.00	\$ -	\$ 7,000.00	\$ -	\$ -	\$ -	\$ 7,000.00	\$ -	\$ 7,000.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 4,000.00	\$ -	\$ 4,000.00	\$ -	\$ -	\$ -	\$ 4,000.00	\$ -	\$ 4,000.00
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance - Auto	\$ 3,200.00	\$ -	\$ 3,200.00	\$ -	\$ -	\$ -	\$ 3,200.00	\$ -	\$ 3,200.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandated)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INDIRECT:	\$ -	\$ 16,000.00	\$ 16,000.00	\$ -	\$ -	\$ -	\$ -	\$ 16,000.00	\$ 16,000.00
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 80,000.00</b>	<b>\$ 16,000.00</b>	<b>\$ 96,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 80,000.00</b>	<b>\$ 16,000.00</b>	<b>\$ 96,000.00</b>
Indirect As A Percent of Direct			20.0%						

ST-10/12/16

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

**Budget Request for: REFUGEE SOCIAL SERVICES GRANT**

**Budget Period: 7.1.18 - 9.30.18**

	07/01/2018	08/01/2018	09/30/2018	07/01/2018	08/01/2018	09/30/2018	07/01/2018	08/01/2018	09/30/2018
1. Total Salary/Wages	\$ 12,052.81	\$ -	\$ 12,052.81	\$ -	\$ -	\$ -	\$ 12,052.81	\$ -	\$ 12,052.81
2. Employee Benefits	\$ 2,772.20	\$ -	\$ 2,772.20	\$ -	\$ -	\$ -	\$ 2,772.20	\$ -	\$ 2,772.20
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 750.00	\$ -	\$ 750.00	\$ -	\$ -	\$ -	\$ 750.00	\$ -	\$ 750.00
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 125.00	\$ -	\$ 125.00	\$ -	\$ -	\$ -	\$ 125.00	\$ -	\$ 125.00
6. Travel	\$ 750.00	\$ -	\$ 750.00	\$ -	\$ -	\$ -	\$ 750.00	\$ -	\$ 750.00
7. Occupancy	\$ 1,750.00	\$ -	\$ 1,750.00	\$ -	\$ -	\$ -	\$ 1,750.00	\$ -	\$ 1,750.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance - Auto	\$ 800.00	\$ -	\$ 800.00	\$ -	\$ -	\$ -	\$ 800.00	\$ -	\$ 800.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INDIRECT:	\$ -	\$ 4,000.00	\$ 4,000.00	\$ -	\$ -	\$ -	\$ -	\$ 4,000.00	\$ 4,000.00
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 20,000.00</b>	<b>\$ 4,000.00</b>	<b>\$ 24,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 20,000.00</b>	<b>\$ 4,000.00</b>	<b>\$ 24,000.00</b>
Indirect As A Percent of Direct		20.0%							

ST-10/12/18



**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 (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 (2) 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



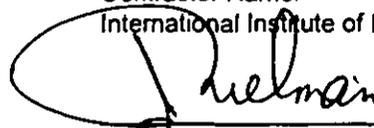
- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 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)

1850 Elm Street, Suite 6, Manchester, NH 03104

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

10/12/16  
Date

Contractor Name:  
International Institute of New England, Inc.  
  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer



**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.

10/12/16  
Date

Contractor Name:  
International Institute of New England, Inc.  
  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer



**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.

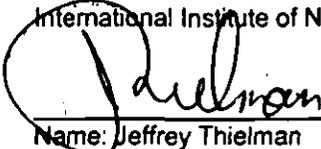
#### PRIMARY COVERED TRANSACTIONS

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.

10/12/16  
Date

Contractor Name:  
International Institute of New England, Inc.  
  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer



**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

JT

Date

JT- 10/12/16



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.

10/12/16  
Date

Contractor Name:  
International Institute of New England, Inc.

Thielman  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer

Exhibit G

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

Contractor Initials

JT

Date

10/12/16



**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.

10/12/16  
Date

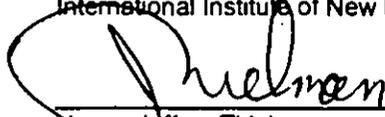
Contractor Name:  
International Institute of New England, Inc.  
  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer



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 (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

3/2014

Contractor Initials

JT

Date

10/12/16



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.

JS

10/12/16



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.

*NH Health + Human Services*  
*Office of Minority Health + Ref.*  
 The State

International Institute of New England, Inc.  
 Name of the Contractor

*[Handwritten Signature]*  
 Signature of Authorized Representative

*[Handwritten Signature]*  
 Signature of Authorized Representative

*TRINIDAD TELLEZ, MD*  
 Name of Authorized Representative

Jeffrey Thielman  
 Name of Authorized Representative

*TRINIDAD TELLEZ, MD*  
 Title of Authorized Representative

President and Chief Executive Officer  
 Title of Authorized Representative

*DIRECTOR 10/18/16*  
 Date

*10/12/16*  
 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:

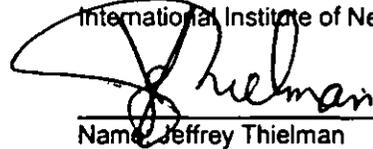
1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (DUNS #)
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.

10/12/16  
Date

Contractor Name:  
International Institute of New England, Inc.  
  
Name: Jeffrey Thielman  
Title: President and Chief Executive Officer



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: 094845997
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: _____



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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**State of New Hampshire  
Department of Health and Human Services  
Amendment #1 to the Refugee Social Services Program Contract**

This 1<sup>st</sup> Amendment to the Refugee Social Services Program Contract (hereinafter referred to as "Amendment #1") dated this 18<sup>th</sup> day of August, 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 Ascentria Community Services, Inc., (hereinafter referred to as "the Contractor"), a non profit corporation with a place of business at 261 Sheep Davis Road, Suite A-1, Concord, NH 03301.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on November 18, 2016 (Item #12), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation; and

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
September 30, 2020.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$432,000.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
Nathan D. White, Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:  
603-271-9631.
5. Add Exhibit A, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.5, to read:
  - 1.5 Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennium.
6. Delete Exhibit B, Method and Conditions Precedent to Payment, Subparagraph 2.1, and replace with the following:
  - 2.1 The Catalogue of Federal and Domestic Assistance (CFDA) # 93.566, United States Department of Health and Human Services, Administration for Children and Families, Refugee and Entrant Assistance – State Administered programs. Federal Award Identification (FAIN) Number 1601NHRSOC.



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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7. Delete Exhibit B, Method and Conditions Precedent to Payment, Subparagraph 4.2, and replace with the following:
  - 4.2 Expenses shall be reported for reimbursement by budget line item in accordance with Exhibits B-1, B-2, B-3 Amendment #1, B-4, and B-5.
8. Delete Exhibit B-3 and replace with Exhibit B-3 – Amendment #1.
9. Add Exhibit B-4, Budget Sheet.
10. Add Exhibit B-5, Budget Sheet.
11. Add Exhibit K, DHHS Information Security Requirements.



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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

State of New Hampshire  
Department of Health and Human Services

10/8/18  
Date

[Signature]  
Name: Trinidad Tellez  
Title: Director, Office of Health Equity

Ascentria Community Services, Inc.

9/20/2018  
Date

[Signature]  
Name: Timothy Johnstone  
Title: Executive Vice President

Acknowledgement of Contractor's signature:

State of New Hampshire, County of Hillsborough on September 20, 2018, before the undersigned officer, personally appeared the person identified directly above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Patricia M. Gerbert  
Signature of Notary Public or Justice of the Peace

Patricia M. Gerbert  
Name and Title of Notary or Justice of the Peace

My Commission Expires: November 18, 2020



**New Hampshire Department of Health and Human Services  
Refugee Social Services Program**

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

OFFICE OF THE ATTORNEY GENERAL

10/12/18  
Date

Name: Megan A. Y. [unclear]  
Title: [unclear]

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

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

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

New Hampshire Department of Health and Human Services

Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: Refugee Social Support

Budget Period: 7/1/18-6/30/19

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	\$ 52,700.00	\$ -	\$ 52,700.00	\$ -	\$ -	\$ -	\$ 52,700.00	\$ -	\$ 52,700.00
2. Employee Benefits	\$ 14,756.00	\$ -	\$ 14,756.00	\$ -	\$ -	\$ -	\$ 14,756.00	\$ -	\$ 14,756.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 340.00	\$ -	\$ 340.00	\$ -	\$ -	\$ -	\$ 340.00	\$ -	\$ 340.00
6. Travel	\$ 6,500.00	\$ -	\$ 6,500.00	\$ -	\$ -	\$ -	\$ 6,500.00	\$ -	\$ 6,500.00
7. Occupancy	\$ 5,300.00	\$ -	\$ 5,300.00	\$ -	\$ -	\$ -	\$ 5,300.00	\$ -	\$ 5,300.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 2,700.00	\$ -	\$ 2,700.00	\$ -	\$ -	\$ -	\$ 2,700.00	\$ -	\$ 2,700.00
Postage	\$ 260.00	\$ -	\$ 260.00	\$ -	\$ -	\$ -	\$ 260.00	\$ -	\$ 260.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
Insurance	\$ 850.00	\$ -	\$ 850.00	\$ -	\$ -	\$ -	\$ 850.00	\$ -	\$ 850.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software/Computer	\$ 830.00	\$ -	\$ 830.00	\$ -	\$ -	\$ -	\$ 830.00	\$ -	\$ 830.00
10. Marketing/Communications	\$ 251.79	\$ -	\$ 251.79	\$ -	\$ -	\$ -	\$ 251.79	\$ -	\$ 251.79
11. Staff Education and Training	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (interpreters):	\$ 5,000.00	\$ -	\$ 5,000.00	\$ -	\$ -	\$ -	\$ 5,000.00	\$ -	\$ 5,000.00
Indirect	\$ -	\$ 17,512.21	\$ 17,512.21	\$ -	\$ -	\$ -	\$ -	\$ 17,512.21	\$ 17,512.21
<b>TOTAL</b>	\$ <b>90,487.79</b>	\$ <b>17,512.21</b>	\$ <b>108,000.00</b>	\$ -	\$ -	\$ -	\$ <b>90,487.79</b>	\$ <b>17,512.21</b>	\$ <b>108,000.00</b>

Indirect As A Percent of Direct

33.23%

Contractor Initials *[Signature]*  
Date *9/20/18*

New Hampshire Department of Health and Human Services

Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: Refugee Social Support

Budget Period: 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	\$ 52,700.00	\$ -	\$ 52,700.00	\$ -	\$ -	\$ -	\$ 52,700.00	\$ -	\$ 52,700.00
2. Employee Benefits	\$ 14,756.00	\$ -	\$ 14,756.00	\$ -	\$ -	\$ -	\$ 14,756.00	\$ -	\$ 14,756.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 340.00	\$ -	\$ 340.00	\$ -	\$ -	\$ -	\$ 340.00	\$ -	\$ 340.00
6. Travel	\$ 6,500.00	\$ -	\$ 6,500.00	\$ -	\$ -	\$ -	\$ 6,500.00	\$ -	\$ 6,500.00
7. Occupancy	\$ 5,300.00	\$ -	\$ 5,300.00	\$ -	\$ -	\$ -	\$ 5,300.00	\$ -	\$ 5,300.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 2,700.00	\$ -	\$ 2,700.00	\$ -	\$ -	\$ -	\$ 2,700.00	\$ -	\$ 2,700.00
Postage	\$ 260.00	\$ -	\$ 260.00	\$ -	\$ -	\$ -	\$ 260.00	\$ -	\$ 260.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
Insurance	\$ 850.00	\$ -	\$ 850.00	\$ -	\$ -	\$ -	\$ 850.00	\$ -	\$ 850.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software/Computer	\$ 830.00	\$ -	\$ 830.00	\$ -	\$ -	\$ -	\$ 830.00	\$ -	\$ 830.00
10. Marketing/Communications	\$ 251.79	\$ -	\$ 251.79	\$ -	\$ -	\$ -	\$ 251.79	\$ -	\$ 251.79
11. Staff Education and Training	\$ 500.00	\$ -	\$ 500.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -	\$ 500.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (interpreters):	\$ 5,000.00	\$ -	\$ 5,000.00	\$ -	\$ -	\$ -	\$ 5,000.00	\$ -	\$ 5,000.00
Indirect	\$ -	\$ 17,512.21	\$ 17,512.21	\$ -	\$ -	\$ -	\$ -	\$ 17,512.21	\$ 17,512.21
<b>TOTAL</b>	<b>\$ 90,487.79</b>	<b>\$ 17,512.21</b>	<b>\$ 108,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 90,487.79</b>	<b>\$ 17,512.21</b>	<b>\$ 108,000.00</b>

Indirect As A Percent of Direct

33.23%

Exhibit B-5, Budget Sheet

New Hampshire Department of Health and Human Services

Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: Refugee Social Support

Budget Period: 7/1/20-9/30/20

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	\$ 13,175.00	\$ -	\$ 13,175.00	\$ -	\$ -	\$ -	\$ 13,175.00	\$ -	\$ 13,175.00
2. Employee Benefits	\$ 3,689.00	\$ -	\$ 3,689.00	\$ -	\$ -	\$ -	\$ 3,689.00	\$ -	\$ 3,689.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 85.00	\$ -	\$ 85.00	\$ -	\$ -	\$ -	\$ 85.00	\$ -	\$ 85.00
6. Travel	\$ 1,625.00	\$ -	\$ 1,625.00	\$ -	\$ -	\$ -	\$ 1,625.00	\$ -	\$ 1,625.00
7. Occupancy	\$ 1,325.00	\$ -	\$ 1,325.00	\$ -	\$ -	\$ -	\$ 1,325.00	\$ -	\$ 1,325.00
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 675.00	\$ -	\$ 675.00	\$ -	\$ -	\$ -	\$ 675.00	\$ -	\$ 675.00
Postage	\$ 65.00	\$ -	\$ 65.00	\$ -	\$ -	\$ -	\$ 65.00	\$ -	\$ 65.00
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 125.00	\$ -	\$ 125.00	\$ -	\$ -	\$ -	\$ 125.00	\$ -	\$ 125.00
Insurance	\$ 212.50	\$ -	\$ 212.50	\$ -	\$ -	\$ -	\$ 212.50	\$ -	\$ 212.50
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software/Computer	\$ 207.50	\$ -	\$ 207.50	\$ -	\$ -	\$ -	\$ 207.50	\$ -	\$ 207.50
10. Marketing/Communications	\$ 62.95	\$ -	\$ 62.95	\$ -	\$ -	\$ -	\$ 62.95	\$ -	\$ 62.95
11. Staff Education and Training	\$ 125.00	\$ -	\$ 125.00	\$ -	\$ -	\$ -	\$ 125.00	\$ -	\$ 125.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (interpreters):	\$ 1,250.00	\$ -	\$ 1,250.00	\$ -	\$ -	\$ -	\$ 1,250.00	\$ -	\$ 1,250.00
Indirect	\$ -	\$ 4,378.05	\$ 4,378.05	\$ -	\$ -	\$ -	\$ -	\$ 4,378.05	\$ 4,378.05
<b>TOTAL</b>	\$ <b>22,621.95</b>	\$ <b>4,378.05</b>	\$ <b>27,000.00</b>	\$ -	\$ -	\$ -	\$ <b>22,621.95</b>	\$ <b>4,378.05</b>	\$ <b>27,000.00</b>

Indirect As A Percent of Direct

33.23%

Contractor Initials   
Date 9/20/2018



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

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9/20/2018



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

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

**B. Disposition**

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

**IV. PROCEDURES FOR SECURITY**

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

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DHHS Information Security Requirements



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

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9/20/2018



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.

DHHS Information Security Requirements



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

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

**V. LOSS REPORTING**

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

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

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

9/20/2018



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

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

**VI. PERSONS TO CONTACT**

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

DHHSInformationSecurityOffice@dhhs.nh.gov

- B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

- C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

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9/20/2018

# State of New Hampshire

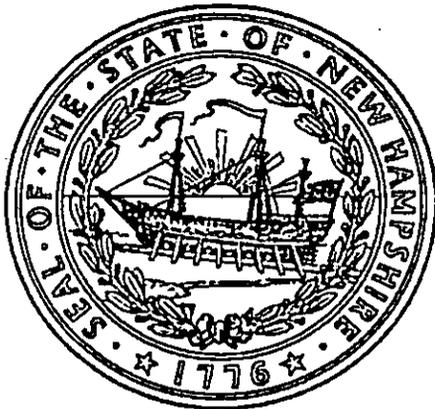
## Department of State

### CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. 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: 652197

Certificate Number : 0004090730



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 May A.D. 2018.

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

William M. Gardner  
Secretary of State

# CERTIFICATE OF VOTE

I, Tara Browne, do hereby certify that:  
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Ascentria Community Services, 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 September 26, 2016  
(Date)

**RESOLVED:** That the Executive Vice President  
(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 20th day of September, 2018.  
(Date Contract Signed)

4. Tim Johnstone is the duly elected Executive Vice President  
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

Tara Browne  
(Signature of the Elected Officer)

STATE OF MASSACHUSETTS

County of Worcester

The forgoing instrument was acknowledged before me this 20th day of September, 2018.

By Tara Browne  
(Name of Elected Officer of the Agency)

(NOTARY SEAL)

Commission Expires: 9/10/2021

Fariba Ahmaripour  
(Notary Public/Justice of the Peace)  
FARIBA AHMARIPOUR  
Notary Public  
COMMONWEALTH OF MASSACHUSETTS  
My Commission Expires  
September 10, 2021  
Fariba Ahmaripour



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/27/2018

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).

<b>PRODUCER</b> Hays Companies 133 Federal Street, 4th Floor  Boston MA 02110	<b>CONTACT NAME:</b> Tina Housman <b>PHONE (A/C, No, Ext):</b> <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS:</b> thousman@hayscompanies.com																				
	<table border="1"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Philadelphia Insurance Companies</td> <td></td> <td>92535</td> </tr> <tr> <td>INSURER B: Philadelphia Indemnity Ins Co</td> <td></td> <td>18058</td> </tr> <tr> <td>INSURER C: The First Liberty Insurance</td> <td></td> <td>33588</td> </tr> <tr> <td>INSURER D:</td> <td></td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A: Philadelphia Insurance Companies		92535	INSURER B: Philadelphia Indemnity Ins Co		18058	INSURER C: The First Liberty Insurance		33588	INSURER D:			INSURER E:			INSURER F:	
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INSURER D:																					
INSURER E:																					
INSURER F:																					
<b>INSURED</b> Ascentria Care Alliance 14 East Worcester Street Suite 300 Worcester MA 01604																					

**COVERAGES**

CERTIFICATE NUMBER: CL1892767885

REVISION NUMBER:

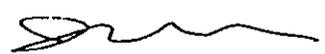
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE 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:			PHPK1886495	10/1/2018	10/1/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$ 3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			PHPK1886490	10/1/2018	10/1/2019	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 type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			PHUB648818	10/1/2018	10/1/2019	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
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	N/A	WC6-611-262252-018	10/1/2018	10/1/2019	<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)

Re: Ascentria Community Services, Inc.

**CERTIFICATE HOLDER****CANCELLATION**

NH Department of Health & Human Services 129 Pleasant Street Brown Building 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 James Hays/CQUIRK 
--	--

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**Ascentria**  
CARE ALLIANCE

261 Sheep Davis Road, Suite A-1, Concord, NH 03301  
ascentria.org | 603.224.8111 | info@ascentria.org  
*Formerly Lutheran Social Services of New England*

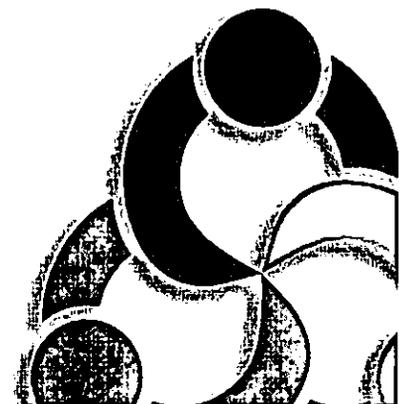
**Mission statement:**

*We are called to strengthen communities by empowering people to respond to life's challenges.*

**Vision statement:**

*We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. We become recognized leaders for innovative community services. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.*

Empowering People. Strengthening Communities.



**ASCENTRIA COMMUNITY SERVICES, INC.  
AND SUBSIDIARY**

**CONSOLIDATED FINANCIAL STATEMENTS**

**YEARS ENDED JUNE 30, 2017 AND 2016**

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
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YEARS ENDED JUNE 30, 2017 AND 2016**

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CliftonLarsonAllen

CliftonLarsonAllen LLP  
CLAconnect.com

## INDEPENDENT AUDITORS' REPORT

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary  
Worcester, Massachusetts

### **Report on the Consolidated Financial Statements**

We have audited the accompanying consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary, which comprise the consolidated statements of financial position as of June 30, 2017 and 2016, and the related consolidated statements of activities, 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 audit. We conducted our audit 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 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.

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary

**Opinion**

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the consolidated financial position of Ascentria Community Services, Inc. and Subsidiary as of June 30, 2017 and 2016, 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.

*CliftonLarsonAllen LLP*

**CliftonLarsonAllen LLP**

Boston, Massachusetts  
December 14, 2017

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION  
JUNE 30, 2017 AND 2016**

<b>ASSETS</b>	2017	2016
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	\$ -	\$ 69,841
Accounts Receivable, Net of Estimated Uncollectible Accounts	2,989,796	3,550,336
Prepaid Expenses	88,979	73,588
Total Current Assets	3,078,775	3,693,765
<b>ASSETS LIMITED AS TO USE</b>		
Beneficial Interest in Net Assets of Related Party	653,803	766,424
<b>PROPERTY AND EQUIPMENT</b>		
Land	45,314	45,314
Building	85,798	85,798
Building Improvements	953,881	869,173
Leasehold Improvements	234,664	234,664
Furniture and Equipment	224,295	232,050
Vehicles	217,578	264,561
Equipment Held Under Capital Lease	438,600	438,600
Computer Equipment and Software	143,313	143,313
Total	2,343,443	2,313,473
Less: Accumulated Depreciation	1,550,420	1,496,599
Total Property and Equipment	793,023	816,874
<b>DUE FROM RELATED PARTIES</b>	54,959	522,666
<b>OTHER ASSETS</b>		
Deposits	134,846	58,546
Construction in Progress	-	84,708
Total Other Assets	134,846	143,254
Total Assets	\$ 4,715,406	\$ 5,942,983

See accompanying Notes to Consolidated Financial Statements.

<b>LIABILITIES AND NET ASSETS</b>	<u>2017</u>	<u>2016</u>
<b>CURRENT LIABILITIES</b>		
Current Maturities of Long-Term Debt	\$ 33,161	\$ 31,404
Accounts Payable	473,954	520,858
Accrued Expenses	779,532	999,243
Deferred Revenue	251,052	170,711
Due to the State of Maine	82,036	14,137
Due to Third Party	-	232
Total Current Liabilities	<u>1,619,735</u>	<u>1,736,585</u>
<b>LONG-TERM DEBT, Net of Current Maturities</b>	<u>505,995</u>	<u>538,943</u>
Total Liabilities	2,125,730	2,275,528
<b>NET ASSETS</b>		
Unrestricted	1,861,321	2,833,644
Temporarily Restricted	728,355	833,811
Total Net Assets	<u>2,589,676</u>	<u>3,667,455</u>
Total Liabilities and Net Assets	<u>\$ 4,715,406</u>	<u>\$ 5,942,983</u>

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**CONSOLIDATED STATEMENTS OF ACTIVITIES**  
**YEARS ENDED JUNE 30, 2017 AND 2016**

	2017	2016
<b>UNRESTRICTED NET ASSETS REVENUE</b>		
Program Service Revenue:		
Public Sources	\$ 28,892,718	\$ 31,563,506
Private Sources	4,316,699	3,875,330
Total Program Service Revenue	33,209,417	35,438,836
<b>OTHER INCOME</b>		
Net Assets Released from Restriction Used for Operations	219,468	263,494
Other Income	547,785	354,585
Total Other income	767,253	618,079
 Total Revenue	 33,976,670	 36,056,915
<b>EXPENSES</b>		
Salaries and Wages	17,452,583	18,097,064
Employee Benefits	3,569,260	3,834,421
Program Expenses	4,955,425	5,246,892
Professional Fees	104,382	86,566
Occupancy Costs	1,814,514	1,847,895
Operating Supplies and Expenses	896,042	1,134,278
Administrative Costs	5,274,837	4,913,309
Travel Expenses	708,162	802,185
Custodial Fees	7,166	10,239
Depreciation and Amortization	106,004	117,249
Bad Debt Expense	19,173	42,725
Interest	38,718	38,640
Total Expenses	34,946,266	36,171,463
<b>OPERATING LOSS</b>	(969,596)	(114,548)
<b>NONOPERATING ACTIVITY</b>		
Gain (Loss) on Sale of Property and Equipment	(2,727)	110,865
Equity Transfers, Net	-	211,244
Total Nonoperating Activity	(2,727)	322,109
<b>INCREASE (DECREASE) IN UNRESTRICTED NET ASSETS</b>	\$ (972,323)	\$ 207,561

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
CONSOLIDATED STATEMENTS OF CHANGES IN NET ASSETS  
YEARS ENDED JUNE 30, 2017 AND 2016**

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Total</u>
<b>BALANCE - JUNE 30, 2015</b>	\$ 2,626,083	\$ 656,242	\$ 3,282,325
Increase in Unrestricted Net Assets	207,561	-	207,561
Change in Beneficial Interest in Net Assets of Related Party	-	441,063	441,063
Net Assets Released from Restrictions - Operations	-	<u>(263,494)</u>	<u>(263,494)</u>
Change in Net Assets	<u>207,561</u>	<u>177,569</u>	<u>385,130</u>
<b>BALANCE - JUNE 30, 2016</b>	2,833,644	833,811	3,667,455
Decrease in Unrestricted Net Assets	(972,323)	-	(972,323)
Change in Beneficial Interest in Net Assets of Related Party	-	114,012	114,012
Net Assets Released from Restrictions - Operations	-	<u>(219,468)</u>	<u>(219,468)</u>
Change in Net Assets	<u>(972,323)</u>	<u>(105,456)</u>	<u>(1,077,779)</u>
<b>BALANCE - JUNE 30, 2017</b>	<u>\$ 1,861,321</u>	<u>\$ 728,355</u>	<u>\$ 2,589,676</u>

*See accompanying Notes to Consolidated Financial Statements.*



**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
**YEARS ENDED JUNE 30, 2017 AND 2016**

	2017	2016
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Change in Net Assets	\$ (1,077,779)	\$ 385,130
Adjustments to Reconcile Change in Net Assets to Net Cash Used by Operating Activities:		
Depreciation and Amortization	106,004	117,249
Bad Debts	19,173	42,725
Gain (Loss) on Sale of Property and Equipment	2,727	(110,865)
Change in Beneficial Interest in Net Assets of Related Party	(114,012)	(441,063)
Noncash Equity Transfers	-	(418,434)
(Increase) Decrease in Assets:		
Accounts Receivable	541,367	246,886
Prepaid Expenses	(15,391)	53,414
Deposits	(76,300)	(8,550)
Beneficial Interest in Net Assets of Affiliate	226,633	273,734
Increase (Decrease) in Liabilities:		
Accounts Payable	(46,904)	(41,459)
Accrued Expenses	(219,712)	(474,187)
Deferred Revenue	80,341	43,094
Due to Third Party	(232)	(43,059)
Due to State of Maine	67,899	(303,862)
Net Cash Used by Operating Activities	(506,186)	(679,247)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchases of Property and Equipment	(173)	(75,429)
Additions to Construction in Progress	-	(84,708)
Proceeds on Sale of Property and Equipment	-	612,800
Net Cash Provided (Used) by Investing Activities	(173)	452,663
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Payments on Long-Term Debt	(31,191)	(380,679)
Advanced from (Payments to) Related Parties	467,709	(195,049)
Net Cash Provided (Used) by Financing Activities	436,518	(575,728)
<b>NET DECREASE IN CASH AND CASH EQUIVALENTS</b>	(69,841)	(802,312)
Cash and Cash Equivalents - Beginning of Year	69,841	872,153
<b>CASH AND CASH EQUIVALENTS - END OF YEAR</b>	\$ -	\$ 69,841
<b>SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION</b>		
Cash Paid for Interest	\$ 38,718	\$ 38,640
<b>NONCASH INVESTING ACTIVITY</b>		
Additions to Property and Equipment	\$ 29,971	\$ 493,863
Plus: Disposals	54,910	-
Less: Transfer from Construction in Process	(84,708)	-
Less: Equity Transfer of Property	-	(418,434)
Cash Paid for Property and Equipment	\$ 173	\$ 75,429

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**Organization**

Ascentria Community Services, Inc. (ACS) and Ascentria Community Care, Inc. (ACC) (collectively, the Organizations) are corporations exempt from tax under Section 501(c)(3) of the Internal Revenue Code as a public charity. The Organizations provide community service programs to children, families, refugees, and developmentally disabled adults throughout New England. ACS transferred its "In Home Care" service line to ACC and is the sole corporate member of ACC. Ascentria Care Alliance, Inc. (Ascentria) is a sole corporate member of ACS and also serves as the management agent.

The Organizations provide the following programs:

Social Services – through a variety of programs, the Organizations provide services related to therapeutic foster care, unaccompanied refugee minors support, housing for teen mothers and their children, housing for homeless, small group homes serving teenagers, various support services and living accommodations for developmentally, physically and mentally disabled adults and other various social support programs.

Refugee Services – through this program, the Organizations seek to provide resettlement, employment, case management, medical case management, English as a second language classes, and other support services to refugees, asylees, and immigrants.

Adoption – through this program, the Organizations provide services related to domestic and international adoptions.

**Basis of Consolidation**

The accompanying consolidated financial statements present the consolidated financial position, results of operations, changes in net assets, cash flows, and functional expenses of the Organizations. Material intercompany transactions and balances have been eliminated in consolidation.

**Method of Accounting**

The consolidated financial statements of the Organizations have been prepared on the accrual method of accounting. Accordingly, assets are recorded when the Organizations obtain the rights of ownership or is entitled to claims for receipt and liabilities are recorded when the obligation is incurred.

**Cash and Cash Equivalents**

The Organizations consider all short-term debt securities purchased with an original maturity of three months or less to be cash equivalents.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Accounts Receivable**

Accounts receivable are recorded net of an allowance of expected losses. The allowance is estimated from historical performance and projections of trends. Credit is extended to customers and collateral is not required. When the accounts become past due, historically, the Organizations have not charged interest to these accounts.

**Program Service Revenue**

Program service revenue is recognized as costs are incurred and services are provided.

**Property and Equipment**

Property and equipment are recorded at cost. Assets with an estimated useful life of more than one year and a historical cost in excess of \$2,500 are capitalized. The Organizations capitalize acquisitions and improvements, while expenditures for maintenance and repairs that do not extend the useful lives of the assets are charged to operations. Donated property and equipment are recorded at its fair market value at date of donation. Gifts of long-lived assets are reported as unrestricted support unless donor stipulations specify how the assets are to be used, and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support. Absent explicit donor stipulation about how long those assets must be maintained, expiration of donor restrictions are reported when the donated or acquired long-lived assets are placed into service. Depreciation is computed using the straight-line method over the estimated useful life of the assets.

**Related Party Loans Receivable**

The Organizations' loan portfolio is comprised on unsecured related party loans receivable that are noninterest bearing and have no fixed repayment terms, as detailed in Note 3, and is considered a single portfolio class. Related party loans receivable are recorded net of an allowance for expected loan losses (allowance). The Organizations establish an allowance as an estimate of inherent risk in the Organizations' loan portfolio. Although management believes the allowance to be adequate, ultimate losses may vary from its estimates.

The allowance is established through a provision for loan losses that is charged to expense. Loan losses are charged off against the allowance when the Organizations determine the loan balance to be uncollectible. Proceeds received on previously charged off amounts are recorded as recovery in the year of receipt. The Organizations determined that all related party loans receivable are fully collectible as of June 30, 2017.

The Organizations review the adequacy of the allowance, including consideration of the relevant risks in the loan portfolio, current economic conditions, and other factors periodically. The Organizations internally monitor related party borrowers to assess the risk of nonperformance. The Organizations determine that changes are warranted based on those reviews, the allowance is adjusted.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Net Assets**

Net assets of the Organizations are classified and reported as follows:

**Unrestricted Net Assets** – Net assets that are not subject to donor-imposed stipulations.

**Temporarily Restricted Net Assets** – Net assets subject to donor-imposed stipulations that may or will be met either by actions of the Organizations and/or the passage of time. Temporarily restricted net assets consist of \$653,803 and \$766,434 for beneficial interest in net assets of related party and \$74,552 and \$67,387 for other program restrictions for the years ended June 30, 2017 and 2016, respectively.

**Permanently Restricted Net Assets** – Include contributions which require by donor restriction that the corpus be invested in perpetuity and only the income be made available for operations in accordance with donor restrictions.

**Recognition of Donor Restrictions**

Support that is restricted by the donor is 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.

**Donated Services**

Donated services are recognized in the consolidated financial statements if the services enhance or create nonfinancial assets or require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

**Advertising Costs**

Promotional advertising costs are expensed as incurred. Promotional advertising expense charged to operations amounted to \$3,460 and \$3,710 for the years ended June 30, 2017 and 2016, respectively.

**Use of Estimates**

The preparation of consolidated 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 consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Functional Allocation of Expenses**

The cost of providing the various programs and services are summarized on a functional basis. Costs are generally identified as to program site, and are then allocated between programs and supporting services that benefited based on total direct expenses.

**Income Taxes**

The Organizations are nonprofit corporations as described in Section 501(c)(3) of the Internal Revenue Code and are exempt from federal and state income taxes on related income pursuant to section 501(a) of the code.

**Deferred Revenue**

Deferred revenue consists primarily of advances received from state and federal agencies for initial funding of programs. Amounts will be recognized as revenue as these programs incur the related expenditures.

**Fair Value Measurements**

In accordance with professional standards, assets and liabilities measured and recorded at fair value are required to be categorized into a three-level hierarchy based on the priority of the inputs to the valuation technique used to determine fair value. The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3). If the inputs used in the determination of the fair value measurement fall within different levels of the hierarchy, the categorization is based on the lowest level input that is significant to the fair value measurement. Assets and liabilities measured and recorded at fair value by the Organizations are categorized as follows:

*Level 1* – Inputs that utilize quoted prices (unadjusted) in active markets for identical assets or liabilities that an entity has the ability to access.

*Level 2* – Inputs that include quoted prices for similar assets and liabilities in active markets and inputs that are observable for the asset or liability, either directly or indirectly, for substantially the full term of the financial instrument. Fair values for these instruments are estimated using pricing models, quoted prices of securities with similar characteristics, or discounted cash flows.

*Level 3* – Inputs that are unobservable inputs for the asset or liability, which are typically based on an entity's own assumptions, as there is little, if any, related market activity.

In instances where the determination of the fair value measurement is based on inputs from different levels of the fair value hierarchy, the level in the fair value hierarchy within which the entire fair value measurement falls is based on the lowest level input that is significant to the fair value measurement in its entirety. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs. There have been no changes in valuation methodology used at June 30, 2017.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES  
(CONTINUED)**

**Reclassifications**

Certain reclassifications of amounts previously reported have been made to the accompanying financial statements to maintain consistency between periods presented. The reclassifications had no impact on previously reported net assets.

**Subsequent Events**

In preparing these consolidated financial statements, the Organizations have evaluated events and transactions for potential recognition or disclosure through December 14, 2017, the date the consolidated financial statements were available to be issued.

**NOTE 2 ASSETS LIMITED AS TO USE**

**Beneficial Interest in Net Assets of Related Party**

The Organizations record beneficial interest in the net assets of Ascentria, a related party, for funds being held by Ascentria on behalf of the Organizations.

**NOTE 3 RELATED PARTY TRANSACTIONS**

The Organizations have entered into the following transactions with related parties:

- The Organizations are charged annually by Ascentria for accounting, management services, and overhead in monthly installments. Charges to operations for these services totaled approximately \$5,215,693 and \$4,842,000 for the years ended June 30, 2017 and 2016, respectively. These expenses have been included on the statement of activities under the caption "Administrative Costs". In addition, Ascentria is the central contracting entity for insurance coverage, and insurance costs are then billed monthly to the Organizations. In addition, the Organizations have various support charges from related parties which amounted to \$20,125 and \$31,860 for June 30, 2017 and 2016, respectively.
- In connection with soliciting and managing donations received, Ascentria charged the Organizations a custodial fee. The custodial fee charged to operations was \$7,166 and \$10,239 for the years ended June 30, 2017 and 2016, respectively.
- The Organizations have various office space rentals to and from related parties and vehicle rentals from related parties. Rental revenue from related parties amounted to \$154,615 and \$153,320 for the years ended June 30, 2017 and 2016, respectively. Office space and vehicle related party rents amounted to \$386,473 and \$377,461 for the years ended June 30, 2017 and 2016, respectively.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 3 RELATED PARTY TRANSACTIONS (CONTINUED)**

- During the years ended June 30, 2017 and 2016, the Organizations received federal funding of \$198,000 and \$360,000, respectively, which was passed through to Good News Garage - LSS, Inc., a subsidiary of Ascentria.
- Related Party loans that bear no interest and have no fixed repayment terms, are as follows:

	<u>2017</u>	<u>2016</u>
Due from Related Parties:		
Ascentria Care Alliance, Inc.	\$ (169)	\$ 441,113
Lutheran Community Services - Creative Living, Inc.	45,075	29,213
Lutheran Housing Corporation Brockton, Inc.	461	325
Luther Ridge at Middletown, Inc.	-	3,712
Good News Garage - LSS, Inc.	9,601	48,303
Emanuel Development Corporation	(9)	-
Total	<u>\$ 54,959</u>	<u>\$ 522,666</u>

**NOTE 4 DEFINED CONTRIBUTION PENSION PLAN**

The Organizations participate in a defined contribution thrift plan (the thrift plan) qualifying under Internal Revenue Code Section 403(b) maintained by Ascentria. The thrift plan permits discretionary employer contributions based on a specified percentage of annual compensation and employee contributions. Pension costs charged to operations and contributions to the plan amounted to \$-0- for each of the years ended June 30, 2017 and 2016.

**NOTE 5 ACCOUNTS RECEIVABLE**

The accounts receivable balance consisted of the following at June 30:

	<u>2017</u>	<u>2016</u>
Accounts Receivable - Program Services	\$ 3,004,092	\$ 3,575,416
Less: Allowance for Doubtful Accounts	(14,296)	(25,080)
Accounts Receivable, Net	<u>\$ 2,989,796</u>	<u>\$ 3,550,336</u>

**NOTE 6 CONCENTRATION OF CREDIT RISK**

Financial instruments that potentially subject the Organizations to concentrations of credit risk consist principally of the following:

**Cash and Cash Equivalents**

The Organizations maintain cash and cash equivalent balances in several federally insured financial institutions in the same geographic area as well as a money market fund. During the year there may be times when uninsured cash is significantly higher and exceeds federally insured limits.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 6 CONCENTRATION OF CREDIT RISK (CONTINUED)**

**Major Customer**

The Organizations receive significant funding from various federal and state agencies. The states through which funding was received include Massachusetts, New Hampshire, and Maine. Approximately 84% of the Organizations revenue was received from state and federal agencies directly or via pass through for the year ended June 30, 2017.

**Due from Related Parties**

The Organizations extend unsecured credit to a related party. The balance due from related parties totaled \$54,959 at June 30, 2017.

**Beneficial Interest in Net Assets of Related Party**

The Organizations' unsecured gifts, held by a related party, amounted to \$653,803 at June 30, 2017 with a loan payable to the fund totaling \$340,524.

**Accounts Receivable**

The Organizations extend unsecured credit to its customers. Accounts receivable amounted to \$2,989,796 at June 30, 2017.

**NOTE 7 PROPERTY AND EQUIPMENT**

The useful lives of property and equipment for purposes of computing depreciation are:

Building, Building Improvements, and Leasehold Improvements	5 – 40 Years
Equipment, Furniture and Fixtures, and Vehicles	3 – 10 Years
Equipment Under Capital Lease	3 – 5 Years
Computer Equipment and Software	3 Years

Depreciation and amortization (including amortization of equipment under capital lease) expense charged to operations was \$106,004 and \$117,249 for the years ended June 30, 2017 and 2016, respectively.

**NOTE 8 MAINE MEDICAID LIABILITY**

ACS provides services for Medicaid eligible individuals under terms of costs based contracts with the state of Maine. Accordingly, ACS provides for the estimated amount of settlements with Medicaid as a liability. Final reimbursement is not determined until the state of Maine accepts the cost report. The amount of the estimated liability was approximately \$82,000 and \$14,000 for the years ended June 30, 2017 and 2016, respectively. Adjustments to these estimates are reflected on the statement of activities under the caption "public sources" to the extent not previously recorded in the year the final settlement information becomes available to management.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 9 CONTRIBUTED LEASED PROPERTY**

ACS (lessee) entered into a lease agreement to lease a building. The lease is for a period of five years with an annual rent of \$1 payable to lessor each year.

Management has determined that the annual rental payments are below market value and therefore have recorded the fair value of the lease in the consolidated financial statements. The valuation of the lease is based on the lesser of the net present value of market rate rent payments or the fair market value of the building at the lease inception date, at that time, was estimated to be \$69,000. Management concluded that the fair value of the building was the lesser of the two valuation methods and consequently valued the market rate lease at \$69,000 at the lease inception date. The fair value of the lease is being amortized on a straight-line basis over the term of the lease. The unamortized fair value of the lease amounted to \$0- and \$14,100 for the years ended June 30, 2017 and 2016, respectively, and is reported in the caption "building" in the statement of financial position.

**NOTE 10 LONG-TERM DEBT**

The Organizations are liable on long-term debt at June 30, 2017 and 2016 as follows:

<u>Description</u>	<u>2017</u>	<u>2016</u>
<u>Note Payable</u>		
Term note payable to Bank of America face amount \$350,000, due August 7, 2033, secured by business assets, payable in monthly installments of interest only through August 2008 then monthly payments of principal plus interest through maturity. Interest rate is fixed at 7.105% annually. During FY16, ACS reduced the outstanding principal balance of the note significantly with a \$53,700 payment in excess of their normal payments. The note is still expected to be paid off at the stated due date.	\$ 227,164	\$ 240,151
Mortgage payable to Bank of America face amount \$370,308, secured by real property owned by ACS at two locations, and guaranteed by Ascentria, with an interest rate of 7.01%, due August 2032. Monthly principal and interest payments of \$2,670.	296,708	307,270
<u>Capital Lease Obligations</u>		
ACS is obligated under various capital lease agreements for equipment and motor vehicles, expiring in 2019, with a combined monthly payment of approximately \$2,200 with interest rates ranging from approximately 4% to 8%.	15,284	22,926
Total Long-Term Debt	539,156	570,347
Less: Current Maturities	(33,161)	(31,404)
Long-Term Debt, Net of Current Maturities	<u>\$ 505,995</u>	<u>\$ 538,943</u>

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 10 LONG-TERM DEBT (CONTINUED)**

Following are current maturities for the next five years:

<u>Year Ending June 30,</u>	<u>Amount</u>
2018	\$ 33,161
2019	35,049
2020	29,343
2021	31,606
2022	33,943

Interest charged to operations for the above long-term debt amounted to \$38,718 and \$38,640 for the years ended June 30, 2017 and 2016, respectively.

**NOTE 11 OPERATING LEASES**

The Organizations lease land, buildings, equipment, and motor vehicles under various operating lease agreements with terms of one to five years. Total rent and related expenses amounted to \$881,411 and \$852,000 for the years ended June 30, 2017 and 2016, respectively.

Future minimum lease payments under these agreements are as follows:

<u>Year Ending June 30,</u>	<u>Amount</u>
2018	\$ 497,360
2019	186,232
2020	117,758
2021	52,054
2022	13,011
Total	<u>\$ 866,416</u>

**NOTE 12 CONTINGENCIES**

A significant portion of the Organizations' net revenues and accounts receivable are derived from services reimbursable under Medicaid programs. There are numerous healthcare reform proposals being considered on federal and state levels. The Organizations cannot predict at this time whether any of these proposals will be adopted or, if adopted and implemented, what effect such proposals would have on the Organizations.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 12 CONTINGENCIES (CONTINUED)**

A significant portion of the Organizations' revenues are derived from services reimbursable under Medicaid programs. The base year costs utilized in calculating the Medicaid rates are subject to audit which could result in a retroactive rate adjustment for all years in which that cost base was used in calculating the rates. It is not possible at this time to determine whether the Organizations will be audited or if a retroactive rate adjustment would result.

ACS and Ascentria have entered into an equity sharing agreement related to four properties transferred from Ascentria to the ACS on July 1, 2001. The agreement states that if the properties are sold or leased to a third party, approximately 40% of the proceeds will become payable to Ascentria. Such payment represents the excess of fair value of the properties transferred over their net book value as of July 1, 2001. A significant portion of the Organizations' revenues are derived from state and federal government funding. Due to current economic conditions it is possible that funding from these sources could be reduced in the near term. The Organizations cannot determine at this time if funding levels will change, or what financial impact, if any, potential changes would have on the Organizations.

The receivables of the Organizations are listed as collateral under the line of credit agreement of Ascentria. The outstanding balance is \$2,200,000 and \$1,850,000 as of June 30, 2017 and 2016, respectively.

**NOTE 13 FAIR VALUE MEASUREMENT**

The Organizations use fair value measurements to record fair value adjustments to certain assets and liabilities to determine fair value disclosures. For additional information on how the Organizations measure fair value refer to Note 1 – Organization and Summary of Significant Accounting Policies.

The following tables present the Organizations' fair value hierarchy for those assets and liabilities measured at fair value on a recurring basis as of June 30, 2017 and 2016:

		2017			
		Total	Level 1	Level 2	Level 3
	Beneficial Interest in Net				
	Assets of Related Party:	\$ 653,803	\$ -	\$ -	\$ 653,803
	Total	\$ 653,803	\$ -	\$ -	\$ 653,803
		2016			
		Total	Level 1	Level 2	Level 3
	Beneficial Interest in Net				
	Assets of Related Party:	\$ 766,424	\$ -	\$ -	\$ 766,424
	Total	\$ 766,424	\$ -	\$ -	\$ 766,424

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2017 AND 2016**

**NOTE 13 FAIR VALUE MEASUREMENT (CONTINUED)**

The following table provides a summary of changes in fair value of the Organizations' Level 3 financial assets for the years ended June 30, 2017 and 2016, respectively:

	<u>Amount</u>
Balance - July 1, 2015	\$ 599,095
Income, Net of Releases	167,329
Balance - July 1, 2016	<u>766,424</u>
Income, Net of Releases	(112,621)
Balance - July 1, 2017	<u>\$ 653,803</u>

Since these funds are held by a third party that pools the Organizations' interest with other related organization's assets, management has determined that the inputs are unobservable and therefore valued using a Level 3 methodology.



**Ascentria**  
CARE ALLIANCE

**BOARD OF DIRECTORS  
2017 - 2018**

**Ex Officio, non voting**

**The Rev. James Hazelwood  
The Rev. Timothy Yeadon**

**Ex Officio, voting**

**Angela Bovill, President**

**Directors**

**Michael Balinskas, Vice Chair  
Rev. Laura Everett  
Karen Gaylin, Secretary  
The Rev. Ross Goodman  
Garth Greimann, Financial Secretary  
Scott Hamilton  
Jeff Kinney, Immediate Past Chair  
William Mayo, Chair  
Barbara Ruhe  
Kim Salmon  
Peter Schmidt  
Dan Strelow**

**Corporate officers:**

President/CEO	Angela Bovill
Executive VP/CFO	Jim Coyle
Executive VP, Community Services	Tim Johnstone
Clerk/Executive Assistant	Elena Garcias-Ketnouvong
Executive VP, Residential Services	Dana Ramish
Treasurer	Nick Russo

Jay Sharma

- Objective** To secure a position that utilizes my interpersonal, organizational, and time management and to further my career.
- Experiences**
- Resettlement Coordinator at Ascentria Care Alliance, Concord NH Jan.2016-Current**
- Responsible for providing effective leadership to case management staff and delivering quality services to the individuals served.
  - Responsible for training programs to ensure all case management staff are adequately trained in all required areas.
  - Developed case management staff including supervising, coaching and mentoring.
  - Recruits, hires, orients, supervises and evaluates case management staff.
  - Performs a variety of complicated tasks that require decision-making, judgment and confidentiality.
- Caseworker at Services for New Americans, Concord NH Nov, 2013- January 2016**
- Help refugees resettle in their new home providing necessary services and daily case management.
  - Refer clients to services in accordance with the Cooperative Agreement and Matching Grant Program guidelines.
  - Develop resettlement plans for clients and monitored implementation.
  - Provide crisis intervention, counseling, and mediation and negotiation services in an acute need for refugee communities.
  - Educate and counsel refugees on issues related to their resettlement needs including medical employment, family reunion and financial stability.
- Direct Support Provides (DSP) at Easter seals, Bow NH Dec. 2011 – Current**
- Mentored new DSP's entering into the forensic program on protocols and paperwork
  - Interviewed potential DSP candidates for the forensic program
  - Supported service recipients with high risk behavior in the forensic program
  - Completed paperwork in established deadlines 100% of the time
- Direct Support Associate (DSA) at Community Bridges, Concord NH Aug. 2010 – Feb. 2014**
- Provided input program manager and assistant manager to make effective and thought out changes to the program
  - Supported service recipient develop basic living skills through empowerment and encouragement
  - Maintained open communications and cooperative work efforts with lead DSP and coworkers to assure quality support to individuals
- Direct Support Professional at LSS Disability Services – Concord NH Nov 2011 – March 2012**
- Encouraged and motivated individual supported to acquire and/or enhance skills needed for independent living
  - Promoted recovery based strategies with individuals to assist in reaching their identified goals
  - Supported and facilitated team based efforts to ensure quality and consistent care with in all programs
- Sales Associate at Wal-Mart – Hooksett NH Aug 2009 – Nov 2011**
- Assisted customers with sales decision, and a variety of other requests.

- Fully participated in management meetings to develop new strategies for quality customer service, and improved marketing
- Awarded Associate of the Month for March 2011

**Education**      **Bachelors of Art (BA)**      **2015-2017**  
 Springfield College, Boston, Massachusetts

**Bachelor of Science (BSc.)**      **2006-2008**  
 Tribhuwan University (Mechi Campus), Mechi, Nepal

**Professional Activities**  
 DSP Certificate Program – NHTI/Community Bridges  
 DSP Interview Team – Community Bridges  
 DSP Resource Team – Community Bridges  
 College of Direct Support – Easter Seals  
 References are available upon request

### **Career Aim**

To pursue a career and make valuable contributions in the social work profession by effectively utilizing my maturity, life experiences, competencies and subject knowledge, which I have acquired from educational institutions, various workplaces, and additional trainings. I hope to achieve this by empowering families and communities at large.

### **Strengths**

I can work under minimum supervision, have excellent communication and networking skills, adapt easily to new environments and handle electronic devices well. I am committed to good ethical practice and team work and am fluent in several European and African languages. This has left me confident in leading negotiations that require the reconciliation of different national approaches to otherwise common problems.

### **Ascentria Care Alliance**

**Case Worker, Services for New Americans: February 22, 2016 to Date**

Case management and Family mentorship

### **Ministry of Health, Otjiwarongo, Namibia**

**Community Counselor: January 2009 – January 2014**

HIV/HCV counseling and testing

Community mobilization/outreach in HIV prevention, SRH education, and teenage pregnancy prevention

Peer educator in HIV/AIDS/SRH, substance abuse

Established workplace program training on HIV/AIDS prevention and SRH issues

### **Ministry of Health, Osire Refugee Camp, Otjiwarongo, Namibia**

**Life-Style Ambassador Team Leader, January 2009 – January 2014**

Peer educator within the youth groups; focused on SRH issues, substance abuse, and teenage pregnancy

Made referrals for those needing additional information/services regarding sexual reproductive health issues

### **Education**

Ministry of Health/Chris J. Consultant: Certificate in Community Counseling and HIV/AIDS Prevention

Paresis Secondary School: Diploma

### **Languages (Fluent):**

English, French, Portuguese, Swahili, Kinyarwanda, Kirundi

# LYNN L. CLOWES

## PROFESSIONAL EXPERIENCE

**Ascentria Care Alliance** 2012-present  
Cultural Orientation Instructor. Deliver CO curriculum to newcomers in order to prepare them for life in new communities.  
ESOL instructor and Training Projects Coordinator. Teach literacy and low beginner level English classes to newcomer refugee adults.

**New Hampshire Minority Health Coalition** 2000-2011  
Director of the Cultural Competency Group. Design and run workshops for health, mental health, and human service providers to gain awareness, skills, and effectiveness in working with people from cultural backgrounds and socioeconomic classes distinct from their own. Train on working with interpreters, widening provider knowledge of cultural approaches to health care (including mental health care), and reducing barriers to health care that minorities face. Design and manage long-term contractual projects with agencies to improve their service to NH's minority populations, for example on domestic violence prevention in cultural communities, reducing disproportionate minority contact in juvenile justice services, and more. Write grants. Supervise staff and consultants.

**International Institute of New Hampshire** 2011-2012  
ESOL instructor. Teach literacy level English class to newcomer refugee adults.

**University of New Hampshire, Manchester** 2011-13  
Adjunct faculty. Taught course in Communication Arts department, entitled "AutoEthnography." Spring 2011. Teach course in Communication Arts department, entitled, "Cross Cultural Communication." Spring 2012.

**Springfield College, Manchester NH** 2002  
Adjunct faculty. Teach foundation course for Human Services Masters Program, entitled "Building Multicultural Organizations and Communities."

## EDUCATION

**SCHOOL FOR INTERNATIONAL TRAINING**, Brattleboro, VT. M.A. in International and Intercultural Management, February, 1997. Concentrations in Sustainable Development and Training. Coursework in *Organizational Behavior I and II*, *Cross Cultural Communication*, *Training of Trainers I and II*, *Human Resources Management*, *Financial Management*, *Global Economics*, *Sustainable Development*, *Environmental Management*. Master's thesis: *Black-White Dialogue About Race: Undoing or Abetting Racism?*.

**UNIVERSITY OF PENNSYLVANIA**, Philadelphia, PA. B.A. in History, May 1988. Concentration in NonWestern History. Graduate courses in Appropriate Technology.

**LANGUAGES:** Working knowledge of Spanish, French, and Finnish. Native in English.

# Kathy Kitchell

## Education and Certifications

**TEFL/TESOL Certification**  
International TEFL Academy  
180 credit hours

Leon, Nicaragua  
October 2015

**ESOL Certification**  
Granite State College

Manchester, NH  
In progress

**Bachelor of Arts, Individualized Studies English Language Arts**  
Granite State College  
Magna Cum Laude

Manchester, NH  
June 2013

## Experience

**Education Liaison, Ascentria Care Alliance, Concord, NH, August 13, 2018 - present**

**Teaching Assistant, Wilson Elementary School, Fifth Grade, Manchester, NH, November 2016-present**

- One-on-one for special needs student
- Modified lessons in reading, writing, and math for special needs student
- Kept student on task
- Assisted other students in class with lessons to ensure their understanding and help them remain on grade level
- Created and implemented lessons for an EL student in class with little to no English fluency

**Teaching Assistant, Wilson Elementary School, Fourth Grade, Manchester, NH, 2013-2015**

- Created and implemented lesson plans on vocabulary, fluency, and phonics for special needs students and EL students
- Modified math lessons for special needs and EL students
- Used differentiated instruction and both formative and summative assessments to evaluate student work
- Proctored State and National Assessments such as NECAP, SMARTER BALANCE, and NEWA
- Assisted students during regular class time in order to ensure their understanding of daily lessons.
- Participated in team meetings to collaborate on lesson plans and assess students' progress

**Teaching Assistant, Wilson Elementary School, First, Second, and Third Grade, Manchester, NH, 2007-2013**

- Developed guided reading groups with special needs and EL students
- Created various original assessment for each text in curriculum
- Strengthened comprehension skills such as making connection, predictions, and asking questions

**Teaching Assistant, Beach Street Elementary School, EL summer program, Manchester, NH, July 2017-August 2017**

- Assisted classroom teacher with implementation of EL lessons

**Tutor, YMCA, Manchester, NH, November 2016-present (after school)**

- Develop guided reading groups
- Create lesson plans on vocabulary, fluency and phonics for EL students

**Ready-for-Success Program, Wilson Elementary, Pre-K, Manchester, NH, summers of 2007-2012 & 2014**

- Teachers aid
- Implemented lessons preparing students for kindergarten, such as prewriting and reading skills, alphabets, numbers and colors.

**Tutor, 21<sup>st</sup> Century Program, Wilson Elementary, Manchester, NH 2007-2015 (after school)**

- Utilized student-centered learning techniques, such as individualized instruction methods that recognized individual differences in learners.
- Introduced game and story hour which encouraged comprehension, problem-solving and vocabulary
- Strengthened reading and math skills through mini lesson, workbooks and games.

**Volunteer experience, Tanzania, Africa, summer 2013**

- Taught 3-5 year olds English language, alphabet and numbers 1-20
- Experienced new cultural practices
- Developed long lasting relationships with staff and students

**Volunteer experience, Barriletes Orphanage, Leon, Nicaragua, November 2015**

- Taught different groups of Spanish speaking students, ages 5-7, 7-10, 10-14, and 14 to adult, English language and American customs/practices.
- Experienced new cultural practices
- Developed long lasting relationships with staff and students

## **Additional Skills**

**LLI Training – Language Level Instruction**

**CPI Training – Crisis Prevention Intervention**

## Asraa Abdulwahab

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### EXPERIENCE

#### **Ascentria Care Alliance – *Employment Coordinator***

Concord, NH – July 2017 – Present

Responsible for overseeing all aspects of the employment team including supervising and supporting other members of the team, providing employment counseling and guidance for clients, monitoring employment outcomes and ensuring the quality, timeliness and documentation of those services and completion of required reports. Coordinate all Match Grant and RCA functions. Services as a part of the broader; Services for New Americans team.

Primary accomplishments included:

#### **LEAD EMPLOYMENT TEAM**

- Responsible for providing effective leadership to employment staff and delivering quality services to the individuals served.
- Responsible for training programs to ensure all employment staff are adequately trained in all required areas.
- Develops employment staff including supervising, coaching and mentoring.
- Recruits, hires, orients, supervises and evaluates employment program staff.

#### **EMPLOYER RELATIONS AND JOB DEVELOPMENT**

- Oversees maintenance of relationships with employer contacts through frequent communication and coordination.
- Researches employment opportunities and trends; networks and develops relationships with potential employers; educates employers about the benefits of hiring refugees.
- Creates and supports connections with government agencies, business associations, churches and community members who may provide opportunities for clients to develop competencies, integrate learning and work, and to explore career possibilities.

#### **RECORD KEEPING AND REPORTING**

- Serves as primary point of contact for relevant funding agencies.
- Reports to funders on individual client progress as well as overall program outcomes.
- Assures quality of casefiles associated with clients and services on an ongoing basis as well as monthly casefile reviews.
- Completes, submits and maintains documentation in accordance with contractual standards and in a timely manner. Maintains client database and case files, including case notes, contacts made on behalf of clients, and documents held for safekeeping on behalf of clients. Represents team during monitoring by funders.
- Completes and files progress and other administrative reports according to program procedures and according to deadline.
- Works with Community Outreach Coordinator to raise, track, and report on cash and in-kind donations for Matching Grant program.

#### **International Institute of New England – *Case Specialist, Employment Services*** 2014 – June 2017

Manchester, NH – May

Served as the primary contact for the employment department to cultivate new employer relationships. While counseling IINE clients in career development to increase their level of self-sufficiency including an intake of their strengths and barriers, and identification of strategies and supports to address the barriers. While also served as a member of the development team and supports fundraising efforts, enterprise development, and the development and maintenance of community, donor and corporate relationships in New Hampshire and Massachusetts. Working closely with the Community Relations Director to expanding private fundraising from individual donors, corporations, and foundations.

Primary accomplishments included:

- Developed and implemented programs to increase post- resettlement integration and community development. EX: WIOA Grant.

- Managed a caseload of 150+ clients each year; met with every individual one-on-one to discuss career goals and search strategies
- Monitored job-searching activity to ensure that clients are complying with the employment services program; while monitoring all Matching Grant, Social Service and Targeted Assistance Program (TAG) cases up to five years.
- Worked closely with the Program Manager and Community Relations Director in tracking quantifiable measurements to assess project effectiveness.

**Agency for New Americans – Employment Specialist**

Boise, ID – March 2010 – April 2014

Primary accomplishments included:

- Targeted businesses and industries to develop potential worksites and employment opportunities for newly arrived refugees.
- Identified appropriate employment opportunities by conducting intakes and developing individual service plans.
- Liaised with interns' educational institutions regarding intern progress and fulfillment of academic goals and requirements.
- Promoted program through community networking; maintained relationships with other refugee programs, ethnic organizations, faith communities, business community, social service providers and other related stakeholders.

**EDUCATION**

**Boise State University** – Boise, ID, December 2015, Bachelor of Arts in Communication.

**Boise State University** – Boise, ID, December 2015, Department of Social Work, Certificate in Macro Practices for Refugee Services: Intro to Refugee Program Supervision & Management.

**U.S. Committee for Refugees and Immigrations** – Arlington, VA – June 2015, USCRI Reception & Placement Certification and USCRI Matching Grant Certification.

**Nationally Accredited Bridging the Gap Medical Interpreter:** *A 65- hour workshop where qualified interpreters can prepare for the national certification exam for medical interpreters.*

**ADDITIONAL EXPERIENCE**

**Refugee Council USA**, Elected Member by International Rescue Committee (IRC) Washington DC – (Spring 2016)

**St. Luke's Boise Medical Center, BTB Language Solutions Inc., Saint Alphonsus Regional Medical Center – In Person, and Telephonic Medical Interpreter (Per Diem)** Boise, ID – July 2011- July 2017

Responsible for assessing needs of international patients and providing assistance by interpretation of consent forms, diagnoses, discharge plans and any other type of patient- related information.

**Fourth Judicial District – In Person, and Telephonic Legal Interpreter (Per Diem)** Boise, ID – July 2011- July 2017

Working alongside judges, attorneys and lawyers, not only an expert knowledge of both English and Arabic, but so is the ability of communicate and understand legal terminology at meetings, preliminary hearings, depositions and verdicts. Serve as a member of the Fourth Judicial District and act as a professional in performing language assistance for prisoners, defendants and plaintiffs in civil proceedings, criminal proceedings, traffic violation proceedings, arraignments, pretrial conferences and trials; using simultaneous and consecutive modes. Occasionally, construct sight translations for the benefit of the court documents including, but not limited to court Petitions, waivers, rights and other documents.

**LANGUAGES**

Gulf Arabic, Iraqi Arabic, Egyptian Arabic and Levantine Arabic.

# Amy E. Marchildon

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## EXPERIENCE

### **Ascentria Care Alliance. Concord, NH**

*Director, Services for New Americans.* October 2007 – Present

- Oversee Refugee Resettlement Program and Health Profession Opportunity Project—a workforce development program.

*Senior Program Manager.* August 2005 – September 2007

- Supervised day-to-day operations of Refugee Program.

*Case Manager/Match Grant Coordinator.* September 2002-August 2005

- Coordinated core services and employment activities for refugees in compliance with Federal and State contracts.

### **Refugee Services of North Texas. Ft. Worth, TX**

*Director.* January 2001 – July 2002

- Coordinated resettlement activities and supervised staff.
- Advocated for refugees at local and national levels.

*Match Grant Coordinator.* September 1999-December 2000

- Supervised employment program.
- Generated cash and in-kind donations.
- Developed system of documentation for program.

### **Immigration and Refugee Services of America. Ft. Dix, NJ**

*Caseworker.* May – July 1999

- Registered newly arrived Kosovar refugees in Ft. Dix army base, NJ.
- Interviewed refugees and prepared cases for USCIS screening.
- Prepared travel packets for International Organization of Migration.

### **Austin Metropolitan Ministries. Austin, TX**

*Refugee Resettlement Case Manager.* September 1996-May 1999

- Coordinated resettlement activities for newly arrived refugees.
- Prepared case status and financial reports.
- Recruited and coordinated volunteers.

*Match Grant Coordinator.* January 1998-May 1999

- Presented program objectives to church and community groups.
- Raised cash and in-kind donations.
- Prepared enrollment and case status reports.

### **Community Service Corps Volunteer Program. Syracuse, NY**

*Refugee Resettlement Caseworker.* August 1994-August 1995

- Coordinated resettlement activities.
- Prepared case status and financial reports.

*House Manager-Dorothy Day House.* August 1994-August 1995

- Directed child day care program.

## EDUCATION

Colby College. Waterville, ME

B.A. in Art History and Classics. Minor in Religion. 1994

## ASSOCIATIONS

Association for Refugee Service Professionals. Member since 2010

## VOLUNTEER

Zonta Club of Concord, NH Member since 2009

President, June 2014 – May 2016 / Board of Directors, 2010 to date

**CONTRACTOR NAME**

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Jay Sharma	Resettlement Coordinator	\$41,000	30%	\$12,300
James Ahorukomeye	Caseworker	\$32,000	5%	\$1,600
Lynn Clowes	Cultural Orientation Instructor	\$34,000	15%	\$5,100
Kathy Kitchell	Education Liaison	\$37,000	20%	\$7,400
Asraa Abdulwahab	Employment Coordinator	\$41,000	30%	\$12,300
Amy Marchildon	Director	\$70,000	20%	\$14,000



12 mac

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

**OFFICE OF MINORITY HEALTH & REFUGEE AFFAIRS**

**Jeffrey A. Meyers**  
**Commissioner**

**Maureen U. Ryan**  
**Director of Human**  
**Services**

97 PLEASANT STREET, CONCORD, NH 03301-3857  
 603-271-3986 1-800-852-3345 Ext. 3986  
 Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

October 12, 2016

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of Minority Health and Refugee Affairs to enter into agreements with the vendors listed below, to provide social services that lead directly to self-sufficiency for refugees in an amount not to exceed \$480,000, effective upon Governor and Executive Council approval through September 30, 2018. 100% Federal Funds.

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

<b>Vendor Name</b>	<b>Vendor Number</b>	<b>Vendor Address</b>	<b>Contract Amount</b>
Ascentria Community Services, Inc.,	222201, B001	261 Sheep Davis Road Suite A-1 Concord, NH 03301	\$216,000
International Institute of New England	177551, B001	2 Boylston Street 3rd Floor Boston, MA 02116	\$192,000
Organization for Refugee and Immigration Success	231034, B001	434 Lake Avenue 2nd Floor Manchester, NH 03103	\$48,000
Bhutanese Community of New Hampshire	228820, B001	510 Chestnut Street Manchester, NH 03101	\$24,000
		<b>Total Amount</b>	<b>\$480,000</b>

**05-095-042-4220010-79220000-500731 HEALTH AND HUMAN SERVICES, HEALTH AND HUMAN SERVICES, MINORITY HEALTH, REFUGEE SERVICES**

<b>State Fiscal Year</b>	<b>Class</b>	<b>Class Title</b>	<b>Activity Code</b>	<b>Budget</b>
2017	102-500731	Contracts for Program Services	42200013	\$180,000
2018	102-500731	Contracts for Program Services	42200013	\$240,000
2019	102-500731	Contracts for Program Services	42200013	\$60,000
			<b>Contract Total</b>	<b>\$480,000</b>

**EXPLANATION**

The purpose for this request is to contract with the vendors listed above to provide social services that lead directly to self-sufficiency for refugees who have been in the United States for less than five (5) years. The focus of these services is on refugees that currently reside in New Hampshire cities impacted by resettlement: Concord, Nashua and Manchester though refugees statewide are eligible for services.

These contracts will provide employment readiness training, job development, English language training, transportation training, orientation to American systems, cultural education for mainstream providers, and other related services that remove barriers to sustained employment and facilitate integration into American society. The total contract will provide approximately 600 refugees with employment services, 200 refugees with English for speakers of other languages services, and 800 refugees with case management services.

Vendor performance will be monitored through annual monitoring, trimester reporting activities as defined in Exhibit A, Scope of Services, and at regular, in-person meetings with the Department to ensure each vendor meets, at least, the minimum required performance measures and overall program goals.

This contract was competitively bid. A Request for Proposals was available on the Department of Health and Human Services' web site from July 7, 2016 through August 3, 2016. Four (4) proposals were received in response to the Request for Proposals. The proposals were evaluated based upon the criteria published in the Request for Proposals by a team of individuals with program specific knowledge and expertise. All four (4) vendors were funded. The Bid Summary is attached.

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

Should the Governor and Executive Council not authorize this Request, many much needed social services for recently arrived refugees may remain unmet.

Area Served: Statewide.

Source of Funds: 100% Federal Funds. CFDA #93.566 U.S. Department of Health and Human Services, Administration for Families and Children, FAIN #1601NHRSOC.

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

Respectfully Submitted,



Trinidad Tellez, MD

Director

Approved by:



Jeffrey A. Meyers

Commissioner

**BID SUMMARY**  
**New Hampshire Refugee social Services Program**

**New Hampshire  
 Refugee Social  
 Services Program**

**RFP-2017-OMHRA-01-Refug**

**RFP Name**

**RFP Number**

<b>Bidder Name</b>	<b>Cost Points Vendor Score/Max Score</b>	<b>Technical Points Vendor Score/Max Score (Max Score in () based on # of service areas bid on)</b>	<b>Total Points Vendor Score/Max Score (Max Score in () based on # of services bid on)</b>
<b>1. Ascentria Community Services, Inc.</b>	<b>72/80</b>	<b>152/160 Bid on three (3) services</b>	<b>224/240</b>
<b>2. Bhutanese Community of New Hampshire</b>	<b>58/80</b>	<b>61/160 (61/90) Bid on one (1) service</b>	<b>119/240 (119/170)</b>
<b>3. International Institute of New England</b>	<b>62/80</b>	<b>132/160 Bid on three (3) services</b>	<b>194/240</b>
<b>4. Organization for Refugee and Immigrant Success</b>	<b>55/80</b>	<b>106/160 (106/125) Bid on two (2) services</b>	<b>180/240 (180/205)</b>

Subject: Refugee Social Services Program, RFP#2017-OMHRA-01-Refug

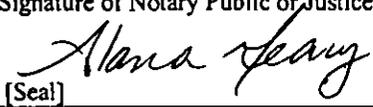
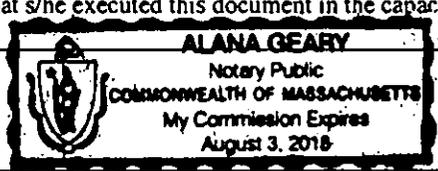
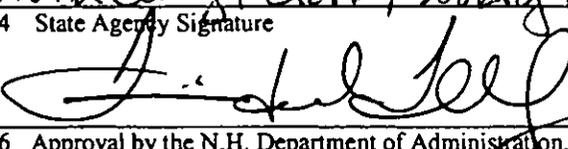
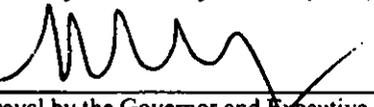
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**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 Ascentria Community Services, Inc.		1.4 Contractor Address 261 Sheep Davis Road, Suite A-1 Concord, NH 03301	
1.5 Contractor Phone Number 603.224.8111	1.6 Account Number: 05-095-042-4220010- 79220000-500731	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$216,000
1.9 Contracting Officer for State Agency Eric D. Borrin		1.10 State Agency Telephone Number 603.271.9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Tim Johnstone, Executive Vice President	
1.13 Acknowledgement: State of <u>MA</u> , County of <u>Worcester</u> On <u>October 4, 2018</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 Alana Geary, Clerk, Notary Public			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory TRINIDAD TELLEZ, MD. DIRECTO	
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) By:  On: <u>Meagan A. Yoda - Attorney</u> <u>10/24/14</u>			
1.18 Approval by the Governor and Executive Council 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 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.



## Scope of Services

### 1. Provisions Applicable to All Services

- 1.1. The Contractor will submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. Notwithstanding any provisions of this Agreement to the contrary, all obligations of the State are contingent upon the receipt of federal funds under the Refugee Social Services Grant. The Social Services Grant is a formula grant under which the State receives quarterly allocations. However, the state makes no representation that it will receive the funds. In no event shall the State be liable for costs incurred or payment of any services performed by the Contractor prior to the State's receipt of federal funds allocated quarterly.
- 1.4. Should funding be received for Budget Year 1, continued funding of the Contract for Budget Year 2 will be subject to the conditions of Exhibit A and the State's receipt of federal funds.

### 2. Scope of Services

- 2.1. The central purpose of the Refugee Social Services (RSS) Program is to assist newly arrived refugees in achieving self-sufficiency at the earliest possible date after arrival to the United States.
  - 2.1.1. Services will be provided on a priority basis to refugees residing in the United States fewer than twelve months; those receiving public assistance through the Refugee Cash Assistance Program or the Temporary Aid to Needy Families (TANF) Program, unemployed refugees, and employed refugees in need of job retention services.
- 2.2. To achieve this goal, for each year of the Contract, the Contractor shall provide employment readiness training and other services that will prepare refugees for work in the American job market. To create more opportunities for refugees' full participation in the workplace, the Contractor shall also develop connections with local employers and job training entities. English language acquisition, transportation training, and other skill development and services that will increase job placements and sustained employment shall also be addressed through the project.
- 2.3. Social Services encompasses Employment Services that remove barriers and promote self-sufficiency and well-being, Case Management Services that assist refugees in their efforts to thrive in the mainstream culture, and English for Speakers of Other Languages (ESOL) that rapidly prepare refugees for entry into the job market and facilitate their integration.



Exhibit A

- 
- 2.4. The Contractor shall work collaboratively with key stakeholders throughout the project period.
  - 2.5. The Contractor shall provide Employment Services that will facilitate job development, placement, retention and re-employment of a minimum of ninety-five (95) employable refugees each year of the Contract which shall include, but not be limited to:
    - 2.5.1. Developing and maintaining relationships with employers;
    - 2.5.2. Conducting American workplace orientation for refugees;
    - 2.5.3. Conducting employment assessment through the use of Contractor-developed assessment instruments;
    - 2.5.4. Provide Vocational ESOL instruction through job readiness training;
    - 2.5.5. Conducting refugee orientations for, a minimum of, ten (10) new employers for each year of the Contract;
    - 2.5.6. Developing employability plans to reach employable members of refugee households;
    - 2.5.7. Assisting refugees in creating and completing resumes;
    - 2.5.8. Assisting each employable refugee, identified in subsection 2.5., with submitting a minimum of three (3) job applications for each year of the Contract;
    - 2.5.9. Scheduling and arranging job interviews for all employable, newly arrived refugees;
    - 2.5.10. Developing employment support;
    - 2.5.11. Working with employers to identify and/or develop on-site internships and employer-based training;
    - 2.5.12. Assisting refugees with job maintenance;
    - 2.5.13. Maintaining employability plans, case notes, and progress reports in client files to be referenced for Trimester Reporting to the Office of Minority Health and Refugee Affairs and for review by the state Refugee Coordinator during annual monitoring and other unscheduled times;
    - 2.5.14. Providing referrals to support services;
    - 2.5.15. Collaborating with existing governmental and private job development agencies;
    - 2.5.16. Providing transportation training to increase employability; and
    - 2.5.17. Providing interpreter services to new arrivals and service providers, as needed.
  - 2.6. The Contractor shall provide Case Management Services that will assist an estimated two hundred seventy (270) refugees to succeed in their new communities which shall include, but not be limited to:
    - 2.6.1. Assisting in the resolution of housing-related issues through client advocacy;
    - 2.6.2. Referring clients to health/mental health and other service providers;
    - 2.6.3. Referring clients to appropriate ESOL or vocational ESOL programs;



Exhibit A

- 2.6.4. Advocating on behalf of refugees, to protect their civil rights and ensure access to services;
  - 2.6.5. Assisting new arrivals in accessing and enrolling in mainstream public programs;
  - 2.6.6. Identifying conveniently located, subsidized day care providers;
  - 2.6.7. Assisting new arrivals in meeting transportation needs; and
  - 2.6.8. Providing collateral, cultural education to employers, social service providers, health care providers, educators and other interfacing with refugees.
- 2.7. The Contractor shall provide ESOL Services to an estimated eighty (80) refugees to rapidly prepare them for entry into the job market and facilitate their integration. These services shall include, but not be limited to:
- 2.7.1. Ensuring class attendance of unemployed new arrivals and Refugee Cash Assistance recipients;
  - 2.7.2. Prioritizing new arrivals and public assistance recipients;
  - 2.7.3. Accommodating refugee arrivals by offering rolling enrollment;
  - 2.7.4. Offering ESOL at easy to access sites;
  - 2.7.5. Providing a minimum of twelve (12) hours per week of instruction to new arrivals;
  - 2.7.6. Administering and maintaining entrance and exit ESOL tests by using Contractor preferred instruments;
  - 2.7.7. Maintaining test results, attendance records and progress reports in student/client files. Ensure files are available for Trimester (three times yearly reporting) and review by State Refugee Coordinator during annual monitoring and at other unscheduled times;
  - 2.7.8. Submitting Trimester Reports as directed by the Office of Minority Health and Refugee affairs;
  - 2.7.9. Prioritizing survival level English and literacy needs of students while also addressing pre-vocational, orientation and more advanced ESOL needs;
  - 2.7.10. Providing training and addressing the ESOL needs of established refugees, as resources allow; and
  - 2.7.11. Training and engaging volunteers to provide supplementary ESOL services.

### 3. Staffing

- 3.1. The Contractor shall maintain sufficient staff assigned to this program, either in-house or through subcontracts, necessary to perform and carry out all of the functions, requirements, roles, and duties under this contract.
- 3.2. All staff shall have appropriate training, education, experience, and orientation to full-fill the requirements of the positions they hold and the Contractor shall be able to show that it has met this requirement. This includes keeping up-to-date records and documentation of all individuals requiring licenses and/or certifications and such records shall be available to Department inspection.



#### 4. Performance Expectations and Measures

4.1. The Contractor, as well as any subcontractors, shall, in addition to their own reporting requirements, report to the individual designated by the OMHRA Director and/or the State Refugee Coordinator.

##### 4.1.1. Project Deliverables

4.1.1.1. At regular, in-person meetings with OMHRA, the Contractor shall provide regular updates and report on their progress towards meeting performance measures, and overall program goals and objectives to demonstrate they have met the minimum required services for the proposal.

##### 4.1.2. Reporting and Evaluation Requirements

4.1.2.1. The Contractor shall submit Trimester Reports as required by the Office of Refugee Resettlement (ORR) as well as participate in in-person reporting as described in 4.1.1. The Contractor shall ensure it obtains the report format from the Department soon after the Contract effective date.

4.1.2.2. The Contractor shall ensure Progress Reports align with reporting periods outlined by ORR. Narrative reports with a summary of project outcomes shall be sent to OMHRA no later than 15 days after the completion of a project period. In these reports the Contractor shall draw attention to any changes in their previously approved work plan or timeline.

<u>Reporting Period</u>	<u>Trimester Report Due Date</u>
10/01/2016 – 1/31/2017	02/15/2017
02/01/2017 – 5/31/2017	06/15/2017
06/01/2017 – 9/30/2017	10/15/2017
10/01/2017 – 1/31/2018	02/15/2018
02/01/2018 – 5/31/2018	06/15/2018
06/01/2018 – 9/30/2018	10/15/2018



## Exhibit B

### Method and Conditions Precedent to Payment

1. The Department shall pay the Contractor an amount not to exceed the Price Limitation on Form P-37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. Availability of funding for this contract is dependent upon meeting the requirements set forth in:
  - 2.1. The Catalogue of Federal and Domestic Assistance (CFDA) # 93.566, United States Department of Health and Human Services, Administration for Children and Families, Refugee and Entrant Assistance – State Administered programs. Federal Award Identification (FAIN) Number 1601NHRSOC.
  - 2.2. Funds awarded shall be used solely to support the services outlined in this contract.
3. The Contractor shall provide the services in Exhibit A, Scope of Services, in compliance with funding requirements.
4. Payment for Services shall be made as follows:
  - 4.1. The Contractor shall submit monthly invoices and any attendant reports by the 15<sup>th</sup> of each month.
  - 4.2. Expenses shall be reported for reimbursement by budget line item in accordance with Exhibit B-1, Exhibit B-2, and B-3.
  - 4.3. The Department shall make payment to the Contractor within thirty (30) days of receipt of invoices and reports for contract services provided pursuant to this Agreement.
  - 4.4. Invoices and reports identified in Section 4 shall be submitted to:  
Department of Health and Human Services  
Office of Minority Health and Refugee Affairs  
97 Pleasant Street  
Concord, NH 03301
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A, Scope of Services.
6. A final payment request shall be submitted no later than forty (40) days after the end of the contract. Failure to submit the Financial Report, and accompanying documentation, could result in non-payment.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule, or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.



**Exhibit B**

8. Notwithstanding paragraph 18 of the Form P-37, General Provisions, an amendment limited to transfer the funds within the budget and within the price limitation, can be made by written agreement of both parties and may be made without obtaining approval of the Governor and Executive Council.

  
10/4/2016

EXHIBIT B-1- Budget Form  
10/01/2016 through 06/30/2017

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

Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: RSBP

Budget Period: 10/1/16 to 6/30/17

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
	Incremental	Fixed		Incremental	Fixed		Incremental	Fixed	
1. Total Salary/Wages	\$ 43,686	\$ -	\$ 43,686	\$ -	\$ -	\$ -	\$ 43,686	\$ -	\$ 43,686
2. Employee Benefits	\$ 12,669	\$ -	\$ 12,669	\$ -	\$ -	\$ -	\$ 12,669	\$ -	\$ 12,669
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ 1,350	\$ -	\$ 1,350	\$ -	\$ -	\$ -	\$ 1,350	\$ -	\$ 1,350
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies	\$ 621	\$ -	\$ 621	\$ -	\$ -	\$ -	\$ 621	\$ -	\$ 621
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. Travel	\$ 3,347	\$ -	\$ 3,347	\$ -	\$ -	\$ -	\$ 3,347	\$ -	\$ 3,347
7. Occupancy	\$ 2,700	\$ -	\$ 2,700	\$ -	\$ -	\$ -	\$ 2,700	\$ -	\$ 2,700
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 1,485	\$ -	\$ 1,485	\$ -	\$ -	\$ -	\$ 1,485	\$ -	\$ 1,485
Postage	\$ 162	\$ -	\$ 162	\$ -	\$ -	\$ -	\$ 162	\$ -	\$ 162
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 270	\$ -	\$ 270	\$ -	\$ -	\$ -	\$ 270	\$ -	\$ 270
Insurance	\$ 648	\$ -	\$ 648	\$ -	\$ -	\$ -	\$ 648	\$ -	\$ 648
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 189	\$ -	\$ 189	\$ -	\$ -	\$ -	\$ 189	\$ -	\$ 189
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ 3,510	\$ -	\$ 3,510	\$ -	\$ -	\$ -	\$ 3,510	\$ -	\$ 3,510
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	\$ 70,637	\$ 10,363	\$ 81,000	\$ -	\$ -	\$ -	\$ 70,637	\$ 10,363	\$ 81,000
Indirect As A Percent of Direct			14.67%						

*[Handwritten Signature]*  
Initials

10/4/2016  
Date

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

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

Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: R33P

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

Line Item	Total Program Cost				Contractor Share / Match				Funded by NHHS contract share			
	Direct	Indirect	Total	Rate	Direct	Indirect	Total	Rate	Direct	Indirect	Total	Rate
1. Total Salary/Wages	\$ 58,248	\$ -	\$ 58,248	-	\$ -	\$ -	\$ -	-	\$ 58,248	\$ -	\$ 58,248	-
2. Employee Benefits	\$ 10,892	\$ -	\$ 10,892	-	\$ -	\$ -	\$ -	-	\$ 10,892	\$ -	\$ 10,892	-
3. Consultants	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
4. Equipment:	\$ 1,800	\$ -	\$ 1,800	-	\$ -	\$ -	\$ -	-	\$ 1,800	\$ -	\$ 1,800	-
Rental	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Repair and Maintenance	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Purchase/Depreciation	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
5. Supplies:	\$ 828	\$ -	\$ 828	-	\$ -	\$ -	\$ -	-	\$ 828	\$ -	\$ 828	-
Educational	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Lab	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Pharmacy	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Medical	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Office	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
6. Travel	\$ 4,483	\$ -	\$ 4,483	-	\$ -	\$ -	\$ -	-	\$ 4,483	\$ -	\$ 4,483	-
7. Occupancy	\$ 3,800	\$ -	\$ 3,800	-	\$ -	\$ -	\$ -	-	\$ 3,800	\$ -	\$ 3,800	-
8. Current Expenses	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Telephone	\$ 1,880	\$ -	\$ 1,880	-	\$ -	\$ -	\$ -	-	\$ 1,880	\$ -	\$ 1,880	-
Postage	\$ 216	\$ -	\$ 216	-	\$ -	\$ -	\$ -	-	\$ 216	\$ -	\$ 216	-
Subscriptions	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
Audit and Legal	\$ 360	\$ -	\$ 360	-	\$ -	\$ -	\$ -	-	\$ 360	\$ -	\$ 360	-
Insurance	\$ 864	\$ -	\$ 864	-	\$ -	\$ -	\$ -	-	\$ 864	\$ -	\$ 864	-
Board Expenses	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
9. Software	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
10. Marketing/Communications	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
11. Staff Education and Training	\$ 252	\$ -	\$ 252	-	\$ -	\$ -	\$ -	-	\$ 252	\$ -	\$ 252	-
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-
13. Other (specific details mandatory):	\$ 4,880	\$ -	\$ 4,880	-	\$ -	\$ -	\$ -	-	\$ 4,880	\$ -	\$ 4,880	-
TOTAL	\$ 94,183	\$ 13,817	\$ 108,000	14.67%	\$ -	\$ -	\$ -	-	\$ 94,183	\$ 13,817	\$ 108,000	14.67%

*Initials*

10/4/2016  
*Date*

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

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

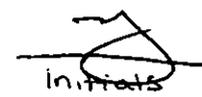
Bidder/Program Name: Ascentria Community Services, Inc.

Budget Request for: RSSP

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

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS Contract Share		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
	Incremental	Fixed		Incremental	Fixed		Incremental	Fixed	
1. Total Salary/Wages	\$ 14,562	\$ -	\$ 14,562	\$ -	\$ -	\$ -	\$ 14,562	\$ -	\$ 14,562
2. Employee Benefits	\$ 4,223	\$ -	\$ 4,223	\$ -	\$ -	\$ -	\$ 4,223	\$ -	\$ 4,223
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ 450	\$ -	\$ 450	\$ -	\$ -	\$ -	\$ 450	\$ -	\$ 450
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ 207	\$ -	\$ 207	\$ -	\$ -	\$ -	\$ 207	\$ -	\$ 207
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. Travel	\$ 1,116	\$ -	\$ 1,116	\$ -	\$ -	\$ -	\$ 1,116	\$ -	\$ 1,116
7. Occupancy	\$ 900	\$ -	\$ 900	\$ -	\$ -	\$ -	\$ 900	\$ -	\$ 900
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ 495	\$ -	\$ 495	\$ -	\$ -	\$ -	\$ 495	\$ -	\$ 495
Postage	\$ 54	\$ -	\$ 54	\$ -	\$ -	\$ -	\$ 54	\$ -	\$ 54
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ 90	\$ -	\$ 90	\$ -	\$ -	\$ -	\$ 90	\$ -	\$ 90
Insurance	\$ 216	\$ -	\$ 216	\$ -	\$ -	\$ -	\$ 216	\$ -	\$ 216
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 63	\$ -	\$ 63	\$ -	\$ -	\$ -	\$ 63	\$ -	\$ 63
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ 1,170	\$ -	\$ 1,170	\$ -	\$ -	\$ -	\$ 1,170	\$ -	\$ 1,170
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	\$ 23,848	\$ 3,454	\$ 27,000	\$ -	\$ -	\$ -	\$ 23,848	\$ 3,454	\$ 27,000

Indirect As A Percent of Direct 14.67%

  
Initials

10/4/2016  
Date  
Page 1



**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;

A handwritten signature in black ink, appearing to be a stylized 'S' or similar character.

10/11/2016



- 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.

Handwritten initials, possibly "JH", written in black ink.

6/4/2016



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

*[Handwritten Signature]*  
Date 10/8/2016



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.

  
Date 12/4/2016



**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 (2) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

  
10/17/2016



**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

  
10/4/2016

New Hampshire Department of Health and Human Services  
Exhibit D



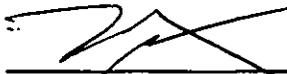
- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 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: Ascentria Community Services, Inc.

10/4/2016  
Date

  
Name: Timothy S. Johnson  
Title: Executive Vice President



**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

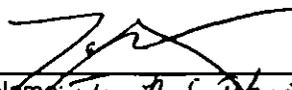
The undersigned certifies, to the best of his or her knowledge and belief, that:

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: Ascencia Community Services, Inc.

10/4/2016  
Date

  
Name: Timothy S. Johnston  
Title: Executive Vice President



**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

  
10/2/2016



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**

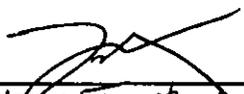
11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
- 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 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 (11)(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: Ascentria Community Services, Inc.

10/4/2016  
Date

  
Name: Timothy S. Johnston  
Title: Executive Vice President

Contractor Initials AS  
Date 10/4/2016



**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

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

Contractor Initials

10/4/2016



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: Ascendia Community Services, Inc.

10/4/2016  
Date

  
Name: Timothy J. Johnson  
Title: Executive Vice President

Exhibit G

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

Contractor Initials





**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: *Ascendria Community Services, Inc*

*10/4/2016*  
Date \_\_\_\_\_

  
Name: *Timothy J. Johnson*  
Title: *Executive Vice President*



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

Handwritten initials, possibly 'JH' or similar, written in black ink.

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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

A handwritten signature in black ink, appearing to be 'J' or 'K' with a flourish.



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.

  
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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) 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.

<p><u>NH. Health &amp; Human Services, Office of Managed Health Care</u> The State</p> <p><u>[Signature]</u> Signature of Authorized Representative</p> <p><u>TRINIDAD TELLEZ, MD</u> Name of Authorized Representative</p> <p><u>DIRECTOR</u> Title of Authorized Representative</p> <p><u>10/18/16</u> Date</p>	<p><u>Ascentria Community Services, Inc.</u> Name of the Contractor</p> <p><u>[Signature]</u> Signature of Authorized Representative</p> <p><u>Tim Johnstone</u> Name of Authorized Representative</p> <p><u>Executive Vice President</u> Title of Authorized Representative</p> <p><u>10/4/2016</u> Date</p>
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[Signature]

10/4/2016



**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: *Ascentria Community Services, Inc*

*10/4/2016*  
Date

*[Signature]*  
Name: *Timothy S. Johnson*  
Title: *Executive Vice President*



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: 965875664
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: _____