

9
mac

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF MEDICAID BUSINESS AND POLICY

Jeffrey A. Meyers
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9422 1-800-852-3345 Ext. 9422
Fax: 603-271-8431 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

Kathleen A. Dunn
Associate Commissioner

March 2, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services to enter into a **sole source** agreement with National Council on Alcoholism and Drug Dependence/Greater Manchester (Vendor # 177265 R001) 101 Manchester Street, Manchester, NH 03101 for the provision of Regional Access Point Services to assist individuals with substance use disorders obtain the help they need in an amount not to exceed \$197,945 effective upon Governor and Executive Council approval through June 30, 2017. 18% Federal, 82% Other (Liquor Commission)

Funds to support this request are available in the following accounts in State Fiscal Year 2016 and State Fiscal Year 2017, upon the availability and continued appropriation of funds in the operating budget, with the authority to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified, without further approval from the Governor and Executive Council.

05-95-49-491510-2989 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: DIV OF COMM BASED CARE SVC, BUREAU OF DRUG & ALCOHOL SVCS, GOVERNOR COMMISSION FUNDS (100% Other Funds)

FISCAL YEAR	CLASS	TITLE	ACTIVITY CODE	AMOUNT
2016	102-500734	Contracts for Program Svcs	49158501	\$32,500
2017	102-500734	Contracts for Program Svcs	49158501	\$130,000
			SUB TOTAL:	\$162,500

05-95-49-491510-2990 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: DIV OF COMM BASED CARE SVC, BUREAU OF DRUG & ALCOHOL SVCS, CLINICAL SERVICES (34.4% General 65.6% Federal)

FISCAL YEAR	CLASS	TITLE	ACTIVITY CODE	AMOUNT
2016	102-500734	Contracts for Program Svcs	49156501	\$7,095
2017	102-500734	Contracts for Program Svcs	49156501	\$28,350
			SUB TOTAL:	\$35,445
			Contract Total:	\$197,945

EXPLANATION

This is a **sole source** agreement because the Governor's Commission on Alcohol and Drug Abuse Prevention, Treatment and Recovery (Governor's Commission) selected this vendor to provide Regional Access Point Services in the Greater Manchester area.

The purpose of this agreement is to provide of substance use disorder (SUD) information, screening, evaluation, and referral services to any individual living, working, or otherwise seeking services in the Greater Manchester Area. The Regional Access Point Service Program provides a wide array of services from housing stabilization to case management assistance, which includes scheduling appointments as well as ensuring that evaluations and screening processes are completed. Additionally, the program ensures appropriate referrals are made while maintaining continual communication with clients in order to record progress.

This agreement contains language which allows the Department to extend for up to two (2) additional years, subject to the continued availability of funds, satisfactory performance of services and Governor and Executive Council approval.

Should the Governor and Executive Council not approve this request, Regional Access Point Services would not be available to individuals in the Greater Manchester Area. The inability to access these services will negatively impact an individual's ability to achieve and/or maintain recovery from substance use disorders.

If general funds become no longer available, no federal funds will be requested to support this agreement.

Area Served: Greater Manchester

Source of Funds: 18% Federal (CFDA # 93.959; FAIN #TI010035-15), 82%Other (Liquor Commission)

Respectfully submitted,



Kathleen A. Dunn
Associate Commissioner

Approved by:



Jeffrey A. Meyers
Commissioner

Subject: Substance Use Disorder Regional Access Point Services - Greater Manchester (SS-2016-BDAS-03-Regio)

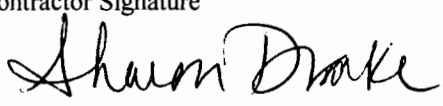
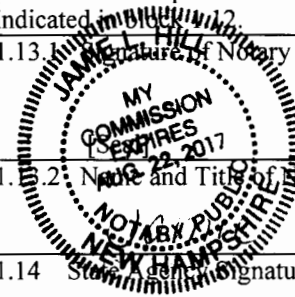
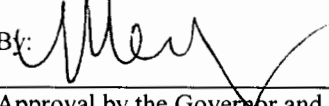
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

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 & Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301	
1.3 Contractor Name National Council on Alcoholism and Drug Dependence/ Greater Manchester		1.4 Contractor Address 101 Manchester Street Manchester, NH 03101	
1.5 Contractor Phone Number (603) 625-6980	1.6 Account Number 05-95-49-491510-2989 05-95-49-491510-2990	1.7 Completion Date June 30, 2017	1.8 Price Limitation \$197,945
1.9 Contracting Officer for State Agency Eric D. Borrin, Director		1.10 State Agency Telephone Number (603) 271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Sharon Drake, CEO	
1.13 Acknowledgement: State of NH, County of Hillsborough On 2/24/16, 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 Signature of Notary Public or Justice of the Peace  James L Hill			
1.13.2 Name and Title of Notary or Justice of the Peace L. Hill Notary			
1.14 State Agency Signature Kathleen A Dunn Date: 3/1/16		1.15 Name and Title of State Agency Signatory Kathleen A Dunn Associate Commissioner	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: Megan A. York, Attorney 3/16/16			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

Contractor Initials SD
Date 2/24/16

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

15. WORKERS' COMPENSATION.

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

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

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

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

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

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

19. CONSTRUCTION OF AGREEMENT AND TERMS.

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

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.2. The Contractor shall submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to program services within ten (10) days of the contract effective date.
- 1.3. The Contractor shall pursue any and all appropriate public sources of funds that are applicable to the funding of the Services, operations prevention, acquisition, or rehabilitation. Appropriate records shall be maintained by the Contractor to document actual funds received or denials of funding from such public sources of funds.
- 1.4. For the purposes of this contract, any reference to days shall mean calendar days.
- 1.5. For the purposes of this contract, all data entry, documentation and recording shall be completed using the Web Information Technology System (WITS) currently used by the Contractor to provide similar services.
- 1.6. The Contractor shall obtain and maintain a service site, which shall comply with all fire, health, and safety codes which shall include but not be limited to being handicap and wheelchair accessible.
- 1.7. The Contractor shall obtain written approval from the Department prior to entering into any agreement regarding service site relocation.:
- 1.8. The Contractor shall comply with the Department's Sentinel Event policy in Exhibit A-1, Sentinel Event Policy.
- 1.9. The Contractor shall participate in the Regional Public Health Network(s) associated the towns served by the Regional Access Point (RAP), which shall include, but not be limited to:
 - 1.9.1. Working with the Continuum of Care Facilitator(s) in the development of a resiliency and recovery oriented system of care (RROSC) in the region(s).
 - 1.9.2. Participating in the Regional Continuum of Care Workgroup(s).
- 1.10. The contractor shall engage in quality assurance and management activities, which shall include but not be limited to:
 - 1.10.1. Site reviews by the Department.



Exhibit A

- 1.10.2. Other quality assurance and management activities, as determined by the Department.

2. Services to Be Provided

2.1. The Contractor shall develop a Regional Access Point (RAP) for the provision of substance use disorder (SUD) information, screening, evaluation, case management and referral services to any individual living, working, or otherwise seeking services in the Greater Manchester Area. The Contractor shall, at a minimum, provide the Department with:

- 2.1.1. A plan that details how the RAP will deliver the services described in 2.1.
- 2.1.2. At the direction of the Department, the Contractor will be expected to work with the Department and the Center for Excellence (Bureau of Drug and Alcohol Services contracted technical assistance provider) to replicate this model in other areas of the State.

2.2. The Contractor shall provide RAP services to assist individuals who have substance use disorders who:

- 2.2.1. Are age 12 or older or under age 12 with the consent of a parent or other legal guardian, with substance use disorders; and
- 2.2.2. Are Residents of or homeless in New Hampshire.

2.3. The Contractor shall conduct outreach activities to promote and market RAP services, statewide, to individuals, health and social service agencies, businesses and community members. The Contractor shall ensure outreach activities include but are not limited to:

2.3.1. Developing printed materials using customized versions of 'Anyone. Anytime. NH,' for broad distribution, which may include, but is not limited to:

- 2.3.1.1. Brochures.
- 2.3.1.2. Flyers.
- 2.3.1.3. Display posters.
- 2.3.1.4. Pens.
- 2.3.1.5. Magnets.
- 2.3.1.6. Other marketing tools.

2.3.2. Publicizing telephone numbers, web addresses and other contact information associated with the information channels described in Section 2.4.



Exhibit A

- 2.3.3. Establishing and actively monitoring social media sites, which may include Facebook and Twitter.
- 2.3.4. Ensuring outreach activities target core community sectors that include, but are not limited to:
 - 2.3.4.1. Health & medical.
 - 2.3.4.2. Safety & law enforcement.
 - 2.3.4.3. Education.
 - 2.3.4.4. Business.
 - 2.3.4.5. Government.
 - 2.3.4.6. Community & family supports.
- 2.4. The Contractor shall develop multiple information channels by which an individual may request information that shall include, but not be limited to telephone, e-mail, and in-person. The Contractor shall:
 - 2.4.1. Respond to all requests for information within 24 hours of receiving requests for information.
 - 2.4.2. Ensure, at minimum, one information channel is available to the public 24 hours per day, 7 days per week, which may include a live answering service during 'off hours'.
 - 2.4.3. Ensure information available through all information channels includes, but is not limited to types and locations of services available:
 - 2.4.3.1. For Substance Use Disorder (SUD) treatment.
 - 2.4.3.2. For SUD recovery support.
 - 2.4.3.3. To support friends, family members and other concerned individuals.
- 2.5. The Contractor shall respond to requests for substance use disorders treatment services by scheduling a screening appointment for the client. The Contractor shall:
 - 2.5.1. Ensure the screening appointment is scheduled within 48 hours of the client's initial request for services.
 - 2.5.2. Provide an appointment date that is within ten (10) days of scheduling the appointment.
 - 2.5.3. Ensure the screening appointment:



Exhibit A

- 2.5.3.1. Can be completed by the client in person; by telephone, or face-to-face.
- 2.5.3.2. Is completed by a Certified Recovery Support Worker (CRSW), who shall, at a minimum:
 - 2.5.3.2.1. Gather client demographic, contact, and emergency contact information.
 - 2.5.3.2.2. Identify payer sources available to the client
 - 2.5.3.2.3. Use an evidence based screening tool, as approved by the Department, to determine the likelihood of a substance use disorder, as defined by the DSM 5.
- 2.5.4. Document client profile, intake and admission information in WITS within 3 days of completing the screening.
- 2.6. The Contractor shall schedule, either directly or through Memorandums of Understanding with SUD treatment providers in the service area, evaluations of clients who screen positive for substance use disorder within 48 hours of the completed screening in Section 2.5, as appropriate. The Contractor shall ensure:
 - 2.6.1. Evaluations are completed within 10 days of scheduling the evaluation.
 - 2.6.2. Evaluations are completed by a Licensed Alcohol and Drug Counselor (LADC) or Master Licensed Alcohol and Drug Counselor (MDLAC).
 - 2.6.3. Clients are assessed in all American Society of Addiction Medicine (ASAM, October 2013) dimensions.
 - 2.6.4. Evaluations are completed using one or more evidence based evaluation tools.
 - 2.6.5. Evaluations meet 'Addiction Counseling Competencies, TAP 21' standards. (<http://store.samhsa.gov/product/TAP-21-Addiction-Counseling-Competencies/SMA15-4171>)
 - 2.6.6. Evaluations include a DSM 5 Substance Use Disorder diagnosis when appropriate.
 - 2.6.7. Recommendations are provided to clients diagnosed as having a substance use disorder, as appropriate, which may include, but are not be limited to, recommendations for:
 - 2.6.7.1. An initial ASAM level of care.
 - 2.6.7.2. Recovery support and/or other needed services.



Exhibit A

- 2.6.7.3. Interim services if the indicated ASAM level of care is not immediately available to the client.
- 2.6.8. Diagnosis information is entered into WITS within three (3) days of completing each evaluation.
- 2.7. The Contractor shall provide referral services to clients in order to meet the recommendations that result from the evaluation in Section 2.6.6. The Contractor shall:
 - 2.7.1. Ensure referral services are provided by a Certified Recovery Support Worker (CRSW).
 - 2.7.2. Ensure referral services include, but are not limited to:
 - 2.7.2.1. Identifying provider agencies that can meet the evaluation recommendations in Section 2.6.6.
 - 2.7.2.2. Contacting the provider agency on behalf of the client, as appropriate.
 - 2.7.2.3. Assisting the client with making contact with the provider agency, as appropriate.
 - 2.7.2.4. Supporting the client in meeting the admission/entrance/intake requirements of the provider agency.
 - 2.7.3. Develop and maintain a database of provider agencies to meet the needs of clients, which may include, but are not limited to:
 - 2.7.3.1. Substance use disorder treatment and recovery support services.
 - 2.7.3.2. Physical health services.
 - 2.7.3.3. Behavioral health services.
 - 2.7.3.4. Employment and education services.
 - 2.7.3.5. Housing services.
 - 2.7.4. Ensure Memorandums of Understanding are executed with SUD treatment and peer recovery support services providers in the community to ensure clients can access interim and other services within 7 days of completed evaluations described in Section 2.6.
- 2.8. The Contractor shall assist clients to enroll with payer services. The Contractor shall:



Exhibit A

- 2.8.1. Assess clients for probable eligibility for public or private insurance, such as Medicaid; the New Hampshire Health Protection Program (NHHPP); and Qualified Health Plans available through the Marketplace.
- 2.8.2. Assist clients with enrollment with the appropriate payer. Assistance shall include, but not be limited to:
 - 2.8.2.1. Providing one-on-one support to clients throughout the enrollment process.
 - 2.8.2.2. Providing clarification on information that needs to be provided to the payer agency to ensure enrollment can be completed by the client.
- 2.9. The Contractor shall provide Continuous Recovery Monitoring services to clients who are not currently receiving Continuous Recovery Monitoring services through a Department-contracted SUD treatment provider. The Contractor shall:
 - 2.9.1. Attempt to contact each client a minimum of three (3) times over the course of one week. The Contractor shall:
 - 2.9.1.1. Attempt contact by telephone at a reasonable time when the client would normally be available.
 - 2.9.1.2. Attempt a second contact, as necessary, by telephone at a reasonable time when the client would normally be available no sooner than 2 days and no later than 3 days after the first attempt in Section 2.9.1.1.
 - 2.9.1.3. Attempt a third contact, as necessary, by telephone at a reasonable time when the client would normally be available, no sooner than 2 days and no later than 3 days after the second attempt in Section 2.9.1.2.
 - 2.9.1.4. Not exceed twelve (12) attempts in a thirty (30) day period.
 - 2.9.1.5. No further billing shall occur when unsuccessful contact with the client occurs for thirty (30) consecutive days until such time the client is successfully contacted, at which time billing limitation in Exhibit B, Method and Conditions Precedent to Payment shall apply.
 - 2.9.2. Contact clients no less frequently than:
 - 2.9.2.1. 3 months post-discharge from the last treatment service (60 – 120 days post discharge).



Exhibit A

- 2.9.2.2. 6 months post-discharge from the last treatment service (150 – 210 days post discharge).
 - 2.9.2.3. 12 months post-discharge from the last treatment service (330 - 390 days post discharge).
 - 2.9.3. Inquire on the status of each client's recovery.
 - 2.9.4. Identify any client needs.
 - 2.9.5. Assist the client with addressing the needs identified in Section 2.9.4.
 - 2.9.6. Provide early intervention to clients who have relapsed or whose recovery is at risk, as identified in Section 2.9.4, and record the same.
 - 2.9.7. Complete the Client Follow-Up in WITS within 3 days of each completed contact identified in Section 2.9.2.
- 2.10. The Contractor shall enter client discharge information into WITS within 3 days of client discharge.

3. Data and Reporting Requirements

- 3.1. The Contractor shall provide monthly reports that include, but are not limited to:
- 3.1.1. Time lapses for services including, but not limited to:
 - 3.1.1.1. Initial client contact to screening.
 - 3.1.1.2. Screening to evaluation.
 - 3.1.1.3. Evaluation to interim services.
 - 3.1.1.4. Evaluation to regular services.
 - 3.1.2. Type of payer enrollment assessment and/or assistance provided, as described in Section 2.7.
- 3.2. The Contractor shall provide monthly reports identifying SUD treatment and peer recovery support services providers with whom Memorandums of Understanding have been executed to provide contracted services. Reports shall include, but not be limited to:
- 3.2.1. Name, location, and contact information of the provider.
 - 3.2.2. Specific services provided by the provider.
- 3.3. The Contractor shall provide monthly reports that identify specific marketing activities conducted as required in Section 2.3. Reports shall include, but are not limited to:



Exhibit A

- 3.3.1. Types of marketing materials developed and samples of those materials.
- 3.3.2. Venues where materials are displayed and/or available for hand out.
- 3.3.3. Methods of marketing delivery.
- 3.3.4. A plan for marketing that will be conducted in the following month.
- 3.4. The Contractor shall comply with the reporting requirements listed in Section 2.9.7, in accordance with the following schedule with the first report due on April 1, 2016:
 - 3.4.1. Three (3) month follow ups completed for all clients with a discharge date prior to March of 2017.
 - 3.4.2. Six (6) month follow-ups completed for all clients with a discharge date prior to January of 2017.
 - 3.4.3. Twelve (12) month follow ups completed for all clients with a discharge date prior to July of 2016.

4. Minimum Performance Measures

- 4.1. The Contractor shall comply with Continuous Recovery Monitoring contacts described in Section 2.9, as follows:
 - 4.1.1. Twenty-five percent (25%) of discharged clients shall be contacted three (3) months after discharge.
 - 4.1.2. Ten percent (10%) of discharged clients shall be contacted (6) months after discharge.
 - 4.1.3. Five percent (5%) of discharged clients shall be contacted twelve (12) months after discharge.

5. Deliverables

- 5.1. The Contractor shall provide the plan described in Section 2.1 to the Department with nineteen (19) days of the Contract effective date.
- 5.2. The Contractor shall provide a sample of all marketing materials to the Department within three (3) days of developing the materials described in Section 2.3.
- 5.3. The Contractor shall respond to all requests for information described in Section 2.4 within 24 hours of receiving the requests.
- 5.4. The Contractor shall ensure screening appointments described in Section 2.5 are available within 48 hours of receiving clients' requests for services.



Exhibit A

- 5.5. The Contractor shall ensure evaluations in Section 2.6 are available within 2 days of the completed screening described in Section 2.5.
- 5.6. The Contractor shall ensure clients can access interim and other services within seven (7) days of completing evaluations described in Section 2.6.
- 5.7. The Contractor shall ensure all client services provided through this contract are documented and/or recorded within three (3) days of providing the service.

6. Liquidated Damages

- 6.1. The Contractor and the Department agree that the Web Information Technology System (WITS) shall be the source of record with data polls taking place on the tenth (10th) day of the month, beginning with April 10, 2016.
- 6.2. The Contractor and the Department agree that it will be extremely impracticable and difficult to determine actual damages that the Department will sustain in the event that the vendor fails to maintain the required performance standards in Section 4, Performance Standards, throughout the life of the contract. Any breach by the Contractor will delay and disrupt the Department's operations and obligations and lead to significant damages. Therefore, the parties agree that the liquidated damages as specified in the sections below are reasonable.
- 6.3. Assessment of liquidated damages shall be in addition to, not in lieu of, such other remedies as may be available to the Department. Except and to the extent expressly provided herein, the Department shall be entitled to recover liquidated damages cumulatively under each section applicable to any given incident.
- 6.4. The Department shall make all assessments of liquidated damages. Should the Department determine that liquidated damages may, or will be assessed; the Department shall notify the Contractor as specified in Section 7, Notifications and Remedies for Liquidated Damages, below.
- 6.5. The Contractor shall submit a written Corrective Action Plan to the Department within five (5) business days of receiving notification as specified in Section 7, Notifications and Remedies for Liquidated Damages., for review and approval prior to implementation of the corrective action plan.
- 6.6. The Contractor agrees that as determined by the Department, failure to provide services that meet the performance standards in Section 4, Performance Standards, shall result in in liquidated damages as specified in Section 7, Notifications and Remedies for Liquidated Damages. The Department's decision to assess liquidated damages must be reasonable, based in fact and made in good faith.
- 6.7. The remedies specified in Section 7, Notifications and Remedies for Liquidated Damages, shall apply until the failure is cured or resulting dispute is resolved in the Contractor's favor.



Exhibit A

- 6.8. Liquidated damages in the amount of \$500 per month for failure to meet the Minimum Performance Measures identified in Section 4.
- 6.9. The amount of liquidated damages assessed by the Department to the Contractor shall need exceed the price limitation in Form P-37, General Provisions, Block 1.8, Price Limitation.

7. Notifications and Remedies for Liquidated Damages.

- 7.1. Prior to the imposition of liquidated damages or any other remedies under this Contract, including termination for breach, the Department shall issue written notice of remedies that shall include, as applicable:
 - 7.1.1. A citation to the Contract provision violated.
 - 7.1.2. The remedies to be applied and the date the remedies shall be imposed.
 - 7.1.3. The basis for the Department's determination that the remedies shall be imposed.
 - 7.1.4. A request for a Corrective Action Plan.
 - 7.1.5. The timeframe and procedure for the Contractor to dispute the Department's determination. The Contractor's dispute of liquidated damages or remedies shall not stay the effective date of the proposed liquidated damages or remedies.
 - 7.1.6. If the failure is not resolved within the cure period, liquidated damages may be imposed retroactively to the date of failure to perform and continue until the failure is cured or any resulting dispute is resolved in the Contractor's favor.
- 7.2. In connection with any action taken or decision made by the Department with respect to this Contract, within ninety (90) days following the action or decisions, the Contractor may protest such action or decision by the delivery of a notice of protest to the Department and by which the Contractor may protest said action or decision and/or request an informal hearing with the Director of the Bureau of Drug and Alcohol Services.
 - 7.2.1. The Contractor shall provide the Department with an explanation of its position protesting the Department's action or decision.
 - 7.2.2. The Director shall determine a time that is mutually agreeable to the parties during which they may present their views on the disputed issues. It is understood that the presentation and discussion of the disputed issues will be informal in nature.



Exhibit A

- 7.2.3. The Director shall provide written notice of the time, format and location of the presentation.
- 7.2.4. At the conclusion of the presentations, the Director shall consider all evidence and shall render a written recommendation as soon as practicable, but in no event more than thirty (30) calendar days after the conclusion of the presentation.
- 7.2.5. The Director may appoint a designee to hear and determine the matter.

NH Department of Health and Human Services	Page 1 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

I. Purpose

The Department of Health and Human Services' (DHHS) Sentinel Event Policy is part of a comprehensive quality assurance program and establishes the reporting and review requirements of sentinel events involving individuals served by the Department. Both community providers and components of DHHS which provide direct care services shall report sentinel events as directed by this policy.

II. Statutory Authority

In support of its commitment to quality in the delivery of health and human services to the citizens of New Hampshire, the Department will review sentinel events as part of its quality assurance activities. Statutory authority for reviews of sentinel events is set forth in NH RSA 126-A:4, IV:

RSA 126-A:4 Department Established.

IV. The department may establish a quality assurance program.

- (a) Any quality assurance program may consist of a comprehensive ongoing system of mechanisms for monitoring and evaluating the appropriateness of services provided to individuals served by the department or any of its contract service providers so that problems or trends in the delivery of services are identified and steps to correct problems can be taken.
- (b) Records of the department's quality assurance program including records of interviews, internal reviews or investigations, reports, statements, minutes, and other documentation except for individual client medical records, shall be confidential and privileged and shall be protected from direct or indirect discovery, subpoena, or admission into evidence in any judicial or administrative proceeding, except as provided in subparagraphs IV (c) or (d).
- (c) In case of legal action brought by the department against a contract service provider or in a proceeding alleging repetitive malicious action and personal injury brought against a contract service provider, the quality assurance program's records may be discoverable.
- (d) The department may refer any evidence of fraudulent or other criminal behavior gathered by the quality assurance program to the appropriate law enforcement authority.
- (e) No employees of the department or employees of a contract service provider or vendor shall be held liable in any action for damages or other relief arising from the providing of information to a quality assurance program or in any judicial or administrative procedure relating to the DHHS' quality assurance program.

III. Goals

The goals of this sentinel event reporting and review policy are:

1. To have a positive impact in improving care and service delivery; and
2. To understand the causes that underlie sentinel events, and make changes to internal and external systems and processes to reduce the probability of such events in the future.

NH Department of Health and Human Services	Page 2 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

IV. Definition

The Joint Commission defines sentinel event as “an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase ‘or the risk thereof’ includes any process variation for which a recurrence would carry a significant change of a serious adverse outcome.”

Client-centered sentinel events, involving victims and/or perpetrators, include:

1. (a) An unanticipated death, not including homicide or suicide; or
 - (b) permanent loss of function; or
 - (c) risk thereof, not related to the natural course of an individual’s illness or underlying condition, resulting from such causes including, but not limited to:
 - a medication error,
 - an unauthorized departure or abduction from a facility providing care, or
 - a delay or failure to provide services;
2. a. Homicide, i.e., the person is the victim of a homicide;
2. b. Suicide or suicide attempt, i.e., self-injurious behavior with a non-fatal outcome accompanied by evidence (either explicit or implicit) that the person intended to die;
3. Rape or any other sexual assault, i.e., the person is the victim of rape or sexual assault;
4. A serious physical or psychological injury, i.e., one that jeopardizes a person’s health, or risk thereof, that is associated with the planning and delivery of care.

Agency-involved sentinel events:

5. High profile events which may involve media coverage and/or police involvement when the police involvement is related to a crime or suspected crime and not primarily to provide assistance in a potentially unsafe situation

V. Applicability

A. Reportable sentinel events shall be those sentinel events that involve individuals who:

- Are receiving Department funded services¹, as described in B and C below;
- Have received Department funded services within the preceding 30 days;
- Have been evaluated by a service provider within the preceding 30 days; or
- Are the subject of a Child or Adult Protective Services report.

B. The following community providers shall be required to report sentinel events:

- Community Mental Health Centers (Bureau of Behavioral Health);
- Area Agencies (Bureau of Developmental Services); and

¹ For purposes of this policy, enrollment in a medical or cash public assistance program, such as Medicaid, Aid to the Needy Blind, Food Stamps, or Financial Assistance to Needy Families, shall not be considered a department funded service or program.

NH Department of Health and Human Services	Page 3 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

- Case Management Agencies (Bureau of Elderly and Adult Services)

C. The following DHHS divisions and bureaus which provide direct care services, shall be required to report sentinel events:

1. Division of Community Based Care
 - Bureau of Drug and Alcohol Services;
 - Bureau of Elderly and Adult Services: Adult Protection Program (APSWs); and
 - New Hampshire Hospital
2. Office of Human Services
 - Bureau of Homeless and Housing
3. Division for Children Youth and Families
 - Bureau of Child Protection (CPSWs)
 - Bureau of Juvenile Justice Services
 - a. Juvenile Probation and Parole Services (including all community programs) (JPPOs)
 - b. Sununu Youth Services Center

VI. Notification

A. Immediate Verbal Notification

Upon the discovery of a sentinel event by a community provider or by a DHHS division or bureau (whether by direct report by a provider, other mandatory reporting mechanisms, or a more general discovery) identified in the Applicability section above, that person or entity shall provide immediate verbal notification to the appropriate DHHS Division Director or designee.

Immediate verbal notification shall be provided by direct telephone contact. If direct telephone contact is not possible, a voice-mail or e-mail message shall be left.

The following information shall be provided:

- The reporting individual's name, phone number, and agency/organization;
- Name and date of birth (DOB) of the individual(s) involved in the event;
- Location, date, and time of the event; and
- Description of the event, including what, when, where, how, and other relevant information, as well as the identification of any other individuals involved.

NH Department of Health and Human Services	Page 4 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

Note: Protected health information shall not be left in a voice-mail or e-mail message.

Internal Process: Upon receiving notification of a sentinel event, the Division Director, or any other Department representative who receives the notification, shall report the event to the Department's Quality Improvement Director and the appropriate Department's Associate or Deputy Commissioners either by direct telephone contact, voice-mail or e-mail.

B. Completion of the *Sentinel Event Reporting Form* and E-Studio Notification

Written notification of the sentinel event shall be provided by the reporting person or designated agency staff to the appropriate DHHS Division and/or Bureau Directors within 72 hours of the event. Written notification shall be via a completed "Sentinel Event Reporting Form," and uploaded to the protected E-Studio application, available at <https://nh.same-page.com>.²

Each section of the *Sentinel Event Reporting Form* must be completed following the form's instructions, i.e., *Sentinel Event Reporting Form-Instructions*.

Additional information regarding the sentinel event shall be reported as it becomes available and upon Department request and also uploaded to the E-studio application. Such information may include additional details as they are learned, a change in the status of the situation, or links to relevant newspaper articles.

The process for providing additional information is to either:

- Download the original *Sentinel Event Reporting Form* to a computer and edit it by adding the additional information in the Part V. Follow-Up Information section. Rename the revised *Sentinel Event Reporting Form* as follows:
 - SE BBH Riverbend John S 01022012 rev. 01302012
- Or, upload a separate document, such as a newspaper article, which must have a file name to ensure it will be connected to the correct *Sentinel Event Reporting Form*:
 - SE BBH Riverbend John S 01102012 follow up

Internal Process: The Division / Bureau Director's designee shall review the E-Studio submissions for completeness, accuracy, and whether the reported event meets the criteria of a sentinel event as defined in this policy. Upon determining that a submitted *Sentinel Event Reporting Form* is a complete, accurate, and applicable sentinel event report, the Division / Bureau Director's designee shall notify the Division / Bureau Director, the Department's Quality Improvement Director and the appropriate Associate or Deputy Commissioner(s) of a complete report via E-Studio by selecting the appropriate names and "e-team" provided in the E-Studio application

² Users shall be trained on and approved for E-Studio use, per the "E-Studio Training Protocol."

NH Department of Health and Human Services	Page 5 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

C. Confidentiality

Both community providers and Department components that report sentinel events shall comply with applicable confidentiality laws, HIPAA requirements, and their own policies and procedures regarding the reporting of confidential information and protected health information.

VII. Mandatory Reporting

Reporting sentinel events under the provisions of this policy shall not replace the mandatory reporting requirements of RSA 161-F:42-57 and RSA 169-C:29 with regard to abuse, neglect, self-neglect, or exploitation.

VIII. Sentinel Event Review

Each agency is expected to complete its own review of a reportable sentinel event consistent with the applicable DHHS administrative rules and its agency policies regarding incidents and events that are consistent with this policy's definition of a sentinel event and that involve individuals that are receiving, or who have recently received, Department funded services, i.e., within the previous 30 days, as described in this policy (section V).

A. Authority

The Commissioner, Deputy Commissioner, Associate Commissioner, or their designees, shall assign responsibility to the DHHS Quality Improvement Director to conduct reviews of selected sentinel events. The DHHS Quality Improvement Director shall select a qualified staff person to conduct sentinel event reviews when the Quality Improvement Director is unavailable.

Sentinel events to be reviewed include those:

1. Requested by the Office of the Commissioner, a Division or Bureau Director, or the DHHS Quality Improvement Director; or
2. That, given the available information, the DCBCS Quality Leadership Team identifies those sentinel events in which more than one agency/system was involved with the individual's care and, in which there is preliminary evidence of potentially one or more problematic systemic issues.

B. Notice

The DHHS Quality Improvement Director or designee shall inform the appropriate division's Bureau Administrator and the DCBCS Bureau's Quality Leadership Team Representative, when applicable, via e-mail that a Sentinel Event Review is being scheduled. For sentinel event

NH Department of Health and Human Services	Page 6 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

reviews involving one or more DCBCS bureaus, the DCBCS Quality Leadership Team is responsible for the following:

1. Invitation to the Sentinel Event Review, indicating the date, time, and location of the review;
2. The Department participants who are required to attend the review;
3. Information about the sentinel event, including who the event involves and the reason for the review;
4. The agencies or providers involved, e.g., community providers and/or Department divisions and bureaus, and who should be invited to attend; and
5. Instructions on how to prepare for the review, as follows:
 - Identify and invite other Department and provider-level participants;
 - Identify who among the invitees shall be the presenter(s);
 - Gather information, as applicable from sources such as site visits, interviews with presenters, as applicable, and clinical record reviews;
 - Provide relevant documentation, such as Division, facility, and service provider reports, notes, correspondence, policies, and Individual Service Plans and/or Support Plans. This shall be the responsibility of the individual or entity who actually has the documentation. Documentation shall be brought to the review for reference, but shall not be copied, distributed, or otherwise maintained by the review process.

C. Sentinel Event Review

1. The review shall include:
 - Case presentation(s);
 - Review of the event (including a review of relevant documentation); and
 - Identification of systemic factors, opportunities for improvement and recommendations for follow-up activity, as applicable.
2. The case presentation shall include: demographic information, description of the precipitating event, a clinical description of the individual involved, the immediate action taken by the agency when the incident occurred, any other administrative/operational issues relevant to the event, and a description of any identified opportunities for improvement. (See "Sentinel Event Review Presentation".)
2. The review of the event shall identify recommendations for follow-up activity to address identified systemic issues, if any.
3. No minutes of the review proceedings shall be taken, maintained or distributed.
4. Records of the identification of systemic factors, and opportunities for improvement and recommendations for follow-up activity(ies) will be kept without the identification of individuals or specific community agencies.

NH Department of Health and Human Services	Page 7 of 7
SENTINEL EVENT POLICY	Effective Date: September 2010 Revised Date: February 2014
Policy Number:	DHHS Policy: PR 10-01

E. Confidentiality

Pursuant to RSA 126-A:4, IV, any and all records of or prepared solely for the Sentinel Event Review shall be confidential and privileged

Date: SD
Contractor Initials: 2/24/16



Exhibit B

Method and Conditions Precedent to Payment

1. The State shall pay the Contractor an amount not to exceed the Price Limitation, block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. This contract is funded with federal and other funds. Department access to supporting funding for this project is dependent upon the criteria set forth in the Catalog of Federal Domestic Assistance (CFDA) (<https://www.cfda.gov>) #93.959 US Department of Health and Human Services; Substance Abuse and Mental Health Services Administration; Block Grants for Prevention and Treatment of Substance Abuse; Substance Abuse Block Grant (SABG).
3. The Contractor shall use and apply all contract funds for authorized direct and indirect costs to provide services in Exhibit A, Scope of Services, in accordance with Exhibit B-1, Budget and Exhibit B-2, Budget.
4. Payment for services provided in accordance with Exhibit A, Scope of Services, shall be made as follows:
 - 4.1. Payments shall be made on cost reimbursement and fee-for-service basis only, for allowable costs, expenses and fees in accordance with Exhibits B-1, Budget through Exhibit B-2, Budget.
 - 4.2. Allowable costs and expenses shall include those expenses detailed in Exhibit B-1, Budget and Exhibit B-2, Budget
 - 4.3. The Contractor shall submit monthly invoices using invoice forms provided by the Department.
 - 4.4. The Contractor shall submit supporting documentation and required reports in Exhibit A, Scope of Services, Section 3, Data and Reporting Requirements, that support evidence of actual expenditures, in accordance with Exhibit B-1, Budget and Exhibit B-2, Budget for the previous month by the tenth (10th) working of the current month.
 - 4.5. The Contractor shall submit invoices for services outlined in Exhibit A, Scope of Services in accordance with budget line items in Exhibit B-1, Budget and Exhibit B-2, Budget preferably by e-mail on Department approved invoices to:

Financial Manager
Bureau of Drug and Alcohol Services
Department of Health and Human Services
105 Pleasant Street, 3rd Floor North
Concord, NH 03301



Exhibit B

- 4.6. Payments shall be made on fee-for-service basis for Continuous Recovery Monitoring services detailed in Exhibit A, Scope of Services, Section 2.9, in accordance with Exhibits B-1, Budget through Exhibit B-2, Budget.
- 4.7. The Contractor shall bill the Department for Continuous Recovery Monitoring services detailed in Exhibit A, Scope of Services, Section 2.9 on a fee-for-service basis as follows:
 - 4.7.1. Attempted or completed contacts shall be billed at a rate of \$15.00 per contact for up to four (4) contacts per month per client.
 - 4.7.2. The maximum billable amount per client shall not exceed \$60.00 per month.
 - 4.7.3. Unsuccessful contact with the client for thirty (30) consecutive days shall result in no further billing until such time client is successfully contacted, at which time billing limitation in Section 4.7.2 shall apply.
5. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
6. A final payment request shall be submitted no later than forty (40) days from the Form P37, General Provisions, Contract Completion Date, Block 1.7.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
8. Notwithstanding paragraph 18 of the Form P-37, General Provisions, an amendment limited to transfer the funds within the budgets in Exhibit B-1 and Exhibit B-2 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.
9. When the contract price limitation is reached, the program shall continue to operate at full capacity at no charge to the State of New Hampshire for the duration of the contract period.

Exhibit B-1 Budget

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

Bidder/Program Name: National Council on Alcoholism and Drug Dependence Greater Manchester

Budget Request for: SUD Regional Access Point Services - Greater Manchester (SS-2016-BDAS-03-Regio)

Budget Period: April 1, 2016 through June 30, 2016

Line Item	Direct (Performance)		CSA Program Cost (Indirect)		State (Indirect)		Contractor Share / Match (Indirect)		Total	
	\$	%	\$	%	\$	%	\$	%	\$	%
1. Total Salary/Wages	45,627.00		2,347.00		47,974.00		24,407.00		72,381.00	
2. Employee Benefits	4,292.00		208.00		4,500.00		2,197.00		6,697.00	
3. Consultants	-		-		-		-		-	
4. Equipment:	-		-		-		-		-	
Rental	190.00		10.00		200.00		190.00		390.00	
Repair and Maintenance	-		-		-		-		-	
Purchase/Depreciation	-		-		-		-		-	
5. Supplies:	-		-		-		-		-	
Educational	-		-		-		-		-	
Lab	-		-		-		-		-	
Pharmacy	-		-		-		-		-	
Medical	-		-		-		-		-	
Office	560.00		-		560.00		-		560.00	
6. Travel	500.00		25.00		525.00		500.00		1,025.00	
7. Occupancy	11,623.00		571.00		12,194.00		4,000.00		16,194.00	
8. Current Expenses	-		-		-		-		-	
Telephone	500.00		-		500.00		500.00		1,000.00	
Postage	75.00		-		75.00		75.00		150.00	
Subscriptions	-		64.00		64.00		64.00		128.00	
Audit and Legal	-		-		-		-		-	
Insurance	288.00		16.00		304.00		298.00		602.00	
Board Expenses	-		-		-		-		-	
Software	100.00		5.00		105.00		100.00		205.00	
9. Marketing/Communications	500.00		-		500.00		500.00		1,000.00	
10. Staff Education and Training	350.00		-		350.00		350.00		700.00	
11. Subcontracts/Agreements	-		-		-		-		-	
12. Other (specific details mandatory):	-		-		-		-		-	
Fee-for-Service @ \$15/Contact	7,095.00		-		7,095.00		-		7,095.00	
TOTAL	71,712.00		3,246.00		74,958.00		33,677.00		108,635.00	

Indirect As A Percent of Direct 4.5%

Contractor Initials: SD
Date: 2/24/16

Exhibit B-2 Budget

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

Bidder/Program Name: National Council on Alcoholism and Drug Dependence Greater Manchester
Budget Request for: SUD Regional Access Point Services - Greater Manchester (SS-2016-8DAS-03-Regio)

Budget Period: July 1, 2016 through June 30, 2017

Line Item	Total Program Cost		Contractor Share / Month		Funding by Other Sources		Total
	Direct	Indirect	Direct	Indirect	Direct	Indirect	
1. Total Salary/Wages	\$ 212,623.00	\$ 8,860.00	\$ 221,483.00	\$ -	\$ 92,441.00	\$ 3,852.00	\$ 125,182.00
2. Employee Benefits	\$ 26,338.00	\$ 1,396.00	\$ 27,734.00	\$ -	\$ 21,768.00	\$ 1,146.00	\$ 4,810.00
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ 760.00	\$ 40.00	\$ 800.00	\$ -	\$ 760.00	\$ 40.00	\$ 800.00
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. Travel	\$ 2,240.00	\$ -	\$ 2,240.00	\$ -	\$ 2,240.00	\$ -	\$ 2,240.00
7. Occupancy	\$ 1,995.00	\$ 105.00	\$ 2,100.00	\$ 105.00	\$ 1,995.00	\$ 105.00	\$ 2,100.00
8. Current Expenses	\$ 45,600.00	\$ 2,400.00	\$ 48,000.00	\$ -	\$ 45,600.00	\$ 2,400.00	\$ 48,000.00
Telephone	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ 2,000.00
Postage	\$ 300.00	\$ -	\$ 300.00	\$ -	\$ 300.00	\$ -	\$ 300.00
Subscriptions	\$ 256.00	\$ -	\$ 256.00	\$ -	\$ 256.00	\$ -	\$ 256.00
Audit and Legal	\$ 1,900.00	\$ -	\$ 1,900.00	\$ -	\$ 1,900.00	\$ -	\$ 1,900.00
Insurance	\$ 1,193.00	\$ 63.00	\$ 1,256.00	\$ 63.00	\$ 1,193.00	\$ 1,256.00	\$ 1,256.00
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ 399.00	\$ 21.00	\$ 420.00	\$ -	\$ 399.00	\$ 21.00	\$ 420.00
10. Marketing/Communications	\$ 1,400.00	\$ -	\$ 1,400.00	\$ -	\$ 1,400.00	\$ -	\$ 1,400.00
11. Staff Education and Training	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ 2,000.00	\$ -	\$ 2,000.00
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (Specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Fee-for-Service @ \$15/Contact	\$ 28,350.00	\$ -	\$ 28,350.00	\$ -	\$ -	\$ -	\$ 28,350.00
TOTAL	\$ 327,098.00	\$ 13,137.00	\$ 340,235.00	\$ 7,883.00	\$ 173,996.00	\$ 7,883.00	\$ 156,360.00

Indirect As A Percent of Direct 4.0%

Contractor Initials: SD
Date: 2/24/16



SPECIAL PROVISIONS

Contractors Obligations: The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
2. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the Department for that purpose and shall be made and remade at such times as are prescribed by the Department.
3. **Documentation:** In addition to the determination forms required by the Department, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the Department requests. The Contractor shall furnish the Department with all forms and documentation regarding eligibility determinations that the Department may request or require.
4. **Fair Hearings:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with Department regulations.
5. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.
6. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
7. **Conditions of Purchase:** Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate which reimburses the Contractor in excess of the Contractors costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:
 - 7.1. Renegotiate the rates for payment hereunder, in which event new rates shall be established;
 - 7.2. Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;

SD

2/24/16



- 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 Division 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

SD
2/24/16



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: NCADD/EM

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name: NCADD/GM

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO



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

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

INSTRUCTIONS FOR CERTIFICATION

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



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: NCADD/GM

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO



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

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

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

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

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

Exhibit G

Contractor Initials SD

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

Date 2/24/16



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.

Contractor Name: NCADD/Gm

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO

Exhibit G

Contractor Initials SD

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

Date 2/24/16



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name: NCADD/Gm

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) Definitions.

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



Exhibit I

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

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

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



Exhibit I

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

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

(3) Obligations and Activities of Business Associate.

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

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

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



Exhibit I

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



Exhibit I

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

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) 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 Dept Health & Human Services
The State

Kathleen A. Dunn
Signature of Authorized Representative

Kathleen A. Dunn
Name of Authorized Representative

Associate Commissioner
Title of Authorized Representative

3/1/14
Date

NCAAD/6m - Serenity Place
Name of the Contractor

Sharon Drake
Signature of Authorized Representative

Sharon Drake
Name of Authorized Representative

CEO
Title of Authorized Representative

2/24/16
Date



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

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

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

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

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

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

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

Contractor Name: NCADD/GM

2/24/16
Date

Sharon Drake
Name: Sharon Drake
Title: CEO



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: 00-946-2784
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____

State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE/GREATER MANCHESTER is a New Hampshire nonprofit corporation formed December 7, 1997. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 27th day of May A.D. 2015

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

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

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

1. I am a duly elected Officer of NCADD Greater Manchester – Serenity Place.
(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 May 25, 2011:
(Date)

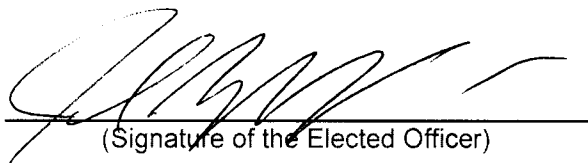
RESOLVED: That the Sharon Drake, CEO
(Title of Contract Signatory)

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 24th day of February, 2016.
(Date Contract Signed)

4. Sharon Drake is the duly elected Chief Executive Office
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.


(Signature of the Elected Officer)

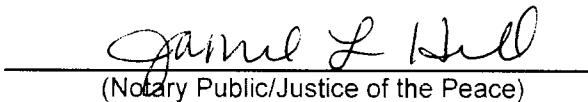
STATE OF NEW HAMPSHIRE

County of HILLSBOROUGH

The forgoing instrument was acknowledged before me this 24th day of February, 2016,

By John FitzGerald, III
(Name of Elected Officer of the Agency)




(Notary Public/Justice of the Peace)

Commission Expires: 8.22.2017

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

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

PRODUCER 52122 / E & S Insurance Services, LLC PO Box 7425 Gifford, NH 03247	CONTACT NAME:	
	PHONE (A/C No, Ext):	FAX (A/C No):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: MARKEL INSURANCE COMPANY		38970
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
 National Council on Alcoholism & Drug Dependence
 Greater Manchester T/A Serenity Place
 101 Manchester Street
 Manchester, NH 03101

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8502SS335180-6	02-09-2016	02-09-2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	<input type="checkbox"/>	<input type="checkbox"/>				EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				<input type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

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

Certificate holder is included as additional insured for operations conducted by the named insured.
 RE: Funding source

CERTIFICATE HOLDER State of New Hampshire, BDAS 105 Pleasant Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Bruce A. Kay	RCH 10
---	--	-----------

Bruce A. Kay



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/27/2015

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

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


PRODUCER E & S Insurance Services LLC 21 Meadowbrook Lane P O Box 7425 Gilford NH 03247-7425	CONTACT NAME: Pat Mack PHONE (A/C, No, Ext): (603) 293-2791 FAX (A/C, No): (603) 293-7188 E-MAIL ADDRESS: pat@esinsurance.com													
	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: <u>Markel</u></td> <td></td> </tr> <tr> <td>INSURER B: <u>New York Marine and General</u></td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: <u>Markel</u>		INSURER B: <u>New York Marine and General</u>		INSURER C:		INSURER D:		INSURER E:		INSURER F:
INSURER(S) AFFORDING COVERAGE	NAIC #													
INSURER A: <u>Markel</u>														
INSURER B: <u>New York Marine and General</u>														
INSURER C:														
INSURER D:														
INSURER E:														
INSURER F:														
INSURED Nat'l Council on Alcoholism & Drug Dependence Greater Manchester T/A Serenity Place 101 Manchester Street Manchester NH 03101														

COVERAGES CERTIFICATE NUMBER: 2015 w/upd WC REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSP WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		8502SS335180-5	2/9/2015	2/9/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Employee Benefits \$ 1,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		8502SS335180-5	2/9/2015	2/9/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$ 5,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		4602SS335181-5	2/9/2015	2/9/2016	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	WC201500005743	5/1/2015	5/1/2016	E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Abuse & Molestation		8502SS335180-5	2/9/2015	2/9/2016	\$1,000,000 \$2,000,000
A	Professional Liability		8502SS335180-5	2/9/2015	2/9/2016	\$1,000,000 \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: Serenity Place, 101 Manchester Street, Manchester, NH
Re: Tirrell House, 15 Brook Street, Manchester, NH

CERTIFICATE HOLDER NH Dept of Health & Human Services Bureau of Drug & Alcohol Services 105 Pleasant Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Pat Mack/PAT 
--	--

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE

Audited Financial Statements

*For The Fiscal Years Ended
June 30, 2014 and 2013*

**SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE**

Table of Contents

1.	Independent Auditor's Report.....	1
2.	Statements of Financial Position.....	2-3
3.	Statements of Activities and Changes in Net Assets.....	4
4.	Statements of Functional Expenses.....	5-6
5.	Statements of Cash Flows.....	7-8
6.	Notes to the Financial Statements.....	9-15

PENCHANSKY & CO. PLLC

CERTIFIED PUBLIC ACCOUNTANTS

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
Serenity Place
National Council on Alcoholism and Drug Dependence Affiliate
Manchester, New Hampshire

We have audited the accompanying financial statements of Serenity Place, National Council on Alcoholism and Drug Dependence Affiliate (a non-profit organization), which comprise the statement of financial position as of June 30, 2014 and 2013, and the related statements of activities and changes in net assets, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our 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 financial statements are free from material misstatement.

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

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Serenity Place, National Council on Alcoholism and Drug Dependence Affiliate as of June 30, 2014 and 2013, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted.

Penchansky & Co. PLLC
Penchansky & Co., PLLC

Certified Public Accountants
Manchester, New Hampshire
January 9, 2015

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Statements of Financial Position
As of June 30,

	<u>ASSETS</u>			
	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2014 Totals</u>	<u>2013 Totals</u>
<u>Current Assets:</u>				
Cash and Cash Equivalents	\$ 73,212	\$ 28,556	\$ 101,768	\$ 78,501
Receivables	155,261	0	155,261	199,099
Prepaid Expenses	15,103	0	15,103	15,832
	<hr/>	<hr/>	<hr/>	<hr/>
Total Current Assets	243,576	28,556	272,132	293,432
<u>Fixed Assets:</u>				
Land	42,371	0	42,371	42,371
Buildings	90,266	0	90,266	71,430
Building Improvements	465,198	0	465,198	427,465
Furniture and Fixtures	69,983	0	69,983	69,983
Equipment	93,941	0	93,941	85,944
Vehicles	29,950	0	29,950	29,950
Less: Accumulated Depreciation	(417,799)	0	(417,799)	(383,446)
	<hr/>	<hr/>	<hr/>	<hr/>
Net Fixed Assets	373,910	0	373,910	343,697
<u>Other Assets:</u>				
Investments at Market Value	84,144	0	84,144	70,022
	<hr/>	<hr/>	<hr/>	<hr/>
Total Other Assets	84,144	0	84,144	70,022
	<hr/>	<hr/>	<hr/>	<hr/>
Total Assets	\$ 701,630	\$ 28,556	\$ 730,186	\$ 707,151

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Statements of Financial Position
As of June 30,

LIABILITIES AND NET ASSETS

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2014 Totals</u>	<u>2013 Totals</u>
<u>Current Liabilities:</u>				
Accounts Payable	\$ 49,015	\$ 0	\$ 49,015	\$ 21,034
Accrued Expenses	89,148	0	89,148	46,953
Deferred Revenue	14,155	0	14,155	20,115
Line of Credit	36,305	0	36,305	37,800
Current Portion of Notes Payable	5,000	0	5,000	6,926
Total Current Liabilities	<u>193,623</u>	<u>0</u>	<u>193,623</u>	<u>132,828</u>
<u>Long Term Liabilities:</u>				
State Loan Payable	20,000	0	20,000	20,000
Notes Payable, Net of Current Portion	20,000	0	20,000	30,000
Total Long Term Liabilities	<u>40,000</u>	<u>0</u>	<u>40,000</u>	<u>50,000</u>
Total Liabilities	<u>233,623</u>	<u>0</u>	<u>233,623</u>	<u>182,828</u>
<u>Net Assets:</u>				
Unrestricted Net Assets	468,007	0	468,007	505,903
Temporarily Restricted Net Assets	0	28,556	28,556	18,420
Total Net Assets	<u>468,007</u>	<u>28,556</u>	<u>496,563</u>	<u>524,323</u>
Total Liabilities and Net Assets	<u>\$ 701,630</u>	<u>\$ 28,556</u>	<u>\$ 730,186</u>	<u>\$ 707,151</u>

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCY AFFILIATE
Statements of Activities and Changes in Net Assets
For The Years Ended June 30,

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2014 Totals</u>	<u>2013 Totals</u>
<u>Revenue and Support:</u>				
Governmental Agency Revenue	\$ 844,314	\$ 0	\$ 844,314	\$ 803,970
Contributions	41,455	0	41,455	46,974
Grants	55,400	20,000	75,400	72,864
Charges For Services	505,309	0	505,309	466,192
Fundraising	30,886	0	30,886	24,370
Other Revenue	7,182	0	7,182	6,867
Net Assets Released from Restrictions:				
Satisfaction of Program Restrictions	9,864	(9,864)	0	0
Total Revenue and Support	<u>1,494,410</u>	<u>10,136</u>	<u>1,504,546</u>	<u>1,421,237</u>
<u>Expenses:</u>				
Program Services	1,307,000	0	1,307,000	1,193,850
Fundraising	105,004	0	105,004	81,123
General and Administrative	134,424	0	134,424	107,954
Total Expenses	<u>1,546,428</u>	<u>0</u>	<u>1,546,428</u>	<u>1,382,927</u>
Excess (Deficit) of Revenue and Support over Expenses	<u>(52,018)</u>	<u>10,136</u>	<u>(41,882)</u>	<u>38,310</u>
<u>Other Revenue (Expenses):</u>				
Interest and Investment Income	2,686	0	2,686	1,366
Holding Gain (Loss) on Investments	11,436	0	11,436	8,636
Total Other Revenue (Expenses)	<u>14,122</u>	<u>0</u>	<u>14,122</u>	<u>10,002</u>
Net Increase (Decrease) in Net Assets	<u>(37,896)</u>	<u>10,136</u>	<u>(27,760)</u>	<u>48,312</u>
Net Assets - Beginning of Period	<u>505,903</u>	<u>18,420</u>	<u>524,323</u>	<u>476,011</u>
Net Assets - End of Period	<u>\$ 468,007</u>	<u>\$ 28,556</u>	<u>\$ 496,563</u>	<u>\$ 524,323</u>

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE
Statements of Functional Expenses
For The Years Ended June 30,

	<u>Program Services</u>				
	<u>REAP</u>	<u>Withdrawal Management</u>	<u>Tirrell House</u>	<u>Intensive Out Patient</u>	<u>Lin's Place</u>
<u>Expenses:</u>					
Salaries and Wages	\$ 176,697	\$ 113,866	\$ 230,888	\$ 43,011	\$ 307,920
Payroll Taxes	15,215	10,417	20,458	3,680	27,475
Employee Benefits	18,427	938	26,722	382	43,207
Client Food	1,132	9,930	28,817	187	29,797
Professional Fees	2,670	52	938	39	522
Depreciation	4,867	15,485	2,050	0	0
Utilities	5,823	2,525	11,910	2,204	14,189
Insurance	5,930	10,143	6,550	2,032	5,700
Educational Materials	10,625	0	0	0	0
Supplies	4,174	1,323	7,344	859	7,597
Repairs and Maintenance	4,378	4,017	6,306	698	9,291
OADAP Client Charge	0	0	0	0	0
Fundraising Events	0	0	0	0	0
Office Expense	2,081	328	1,498	336	2,285
Telephone and Internet	1,664	685	2,089	338	4,695
Staff Development	5,634	1,225	1,677	571	3,433
Equipment Lease	1,033	372	0	0	2,313
Bank and Credit Card Fees	3,309	0	0	0	0
Travel and Entertainment	291	166	1,275	0	1,500
Advertising	0	0	0	0	0
Dues and Subscriptions	676	192	989	293	1,527
Postage	1,711	148	205	5	546
Licenses and Fees	110	38	0	0	260
Interest	0	0	0	0	0
Board Expenses	0	0	0	0	0
Client Expense	0	0	0	0	116
Printing	98	33	293	36	310
Miscellaneous	74	120	167	85	763
Contributions	0	0	0	0	0
Total Expenses	<u>\$ 266,619</u>	<u>\$ 172,003</u>	<u>\$ 350,176</u>	<u>\$ 54,756</u>	<u>\$ 463,446</u>

-Continued on Next Page-

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE
Statements of Functional Expenses
For The Years Ended June 30,

	Total Program Services	Supporting Services		2014 Total	2013 Total
		Fundraising	General Management		
Expenses:					
Salaries and Wages	\$ 872,382	\$ 73,640	\$ 82,818	\$ 1,028,840	\$ 869,315
Payroll Taxes	77,245	5,838	8,201	91,284	83,637
Employee Benefits	89,676	942	1,971	92,589	112,006
Client Food	69,863	0	0	69,863	57,301
Professional Fees	4,221	67	9,191	13,479	19,161
Depreciation	22,402	0	11,951	34,353	35,000
Utilities	36,651	1,799	1,866	40,316	35,301
Insurance	30,355	1,704	1,956	34,015	28,763
Educational Materials	10,625	0	0	10,625	12,500
Supplies	21,297	237	273	21,807	19,846
Repairs and Maintenance	24,690	2,330	2,202	29,222	29,586
OADAP Client Charge	0	0	0	0	5,375
Fundraising Events	0	14,014	0	14,014	12,528
Office Expense	6,528	890	1,178	8,596	9,403
Telephone and Internet	9,471	581	635	10,687	11,926
Staff Development	12,540	264	3,208	16,012	10,539
Equipment Lease	3,718	357	295	4,370	2,584
Bank and Credit Card Fees	3,309	256	2,065	5,630	7,052
Travel and Entertainment	3,232	183	1,230	4,645	3,171
Advertising	0	814	0	814	1,576
Dues and Subscriptions	3,677	357	259	4,293	4,254
Postage	2,615	410	488	3,513	3,246
Licenses and Fees	408	48	163	619	1,324
Interest	0	0	2,280	2,280	2,316
Board Expenses	0	0	0	0	349
Client Expense	116	0	8	124	49
Printing	770	172	74	1,016	1,223
Miscellaneous	1,209	101	2,112	3,422	3,546
Contributions	0	0	0	0	50
Total Expenses	\$ 1,307,000	\$ 105,004	\$ 134,424	\$ 1,546,428	\$ 1,382,927

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Statements of Cash Flow
For the Years Ended June 30,

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2014 Totals</u>	<u>2013 Totals</u>
<u>Cash Flows from Operating Activities:</u>				
Net Increase (Decrease) in Net Assets	\$ (37,896)	\$ 10,136	\$ (27,760)	\$ 48,312
<u>Adjustments to reconcile changes in net assets to net cash provided by (used for) operating activities:</u>				
Depreciation	34,353	0	34,353	35,000
Holding (Gain) Loss on Investments	(11,436)	0	(11,436)	(8,636)
(Increase) Decrease in Receivables	43,838	0	43,838	(30,972)
(Increase) Decrease in Prepaid Expenses	729	0	729	(2,199)
Increase (Decrease) in Accounts Payable	27,981	0	27,981	(39,285)
Increase (Decrease) in Accrued Expenses	42,195	0	42,195	75
Increase (Decrease) in Deferred Revenue	(5,960)	0	(5,960)	(10,900)
Total Adjustments	<u>131,700</u>	<u>0</u>	<u>131,700</u>	<u>(56,917)</u>
Net Cash Flows Provided by (Used for) Operating Activities	<u>93,804</u>	<u>10,136</u>	<u>103,940</u>	<u>(8,605)</u>
<u>Cash Flows from Investing Activities:</u>				
Acquisitions of Equipment	(64,566)	0	(64,566)	(1,169)
Acquisitions of Investments	(2,686)	0	(2,686)	(1,356)
Net Cash Flows Provided by (Used for) Operating Activities	<u>\$ (67,252)</u>	<u>\$ 0</u>	<u>\$ (67,252)</u>	<u>\$ (2,525)</u>

-Continued on Next Page-

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Statements of Cash Flow
For the Years Ended June 30,

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>2014 Totals</u>	<u>2013 Totals</u>
<u>Cash Flows from Financing Activities:</u>				
Principal Payments on Notes Payable	\$ (6,926)	\$ 0	\$ (6,926)	\$ (9,527)
Forgiveness of Debt (See Note 3)	(5,000)	0	(5,000)	(5,000)
Proceeds from Line of Credit	505	0	505	67,800
Payments on Line of Credit	<u>(2,000)</u>	<u>0</u>	<u>(2,000)</u>	<u>(30,000)</u>
Net Cash Flows Provided by (Used for) Financing Activities	<u>(13,421)</u>	<u>0</u>	<u>(13,421)</u>	<u>23,273</u>
Net Increase (Decrease) in Cash and Cash Equivalents	13,131	10,136	23,267	12,143
Cash and Cash Equivalents - Beginning of Year	<u>60,081</u>	<u>18,420</u>	<u>78,501</u>	<u>66,358</u>
Cash and Cash Equivalents - End of Year	<u>\$ 73,212</u>	<u>\$ 28,556</u>	<u>\$ 101,768</u>	<u>\$ 78,501</u>
Supplemental Cash Flow Disclosures:				
Interest (net of amount capitalized)	<u>\$ 2,280</u>	<u>\$ 0</u>	<u>\$ 2,280</u>	<u>\$ 2,316</u>

See Notes and Independent Auditor's Report

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Notes to the Financial Statements
June 30, 2014 and 2013

Nature of Organization:

Serenity Place, National Council on Alcoholism and Drug Dependence Affiliate (the "Organization") is a non-profit organization existing for the purpose of providing alcohol and drug abuse information, education, referral, crisis intervention, and residential services.

Note 1 - Summary of Significant Accounting Principles:

A. Basis of Presentation

The Organization presents its financial statements on the accrual basis of accounting. The accrual basis recognizes income when earned and expenses when they occur.

B. Cash and Cash Equivalents

For purposes of the statement of cash flows, the Organization considers all highly liquid deposits with maturity of three months or less to be cash and/or cash equivalents.

C. Use of Estimates in the Preparation of Financial Statements

Management used estimates and assumptions in preparing financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenues and expenses.

D. Accounting Principles

Under current accounting standards, the Organization is required to report information regarding its financial position and activities according to three classes of net assets. Those three classes are as follows:

Unrestricted Net Assets:

The portion of net assets of a not-for-profit Organization that is neither permanently restricted nor temporarily restricted by donor imposed stipulations.

-Continued on Next Page-

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Notes to the Financial Statements
June 30, 2014 and 2013

Note 1 - Summary of Significant Accounting Principles - continued:

D. Accounting Principles - Continued

Temporarily Restricted Net Assets:

The portion of net assets of a not-for-profit Organization resulting (a) from contributions and other inflows of assets whose use by the Organization is limited by donor-imposed stipulations that either expire by passage of time or can be fulfilled and removed by actions of the Organization pursuant to those stipulations, (b) from other asset enhancements and diminishments subject to the same kinds of stipulations, and (c) for reclassifications to or from other classes of net assets as a consequence of donor-imposed stipulations, their expiration by passage of time, or their fulfillments and removal by actions of the Organization pursuant to those stipulations. Temporarily Restricted Net Assets at June 30, 2014 and 2013 were \$28,556 and \$18,420, respectively.

Permanently Restricted Net Assets:

The portion of net assets of a not-for-profit Organization resulting (a) from contributions and other inflows of assets whose use by the Organization is limited by donor-imposed stipulations that neither expire by the passage of time nor can be fulfilled or otherwise removed by actions of the Organizations, (b) from other asset enhancements and diminishments subject to the same kinds of stipulations, and (c) from reclassifications from or to other classes of net assets as a consequence of donor-imposed stipulations. There are no Permanently Restricted Net Assets at June 30, 2014 and 2013.

E. Income Taxes

The Organization is exempt from Federal Income Tax under Section 501(c)(3) of the Internal Revenue Code. There are no state income taxes due to the fact that the State of New Hampshire recognizes Section 501(c)(3) for exemption of organizations that are organized and operated exclusively for religious, charitable, scientific, literary, or educational purposes. The Center's evaluation on June 30, 2014 and 2013 revealed no uncertain tax positions that would have a material impact of the financial statements.

The Organization's information returns are subject to possible examination by the taxing authorities. For federal purposes the returns essentially remain open for possible examination for a period of three years after the respective filing deadlines of those returns.

SERENITY PLACE
 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
 Notes to the Financial Statements
 June 30, 2014 and 2013

Note 1 - Summary of Significant Accounting Principles - Continued:

F. Fixed Assets

Fixed assets are recorded at historical cost at the time of acquisition. Depreciation is calculated by the straight-line method over their estimated useful lives ranging from three to thirty-nine years. Repairs and maintenance are charged to operations as incurred, whereas major betterments are capitalized. The estimated useful lives of the assets are as follows:

<u>Description</u>	<u>Method</u>	<u>Life</u>
Furniture and Fixtures	Straight-Line	5-7 years
Equipment	Straight-Line	3-5 years
Vehicles	Straight-Line	5 years
Buildings and Improvements	Straight-Line	5-39 years

G. Accounts Receivable

Accounts receivable are reported at net realizable value. Net realizable value is equal to the gross amount of receivables less an estimated allowance for uncollectible accounts. Historically, the Organization has not experienced material write offs, and therefore has not established an allowance account.

H. Donor-Restricted Contributions

The Organization's policy is to report donor-restricted contributions whose restrictions are met in the same reporting period, as unrestricted support, as there is no effect to reported restricted net assets.

I. Investments

The Organization accounts for investments following current accounting standards, under which its marketable investment securities are reported at fair market value at the date of the financial statements. Accordingly, realized gains and losses resulting from sales or distributions, as well as unrealized holding gains and losses are included in the statement of activities. Realized gains or losses are reflected as increases or decreases in the Organization's unrestricted net assets. The net change in unrealized holding gains or losses since the last fiscal year end are also recorded as increases or decreases in the Organization's operations. See Note No. 9.

SERENITY PLACE
 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
 Notes to the Financial Statements
 June 30, 2014 and 2013

Note 1 - Summary of Significant Accounting Principles - Continued:

J. Advertising

The Organization follows the policy of charging the costs of advertising to expense as they are incurred. Advertising expenses were \$814 and \$1,576 for the years ended June 30, 2014 and 2013, respectively.

K. Functional Allocation of Expenses

The costs of providing the various program services have been summarized on a functional basis in the statement of activities. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

Note 2 - Receivables:

Receivables are as follows:

	<u>2014</u>	<u>2013</u>
Oxford House	\$ 7,500	\$ 7,500
US Probation Contract	17,981	1,148
Accounts Receivable	8,488	659
Multiple Offender Program	12,450	13,500
Grant Receivable	35,400	59,000
NH Department of Health and Human Services	73,442	117,292
	<u>\$ 155,261</u>	<u>\$ 199,099</u>

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Notes to the Financial Statements
June 30, 2014 and 2013

Note 3 - Notes Payable:

At June 30, 2014 and 2013, notes payable were as follows:

	<u>2014</u>	<u>2013</u>
Note Payable to the City of Manchester, bearing a fixed annual interest rate of 0%, payable in annual installments of \$5,000. Matures in October 2018. The City has the option to forgive \$25,000 over the first 5 years of the note. \$5,000 was forgiven for the years ended June 30, 2014 and 2013.	\$ 25,000	\$ 35,000
Note payable to the City of Manchester, bearing a fixed annual interest rate of 3%, payable in monthly installments of \$388. Matured in November 2013.	0	1,926
Total Notes Payable	<u>25,000</u>	<u>36,926</u>
Less: Current Maturities on Notes Payable	<u>(5,000)</u>	<u>(6,926)</u>
Notes Payable – Long-Term Portion	<u>\$ 20,000</u>	<u>\$ 30,000</u>

Future minimum principal payments are as follows:

<u>For The Fiscal Years</u> <u>Ended June 30,</u>		<u>Notes</u> <u>Payable</u>
2015	\$	5,000
2016		5,000
2017		5,000
2018		5,000
2019		5,000
Totals	\$	<u>25,000</u>

-Continued on Next Page-

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Notes to the Financial Statements
June 30, 2014 and 2013

Note 4 – State Loan Payable:

At June 30, 2014 and 2013, the organization has a State Loan Payable of \$20,000. This loan is for the Oxford House and will be repaid to the State if the Organization decides to not participate in the program.

Note 5 – Temporarily Restricted Net Assets:

Temporarily Restricted Net Assets at June 30, 2014 consist of the following:

Bean Foundation – Building Repairs	\$ 20,000
Samuel Hunt Foundation – Building Repairs	<u>8,556</u>
	<u>\$ 28,556</u>

Note 6 – Concentration of Credit Risk – Cash in Bank:

The Organization maintains its bank accounts with commercial banks, which could at times exceed federally insured limits. Management considers this risk minimal.

Note 7 – Concentration of Revenue and Support Sources:

The Organization's primary source of revenues are Block Grants for Prevention and Treatment of Substance Abuse passed through by the State of New Hampshire. Revenue is recognized as earned under the terms of the grant contract. Other support originates from charges for private services and miscellaneous income and grants.

Note 8 – Contributions:

Donated materials, equipment and essential services are reflected as contributions in the accompanying financial statements at fair market value, at the date of the donation. The Organization also adopted a policy to record an in-kind donation for food procured at a below market rate from another non-profit organization. These Transactions have been recorded as follows.

	<u>2014</u>	<u>2013</u>
Donated services, materials, equipment and food	\$ 28,962	\$ 29,480

SERENITY PLACE
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE AFFILIATE
Notes to the Financial Statements
June 30, 2014 and 2013

Note 9 – Investments:

The cost and fair market values of investment securities held are as follows:

<u>Description</u>	<u>Cost</u>	<u>Fair Market Value</u>	<u>Accumulated Holding Gains Or (Losses)</u>
Mutual Funds - 2014	\$ 45,862	\$ 84,144	\$ 38,282
Mutual Funds – 2013	\$ 43,176	\$ 70,022	\$ 26,846

Current year unrealized gains (losses) were \$11,436 and \$8,636 for the years ended June 30, 2014 and 2013, respectively.

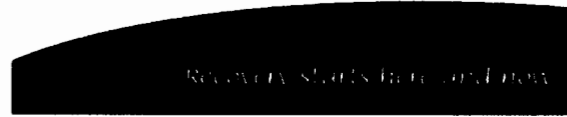
Note 10 – Line of Credit:

As of June 30, 2014 there was a \$100,000 line of credit available through a commercial bank. The line of credit carries an interest rate of 4.13% as of June 30, 2014. At June 30, 2014 and 2013 there was \$36,305 and \$37,800, respectively, outstanding on this credit line.

Note 11 – Subsequent Events:

Subsequent events have been evaluated thru January 9, 2015, which is the date the financial statements were available to be issued.

Serenity Place



VISION STATEMENT

Serenity Place is the premiere substance use disorder and education center in New Hampshire, offering innovative services for clients and their families.

MISSION STATEMENT

The mission of Serenity Place is to provide opportunities for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

OUR VALUES

- | | |
|-----------------------|--|
| Integrity: | Honesty and authenticity form the foundation of all that we do. |
| Respect: | We respect all those with whom we work including our clients and their families, our staff, board members, volunteers, donors, supporters and partners. . |
| Compassion: | We deliver high quality, compassionate care to clients and their families. |
| Inclusive: | We work to ensure that any person desiring treatment, regardless of ethnicity, gender, age, creed and/or ability to pay, will have access to treatment within a reasonable amount of time. |
| Collaboration: | We recognize that resources exist to help us achieve our mission throughout the community and work with others in a spirit of cooperation and partnership |

Serenity Place Board of Directors – FY2013-2014

NAME	BUSINESS ADDRESS
Roger Beauchamp 10/2009	Southern NH Services 40 Pine Street Manchester, NH 03103 603-668-8010
Jeff Benson 2/2014	VP/CIO Bellwether Community Credit Union 425 Hooksett Road Manchester, NH 03104 603-429-4709 Jeff.benson@bccu.org
Tiffany Cavanaugh Treasurer 4/2009	Baker, Newman & Noyes, CPA 650 Elm Street #302 Manchester, NH 03101 603-626-2242 tcavanaugh@bnncpa.com
Mary Constance 3/2014	Camp Allen 56 Camp Allen Road Bedford, NH 603-622-8471 mary@campallennh.org
John FitzGerald, III 2/2014	Patch & FitzGerald, P.A. 25 Bay Street Manchester, NH 03104 603-647-2600 jfitz@patchfitz.com
Ross Kukish Secretary 8/2012	Greeley Farms Landscaping 136 Temple Road Wilton, NH 03086 603-654-3990
Anthony Messina 8/2012	Maloney & Kennedy, PLLC 15 Dartmouth Dr. #203 Auburn, NH 03032 603-624-8819 amessina@maloneyco.com
Michael O'Shaughnessy Vice- President 3/2011	McDonough & O'Shaughnessy 1800 Elm Street Manchester, NH 03104 603-669-8300
Russ Ouellette President 1/2011	Sojourn Partners 2 Bedford Farms Drive, #102 Bedford, NH 03110 603-472-8103 russ@sojournpartners.com

Serenity Place Board of Directors – FY2013-2014

Barbara Potvin 3/2014	Keller Williams Realty 168 S. River Rd., Ste. 1 Bedford, NH 03110 603-965-2992 (W) 603-620-2103 (C) barbarapotvin@kw.com
Bobby Schultz 2/2012	Nashua High School Retired Teacher (working PT)
Alan Villeneuve 1/2011	Pidella Corp. 938 Back Mountain Road Goffstown, NH 03045 603-497-2211

All Board Meetings are the 4th Thursday of the month at 4:15 p.m.
No Board Meetings during the months of July and December.

Sharon Drake

OBJECTIVE

Management level leadership position utilizing community relations, program development, housing oversight, grant writing, networking, fund development, financial, strategic planning/thinking, collaborative processing, board development/management, and managerial experience with opportunity for high community impact and personal growth.

November 2008 to Present – CEO, Serenity Place, Manchester, NH

Directly responsible for the administration, development, management and operations of Serenity Place's education programs, withdrawal management program, transitional living programs, intensive outpatient program, open access program, and the REAP (DUI) program according to established policies and procedures.

- Directly manages all aspects of \$1.6M dollar+ annual budget including state & federal funds, private foundation and trusts, grant writing, fundraising, donor solicitation and relations, reports to all funders/donors, etc.
- Responsible for building visibility of agency, programs, and public policy positions and community impact.
- Provide vision, continuity, and leadership to ensure that mission and strategic plan are carried out.
- Oversees day-to-day operations, administration, and finances to include development of job specific and organization wide policies and procedures.
- Recruiting, developing, and managing all staff (currently 45 total full and part time staff).
- Provides direct supervision and leadership to the Management Team who oversees all day-to-day operations, programs, and clinical functions (consists of Controller/HR Officer, Development Director, Clinical Director, and Program Director).
- Assists the Board of Directors in developing a financial plan to fund programming, including new initiatives and strategies that will propel the agency forward (i.e., third party billing, Affordable Care Act, etc.).
- Works with the Board of Directors in mission development, vision development, strategic planning and goal fulfillment.
- Reports directly to the Board of Directors on all Serenity Place activities.

December 2007 to November 2008 - Executive Director, Women's Business Center, Portsmouth, NH

- Member organization for over 350 woman-owned businesses.
- Provide vision, continuity, and leadership to ensure that mission and strategic plan are accomplished.
- Directly proposes and manages all aspects of the WBC annual budget (\$300,000+) including state, federal and private foundation grant writing, fundraising, event planning, donor relations, reporting to all funders/donors, etc.
- Manages development and delivery of curriculum related to programs for members and the public.
- Creates and manages database systems to track all counseling, training, membership demographics, and donor information.
- Oversees day-to-day operations, administration, and finances to include development of job specific and organization wide policies and procedures.
- Recruiting, developing, and managing all staff.
- Manage the image of the WBC and advocating for women business owners.
- Increasing WBC visibility through marketing and publications.
- Reports directly to the Board of Directors.

March 1996 to August 2007 – Program Director, New Hampshire Community Loan Fund, Concord, NH

NH Statewide IDA Collaborative: *Assisted low-income individuals to save more than \$1 Million and purchase more than \$30 Million in assets.*

- Program creation and development which has included policies and procedures, template and forms, and handbook.
- Recruitment of local community partner organizations (more than 20) statewide which has included training of local organization staff.
- Grant writing/fundraising – more than \$1.7 million in federal program funds and nearly \$6 million in public/private funds including CDFA tax credits.
- Managed development of Access Database Management System for tracking of individual savings, match, funds raised, demographic, training, and other information for reporting purposes.
- Problem-solve and network with all partners through daily contact and/or quarterly Community Partner Meetings.
- Develop and manage annual budgets, controlled expenses, purchased capital equipment when necessary, and worked closely with Finance Department on accounting systems.
- Traveled nationally as an expert in the field.

Home of Your Own Program: *Assisted 81 low-income individuals to become homeowners.*

- Program development which has included process for delivering homebuyer education to individuals with disabilities and their support teams.
- Created financial packages for potential homeowners and worked closely with lending partners and closing agents through the purchase process.
- Working closely with area agencies for developmental services and other vendor organizations statewide.
- Develop and manage annual budgets, controlled expenses, purchased capital equipment when necessary, and worked closely with Finance Department on accounting systems.
- Grant writing/fundraising – more than \$1 million in funds for down payment, closing costs, and rehab associated to purchase through local and regional foundations and the Federal Home Loan Bank of Boston's Affordable Housing Program.
- Supervise and train all in-house staff associated to program.
- Maintain and manage external relations with financial institutions and funding partners which include NH Housing Finance Authority, NH Bureau of Developmental and Behavioral Health Services, NH Developmental Disabilities Council, foundations, etc.
- Understand and educate teams on housing issues as it relates to individual budgets and Medicaid funding.

Transitional Housing and Special Needs Housing Program: *Assisted local community organizations to develop loan request packages to NHCLF. After approval of loans, provided long-term technical assistance and portfolio management.*

Education:

- Notre Dame College, Manchester, NH – Bachelor of Science Degree in Psychology, Graduate May 1999
- New Hampshire Technical Institute, Concord, NH – Associate in Science Degree in Human Services, Graduate August 1994
- Graduate and Ongoing Student at NeighborWorks® America Training Institutes (transcript of courses completed available upon request)

Other Activities:

- Past Chair, Governor Appointed Position on the Emergency Shelter & Homeless Coordination Commission (Member since 1994, Chair since 2006) (Commission disbanded 2011)
- Certified Instructor National Crisis Prevention & Intervention Institute since 1995
- 2005 Graduate Institute for Nonprofit Management Antioch New England Graduate School
- 1995 Graduate Dale Carnegie Course – Highest Achievement Award Recipient
- 1995 Graduate Leadership Concord, Concord Chamber of Commerce
- 2012 Graduate Leadership Manchester, Greater Manchester Chamber of Commerce
- Current Board Member: Healthcare for the Homeless/CMC, Manchester, NH and PACE (Professional Association of Council Executives), Washington, DC

Dominic Donahue, NCC, LMHC, LADC 1, CADAC.

Objective

A challenging position as that would provide support, education and awareness to individuals.

Summary of Qualifications

- * Excellent communication skills, both oral and written needs of others
- * Experience with curriculum development and implementation
- * Effective Presentation Skills
- * Management leadership and organizational skills
- * Extensive experience in crisis intervention
- * Substantial understanding of the dynamics of domestic violence.

Professional Accreditation

- * Nationally Certified Counselor (NCC)
- * Certified Clinical Mental Health Counselor (CCMHC)
- * Certified Alcohol and Drug Abuse Counselor (CADAC) and (LADC I)
- * Certified Co-Occurring Disorder Professional- Diplomate (CCDP-D)
- * Substance Abuse Professional (SAP) Department of Transportation Certification
- * Approved Clinical Supervisor certified (ACS)
- * Certified Batterer's Intervention Counselor
- * Spiritual Care giving to Help Addicted Persons and Families Certificate
- * Substance Abuse Counseling Certificate
- * Certified HIV/AIDS Educator
- * Criminology Certificate
- * CPR and First Aid Certified

Professional Background

Serenity Place, Manchester, NH

2014 – Present

Clinical Director

- Direct supervision of clinical programs and personnel.
- Assist in developing and supervising provisions of all clinical records and programs offered by the Agency.
- Assist with grant and proposal writing.
- Maintain compliance with federal, state, and local regulations.
- Screen, train, and supervise existing and new staff to develop and build an effective organization.
- Proficient in Evidence Based Practices.
- Retain working relationship with organizations, service providers, and other agencies.
- Maintain a high level of professional and ethical standards.
- Schedules and leads regular case conferences. Promotes and maintains an atmosphere which encourages and facilitates a client review process to ensure coordinated, comprehensive, and individualized provision of client services.
- Oversees the training of new employees in the Staff Code of Ethics and confidentiality policies.

Roxbury Community Health Care Center, Roxbury, MA

2012-2013

Senior Clinician/ Suboxone Program Coordinator

- Provide assessment, diagnosis, and treatment for psychological illness and Substance Abuse through case management, individual, group, family and marital Psychotherapy, consultation, education and prevention to promote maximum benefits from the services provided.
- Attend, present and complete necessary documentation for case management team meetings
- Conducting clinical assessments of individuals, couples and families.
- Conduct substance abuse groups and explore symptoms, underlying causes and consequences to the individual, couples and families.

- Focused on discussing behavior responsibility, motivation and attitudes in achieving redirected behavior.

Arbour Counseling Services: Allston, Ma

2004-2012

Program Director-School-Based Program

- Supervised 10-15 Clinicians weekly while working with K-12 students within Boston Public Schools
- Conducted individual as well as group counseling sessions for students facing behavioral and developmental problems
- Conducted seminars/workshops for Teachers and Parents on Developmental and adjustment issues in classroom.
- Conducted several seminars for parents and suggested ways to overcome the behavioral problems of their children.
- Acted as a successful link between students, their teachers and parents.
- Maintained all records and all billing issues related to program development.

HRI, Arbour Hospital. Brookline, MA

2002-2004

Triangle PHP Clinical Coordinator

- Provided high end clinical work and treatment services to patients with complex psychosocial needs and Substance abuse diagnosis's independently as well as in group therapy.
- Evaluated patients at admission and formulated appropriate treatment plans.
- Took a fundamental role in coordinating services with the interdisciplinary team and community agencies to ensure appropriate patient care.
- Provided ongoing case management along with advocacy services for patients with medically related social and emotional problems.
- Re-evaluated at appropriate intervals with patients and maintained electronic records in accordance with Hospital and State regulations.

Spectrum Health Systems, Inc. Somerville, Ma

2001-2002

Clinical Director –Spectrum Shelter for Boys.

- Provided emergency services with day services for children ages 11-18 in a stabilization program.
- Provided necessary supervision and administration to 30 clinical and staff employees.
- Initiate and formulate treatment planning and discharge planning.
- Offered various kinds of family therapy instructions with psychology internship programs.
- Worked as the responsible authority for all aspects of admissions, clinical care, and crisis work along with psychiatric day services for children with severe mental health and development problems.
- Supervised treatment action for 30 clients for a 45 day period along with educational and clinical needs.

“Reaching out to Women”, Lynn, Ma

2000-2001

Senior clinician

- Performed individual and group substance abuse counseling psychotherapy
- Conducted court-ordered evaluations and conducted specialized assessments for Court mandated women
- Worked with women on issues around trauma, domestic violence, and substance abuse, evaluated and reported progress.

Tri-City Mental Health & Retardation Center, Lynn, Ma.

1999-2001

Group Facilitator in Batterer's Intervention

- Conducted batterer's intervention group using Deluth Model of Intervention.
- Conducted individual assessments and ongoing treatment involvement
- Managed a high caseload (up to 45)

Essex County Correctional Facility, Middleton, Ma

1997-1999

Alternatives to Domestic Violence & Abuse Program Program Director

- Tracking record of the domestic violence cases with administration for parole and probation departments.
- Receiving cases from other units and prisons and classifying them according to given parameters.
- Conducting batterer's intervention groups within a jail setting.
- Supervising all staff clinical and officers.
- Supervising progression with enforcement of legal policies and codes.

Serenity Supportive Housing, Topsfield, Ma.

1995-1997

Assistant Program Director

- provided counseling to HIV infected patients and motivated them for a healthy happy life
- Delivered lectures on the role of society towards HIV patients
- Conducted HIV tests and both pre and post counseling sessions for individuals.
- Conducted HIV/AIDS educational workshops for college students.

Educational Background

- * **Doctor of Clinical Psychology Candidate , January 2010-present**
California Southern University
- * **Masters of Science in Clinical Psychology May 2004**
Salem State College Salem, Ma, U.S.A
- * **New England School of Addiction Studies, summer 2000.**
University of Eastern Connecticut, Willimantic, CT.
- * **Masters of Education in Integrated Studies, 2000**
Cambridge College, Cambridge, Ma, U.S.A
- * **Graduate Courses in Psychology, 1998**
University Of Massachusetts at Boston, Boston, Ma. U.S.A.
- * **Bachelor of Arts degree in Sociology and Folklore 1994**
Memorial University of Newfoundland, St. John's, Newfoundland
- * **Bachelor of Education (Adult Education), Sept. 2005-present.**
Memorial University of Newfoundland, St. John's Newfoundland
- * **Associate's Degree in Science. Major in Drug and Alcohol Rehabilitation, 1996**
North Shore Community College, Danvers, Ma. U.S.A

References Available upon Request

Stephanie H. Bergeron

Education

Master of Science – Organizational Leadership, Southern New Hampshire University, Manchester, NH 2010

Bachelor of Fine Arts – Visual Arts, New Hampshire Institute of Art, Manchester, NH 2003

Work History

March 2013 – Present, Serenity Place, Manchester, NH

Chief Operations and Development Officer

Responsibilities:

- ◆ Agency oversight as a member of Executive Management Team of a non-profit drug and alcohol treatment and recovery center
- ◆ Manage grant and proposal writing.
- ◆ Maintain compliance with federal, state, and local regulations.
- ◆ Oversee screening, training, and supervising of existing and new staff to develop and build an effective organization.
- ◆ Retain working relationship with organizations, service providers, and other agencies.
- ◆ Maintain a high level of professional and ethical standards.
- ◆ Reports to CEO on program development, fiscal budgetary status, and proposed operational changes as required.
- ◆ Assists in preparation of annual operating budget with CEO and Controller.
- ◆ With Clinical Director, oversees the training of new employees in the Staff Code of Ethics and confidentiality policies.
- ◆ Assists in managing the physical plant(s).
- ◆ Assists the management of development and implementation of internal policies and procedures with the CEO.
- ◆ Identifying agency, staff, and client needs and securing appropriate funding and resources.
- ◆ Data collection, evaluation, and reporting on agency programs
- ◆ All fundraising activities including annual fund, major gifts and event sponsorships for agency with \$1.6 million+ budget
- ◆ Working with Board of Directors on fundraising and resource building strategies
- ◆ Researching, writing, and reporting on all federal and foundation grants for the agency
- ◆ Creating annual development plan and development budget
- ◆ Creating annual marketing plan with Marketing & Development Committee
- ◆ Maintaining agency external communications and media outreach
- ◆ Overseeing the Event Committee to organize all special events and related activities
- ◆ Managing agency website content and social media outreach
- ◆ Maintaining fundraising database and mailing list
- ◆ Developing staff training with Management Team
- ◆ Identifying and stewarding community partnerships
- ◆ Interviewing new employment candidates

**September 2005 – February 2013 Southern New Hampshire University, Manchester, NH
Assistant Director of Foundation and Corporate Relations**

Responsibilities:

- ◆ Researching and identifying governmental and foundation/corporate grant opportunities
- ◆ Contacting program officers and appropriate personnel
- ◆ Connecting with corporate partners for sponsorships
- ◆ Project Management- Writing, preparing, and coordinating with faculty and staff experts large foundation and federal grant proposals and projects
- ◆ Raising \$1.2 million yearly in foundation, corporate and federal grants
- ◆ Maintaining grant proposal calendars
- ◆ Grant reporting: Maintaining grants report calendar, coordinating and writing reports, running Accounts Payable reports for expenses to ensure correct reporting
- ◆ Budget disbursement of new grant funds: Determining with other staff/faculty the disbursement of funds, tracking grant funds through Accounts Payable and Institutional Advancement to ensure they are expensed and recorded correctly in Raiser's Edge
- ◆ Data collection and reporting to Executive Team and Board of Trustees
- ◆ Developing and administering grant workshops and trainings for faculty and staff
- ◆ Supervising and training student workers
- ◆ Supervising departmental budget
- ◆ Liaison between Institutional Advancement, Accounts Payable and the University President's Office
- ◆ Work closely with Director to develop funding strategies related to the University's strategic plan
- ◆ Work closely with Development and Alumni Relations to cultivate funding strategies and community outreach opportunities

**September 2000 – September 2005 New Hampshire Institute of Art, Development
Assistant**

Responsibilities:

- ◆ Researching and writing grants
- ◆ Managing the annual fund
- ◆ Recording all gifts received by the Institute and sending acknowledgement
- ◆ Working with the President's office to organize events, lectures, and visiting artists
- ◆ Organizing exhibition receptions
- ◆ Assist with gallery activities including exhibition shipping, installation, and labeling
- ◆ Writing and distributing all press releases
- ◆ Creating commencement publications and exhibition promotional materials
- ◆ Maintaining the database and mailing lists
- ◆ Assist in all exhibition activities
- ◆ Organizing events for Student Activities Council
- ◆ Training and managing student volunteers
- ◆ Providing tours with historical background to visitors, including large groups

Professional Development and Memberships

Association of Fundraising Professionals (AFP) - Member

Council for Advancement and Support of Education (CASE) – Member

Southern New Hampshire University Professional Enrichment Program (PEP)

Nonviolent Crisis Intervention Training Program

Vicarious Trauma in the Workplace
Boundaries and Ethics for Clinical Environments

Boards

Manchester City Library Foundation, Director 2008-2011

Jamie Hill

Objective

To continue my career with an organization that will utilize my Management, Finance and Administrative skills to benefit mutual growth and success.

Experience

Serenity Place - Controller

January 2016 - Present

- Prepare and analyze financial statements and reports.
- Plan, coordinate and participate in auditing assignments.
- Perform day-to-day procedures important to Serenity Place's financial operations.
- Prepare all journal entries and reconcile general ledger & subsidiary accounts.
- Reconcile all cash accounts to bank statements and prepare supporting schedules on a monthly basis.
- Monitor deferred revenue from various lines of business.
- Update customer receivables to reflect billing to insurance.
- Manage cash flow daily, prepare cash flow forecast and review with CEO weekly.
- Reconcile temporarily restricted assets and prepare monthly revenue reports to review with the CEO.
- Prepare annual and mid-year budgets.
- Maintain a schedule of fixed assets and record monthly depreciation, disposals and additions; coordinate physical inventory of assets.
- Assist in preparation of year-end audit reports and schedules.
- Assist in open enrollment meetings with broker, CEO and HR to negotiate costs of benefit plans offerings for staff.
- Oversee Accounts Payable, Accounts Receivable and Payroll functions.
- Provide supervision to staff directly assigned to Accounting Department.
- Responsible for relationships with all vendors.
- Contribute to a respectful and collegial work place atmosphere while actively advancing the mission of Serenity Place.

Control Technologies - Accounting Assistant

July 2015 - January 2016

- Manage payroll processing for 100+ employees in CA, MA and NH.
- Process tax payments and 401K deferral payments.
- Report certified payroll to sub-contractors and government agencies.
- Monthly contract billing.
- Various office tasks as needed.

Accountemps – Salaried Professional Sr. Accountant

July 2014 – July 2015

- Assist clients with various accounting/finance needs and projects

WhippleHill Communications

- Assisted client with acquisition and transfer of Human Resources and Payroll to Parent Company.
- Assisted CFO and Senior Accountant with Payroll, Benefits Management, Accounts Payable, Accounts Receivable, Bank Reconciliations, Balance Sheet Reconciliations, Vacation Accruals, Budgeting and P&L reporting.

Bauer Hockey

- Assist client with staff deficit in the Accounts Payable department.

- Duties include, but not limited to: Process weekly check/wire payments, update daily cash, process audit files for bank, process/audit employee expense reports, update international currency rates, process journal entries and update accrual files.

Gigunda Group, Inc. – Director of Finance

March 2012 – May 2014

- Supervise, Manage and Mentor the Finance and Administration department by utilizing their skills and strengths and ensure the accurate reporting of the corporate financials.
- Review program budgets with Account Services and Sales teams to ensure maximum profitability on programs.
- Forecast monthly budgets and analyze monthly expenses to provide CEO and CFO with monthly/quarterly profit and loss reporting along with giving an analysis of the budget vs. actual variances.
- Report current and future revenue pipeline on weekly basis and provide profit and loss estimates to CEO and CFO on a regular basis.
- Established controls and policies for corporate expenses and credit card purchases.
- Manage HR benefits, 401k, employee contracts, Non-Disclosure agreements, Independent contractor agreements, corporate insurance, yearly accounting review/audit, and ensure the corporate taxes were prepared and filed in a timely manner.

Gigunda Group, Inc. – Accounting Assistant

January 2008 – March 2012

- Ensure the accurate entry of all accounts payable and payroll transactions.
- Managed relationships with vendors and clients by ensuring the timely payment of vendor invoices and accurately invoicing clients.
- Manage HR files of 75 – 200 employees, including employee contracts, background checks, state/federal forms, wage garnishments and benefit eligibility.
- Managed the CEO's related party companies and established their corporate books and payroll on Quickbooks.

Manchester Radio Group – Assistant Business Manager

May 2002 – June 2007

- Ensure the accurate entry of all accounts payable, payroll and customer payments.
- Managed weekly cash and forecast reporting to corporate office.
- Managed relationships with vendors by ensuring the timely payment of vendor invoices.
- Manage HR files of approximately 20 employees, including employee contracts, state/federal forms, wage garnishments and benefit eligibility.
- Established controls to ensure compliance with Sarbanes Oxley rules and regulations.
- Managed yearly audit with outside auditors.

Education

Hesser College – Associates in Accounting

January 2001 – May 2003

Pursued my passion for numbers and analyzing problems.

Skills

Verbal and written communication, partner relationship management, attention to detail and organized, self-sufficient and proactive, presentation experience, ability to train others, analytical thinking and planning, accuracy and attention to detail, organizational and prioritization, leadership.

Computer Applications

QuickBooks Pro, QuickBooks Enterprise, Intuit Payroll, Peachtree, Macola, NetSuite, MS Word, MS Excel, MS PowerPoint, ADP, Ceridian, SAP, Trac, Maxwell.

Matthew Davis

Objectives: To become a highly motivated, integral part of your company, with the ability and drive to learn along with an adaptable personality.

Education: Mt. Ida College – Newton, Ma. Human Services 2001
Blue Hills Voc. Tech. – Stoughton, Ma. Electrical and Auto Repair 1996
Brockton High School – Brockton, Ma. 1995
Springfield College-Manchester, NH Currently enrolled

Computer Skills: MS word, Excel, Outlook , WITS

Work Experience:

*Serenity Place
Manchester, NH
603-625-6980*

*1/2015-Present
Dominic Donahue*

Recovery Care Specialist

- Facilitate Groups for Clients
- Assist clients with any needs they come to me with
- Assisting clients in staying sober
- Intake paper work
- Communicate and teach basic living skills
- Keeping daily notes for internal use and use by the state on their system
- Data entry
- Treatment team notes
- Be supportive

*The Gyro spot
Manchester, NH
603-218-3869*

*11/2013-1/2015
Alex Lambroulis*

Cook

- Preparing food and the dining area for open
- Assembling sandwiches
- Cleaning
- Customer servis

*Ellis Crow Solutions
Manchester, NH*

*11/2012-11/2013
Matt Crow*

603-682-4026

Sales Manager/Call Center Manager

- 350-400 outbound sales calls a day
- Evaluation of employees through the use of auto-dialer metrics, such as sales goals and wrap-up time
- Interviewing, evaluating, and hiring potential candidates for employment
- Tracking payroll, sales quotas, and expenses of team members
- Motivating and training team members
- Data Entry

Alene Candles

Milford, NH

603-673-5050

5/2012-11/2013

Sara

Production line/ Receiving

- Prepping glass for wicks and wax
- Cleaning candles
- Inspecting candles
- Packaging and palletizing finished product
- Receiving materials
- Unloading shipping containers

Volunteer

Health care for the homeless

Manchester homeless Day center

Farnum Center

Serenity Place

Trainings

101 CEU's toward CRSW, including Ethics, HIV trends & treatment, and 12 Core functions

References:

Tim Devincenzo

603-491-6466

Nicholas Tutela

603-782-6689

James Ryan

603-948-8786

Stephanie Costello

Objective

To ensure concurrent growth of my personal career by effectively utilizing my acquired skills. Providing emotional support to clients. Have the ability to have a positive outlook on most situations. I have the ability to work very well in team environments. I thrive in the ability to help another person.

Experience

May 2015 – Present

Serenity Place

Manchester NH

Recovery Care Specialist TLP/ Detox

- Responsible for providing emotional support
- Phone screen and intake process
- Tolerant and flexible to different situations.
- Strong verbal and personal communication skills.
- Responsible to ensure clients medications are taken as prescribed by physician
- Responsible to watch and report behaviors of clients to other team members.
- Crisis intervention
- Performing recovery groups in each program
- Responsible for observation and collection and paperwork of federal urinalysis
- Answering all crisis site telephones

5/14-5/15

Dunkin Donuts

Manchester NH

Shift Leader

- Supervise other employees
- Provide quality customer service
- Assist manager in the hiring and training process
- Organization and prioritization skills.
- Assist in daily cash management functions
- Complete weekly food and paper inventory

Bee Curious Children's Learning Center

Billerica MA

1/11-4/12

Teacher Assistant

- Decision making, critical thinking, organizing and planning
 - Provide quality child care
 - Tolerant and flexible to different situations
 - Adaptability and ability to work under pressure,
 - Ability to Work in a Team Structure
 - Conflict resolution.
 - Strong verbal and personal communication skills.
-

6/10-1/11

Healthy at Home

Nashua NH

Personal care service provider

- Insure clients completed everyday tasks ex. Shopping cleaning personal hygiene
- Assist clients with everyday living skills
- Provide emotional support
- Organization and prioritization skills.
- Accuracy and Attention to details.
- Ability to Obtain and Process Information

Education

Alvirne High School

Hudson NH

Graduate

Nashua Community College
Nursing

Nashua NH

References

References are available on request.



Recovery Care Specialist – Outpatient Services Center Position Description & Related Responsibilities

Serenity Place Mission: To provide opportunities for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

Reports To: Clinical Director

The Recovery Care Specialist is responsible for: The Recovery Care Specialist is responsible for providing support, monitoring clients, and connecting clients to external and internal resources to ensure continued success while a client of Serenity Place and afterwards.

Major Responsibilities:

- Provide safe, effective, culturally competent, and adult-centered implementation of direct care in accordance with established policies and procedures and standards of care.
- Works directly with Intake Coordinator to complete all phone screens, intakes, etc. as needed.
- Responsible collecting individual data, interviewing/assessing to determine individual/family needs, presenting case consultation, follow up with care with clients, and scheduling of additional resources.
- Participates as an engaged team member to improve the overall effectiveness of one's work group and to achieve shared goals by offering support, providing expertise, listening, and responding to constructively in order to find solutions that team members can support and that are in the best interest of client.
- Collaborate with other agencies to ensure access to resources for clients
- Communicates with clients in a therapeutic manner to create safety and facilitate emotional expression, self-awareness, self-esteem, and social skill development.
- May conduct individual, group, couples, family, and/or multi-family therapy utilizing modalities such as CBT, Narrative, Structural, Trauma Focused CBT, or other Evidence Based Practices under the direct supervision of a licensed clinician.
- Assume responsibility for configuring, coordinating and facilitating adult services, including collaboration with referring providers, probation, child welfare, school districts, Child and Family staff, and other area professionals involved in client care.
- Assists Case Manager with clients and families in assessing strengths and needs, and helps them identify strategies to meet those needs, including enhancing natural supports and community resources.
- Assist clients with accessing health and mental health care and support groups.
- Provides care management services in the interest of youth and family advocacy, secures formal resources, and coordinates care.

- Responsible for the delivery of evidence based practice psycho-educational groups as approved by the Clinical Director.
- Completes documentation, case notes/progress notes, record incidents, and all other client-related data on a daily basis, billing, and referrals as required in a timely manner.
- Maintain compliance with federal, state, and local regulations.
- Any other duties as assigned

Minimum Position Requirements:

- Ability to work with alcohol and/or drug addicted individuals.
- Must be CRSW (Certified Recovery Support Worker) or able to become certified within six months of employment start date.
- Ability to communicate effectively and respectfully; good inter-personal skills.
- Ability to do group presentation work.
- If in recovery, provide evidence of personal stability as well as adhering to all Serenity Place Policies as it relates to recovery.
- Skill in using computers: Word, Excel, Access, etc.
- Ability to multi-task efficiently.
- Demonstrated proficiency in excellent customer service.
- Ability to provide input on the creation of new systems and efficiencies.
- Ability to communicate well in writing and verbally.
- Able to maintain confidential information and adhere to Agency boundaries practices.
- Must be high school graduate over 18 years; work towards college degree desirable.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, walk, use hand and fingers, reach with hands, arms and hear. The employee is occasionally required to stand, climb or balance, stoop, kneel and crouch. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance and color vision, peripheral vision, depth perception and ability to adjust focus.

Other Requirements/Information:

- Full time position
- Certification as a Certified Recovery Support Worker mandatory
- Requires CPR certification (classes can be provided if certification needed).
- Requires basic first aid skills (classes can be provided if certification needed).
- Must be able and willing to work occasional early mornings, evenings, and weekends
- Position based in Manchester, NH



Clinical Case Manager – Outpatient Services Center Position Description & Related Responsibilities

Serenity Place Mission: To provide opportunities for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

Reports To: Clinical Director

The Clinical Case Manager is responsible for: The Clinical Case Manager is responsible for identifying client's needs and connecting clients with various external and internal resources to ensure continued success while engaged in services at Serenity Place and afterwards.

Major Responsibilities:

- Provide safe, effective, culturally competent, and adult-centered implementation of direct care in accordance with established policies and procedures and standards of care.
- Responsible collecting individual data, interviewing/assessing to determine individual/family needs, presenting case consultation, follow up with care with clients, and scheduling of additional resources.
- Participates as an engaged team member to improve the overall effectiveness of one's work group and to achieve shared goals by offering support, providing expertise, listening, and responding to constructively in order to find solutions that team members can support and that are in the best interest of client.
- Collaborate with other agencies to ensure access to resources for clients
- Communicates with clients in a therapeutic manner to create safety and facilitate emotional expression, self-awareness, self-esteem, and social skill development.
- Conducts individual, group, couples, family, and/or multi-family therapy utilizing modalities such as CBT, Narrative, Structural, Trauma Focused CBT, or other Evidence Based Practices.
- Assume responsibility for configuring, coordinating and facilitating adult services, including collaboration with referring providers, probation, child welfare, school districts, Child and Family staff, and other area professionals involved in client care.
- Assists clients and families in assessing strengths and needs, and helps them identify strategies to meet those needs, including enhancing natural supports and community resources.
- Assist clients with accessing health and mental health care and support groups.
- Provides care management services in the interest of youth and family advocacy, secures formal resources, and coordinates care.
- Provides psycho-education to clients, family members, and team members.

- Completes documentation, case notes/progress notes, record incidents, all other client-related data on a daily basis, billing, and referrals as required in a timely manner.
- Maintain compliance with federal, state, and local regulations.
- Any other duties as assigned

Minimum Position Requirements:

- Bachelor's Degree in Social Work or equivalent experience required.
- Minimum of three years' experience with Clinical Case Management, preferably in the field of substance abuse.
- Experience with diverse client population such as cultural and/or religious minorities, co-occurring disorders and indigent socio-economically disadvantaged clients.
- Familiarity with Alcoholics Anonymous (AA) in conjunction with treatment programs and with 12-Step philosophy as well as other non-traditional self-help treatment programs.
- Knowledge of Evidence Based Practices (EBP), Addiction Severity Index (ASI), and Assertive Community Therapy (ACT).
- Ability to analyze and solve problems effectively and timely.
- Ability to communicate effectively and respectfully; excellent written, verbal and computer skills.
- Ability to multi-task efficiently.
- Demonstrated proficiency in excellent customer service.
- Ability to provide input on the creation of new systems and efficiencies.
- Able to maintain confidential information.
- If in recovery, provide evidence of personal stability as well as adhering to all Serenity Place Policies as it relates to recovery.
- Confidentiality a must and knowledge of CFR 42 Part II.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, walk, use hand and fingers, reach with hands, arms and hear. The employee is occasionally required to stand, climb or balance, stoop, kneel and crouch. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance and color vision, peripheral vision, depth perception and ability to adjust focus.

Other Requirements/Information:

- Requires Bachelor's Degree or equivalent experience
- Valid NH Driver's License, transportation, and proof of insurance
- Full-time – Monday – Friday 9:00 a.m. to 5:30 p.m. - non-exempt position
- Position based in Manchester, NH



Licensed Senior Clinician – Outpatient Services Center Position Description & Related Responsibilities

Serenity Place Mission: To provide opportunities for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

Reports To: Clinical Director

The Licensed Senior Clinician is responsible for: The Licensed Senior Clinician is responsible for providing counseling to clients and their families as well as coordination with case managers. The Licensed Senior Clinician is directly supervised by the Clinical Director, and will assist in the day-to-day operations and management.

Major Responsibilities:

- Assist in developing and supervising provisions of all clinical records and programs offered.
- Provide one-on-one and group counseling with clients utilizing therapeutic modalities such as: Matrix Model, CBT, Narrative, Structural, Trauma Focused CBT, Motivational Interviewing, and other evidence based practices.
- Ability to create curriculum for use in group sessions.
- Collaborate with other agencies to ensure access to resources for clients.
- Screen, train, and clinically supervise existing and new staff to develop and build an effective program.
- Assist in the training of new employees in the Staff Code of Ethics and confidentiality policies (42 CFR Part II and HIPPA).
- Retain working relationships with organizations, service providers, and other agencies.
- Schedules and leads case conferences. Promotes and maintains an atmosphere which encourages and facilitates a client review process to ensure coordinated, comprehensive, and individualized provision of client services.
- Assist with grant and proposal writing.
- Maintain a high level of professional and ethical standards.
- Maintain compliance with federal, state, and local regulations.
- Reports to Clinical Director on program development, fiscal budgetary status, and proposed operational changes as required.
- Any other duties as assigned.

Minimum Position Requirements:

- Master Licensure as an Alcohol and Drug Abuse Counselor (MLADC) or LICSW or LCMHC (with Master's Degree).

- Provide an NPI number and be versed in third party and/or Medicaid billing procedures.
- Independent worker and self-starter.
- Minimum of three years of experience working with alcohol and/or drug addicted individuals and/or in the field of substance abuse counseling.
- Experience with diverse client population such as cultural and/or religious minorities, co-occurring disorders and indigent socio-economically disadvantaged clients.
- Significant experience and familiarity with Alcoholics Anonymous (AA) in conjunction with treatment programs and with 12-step philosophy as well as other non-traditional self-help treatment programs.
- Knowledge and practical experience in utilizing the 12 core functions.
- Knowledge of Evidence Based Practices (EBP), Addiction Severity Index (ASI), and Assertive Community Therapy (ACT).
- Ability to analyze and solve problems effectively and timely.
- Ability to communicate effectively and respectfully; excellent interpersonal skills.
- Excellent written, verbal, and computer skills.
- Ability to multi-task efficiently.
- Demonstrated proficiency in excellent customer service.
- Ability to provide input on the creation of new systems and efficiencies.
- Able to maintain confidential information.
- If in recovery, provide evidence of personal stability as well as adhering to all Serenity Place Policies as it relates to recovery.
- Confidentiality a must and knowledge of CFR 42 Part II.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, walk, use hand and fingers, reach with hands, arms and hear. The employee is occasionally required to stand, climb or balance, stoop, kneel and crouch. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance and color vision, peripheral vision, depth perception and ability to adjust focus.

Other Requirements/Information:

- ❑ Full time – variable shift required (Sunday through Thursday or Tuesday through Saturday), exempt position.
- ❑ MLADC certification/Master’s Degree in counseling, clinical psychology, or related field or LICSW and/or LCMHC with a Master’s Degree.
- ❑ Position based in Manchester, NH.



Recovery starts here and now.

**LADC – On Call Outpatient Services Center (Per Diem)
Position Description & Related Responsibilities**

Serenity Place Mission: To provide opportunities for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

Reports To: Clinical Director

The LADC – On Call OP Provider is responsible for: The LADC/On Call is responsible for being on call during assigned times to assess/evaluate on an emergency basis clients with whom an inquiry has been made through the Outpatient Services Center for assistance. The LADC will, if necessary, arrive at the Center and/or local EDs to assess and/or evaluation individuals in need and provide appropriate referrals to other community resources.

Major Responsibilities:

- Responsible for maintaining clinical records for Outpatient Service Center clients.
- Conducts individual, group, couple, family and/or multi-family therapy utilizing therapeutic modalities such as CBT, Narrative, Structural, Trauma Focused CBT, and other evidence based practices.
- Assists clients and families in assessing strengths and needs, and helps them identify strategies to meet those needs, including enhancing natural supports and community resources.
- When appropriate, executes a treatment plan that is strengths-based, with observable and measurable goals, utilizing promising and evidenced based or other best practices.
- Retain working relationships with organizations, service providers, and other agencies.
- Maintain a high level of professional and ethical standards Problem-solve with Clinical Director regarding recommendations for future aftercare/interventions.
- Completes documentation, billing, referrals, and required paperwork in a timely manner.
- Maintain compliance with federal, state, and local regulations.
- Any other duties as assigned.

Minimum Position Requirements:

- Must hold a current LADC (Licensed Alcohol and Drug Counselor).
- Minimum of three years of experience working with alcohol and/or drug addicted individuals and/or in the field of substance abuse.

- Experience with diverse client population such as cultural and/or religious minorities, co-occurring disorders and indigent socio-economically disadvantaged clients.
- Significant experience and familiarity with Alcoholics Anonymous (AA) in conjunction with treatment programs and with 12-step philosophy as well as other non-traditional self-help treatment programs.
- Knowledge and practical experience utilizing the 12 core functions.
- Knowledge of Evidence Based Practices (EBP), Addiction Severity Index (ASI), and Assertive Community Therapy (ACT).
- Confidentiality a must and knowledge of CFR 42 Part II.
- Ability to analyze and solve problems effectively and timely.
- Ability to communicate effectively and respectfully; good inter-personal skills.
- If in recovery, provide evidence of personal stability as well as adhering to all Serenity Place Policies as it relates to recovery.
- Skill in using computers: Word, Excel, Access, WITS, etc.
- Ability to multi-task efficiently.
- Demonstrated proficiency in excellent customer service.
- Ability to provide input on the creation of new systems and efficiencies.
- Ability to communicate well in writing and verbally.
- Able to maintain confidential information.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, walk, use hand and fingers, reach with hands, arms and hear. The employee is occasionally required to stand, climb or balance, stoop, kneel and crouch. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance and color vision, peripheral vision, depth perception and ability to adjust focus.

Other Requirements/Information:

- Per Diem non-exempt position.
- Requires LADC certification.
- Position based in Manchester, NH.

Ciji M. Rough

Objective Obtain a position within the administrative/financial field of work.

Highlight of Skills

- Work very well under high-stress work conditions
- Very proficient in all aspects of Microsoft Office and Quickbooks Premier/Contractor
- Able to maintain high level of professionalism and confidentiality
- Excellent multi-tasking, time management and priority setting skills
- High-level communication skills, both written and oral
- Enjoys learning new tasks and taking on extra work as needed
- Dependable, honest, dedicated, passionate, team player
- Work well independently with minimal or no supervision
- Excellent leadership skills

Work Experience

Accounting Clerk

Serenity Place

September 2015-Current

- Process Timesheets & Payroll weekly
- Make EFTPS tax payments weekly
- Process other payroll liability payments
- Code & Enter Vendor invoices
- Send weekly A/P reports to supervisor w/cash flow projections
- Process daily A/R, generate deposits and take to the bank
- Process EOB's & apply insurance payments to clients accounts
- Record information from daily encounter forms into Quickbooks
- Generate monthly reports & utilize to perform Tirrell House billing monthly
- Assist with patient billing/record keeping
- Assist with audit preparation

IRS Certified Tax Preparer/ Bookkeeper P/T

Liberty Tax

January 2014-Current

- Prepare individual and corporate tax returns
- Reconcile all bank accounts
- Enter A/P and A/R

- Cut Checks/Stamp/Mail
- Process biweekly payroll through ADP

Financial Coordinator
Evergreen Management, Inc
August 2013- April 2015

- Responsible for processing monthly ACH files for several associations
- Reconcile bank statements
- Entered A/R
- Entered A/P & cut checks to be signed by authorized signer
- Made weekly deposits to the bank
- Process EFTPS quarterly payments/tax returns
- Use remote deposit to make deposits to bank
- Prepare certificates of no lien for resale of units
- Handled the complete books for 19 condominium associations

Office/Business Manager
Bedford Drywall Corp
Mocha Properties, LLC
Ledgehill Realty, LLC
North American Drywall, LLC
February 2013-August 2013

- Reconciliation of Purchase Orders
- Order Office Supplies
- Enter Vendor Bills
- Making Deposit to bank
- Monthly reconciliation of bank accounts
- Process timecards and enter payroll using Paychex and ADP Payroll Services
- Finalizing payroll
- Sending out liability and workers comp certificates
- Managing vendor and customer accounts
- Entering/ reconciling Subcontractor invoices
- Updating Subcontractor paperwork
- Managing Office HR Duties including New hires
- Perform weekly mailings
- Reconcile credit card accounts/ enter transactions
- Cut and distribute vendor checks and company bills
- Bookkeeping for numerous companies
- Handles Accounts Payable/ Receivables

Assistant to the Chief Financial Officer
HR Concepts, LLC
January 2009-February 2013

- Assist CFO in billing roughly 200 VIP clients within first five business days of every month
- Single-handedly bill approximately 400-600 clients within first ten business days of every month
- Reconcile all year-end reports after each billing cycle
- Set up accounts for all new clients
- Deposit checks totaling up to hundreds of thousands of dollars per visit
- Set up payment plans for companies with delinquent accounts
- Make collection calls to companies with outstanding balances
- Enter/write all checks and deposits in Quickbooks
- Retrieve wire transfers from bank records and enter them accordingly
- Train all new members of the accounting department
- Answer any client questions regarding billing and invoices
- Navigate Salesforce.com and Lighthouse1 software proficiently.
- Terminate seriously delinquent accounts
- Manage small AP and AR accounts
- Generate Month/Year end Fiscal reporting

Accounting Office Associate/Customer Service Manager
Wal-Mart, Derry, NH
April 2004-December 2008

- Manage the front end employee's
- Manage the schedule
- Handle continuous cash flow
- Complete daily schedule of 20-30 employees
- Work with Loss Prevention Manager on issues related to theft
- Assist customers and resolve customer complaints
- Work cash register when store was shorthanded
- Handle all money orders and money transfers
- Answer phones and transfer calls
- Sort and organize large sums of money
- Use an encoder machine to encode checks
- Reconcile any shortages and/or overages
- Make cash deposits to the bank

Education

Associate Degree in Business Management
 Hesser College, Manchester, NH
 * Minored in Accounting.

May 2006

Other Special Skills

- Notary Public
- IRS Certified Tax preparer

Eric K. Blake

OBJECTIVE

Communicative, open-minded and dependable individual seeking a position in the Psychology field that allows me to contribute prior customer service experience and knowledge that will bring success to each client's mental health consistently.

EDUCATION

HESSER COLLEGE: Manchester, NH *Graduated April 2011*
Received Associate's Degree in Psychology

Exeter High School: Exeter, NH *Graduated June 2008*
Received High School Diploma

Relevant Course Work

- Abnormal Psychology
- Interviewing Skills/Case Management
- Integration Theory
- Psychology and Law
- Psychobiology
- Human Life Span/Development
- Research Methods
- Statistics and Measurements

EMPLOYMENT EXPERIENCE

SERENITY PLACE: Manchester, NH *August 2014 -*

Intake Coordinator

- Completes the initial screening process for potential admission regarding any outpatient or inpatient program or service
- Records daily check in calls and provides guidance for potential detox clients
- Makes referrals to the general public for other types of substance abuse treatment options
- Observes, collects and records federal urinalysis'
- Transports clientele to appointments, treatment facilities, etc.
- Assists clientele with the completion of health insurance applications
- Maintains/upholds the facility's policies and procedures

SERENITY PLACE: Manchester, NH *September 2013 – August 2014*

Crisis Site Technician

- Provided emotional support for all clientele
- Answered phone calls and provided proper information for the services that Serenity Place provides
- Completed phone screens and client intake procedures
- Distributed and recorded client medications in an efficient and timely manner
- Reported any unusual or drastic events that involved clients inside and outside of the facility
- Observed, collected and recorded federal urinalysis'
- Maintained/upheld the facility's policies and procedures

MOUNT WASHINGTON COLLEGE: Manchester, NH *August 2012 – July 2013*

Campus Safety Student Worker/Activity Center Work Study

- Demonstrated excellent student/staff interaction in a polite and friendly manner
- Maintained/upheld the school's policies and procedures on a daily basis
- Accountable for documenting student's logs and incident reports as requested
- Utilized safety's computer database to log in various information (lost and found, patrols, and opening/closing of various areas within the building)
- Made sure all students and staff signed waivers to use gym equipment
- Clean and sanitized gym area according to company policies and procedures

RED CROSS: Manchester, NH *October 2012 – May 2013*

Patient Care Rep

- Greeted and assisted volunteers while registering appointments for the nurses
- Served the volunteers by assisting them with the delivery of a beverage or snack after their donation
- Accompanied the volunteers from the donor stations to the canteen area

AIRFIELD CAFETERIA: Hampton, NH

August 2010 – May 2011

Prep Cook

- Cooked the ordered meals and dishes for incoming customers in a quick and efficient manner
- Ran errands at the grocery store for upper management
- Met and collected feedback from customers regarding the company's environment and food service

RIVERWOODS: Exeter, NH

August 2007 – August 2008

Dishwasher

- Cleaned and organized the kitchen's equipment and work spaces
- Retrieved and delivered specific items for the other staff members upon request
- Closed and prepared the kitchen for the next day of work

SEACOAST UNITED SOCCER CLUB: Hampton, NH

November 2005 – May 2006

Front Desk/Referee

- Managed the pay roll for designated teams
- Refereed and managed games for youth leagues
- Maintained the arena's cleanliness and proper use of club equipment

CONTRACTOR NAME

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Sharon Drake	Executive Director/CEP	\$72,828.00	0%	\$0.00
Dominic Donahue	Clinical Director	\$66,300.00	3%	\$2,000.00
Stephanie Bergeron	Chief Operations Officer	\$58,262.00	0%	\$0.00
Jamie Hill	Controller	\$55,000.00	0%	\$0.00
Matthew Davis	Recovery Care Specialist	\$28,080.00	100%	\$28,080.00
Stephanie Costello	Recovery Care Specialist	\$28,080.00	100%	\$28,080.00
Vacant Position	PT Recovery Care Specialist	\$14,040.00	0%	\$0.00
Vacant Position	Clinical Case Manager	\$30,000.00	100%	\$30,000.00
Vacant Position	MLADC	\$53,000.00	43%	\$23,030.00
Vacant Position	On Call LADC	\$10,800.00	100%	\$10,800.00
Ciji Rough	Billing Specialist	\$45,760	4%	\$2,000.00
Eric Blake	Intake Specialist	\$28,142	4%	\$1,200.00