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STATE OF NEW HAMPSHIRE
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August 12, 2015

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

REQUESTED ACTION

Authorize the Department of Education to enter into a contract with Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS), Concord, New Hampshire (Vendor Code 159021) to provide independent living services in an amount not to exceed \$59,778.00, effective October 1, 2015 through September 30, 2016. **100% Federal.**

Funds to support this request are anticipated to be available in the following account in FY 2016 and FY 2017 upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal years through the Budget Office, if needed and justified, Independent Living Services (Part B):

| | | | |
|---------|-------------------------------------|--------------------------------|-------------|
| FY 2016 | 06-56-56-565510-64850000-102-500731 | Contracts for Program Services | \$44,834.00 |
| FY 2017 | 06-56-56-565510-64850000-102-500731 | Contracts for Program Services | \$14,944.00 |

EXPLANATION

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

Northeast Deaf and Hard of Hearing Services, Inc. has a governing board that is controlled by persons with disabilities and provides the four core independent living services of advocacy, information and referral, skills training, and peer support counseling. The purpose of Northeast Deaf and Hard of Hearing Services, Inc. is to promote life with independence for people who are deaf or hard of hearing who reside in the state, which makes them uniquely suited to provide service coordination and interpreter

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referral services, as well as begin the development of specialized services for individuals who are deaf and blind. Services to be provided under the contract with Northeast Deaf and Hard of Hearing Services, Inc. include service coordination, sign language interpreter services, specialized services for individuals who are deaf/blind, Computer Assisted Real Time captioning, and assistive device loaner program.

A request for proposal was posted to the Manchester Union Leader (June 8-10, 2015), the Department of Education's website, the Statewide Independent Living Council's website, and released to community based organizations that are potential or former vendors. Three proposals were received, Granite State Independent Living, Northeast Deaf and Hard of Hearing Services, Inc., and the Brain Injury Association of New Hampshire. A committee comprised of employees from the Department of Education and a former Administrator of the Adult Workforce Investment Program at the Work Opportunity Council, Department of Resources and Economic Development reviewed the proposals submitted utilizing an evaluation tool that was developed based on the request for proposal requirements (Attachment A). The committee recommended funding Northeast Deaf and Hard of Hearing Services, Inc. which will provide service coordination, sign language interpreter services, specialized services for individuals who are deaf/blind, Computer Assisted Real Time captioning, and assistive device loaner program in the amount of \$59,778.00; Granite State Independent Living will provide service coordination, access services, transportation, and travel training for persons with disabilities in the amount of \$183,983.00; and, the Brain Injury Association of New Hampshire (BIANH) will provide family neuro-resource facilitation, armed forces and post-traumatic stress disorder online resource center, information and referral services for persons with acquired brain injury, and a program which provides family to family support in the amount of \$68,009.00. The Three grantees for Title VII, Part B resources will be awarded monies, pending Governor and Council approval.

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

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

The Title VII, Part B FY16 RFP review occurred on Wednesday, July 1, 2015.

The RFP review panel consisted of employees from the Department of Education and a former Administrator of the Adult Workforce Investment Program at the Work Opportunity Council, Department of Resources and Economic Development:

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

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

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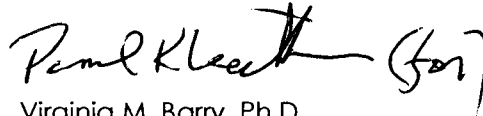
Joan Holleran, Administrator I, External Relations. Ms. Holleran has administered the Independent Living program at the Department of Education for 15 years and has extensive experience in developing and monitoring the Independent Living contracts during the past decade.

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

Bonnie St. Jean, Former Administrator of the Adult Workforce Investment Program at the Work Opportunity Council, Department of Resources and Economic Development. She has over 35 years of experience in the development of workforce program for both youth and adults.

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

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Paul Kleeth" followed by a circled "for" in parentheses.

Virginia M. Barry, Ph.D
Commissioner of Education

S:/DCTA/BVR/VRCO/common/G&C/NDHHS 2016

Attachment A

SCORING FOR REVIEW OF FY 16 TITLE VII, PART B PROPOSALS

Proposal Criteria in the RFP

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

Grant Score (70 passing)

| <u>Title VII, Part B FY 15 Grantee</u> | <u>Amount</u> | <u>Peer Review</u> |
|---|---------------|--------------------|
| Brain Injury Association of New Hampshire | \$ 68,009.00 | 92.6 |
| Granite State Independent Living | 183,983.00 | 91.6 |
| Northeast Deaf and Hard of Hearing Services | 59,778.00 | 81.4 |

Subject:

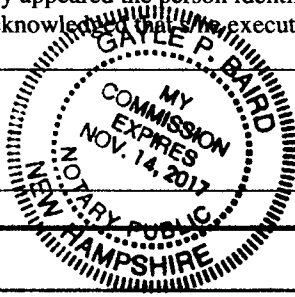
Northeast Deaf and Hard of Hearing Services-INDEPENDENT LIVING

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

| | | | |
|--|--|--|-------------------------------------|
| 1.1 State Agency Name NHDOE-Division of Career Technology & Adult Learning | | 1.2 State Agency Address 21 South Fruit St., Suite 20, Concord, NH 03301 | |
| 1.3 Contractor Name Northeast Deaf and Hard of Hearing Services, Inc. | | 1.4 Contractor Address 57 Regional Drive, Concord, NH 03301 | |
| 1.5 Contractor Phone Number 603.224.1850 | 1.6 Account Number 565510-6485-102-500731 | 1.7 Completion Date 09/30/2016 | 1.8 Price Limitation \$59,778.00 |
| 1.9 Contracting Officer for State Agency Virginia M. Barry, Ph.D., Commissioner of Education | | 1.10 State Agency Telephone Number 603.271.3144 | |
| 1.11 Contractor Signature <i>Norman Lafond Sr</i> | | 1.12 Name and Title of Contractor Signatory NORMAN LAFOND SR, CHAIRMAN | |
| 1.13 Acknowledgement: State of <u>NH</u> , County of <u>Bellamy</u> On <u>July 14, 15</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that he/she executed this document in the capacity indicated in block 1.12. | | | |
| 1.13.1 Signature of Notary Public or Justice of the Peace <i>Gayle P. Baird</i> [Seal] | |  | |
| 1.13.2 Name and Title of Notary or Justice of the Peace | | | |
| 1.14 State Agency Signature <i>Virginia M. Barry</i> | | 1.15 Name and Title of State Agency Signatory Virginia M. Barry, Ph.D., Commissioner of Education | |
| 1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____ | | | |
| 1.17 Approval by the Attorney General (Form, Substance and Execution) By: <i>[Signature]</i> On: <u>8/27/15</u> | | | |
| 1.18 Approval by the Governor and Executive Council By: _____ On: _____ | | | |

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("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. 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.

Contractor Initials WEL
Date 7/14/15

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 consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

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

14. INSURANCE.

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

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) 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 endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) 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.

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
The Services

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

I. Professional Services

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

Service Coordination

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

Contractor Initials NEC
Date 7/4/15

8. Staff shall apply for and document in the consumer service record specific comparable benefits sought and obtained prior to billing the Department of Education, Vocational Rehabilitation's Independent Living Program in accordance with 34 CFR 364.35.
9. Staff shall assist the consumer in the completion of a financial needs test per 12-month period which begins on the date of eligibility, for a service or combination of services. Services provided will be contingent upon financial need.

Exceptions to the limit of \$375 per 12-month period may be granted by the director of the organization providing services to the individual. The director will examine the financial status of the individual and make a determination whether the individual would be denied a necessary service if the service is not provided under Title VII, Part B.

When an individual requires a service or services that exceed the \$375 limit and the request for the service is denied, the director of the organization providing services shall notify the individual in writing. A copy of the consumer's rights, including the rights for appeal shall be included with this written notification. When an individual is denied a service under Title VII, Part B, the service provider shall offer an appeal procedure that complies with 34 CFR 364.58 and has been approved by the Statewide Independent Living Council (SILC) and the designated State Unit (DSU).

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

Interpreter and CART Services

1. The Contractor shall arrange sign language interpreter services from licensed interpreters approved by the State Board of Licensure of Sign Language Interpreters for the Deaf and Hard of Hearing, for individuals who have been determined eligible for those services in accordance with 34 CFR 364.51.
2. Staff shall provide quarterly reports that identify usage of interpreter services, purpose and length of time.
3. The Contractor shall arrange for Computer Assisted Real Time Captioning (CART) services to individuals to facilitate communication between people who are hearing and those with hearing impairments, when requested by individuals who are eligible for Title VII, Part B services.
4. CART services shall be provided by the Contractor throughout New Hampshire at the time and date requested by the eligible individual as coordinated by the interpreter referral service of the Contractor.

Contractor Initials JEL
Date 7/14/15

Support Services Provider (SSP) Program for Deaf/Blind Individuals

1. The Contractor shall make available services for an SSP program which will be provided to deaf/blind individuals.
2. The Contractor will provide a quarterly report on the status of the development and implementation of this service.

Assistive Device Loan Program

1. The Contractor will provide short term and long term assistive device loans to individuals with hearing loss.
2. The Contractor will make at least 4 outreach presentations at various locations, upon request.

II. Program Evaluation

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

III. Reporting.

All Title VII, Part B funds must be tracked separately, as well as services that were provided by the resources. Monthly reports are required, no later than 10 days after the close of the previous month. The report/log should identify the following items: type of service being provided, staff providing the service, date of the service, hours of the service, and consumers receiving the service. The grantee will submit with these reports, monthly invoices for services provided, as described above. The first report and invoice will be due November 10, 2015.

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

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

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

EXHIBIT B
Estimated Budget: Limitation on Price: Method of Payment

| <u>Estimated Budget:</u> | FY 2016 | FY 2017 |
|--|--------------------|--------------------|
| Service Coordination (At per hour, this includes direct cost, postage, printing, service coordinator, clerical support, financial manager and bookkeeper); Sign Language Interpreter Services (Rates are based on certification level approved by the State of New Hampshire and CART Services); Support Service Providers for Individuals who are Deaf/Blind. Assistive Listening Device Loan Program for Individuals with hearing loss. | \$44,834.00 | \$14,944.00 |

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

Limitation on Price: The total cost for all services provided under this contract shall not exceed \$59,778.00

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

All invoices and reports shall be forwarded to:

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

EXHIBIT C
Special Provisions

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

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

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 \$1,000,000 umbrella liability insurance per occurrence.

These insurance limits meet the State's requirements according to section 14.1.1 of the revised P-37 (Version 5/8/15). The Umbrella Liability Insurance brings to total Liability Insurance coverage to \$2,000,000.

Contractor Initials NEC
Date 7/14/15

EXHIBIT D

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

BUSINESS ASSOCIATE AGREEMENT

(1) Definitions

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

(2) Use and Disclosure of Protected Health Information

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

(3) Obligations and Activities of Business Associate.

- a. Business Associate shall report to the designated Privacy Officer of covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, of which it becomes aware, within two (2) business days of becoming aware of such unauthorized use or disclosure.
- b. Business Associate shall use appropriate safeguards to prevent the use or disclosure of PHI other than as permitted by the Agreement.
- c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy Rule.

- d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI provided under Section (3)K. herein. The Covered Entity shall be considered a direct third party beneficiary or the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision #13 of this agreement for the purpose of use and disclosure of protected health information.
- e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- f. Within ten (10) business days of receiving a written request from Covered Entity Business Associate shall provide access to PHI in a designated record set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- g. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required by Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- i. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- k. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity; all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to

extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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

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

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

The State

Northeast Deaf and Hard of Hearing Services, Inc.

Virginia M Barry
Signature of Authorized Representative

Norman Lafond Sr
Signature of Authorized Representative

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

NORMAN LAFOND SR
Name of Authorized Representative

Commissioner of Education
Title of Authorized Representative

CHAIRMAN
Title of Authorized Representative

8/19/15
Date

7/14/15
Date

Contractor Initials VEL
Date 7/14/15

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 NORTHEAST DEAF AND HARD OF HEARING SERVICES, INC. is a New Hampshire nonprofit corporation formed April 28, 2000. 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 14th day of July A.D. 2015

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

William M. Gardner
Secretary of State

Certificate of Authority

I, Peter Simoneau, Clerk/Secretary of Northeast Deaf and Hard of Hearing Services do hereby certify that :

- (1) I maintain and have custody of and am familiar with the seal and minute books of the corporation;
- (2) I am authorized to issue certificates with respect to the contents of such books and to affix such seal to such certificate;
- (3) The following (is a) (are) true and complete cop(y)(ies) of the resolution(s) adopted by the board of directors of the corporation at a meeting of that board on June 26, 2015, which meeting was held in accordance with the law of the state of incorporation and the by-laws of the corporation:
The Board of Directors approves Mr. Norman Lafond with the authority to sign this contract with New Hampshire Department of Education and Vocational Rehabilitation. Moreover, the Board of Directors authorizes NDHHS to provide the requested Independent Living Services.
- (4) The following is a true and complete copy of a by-law adopted at a (shareholder) (organizational) meeting on June 21, 2001
- (5) The foregoing resolution(s) and by-law are in full force and effect, unamended, as of the date hereof; and
- (6) The following person(s) lawfully occupy the office(s) indicated below:

Norman Lafond Chair
Peter Simoneau Secretary
Vincent Youmatz Treasurer

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this 17 day of July, 2015.

(Corporate Seal if any)


 Clerk/Secretary


STATE OF NEW HAMPSHIRE

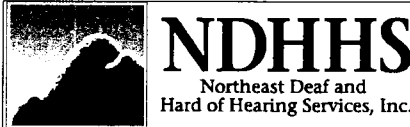
COUNTY OF Merrimack

On July 14, 2015, before the undersigned officer personally appeared the person identified in the foregoing certificate, know to me (or satisfactorily proven) to be the Clerk/Secretary of the corporation identified in the foregoing certificate, and acknowledge that he executed the foregoing certificate.

In witness whereof I hereunto set my hand and official seal.

Gayle Baird
 Notary Public/ Justice of the Peace





57 Regional Drive, Unit D, Concord, NH 03301
603-224-1850 Voice, 603-224-0691 TTY, 603-856-0242 Fax

To: Sharon DeAngelis, Business Administrator
Division of Career Technology and Adult Learning

From: Susan Wolf-Downes, Executive Director
Northeast Deaf and Hard of Hearing Services, Inc.

Date: June 26, 2015

Subject: Agreement: Part B Resolution

This agreement states the resolution of the Board of Directors at Northeast Deaf and Hard of Hearing Services to contract with the State of New Hampshire to provide Independent Living Services.

The Board of Directors approves Mr. Norman Lafond with the authority to sign this contract with New Hampshire Department of Education and Vocational Rehabilitation. Moreover, the Board of Directors authorizes NDHHS to provide the requested Independent Living Services.

Norman Lafond

Date: 6/26/15

Norman Lafond, Chairman

Susan Wolf-Downes

Date: 6/26/15

Susan Wolf-Downes, Executive Director

Client#: 39554

NEDEA

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 4/22/2015

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: Davis Towle Morrill & Everett, 115 Airport Road, Concord, NH 03302-1260. CONTACT NAME: Sherri Cole, PHONE: 603 225-6611, FAX: 603-225-7935, E-MAIL ADDRESS: scole@davistowle.com. INSURER(S) AFFORDING COVERAGE: MAINE MUTUAL GROUP INSURANCE CO, TRAVELERS INDEMNITY CO.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL SUBR INSR WVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include General Liability, Umbrella Liab, and Workers Compensation and Employers' Liability.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Workers Compensation 3A States: NH

CERTIFICATE HOLDER: Department of Education, 101 Pleasant St, Concord, NH 03301. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: [Signature]

Profit & Loss

July 2013 through June 2014

Jul '14 - Jun 15

| Ordinary Income/Expense | | |
|---|--|-------------------|
| Income | | |
| 4001 · INVOICED FUNDS | | 119,496.80 |
| 4010 · Campaign Income | | 2,835.00 |
| 4011 · Donations fund raiser by mail | | |
| 4012 · Fund Raiser Event | | |
| 4014 · Ticket Fund Raiser | | |
| Total 4010 · Campaign Income | | <u>2,835.00</u> |
| 4030 · Contributions Income | | |
| 4040 · Memorial Fund | | |
| 4045 · Mentoring Program | | 15,000.00 |
| 4050 · Restricted | | |
| 4070 · Unrestricted | | 509.32 |
| Total 4030 · Contributions Income | | <u>15,509.32</u> |
| 4080 · Corporate Contributions | | 6,225.00 |
| 4085 · Individual Contributions | | |
| 4098 · Family Sign Language program | | 20,000.00 |
| 4099 · Tutoring Services | | |
| 4100 · Interpreting Services | | |
| 4101 · Community-Staff-Med-Interpreter | | 8,865.00 |
| 4100 · Interpreting Services - Other | | 4,405.75 |
| Total 4100 · Interpreting Services | | <u>13,270.75</u> |
| 4110 · Grants Awarded | | |
| 2998 · Deaf/Blind/Low Vision Federal | | 26,872.62 |
| 4115 · Foundation Grant Income | | 5,000.00 |
| 4120 · State Grant Income | | 167,329.12 |
| Total 4110 · Grants Awarded | | <u>199,201.74</u> |
| 4163 · Administration Fee | | 152.13 |
| 4164 · Re-billing / late fee | | 125.00 |
| 4165 · Equipment Rental Fee | | 1,950.00 |
| 4170 · Program Fees | | |
| 3005 · WTCXIII | | 300.00 |
| 3006 · WTCXIV | | 3,810.00 |
| 4102 · Job Development Services | | (149.16) |
| 4162 · Credit Card Fees | | 70.23 |
| 4191 · CONFERENCE FEES | | |
| 4192 · Workshops | | 2,010.16 |
| 4193 · Emergency Services | | 84,875.00 |
| 4170 · Program Fees - Other | | 11,637.91 |
| Total 4170 · Program Fees | | <u>102,554.14</u> |
| 4175 · Presentation Fees | | 0.00 |
| 4180 · Referral Fees | | |
| 4181 · Medical Referral Fees | | 61,525.00 |
| 4182 · LEGAL | | 3,205.00 |
| 4183 · Private Referral Fees | | 9,515.00 |
| 4185 · School Referral Fees | | 12,425.00 |
| 4187 · State Referral Fees | | 7,203.10 |
| | | (120.00) |
| 4180 · Referral Fees - Other | | 0.00 |
| Total 4180 · Referral Fees | | <u>93,753.10</u> |
| 4190 · Reimbursed Expenses | | 940.54 |
| 4800 · Auction tickets | | 14,247.70 |
| 4801 · Charity Hockey Event | | 300.00 |
| Total Income | | <u>590,561.22</u> |
| Gross Profit | | <u>590,561.22</u> |
| Expense | | |
| 5499 · Administrative fees | | |
| 5555 · Outreach-Other | | 4,145.02 |
| 5556 · Outreach-NDHHS | | 2,350.32 |
| 5557 · Admin-fees- NDHHS | | |
| 5559 · Admin Fees- other | | |
| Total 5499 · Administrative fees | | <u>6,495.34</u> |
| 6000 · Advertising | | 300.00 |
| 6062 · Fund Raiser Event Expense | | 3,092.90 |
| 6120 · Bank Service Charges | | 408.58 |
| 6125 · Books | | 645.43 |
| 6135 · Conferences | | |

Profit & Loss

July 2013 through June 2014

| | <u>Jul '14 - Jun 15</u> |
|--|-------------------------|
| 6136 · Conference- for NH- ED | 1,242.25 |
| 6135 · Conferences - Other | 1,419.00 |
| Total 6135 · Conferences | 2,661.25 |
| 6140 · Contributions | 550.00 |
| 6160 · Dues and Subscriptions | 100.00 |
| 6165 · Gifts | |
| 6166 · Employee Appreciation | 62.95 |
| 6165 · Gifts - Other | 0.00 |
| Total 6165 · Gifts | 62.95 |
| 6170 · Equipmental Rental | |
| 6171 · Equipment lease | 2,040.56 |
| 6172 · Equipment Rental | |
| Total 6170 · Equipmental Rental | 2,040.56 |
| 6178 · Instructor's Fees | 1,536.00 |
| 6179 · Job Coach fees | |
| 6179-A · Mileage- Job Coach | 72.06 |
| Total 6179 · Job Coach fees | 72.06 |
| 6180 · Insurance | |
| 6181 · medical | 29,927.65 |
| 6184 · Workers Compensation Ins | 3,489.00 |
| 6185 · Liability Insurance | (9.00) |
| 6180 · Insurance - Other | 1,720.00 |
| Total 6180 · Insurance | 35,127.65 |
| 6195 · Interpreter Fees | |
| 6193 · Interpreter- misc | 246.69 |
| 6197 · Emergency on call stipend inter | 25,433.25 |
| 6199 · INTERPRETERS | 5,567.15 |
| 6195 · Interpreter Fees - Other | 18,020.09 |
| Total 6195 · Interpreter Fees | 49,267.18 |
| 6200 · Interest Expense | |
| 6210 · Finance Charge | 510.00 |
| Total 6200 · Interest Expense | 510.00 |
| 62205 · Document fees | 30.00 |
| 6230 · Licenses and Permits | 105.00 |
| 6235 · Luncheon | 3,696.84 |
| 6240 · Miscellaneous | 12.13 |
| 6241 · Contract renewal | 270.08 |
| 6250 · Postage and Delivery | 2,022.67 |
| 6260 · Printing and Reproduction | 1,212.88 |
| 6265 · Professional Development & CPE | 5,270.50 |
| 6270 · Professional Fees | |
| 6650 · Accounting | |
| 6651 · Payroll fees | 1,396.14 |
| 6652 · Accounting fee | 2,581.25 |
| Total 6650 · Accounting | 3,977.39 |
| 6655 · Consulting | 17,693.60 |
| 6270 · Professional Fees - Other | 236.25 |
| Total 6270 · Professional Fees | 21,907.24 |
| 6288 · Referral fees expense | 1,980.00 |
| 6289 · Referral Data Base | 720.00 |
| 6290 · Rent | 44,400.00 |
| 6300 · Repairs | |
| 6320 · Computer Repairs | 2,984.00 |
| Total 6300 · Repairs | 2,984.00 |
| 6340 · Telephone | |
| 6341 · Answering Service | 1,383.80 |
| 6345 · Pagers | 410.20 |
| 6340 · Telephone - Other | 2,794.41 |
| Total 6340 · Telephone | 4,588.41 |
| 6342 · Equipment purchase for Part B | 209.80 |
| 6343 · Equipment Purchases for NHDBEP | 18,757.46 |
| 6348 · Equipment Purchased for TEDP | 28,727.10 |
| 6349 · Training | 106.94 |
| 6350 · Travel & Ent | |
| 6355 · Mileage | 5,272.41 |
| 6380 · Travel | 402.12 |
| Total 6350 · Travel & Ent | 5,674.53 |
| 6425 · Payroll taxes | 11,251.88 |
| 6440 · Wages | |
| 6441 · NH Relay Specialist | 29,369.11 |
| 6443 · Bookkeeper | 33,751.76 |
| 6445 · Referral Specialist #1 | 28,848.05 |

Profit & Loss

July 2013 through June 2014

| | <u>Jul '14 - Jun 15</u> |
|---------------------------------------|-------------------------|
| 6446 · Referral Specialists #2 | 26,120.87 |
| 6448 · Executive Director | 71,539.29 |
| 6455 · Project Coordinator | 1,800.00 |
| 6456 · Community Support Specialist | 20,761.34 |
| 6501 · Educator Coordinator | 52,442.21 |
| 6502 · Assistant Educator Coordinator | |
| 6503 · Logistics Specialist | 9,899.75 |
| 6600 · I & R Specialist I | 24,037.50 |
| 6440 · Wages - Other | 300.00 |
| Total 6440 · Wages | <u>298,869.88</u> |
| 6450 · Contract Labor | 1,115.00 |
| 6550 · Office Supplies | 5,572.46 |
| 6555 · Web Site & E-Mail Expenses | 1,017.88 |
| 6556 · High Speed Internet | 1,356.86 |
| 6670 · Program Expense | |
| 6670A · SSP EXPENSES | |
| 6670B · Mileage for SSP Providers | 819.91 |
| 6670A · SSP EXPENSES - Other | 3,754.70 |
| Total 6670A · SSP EXPENSES | <u>4,574.61</u> |
| 6670DB · Deaf/Blind Project | 1,248.00 |
| Total 6670 · Program Expense | <u>5,822.61</u> |
| 6672 · Board of Directors Expense | 512.30 |
| Total Expense | <u>571,064.35</u> |
| Net Ordinary Income | 19,496.87 |
| Other Income/Expense | |
| Other Income | |
| 7010 · Interest Income | 9.78 |
| Total Other Income | <u>9.78</u> |
| Net Other Income | <u>9.78</u> |
| Net Income | <u><u>19,506.65</u></u> |

NORTHEAST DEAF AND HARD OF HEARING SERVICES, INC

Norman E. Lafond Sr., Chairman, Executive Committee
Manchester, NH

Michael Ritter, Vice-Chairman, Executive Committee
Campton, NH

Peter Simoneau, Secretary, Executive Committee
Nashua, NH

Vincent Youmatz, Treasurer, Executive Committee
Andover, NH

Eileen Flockhart, Board Member, Auction Chairperson
Exeter, NH

Leanne Weiner, Board Member
Gilmanton, NH

Jeanne Stine, Board Member
Pittsfield, NH

Deborah Bailey, Board Member
Bedford, NH

Steven Ballou, Board Member
Manchester, NH

Naomi Payne, Board Member
Hillsboro, NH

All are volunteers.



NDHHS

Northeast Deaf and
Hard of Hearing Services, Inc.

Salary Matrix as of 7/1/15

| Fname | Lname | Title-Position | Annual Rate | Hr/PP | Hourly Rate |
|-----------------|-------------|--------------------|-------------|-------|-------------|
| | | | | | |
| Susan | Wolf-Downes | Exec. Dir. | 65,846.30 | 80.00 | 31.66 |
| Gayle | Baird | Accountant I/HR | 42,200.00 | 75.00 | 21.64 |
| Paul | Baravella | Operations Mgr | 35,000.00 | 75.00 | 17.95 |
| Adam | Barron | Clerical | 12,480.00 | 40.00 | 12.00 |
| Brianna | Cameron | TEAP Coordinator | 25,506.00 | 75.00 | 13.08 |
| Michele | Chaplen | DOE Proj Coord | 61,200.00 | 75.00 | 31.38 |
| Kacie | Farrell | Int/Ref Specialist | 30,703.92 | 75.00 | 15.75 |
| Emily | Graves | Int/Ref Specialist | 34,485.88 | 75.00 | 17.69 |
| Lindsey | Phelan | Relay Specialist | 30,000.00 | 75.00 | 15.38 |
| Info & Referral | | Info & Referral | 11,440.00 | 40.00 | 11.00 |
| | | | 348,862.10 | | |

Susan Wolf-Downes, MS
Northeast Deaf and Hard of Hearing Services, Inc.
57 Regional Drive , Unit D
Concord, New Hampshire 03301
swolf-downes@ndhhs.org

Executive Director - Northeast Deaf and Hard of Hearing Services, Inc. Manage an organization was established in April 2001 to serve the Deaf, Hard of Hearing, Late Deafened and Deaf/Blind communities. Act as liaison with the New Hampshire State Legislature on issues related to the Deaf, Hard of Hearing, Late Deafened, Oral Deaf, Deaf/Blind and individuals who have multiple disabilities in addition to hearing loss. Oversight the centralize organization related to hearing loss issues. Provide advocacy and presentations to state, schools, hospitals, and private agencies to inform them about NDHHS services. Search for funding sources to provide continued financial support for the center. Provide supervision and support for 8 FT staff members, 1 PT part-time and several outsource positions. Plan and oversee community services including but not limited to the following:

- Communication Access Services (Interpreter & CART referral)
- Emergency Medical Interpreter Services (EMIS)
- Service Coordination/Advocacy
- Information Referral and Service Coordination
- Services for Deaf and Hard of Hearing Students
- NH Telecommunication Equipment Distribution Program
- I-Connect Program Equipment Distribution Program for D/B
- Relay New Hampshire
- Family Sign Language
- Equipment and Materials Loan Program
- Outreach Information

Program Specialist - Verizon Center for Customers with Disabilities (VCCD), Marlboro, MA 1995 to 2001

- Outreach Coordinator for the Verizon Equipment Distribution Program for all Disabilities:
 - Equipment Program & Services/Products Presentations
 - Outreach Cost Analysis
 - Interpreter Services
- Conduct Public Relations activities for Verizon
- Provide staff support for Residential Customer Service Center
- Represent Verizon to various Deaf and disability groups and organizations
- Deliver training on Deaf and Disabled customers to new Verizon Representatives at VCCD
- Provide presentations to various consumer groups and Verizon customers
- Network / consult with various key departments within Verizon to ensure provision of optimum services to all customers within New England and New York
- Knowledge and operation of CPE (Customer Premise Equipment) network

Outreach Manager - N.E. Telephone Dual Party Relay Services, Marlboro, MA 1991-1995

- Assisted in development and creation of dual party relay services as mandated by passage of Massachusetts Senate 390, which established requirements for provision of such services as well as equipment distribution and E911 services.
- Provided initial training for current management team and New England Telephone Operator Services
- Develop new and additional training materials for new hires
- Served on the Maine Advisory Board Council 1993-1997

Independent Living Skills Specialist - Center for Living and Working, Worcester, MA. 1988 - 1991.

- Conducted advocacy and skills training for Deaf children and adults
- Advocacy with clients in court systems
- Certified Deaf Interpreter

American Sign Language and Deaf Culture Consultant 1984 to 1991

- Occasional volunteer interpreter
- Training to agencies and residence serving Deaf clients with cognitive impairments
- Communication evaluation and training for Deaf clients with cognitive impairments
- Relay interpreting in medical and mental health settings
- American Sign Language Instructor at various Universities, Colleges and Community Education programs
- Provided Deaf Culture workshops

EDUCATION:

- **Masters of Science in Management** - New England College May-2006
- **Bachelor of Science in Management** - Lesley University, Cambridge, MA May - 2000
- **Associate of Arts and Sciences in Business** - Rochester Institute of Technology / National Technical Institute for the Deaf
Rochester, NY May - 1971

PROFESSIONAL ACTIVITIES:

Affiliations:

- State Rehabilitation Council (SRC) (current)
- Chairperson for Statewide Independent Living Center (SILC) (current)
- Board of Trustees for New England Home for the Deaf (NEHD) (current)
- National Registry of Interpreters (current)
- Formerly Chair and now Board of Trustees for Our Deaf Sisters' Center (OSDC)
- Former Membership Chair Disability Issues Awareness Leaders (Verizon)
- Alpha Sigma Alpha Sorority
- Mass State Associate of the Deaf
- NH State Associate for the Deaf
- National Association for the Deaf

Achievements:

- 2012 St. Mary's School for the Deaf Distinguished Award (June, 2012)
- Nominated for Citizen of the Year (December 2010)
- Executive Director's Award from New Hampshire Association for the Deaf (June, 2007)
- One of the 10 finalists for the Robert Wood Foundation Award (May, 2006)
- One of the 4 nominated for New Hampshire Athena Award (4/19/06)
- State of New Hampshire Craig R. Benson Governor-CITATION Award (11/21/03)
- 2003 R.I.T. Alumni Distinguished Award (10/10/03)
- 2003 SMSD AA Hall of Fame (Leadership Award) (6/28/03)

- 2002 Co-Master of Ceremony, Deaf Women United Conf. (DWU)
- 2001 First Executive Director for the State of NH
- 2001 Lady of Ceremony, Miss Deaf Massachusetts Pageant
- 2000 Allies Planning Team 5th year (my role as a facilitator)
- 1998 Champion Award of the Year - Quota Club District 35
- 1998 Co-chair Allies Conference
- 1994 MSAD Vice President (2 years)
- 1994 NYNEX (now known as Verizon) Chairman's Team Award for Quality
- 1994 Chairperson-Mass. State Association for the Deaf, Interpreter Task Force
- 1990 Woman of the Year - Quota Club District 29

Presenter:

- On going speaker for Quota, Lions, Rotary Clubs, Hospitals and Businesses
- Moderator ASLTA (American Sign Language Teacher Association) (March 22 2003)
- DWU Co-Presenter on Domestic Violence (November 2002)
- 100th Anniversary for New England Home for the Deaf (Master of Ceremony, November 2001)
- Flying Hands, Links Art Program / Fundraising (Co-Master of Ceremony, April 2001)
- Miss Massachusetts Pageant (Master of Ceremony, April 2001)
- Verizon Jane Doe Event, Boston, MA (October, 2000)
- Telecommunication for the Deaf International Conference, Anchorage, Alaska, Boston, MA, Washington, DC
- National Association for the Deaf Conference, Knoxville, TN
- New Hampshire State Association for the Deaf Conference, Manchester, NH
- Massachusetts State Association for the Deaf Conference, Boston, MA
- Massachusetts Commission for the Deaf and Hard of Hearing event, MA
- Maine State Association event, Baxter, ME
- St. Mary's School for the Deaf - 30th Anniversary Alumni Reunion, Buffalo, NY
- Disability Issues Awareness Leaders (Verizon) Disability Event, New York City, NY
- Archbishop Ryan Memorial Institute School for the Deaf / 75th Anniversary, Philadelphia, PA

References:

Furnished upon request

Gayle P. Baird

ProTemps, Concord NH 02/2004 - 09/2004

Temporary Accounting Staff to Pembroke Academy

Douglas, Leonard & Garvey, PC, Concord NH 11/2002 - 02/2004

Bookkeeper

- To merge two functioning but outdated accounting packages into a new system. Responsible to all data entry such as A/R & A/P and payroll.

Lavallee/Brensinger, PA, Manchester NH 07/1993 – 11/2002

Administrative Assistant

- Confidential Correspondence; format and proof all correspondence, architectural specifications, and dictation for staff, update and create master documents, reports, templates, and forms. Backup assistant for data entry such as A/R & A/P.

BONHAM (BankOne NH Asset Management, a section of the FDIC taking receivership of 13 banks in NH), Concord NH

ORE File Library Supervisor 04/1992 - 07/1993

- Developed an organizational library, trained and supervised 2 staff and volunteers, generated reports and audits regarding data collection and distribution of properties.

BONHAM (BankOne NH Asset Management, a section of the FDIC taking receivership of 13 banks in NH), Concord NH

Database Manager and Admin Assistant II 07/1991 - 04/1992

- Addressed the growing list of received properties managed by various banks and processed by various loan officers.

Office Specialists, Manager & Central NH Employment, Laconia, NH

Temp Secretary & Admin Assist to real estate, Financial, Legal Firms 03/1991 – 06/1991

Robert B. Morden, Inc., Portsmouth, NH

Production/Office Manager & Private Secretary: Magazine production; office management; and real estate management. 7/89 to 2/91

Citizens Bank (formerly Merchants National Bank, etc), Manchester, NH

Gayle P. Baird

**Information Processor; Commercial Loan File Librarian; Safe Deposit Manager;
and Teller.**

09/1985 – 07/1989

Education

Franklin Pierce University, Concord, NH - Working on Bachelor of Science in Business
Management and Accounting (2 courses from Certificate) Ongoing

SoNH - HR Certificate Program 08/2008

SoNH – Certified Public Supervisor Program 06/2006

SoNH – Certified Public Supervisor Program Tune-up 09/2008

Justice of the Peace, NH Current, Expires 10/03/2017

Notary, NH Current, Expires 11/14/2017

Littleton High School, Littleton, MA – Business/Office Program 06/1971

More Certificates Upon Request

Paul Baravella

Objective: To maintain a rewarding, productive and consistent position within an organization where I can further my experience with American Sign Language, the interpreting field and the Deaf community. I benefit the organization by being a reliable and compassionate employee.

Education: **Massasoit Community College** **2005-2008**

Associates Degree Liberal Arts 3.8 GPA

- American Sign Language 1, 2
- Honors English
- Honors Ethics

Bristol Community College **2008-2009**

- Pursued courses in Deaf studies
- American Sign Language 3, 4
- Member of Deaf studies club

University of New Hampshire Manchester **2009-2012**

- Bachelor's Degree in ASL/English Interpretation
- Completed a course in Microsoft Word, Excel and Powerpoint

Computer Skills:

- Efficiently and quickly mastered use of different operating systems including Jordan's Order Management System and Jiffy Lube Purchase Order Systems
- Experienced with Microsoft Windows, Word, PowerPoint, Excel

Volunteer Work:

- I've volunteered at Deaf Inc. in Taunton, Ma from the summer of '08 to the summer of '09. During that time, my responsibilities were to make outbound calls for charitable donations or to request information for consumers, file office paperwork, make copies, basic repair work around the office, setting up for and helping organize events, and miscellaneous tasks that may arise.
- During my time at Bristol Community College, I was part of a team who organized and held a Deaf Awareness Week event and ASL club fundraiser.

Employment Experience:

Northeast Deaf and Hard of Hearing Services

4/11-Current

I&R Specialist; Administrative Assistant; Program Coordinator

- Answer all incoming mediums of communication including phone, video phone, email, TTY and fax.
- Create and maintain multiple databases including incoming donations and payments, available resources, and community contacts.
- Distribute information and resources via mail, email, phone, video phone and internet forums.
- Create, format, edit, and distribute forms and documents for staff members.
- Provide support to the Deaf and Hard of Hearing Education Initiative Project:
 - Provide staff support at educational trainings and workshops
 - Preparation of materials for trainings as well as information packets for families, educators and the community related to the education of children and youth with hearing loss
 - Additional tasks as needed to assist with the DHHEIP
 - Provide information and referrals to families, educators and the community regarding services for Deaf and Hard of Hearing children and youth.
- General office staff support including support to the Executive Director and NH-TEDP coordinator
- Coordinator for Family Sign Language Program and Deaf-Blind Equipment Distribution Program

Uno's Chicago Restaurant

9/09-Current

Server

- Multi-task and coordinate with coworkers to deliver the highest customer satisfaction possible
- Remain organized and efficient in a fast-paced environment
- Seat, serve and attend to customer needs.
- Inform customers of products and promotions
- Prepare and deliver food and beverage items
- Work as a team to maintain a clean and sanitary workplace

Jordan's Furniture

8/07-7/09

Clearance Sales Associate

- Provide first class customer service to assist customers with purchases and inform them of product options
- Extensive use of several different computer programs for inventory and point-of-sale purposes
- Up-sell warranty and product protection plans
- Assemble and prepare furniture for sale
- Position furniture on the sales floor in a professional manner to entice sales
- Work as a team with co-workers to produce a safe professional environment

Jiffy Lube

1/07-6/07

Customer Service Advisor/Lube Technician

- Asked customers pertinent questions to better assist them with their purchase decision
- Entered customer information and product selection into the computer program
- Provided information on products offered by the company to the customer
- Informed co-workers of customers requests

- Performed technical maintenance on customer vehicles
- Maintained a safe work environment

World Wide Enterprise

4/04-9/05

Warehouse Laborer

- Safely managed machinery and operated forklift
- Selected and packaged customer orders in preparation for delivery
- Delivered special ordered/ emergency goods to customers using a company vehicle
- Assisted customers with order inquiries and product information
- Standard warehouse duties including shop maintenance, sweeping, opening and closing facilities
- Organized products in an efficient and safe manner inside a large warehouse

References:

Susan Wolf-Downes, NDHHS Exec. Dir.
Jack Petrone, World Wide Enterprises
Jay Purnell, Employment Manager,

Katherine Farrell

Education

- Northern Essex Community College, Haverhill, MA** **May 2011**
Certificate in American Sign Language Interpreting
Graduated with High Honors, with a final GPA of 3.60
- University of New Hampshire, Durham, NH** **May 2009**
B.S. Communication Sciences and Disorders
Minor in Deaf and Hard of Hearing Studies
Graduated with Honors

Experience

- Massachusetts General Hospital, ASL Interpreter Services** **Fall 2010-Spring 2011**
Nine month internship with a nationally certified Sign Language Interpreter totaling approximately 250hrs of related interpreting work. Required observance and knowledge of the Code of Professional Conduct. Observed a variety of interpreted hospital and doctor appointments, with the opportunity to interpret with supervision
- Northeast Deaf and Hard of Hearing Services, Concord NH** **Fall 2009**
Worked with a Deaf professional in an agency that provides services for Deaf and Hard of Hearing individuals. Was able to learn about the variety of services available, as well as network with members of the Deaf community. Led to volunteering in the Interpreter Referral department.
- Manchester Program for the Deaf and Hard of Hearing, NH** **Spring 2008**
Interacted with Deaf and hard of hearing individuals from three to eight years of age; as well as with their instructors. Assisted in various classroom activities.

Activities

- Volunteered at the 2011 Deaf Inc. Health Fair in Boston, MA.
- Volunteered at Demand Control-Schema Workshop presented by Robyn Dean, MA, CI/CT in April 2011.
- Volunteered in the Interpreter Referral department at Northeast Deaf and Hard of Hearing Services throughout Spring 2010.
- American Sign Language club at NECC 2009-2011
- UNH American Sign Language Club President 2006-2008
- American Sign Language Teacher's Assistant 2006-2008
- American Sign Language Tutor and Volunteer 2006-2009

Work history

- Northeast Deaf and Hard of Hearing Services, Inc., Concord, NH**
Emergency Medical Interpreter Services (EMIS) Coordinator (October 2013 – Current)
Coordinate and schedule ASL interpreters for four (4) New Hampshire hospitals to be available from 5pm-8am during the week and 24hrs on weekends and holidays. Maintain and update contracts between hospitals and NDHHS, as well as interpreter contracts. Provide outreach and training for hospitals and interpreters. Keep online schedule of interpreters updated at all times. Document all calls to the program and provide quarterly reports to the hospitals contracted with the program. Act as a secondary on-call interpreter during evening, weekend and holiday hours.

Freelance American Sign Language/English Interpreter (Dec. 2012-Current)

Translate between two languages: American Sign Language (ASL) and English and knowledgeable of cultural norms and values held by Deaf people and those of the mainstream American culture. Formally trained to successfully mediate between two languages and cultures. Certified under the New Hampshire Interpreter Classification System (NHICS) which is a state level certifying agency. Works within the guidelines of professional, ethical conduct as established by the National Registry of Interpreters for the Deaf.

Northeast Deaf and Hard of Hearing Services, Inc., (Dec. 2011-Current) Concord, NH

Referral Specialist. Arrange interpreter and CART services from the list of licensed interpreters provided by the NH Department of Education. Communicates with interpreters about their availability, skills, and preferences. Advocates on behalf of Deaf and Hard of Hearing consumers to make sure they are being provided for under the Americans with Disabilities Act. Maintains records for Deaf and Hard of Hearing consumers, as well as requesting agencies/organizations. Communicates with the accounting department to coordinate billing of referral fees. Maintain lists of interpreters who have met requirements for specific medical offices or hospitals. Act as staff interpreter when appropriate for the Executive Director, last minute interpreter requests, and/or emergency medical requests.

Serendipity Day Spa, (2009) Pembroke, NH

Front Desk Receptionist. Managed the scheduling for all staff. Handled sales, both individual and group parties. Assisted other staff in cleaning and preparing rooms for clients. Assessed incidents and developed solutions to any concerns whether they were staff or client related.

Hayden Sports, (2008-2009) 44 Main Street, Durham, NH

Sales Associate. Promoted products and assisted customers. Handled a cash register, merchandise stocking and maintained store appearance.

Regal Cinema, (2003 to 2006) Hooksett, NH

Customer Service/Sales Associate. Worked in a fast paced and stressful environment with a variety of personalities, both customer and fellow associates. Developed multi-tasking skills and organizational skills. Learned to assess situations and problems in order to provide proper solutions to ensure enjoyable experiences and repeat customers. Balance the daily cash register as well as keep an accurate food inventory.

References available upon request

EMILY K. GRAVES

- Project Management
 - Proposal and Grant Writing Skills
 - Customer Service
 - Office/Program Management
 - NH Screened and Licensed American Sign Language Interpreter
 - Proficient with Microsoft Office Applications and Other Technology
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Education

Mount Holyoke College, South Hadley, MA
Bachelor of Arts in May 1999, cum laude
Major: English Minor: Women's Studies

University of New Hampshire Manchester
Bachelor of Sciences in May 2009, summa cum laude
Sign Language Interpreting

Northeast Deaf and Hard of Hearing Services, Inc October 2005-Present
The leading New Hampshire agency for information and services for Deaf and Hard of Hearing people
Lead Interpreter Referral Specialist

- Managing 1500 sign language interpreter and CART provider referral services annually to New Hampshire legal system, hospitals, schools and businesses
 - Redesigned and implemented new system for legal interpreter referrals
- Advocates on behalf of Deaf and Hard of Hearing consumers for rights guaranteed under the Americans with Disabilities Act
- Provides education and information about referral services to the public including in-person presentations, phone consultations and written literature
- Coordinates with multi-state services and funding to meet Deaf consumers' needs
- Maintains interpreter, CART provider, and Deaf community contact information
- Responsible for customer billing, inquiries, and resolution of issues
- Primary agency system administrator for computer network, hardware, and software

New Hampshire Association of REALTORS® August 2004-October 2005
The business, industry and public policy advocate for private property rights in New Hampshire

Member Services Representative

- Provided administrative support to Director of Finance, Education and Administration
- Invoiced realtor® offices and local boards of realtors®, and recorded deposits
- Managed data registration for NHAR annual convention
- Assisted with new realtor® member Orientation and processed paperwork
- Answered phone and website inquiries and managed day-to-day administration

EMILY K. GRAVES

Coastal AIDS Network

January 2001–February 2003

Midcoast Maine's resource and service organization for those who live with HIV or AIDS.

Office Manager (August 2001 – February 2003)

- Provided administrative services to Executive Director, Business Manager, and Board of Directors
- Launched organization's website, including writing, editing, and researching content
- Edited organization newsletter
- Prepared and submitted press releases, event/activity listing information, and annual report
- Recorded and acknowledged individual donations
- Oversaw maintenance of all office equipment including computer system (hardware and software), laser printers, Xerox machine, and digital camera
- Promoted to office manager in August 2001

Coastal Outright Coordinator (January 2001-February 2003)

- Coordinated social and educational meetings monthly for gay, lesbian, bisexual, transgender, and questioning (GLBTQ) young people
- Interviewed and supervised 8-12 volunteer adult advisors
- Facilitated youth-adult collaborations and conversations during meetings
- Assembled and lead participants in multiple live, one-hour radio shows addressing sexuality on WERU-FM
- Scheduled educational guests and speakers for meetings
- Served as GLBTQ information resource to high school guidance counselors
- Assisted and edited in the development of proposals and grants

Community Involvement

- Registry of Interpreters for the Deaf, Member, 2005 to present, www.rid.org
- Secretary, 2009-present, Mount Holyoke College Class of 1999, www.mhc1999.com
- New Hampshire Registry of Interpreters for the Deaf, www.nhrid.org
 - Member, 2006 to present
 - Student Representative, 2008-2009
 - Secretary, 2009 to 2010
 - Newsletter Editor, 2009 to 2011
- 2006 and 2007 Participant in Breast Cancer 3 Day benefitting Susan G. Komen For the Cure, <http://www.the3day.org>



Job Description: Information and Referral Specialist

I&R Specialist:

Responsibilities include:

- Answering all modes of incoming office communication (phone, email, TTY, Video Phone, and walk-ins) and ensuring continuity and follow-up client care
- Finding appropriate resources to meet requests
- Ensuring data is accurately entered into the client database in a timely manner
 - Maintain Community and Donor lists
- Updating and expanding resource lists
- Networking with other staff, volunteers, and partner community agencies as needed
- Posting all new events on the in-house bulletin board
- Maintaining Yahoo lists by posting and re-posting events upon requests
- Recording staff meeting minutes and making them available in a timely manner
- Coordinating mail disbursement- outgoing and incoming
 - Log incoming checks and donations daily using Excel
 - Provide weekly updates to Executive Director and bookkeeper
- Maintaining room reservation schedule and reports to bookkeeper for invoicing
- Updating and maintaining the NDHHS Facebook page

Support to the Executive Director:

Responsibilities include:

- Providing administrative support for the Exec. Dir.
- General correspondence, in a timely manner, as assigned by the Exec. Dir.
 - Including: thank-you notes, follow-up letters, sympathy cards, flowers
- Assisting in meeting preparations as requested
- Other various projects assigned by the Exec. Dir.

Support to Staff Members, *General*:

Responsibilities include:

- Coordinating Newsletter development and distribution
- Coordinating Annual letter logistics and distribution
- Coordinating annual ASL Film Fundraiser
- Collaborating with staff for annual Working Together Conference
- Collaborating with staff for Annual Auction
- Ensuring that the office and the office equipment are maintained and functional

Support Staff Member, *New Hampshire Deaf and Hard of Hearing Education Initiative Program (DHHEIP)*:

Offers support to grant coordinator with general clerical duties as well as preparing DHHEIP sessions alongside the coordinator.

Responsibilities include:

- Scribing for DHHEIP meetings
- Assisting in meeting preparations
- Offering administrative support to Coordinator

Support Staff Member, *NH TEDP*

Supports the NH TEDP Coordinator by assisting with providing information and instruction to individuals, businesses, community groups and government agencies regarding the use of the NH-TEDP.

Responsibilities include:

- Directing incoming calls
- Mailing applications, as needed
- Answering questions on a temporary basis

Assistive Technology Specialist

Assists consumers and family members in making a decision about whether or not a device is appropriate, or, of available devices, which particular model will meet the needs of the individual with a disability. Must have expertise with relevant devices as well as the ability to effectively convey that information to people with disabilities, their family members, and other stakeholders who are seeking to make decisions about assistive technology.

Responsibilities include:

- Maintaining all loan and demonstrative equipment
- Being up-to-date with new and emerging technology
- Demonstrating and loaning out 10 devices each quarter
- Maintaining a log of all demonstrations and loans digitally and on hard copies

- Invoicing quarterly and sending copies to the Exec. Dir. and bookkeeper

Family Sign Language Program Coordinator

Coordinates requests for classes from parents and M.I.C.E. with family sign language instructors.

Responsibilities include:

- Receiving and processing requests from MICE/schools
- Maintaining both instructor and consumer databases
- Coordinating communication between instructors and consumers
- Reviewing and mailing completed class forms

National Deafblind Equipment Distribution Program Coordinator

Works with representatives from Perkins School for the Blind and Hellen Keller to provide communication equipment to the Deafblind population in New Hampshire.

Responsibilities include:

- Recording new applicants into the database
- Reviewing and approving incoming applications
- Promoting the program through various outlets
- Ordering equipment through Perkins
- Submitting service requests for consumers
- Maintaining records of hours and costs applicable to the program
- Monitors expenses and budgeting of the program