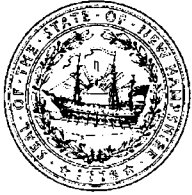


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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF DEVELOPMENTAL SERVICES

Jeffrey A. Meyers
Commissioner

Christine L. Santaniello
Director

105 PLEASANT STREET, CONCORD, NH 03301
603-271-5034 1-800-852-3345 Ext. 5034
Fax: 603-271-5166 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 21, 2017

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, Bureau of Developmental Services, to enter into a **sole source** agreement with the Community College System of New Hampshire (Vendor #216952-B001), 26 College Drive, Concord, NH 03301-7407, for the provision of educational services and tuition assistance in the Community Social Services Program, in an amount not to exceed \$37,445 effective January 1, 2018 or upon Governor and Executive Council approval, whichever is later, through June 30, 2018. 100% General Funds.

Funds to support this request are available in State Fiscal Year 2018 in the following account.

05-95-93-930010-5947 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: DEVELOPMENTAL SERV DIV OF, DIV OF DEVELOPMENTAL SVCS, PROGRAM SUPPORT

State Fiscal Year	CLASS/ OBJECT	TITLE	ACTIVITY CODE	AMOUNT
2018	102-500731	Contracts for Program Services	93005947	\$37,445
			Total:	\$37,445

EXPLANATION

This agreement is **sole source** because the Community College System of New Hampshire is uniquely positioned to provide educational services and tuition assistance to the Department's Area Agency contractors' staff and their family members, statewide, while reducing the burden of extensive travel.

The purpose of continuing this long-standing Agreement (formerly a Department Memorandum of Understanding) is for the continuation of the tuition scholarship program for the remainder of this fiscal year. The Community College System of New Hampshire will continue providing educational services and tuition assistance for the Community Social Services Program to Area Agency staff including direct support, home care providers, individuals involved with the Developmental Services System and their family members, and Bureau of Developmental Services employees. The Community College System of New Hampshire is providing the coordination to develop and promote their curriculum.

The geographic locations of Community Colleges throughout the State coincide with the Area Agencies across the State. Family members and individuals have greater access to the Community Social Services Program without the burden of having to travel extensively.

In August 1983, the Department of Health and Human Services and the twelve (12) Area Agencies approached the New Hampshire Vocational Technical Colleges (now known as the Community College System of New Hampshire) with the problem of meeting the demand for professionally trained direct service workers. Representatives of the Department, area services providers, and the colleges began to work in partnership on the development of a curriculum to meet the specific needs of those working in the developmental services system. The Residential Specialist Program began in 1986 and has evolved into the current Community Social Services Program.

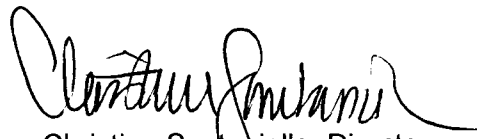
Each State Fiscal Year, the services provided were reviewed and evaluated by having all students enrolled in the Community Social Services Programs complete a survey of evaluation questions. The annual survey summary for State Fiscal Year 2017 is attached.

Should the Governor and Executive Council not approve this request, direct support staff and home care providers will lose access to critical education and training opportunities necessary to provide the highest level of care possible to individuals. Staff and providers who have participated in this program have demonstrated approximately ninety percent (90%) staff/provider retention. Not continuing this program may result in disruption of services to individuals and increase costs related to hiring and training new staff and providers.

Area Served: Statewide

Source of Funds: 100% General Funds

Respectfully submitted,



Christine Santaniello, Director
Division of Long Term Supports and
Services



Approved by: Jeffrey A. Meyers
Commissioner

ATTACHMENT A
Community College System of New Hampshire
Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2017

During Fiscal Year 2017 this program issued awards totaling \$36,078 shared between 14 unduplicated students taking 55 courses as they pursue training in Community Social Services. The following tables show details connected to these awards. Current remaining funds equal \$46,292; Summer term awards will be processed as applications are received.

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Pathways of the River Valley				\$1,025		\$1,025
Grand Total	\$7,470	\$10,596	\$5,476	\$4,220	\$8,316	\$36,078

One of our students registered for only one course via funding through this program. The others registered for additional courses; the average number being four. The table below shows which courses students received assistance for. Two courses, indicated by asterisks, were funded as Prior Learning Opportunities. One student received funds to cover graduation fees.

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ATTACHMENT A

Survey Results

The following information was obtained via our on-line survey, provided to each student who received assistance through this program. Results reflect a 36% response rate.

- Four respondents indicate they will complete their Human Services Associates degree in May 2017. One respondent will complete the Human Services Certificate by the end of the Spring 2017 term. The other respondent will have completed 12 credit hours.
- 100% of respondents indicate funds are necessary for them to be able to pursue course work. One noted that the availability of these funds provided them the incentive to pursue additional higher education.
- 100% of respondents are maintaining their employment with their Area Agency.
- Responses indicate a direct correlation between course content and work required within their area agency.
 - Allowing opportunities to study real life situations. - 80.0%
 - Equipping me to know how to advocate for individuals as they make choices in their lives. - 100.0%
 - Extending my understanding of the history and current trends in the field of human services. - 80.0%
 - Extending my understanding of aspects relating to independent living. - 100.0%
 - Increasing my awareness of local resources available to support individuals. - 60.0%
 - Informing me of rights for both consumers and families. - 80.0%
 - Providing me courses to gain general skills and knowledge in areas complimenting my human services focus. - 80.0%
 - Providing exposure to and understanding of current laws and Practices in the field. - 100.0%
 - Providing insight to the field of human services. - 100.0%
 - Providing professional and educational contacts who can serve as mentors to me. - 80.0%
- Four of the respondents noted advancement within their area agency. Advancements were described as (1) moving from working in direct support to working as a Service Coordinator, (2) being promoted from a direct support staff to case management, (3) receiving a pay raise, and (4) a general promotion.
- 100% of respondents indicate they would recommend the training they have received to others connected to them within the Human Services Field. Respondents recommend courses to the following audiences:
 - Co-workers - 100.0%, Consumers - 60.0%, Family Members - 60.0%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
 - Graduate and then pursue my B. A
 - I love my job as a Resource Coordinator and want to continue to provide quality Service Coordination to the people on my caseload.
 - To gain more experience as a case manager.
 - To work for the state of New Hampshire
 - Supervising promotion
- Sample responses received indicating future academic goals for individuals receiving HSCSS Assistance:
 - To be a professional in the Human Service field.
 - I would like to go on to obtain my bachelor's degree in Human Services.
 - To graduate from NHTI and to start working towards my bachelor's degree.
 - To obtain a degree in Human Services
 - I am considering going for my masters as I already have my bachelors Addictions Counseling degree.

We are pleased that this program continues to expand its reach as our college coordinators work closely with the area agencies and support students who are completing course work to obtain their Human Services certificates and/or degrees. Please let us know if you have any questions as we work together to support professional development in the Human Services field.

COOPERATIVE PROJECT AGREEMENT
Between
The STATE OF NEW HAMPSHIRE,
And
The COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

A. This Cooperative Project Agreement (hereinafter "Project Agreement") is entered into by the State of New Hampshire, Division of Long Term Supports and Services, Bureau of Developmental Services (BDS), (hereinafter "State"), and the Community College System of New Hampshire, (hereinafter "CCSNH"), for the purpose of undertaking a project of mutual interest. This Cooperative Project shall be carried out under the terms and conditions of the Master Agreement for Cooperative Projects between the State of New Hampshire and the Community College System of New Hampshire dated June 24, 2015, except as may be modified herein.

B. This Project Agreement and all obligations of the parties hereunder shall become effective on January 1, 2018 or the date the Governor and Executive Council of the State of New Hampshire approves this Project Agreement, whichever is later ("Effective date"), unless no such approval is required, in which case the Project Agreement shall become effective on the date the Project Agreement is signed by the State Agency and shall end on June 30, 2018. If the provision of services by CCSNH precedes the Effective date, all services performed by CCSNH shall be performed at the sole risk of CCSNH and in the event that this Project Agreement does not become effective, State shall be under no obligation to pay CCSNH for costs incurred or services performed; however, if this Project Agreement becomes effective, all costs incurred prior to the Effective date that would otherwise be allowable shall be paid under the terms of this Project Agreement.

C. The work to be performed under the terms of this Project Agreement is described in the proposal identified below and attached to this document as Exhibit A, the content of which is incorporated herein as a part of this Project Agreement.

Project Title:

D. The following individuals are designated as Project Administrators. These Project Administrators shall be responsible for the business aspects of this Project Agreement and all invoices, payments, project amendments and related correspondence shall be directed to the individuals so designated.

State Project Administrator

Name: Jan Skoby, Administrator

Address: 105 Pleasant Street, Concord, NH 03301

Phone: 603-271-5061

CCSNH Project Administrator

Name: Teri Laflamme, Project Administrator

Address: 26 College Drive, Concord, NH 03301

Phone: (603) 230-3531

E. The following individuals are designated as Project Directors. These Project Directors shall be responsible for the technical leadership and conduct of the project. All progress reports, completion reports and related correspondence shall be directed to the individuals so designated.

State Project Director

Name: Christine Santaniello, Director

Address: 105 Pleasant Street, Concord, NH 03301

Phone: (603)271-5023

CCSNH Project Director

Name: Beth Doiron, Director

Address: 26 College Drive, Concord, NH 03301

Phone: (603) 230-3530

F. Total State funds in the amount of thirty seven thousand four hundred forty five dollars and zero cents (\$ 37,445.00) have been allotted and are available for payment of allowable costs incurred under this Project Agreement. State will not reimburse CCSNH for costs exceeding the amount specified in this paragraph.

Check if applicable

- CCSNH will cost-share _____% of total costs during the term of this Project Agreement.
- Federal funds paid to CCSNH under this Project Agreement are from Grant/Contract/Cooperative Agreement No. _____ from _____ under CFDA# _____. Federal regulations required to be passed through to CCSNH as part of this Project Agreement, and in accordance with the Master Agreement for Cooperative Projects between the State of New Hampshire and the Community College System of New Hampshire dated June 24, 2015, are attached to this document as Exhibit B, the content of which is incorporated herein as a part of this Project Agreement.

G. Check if applicable

- Article(s) _____ of the Master Agreement for Cooperative Projects between the State of New Hampshire and the Community College System of New Hampshire dated June 24, 2015 is/are hereby amended to read:

H.

- State has chosen not to take possession of equipment purchased under this Project Agreement.
- State has chosen to take possession of equipment purchased under this Project Agreement and will issue instructions for the disposition of such equipment within 90 days of the Project Agreement's end-date. Any expenses incurred by CCSNH in carrying out State's requested disposition will be fully reimbursed by State.

This Project Agreement and the Master Agreement constitute the entire agreement between State and CCSNH regarding this Cooperative Project, and supersede and replace any previously existing arrangements, oral or written; all changes herein must be made by written amendment and executed for the parties by their authorized officials.

IN WITNESS WHEREOF, the Community College System of New Hampshire and the State of New Hampshire, Division of Long Terms Supports and Services, Bureau of Developmental Services have executed this Project Agreement.

By An Authorized Official of:

By An Authorized Official of:

Community College System of New Hampshire

Department of Health and Human Services

Name: Dr. Ross Gittell

Name: Christine Santaniello

Title: Chancellor

Title: Dir. Div. of Long Term Supports & Srvc

Signature: _____

Signature: _____

Date: _____

Date: _____

11/8/17

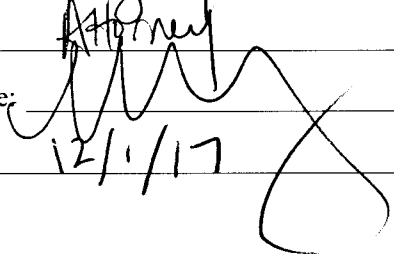
11/21/17

By An Authorized Official of:

New Hampshire Office of Attorney General

Name: Megan Leahy

Title: Attorney

Signature: 

Date: 12/1/17

By An Authorized Official of:

New Hampshire Governor and Exec. Council

Name: _____

Title: _____

Signature: _____

Date: _____

EXHIBIT A

- A. **Project Title:** Tuition Assistance for the Health & Human Services Community Social Services Certificate Program (See Exhibit A-1 Scope of Services).
- B. **Project Period:** Effective January 1, 2018 or upon Governor and Executive Council approval, whichever is later, through June 30, 2018.
- C. **Objectives:** The Department in partnership with CCSNH will continue providing educational services and tuition assistance to Area Agency Developmental Services System employees, individuals and their family members in the Community Social Services Certificate Program at the colleges within the Community College System of New Hampshire.
- D. **Scope of Work:** See attached Exhibit A-1, Scope of Services.
- E. **Deliverables Schedule:**
 - 1. CCSNH will provide an on-line survey via Survey Monkey prior to the end of the spring semester 2018 to students who received assistance through this program.
 - 2. CCSNH will provide evaluation results in summary form to the BDS by May 31, 2018 (see Attachment A).
- F. **Budget and Invoicing Instructions:**
 - 1. The CCSNH Administration will coordinate and submit one (1) invoice for the 2018 spring semester to the BDS for the funds committed against the allocation from each of the participating colleges within the CCSNH. The invoice shall include but not be limited to:
 - 1.1. Line Item Description;
 - 1.2. Salaries;
 - 1.3. Benefits;
 - 1.4. Tuition for each of the following community colleges:
 - 1.4.1. White Mountains CC
 - 1.4.2. River Valley CC
 - 1.4.3. NHTI
 - 1.4.4. Lakes Region CC
 - 1.4.5. Nashua CC
 - 1.5. Annual Allocation/Budget Amount;
 - 1.6. Previous Invoices;
 - 1.7. Current Invoice;
 - 1.8. Cumulated Totals;
 - 1.9. Total completed to date;
 - 1.10. Less previous payments;
 - 1.11. Less payments requested but not received to date; and
 - 1.12. Total of request.

2. The Department shall transfer funds to CCSNH upon receipt of invoice with the appropriate scholarship application forms attached, up to a maximum of thirty seven thousand four hundred forty five dollars and zero cents (\$37,445.00) until June 30, 2018.

**Tuition Assistance for the Health & Human Services
Community Social Services Certificate Program**

Exhibit A-1

Scope of Services

1. Community College System of New Hampshire Responsibilities

1.1. The Community College System of New Hampshire shall:

1.1.1. Provide a Community Social Services (CSS) Coordinator responsible for positioning and promoting the implementation of the Human Services/CSS core curriculum at the various colleges within the Community College System of New Hampshire. The Coordinator will report to the CCSNH Chancellor or his designee. The Coordinator shall:

- 1.1.1.1. Participate in curricula development that establishes levels of parity between postsecondary levels to facilitate transition from a certificate program to a two-year program and/or from a two-year to a four-year program;
- 1.1.1.2. Work with the administration of the University of New Hampshire (UNH) toward transferability of course credits to the UNH Bachelor of Social Work (BSW) or other programs;
- 1.1.1.3. Track individual students' success and help in the evaluation of the effectiveness of the scholarship program;
- 1.1.1.4. Provide an on-line survey via Survey Monkey prior to the end of the spring semester 2018 to students who received assistance through this program;
- 1.1.1.5. Provide evaluation results in summary form to the BDS by May 31, 2018 (see Attachment A);
- 1.1.1.6. Participate in the development of procedures and policies to evaluate program effectiveness;
- 1.1.1.7. Develop and maintain a statewide resource center and database;
- 1.1.1.8. Provide technical assistance as needed to the statewide initiative to implement the provision of support to students with disabilities and other challenges.

1.2. The CCSNH Program Directors will:

- 1.1.2. Coordinate with the BDS, Area Agencies and District Offices, to insure that each application and award will document the Developmental Services agency affiliation;
- 1.1.3. Coordinate with the colleges to insure uniform use of the standard common scholarship award process;

**Tuition Assistance for the Health & Human Services
Community Social Services Certificate Program**

Exhibit A-1

- 1.1.4. Coordinate with the BDS to determine eligibility of applicants; and
- 1.1.5. Coordinate with the BDS and the colleges to promote and advertise the Community Social Services program.
- 1.3. The CCSNH will participate in the ongoing efforts to evaluate the effectiveness of this program.

2. Department of Health and Human Services Responsibilities

- 2.1. The Department of Health and Human Services shall:
 - 1.1.6. Coordinate with the CCSNH to determine the eligibility of applicants and the distribution of scholarships among the colleges within the Community College System of New Hampshire.
 - 1.1.7. Provide consultation and technical assistance to the area Community Service Agencies and Developmental Services Centers.
 - 1.1.8. Coordinate with the CCSNH to develop effective procedures to evaluate program effectiveness.

ATTACHMENT A
Community College System of New Hampshire
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