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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF LONG TERM SUPPORTS AND SERVICES

Lori A. Shibanette  
Commissioner

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

Nancy L. Rollins  
Interim Director

September 8, 2021

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into a **Retroactive, Sole Source** amendment to an existing agreement with the University of New Hampshire (VC#177867), Durham, New Hampshire for the continued implementation of Aging & Disability Resource Centers COVID-19 requirements and the provision of evaluation, technical assistance, and coordination of services necessary to advance the State's No Wrong Door system known as NHCarePath, with no change to the price limitation of \$1,367,348, by extending the completion date from August 31, 2021 to September 30, 2022, effective retroactive to September 1, 2021 upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on May 1, 2019, item #10 and most recently amended as approved by the Governor on July 20, 2020, and presented to Executive Council on August 26, 2020, informational item #J.

Funds are available in the following accounts for State Fiscal Years 2022 and 2023, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-48-481010-23600000-102-500731 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, NH NO WRONG DOOR BUSINESS CASE PROJECT**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2019	102-500731	Contracts for Program Svcs	48130321	\$312,564	\$0	\$312,564
2020	102-500731	Contracts for Program Svcs	48130321	\$641,554	\$0	\$641,554
2021	102-500731	Contracts for Program Svcs	48130321	\$88,081	\$0	\$88,081
2022	102-500731	Contracts for Program Svcs	48130321	\$0	\$0	\$0

2023	102-500731	Contracts for Program Svcs	48130321	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$1,042,199</b>	<b>\$-</b>	<b>\$1,042,199</b>

**05-95-48-481010-23600000-072-509073 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, NH NO WRONG DOOR BUSINESS CASE PROJECT**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2019	072-509073	Grants - Federal	48130322	\$0	\$0	\$0
2020	072-509073	Grants - Federal	48130322	\$0	\$0	\$0
2021	072-509073	Grants - Federal	48130322	\$244,119	(\$12,206)	\$231,913
2022	072-509073	Grants - Federal	48130322	\$61,030	\$12,206	\$73,236
2023	072-509073	Grants - Federal	48130322	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$305,149</b>	<b>\$0</b>	<b>\$305,149</b>

**05-95-48-481010-19170000-570-500928 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, CARES ACT TITLE III GRANTS**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2019	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
2020	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
2021	570-500928	Family Caregiver	48130612	\$20,000	\$0	\$20,000
2022	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
2023	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$20,000</b>	<b>\$0</b>	<b>\$20,000</b>
			<b>Total</b>	<b>\$1,367,348</b>	<b>\$0</b>	<b>\$1,367,348</b>

### EXPLANATION

This request is **Retroactive** because Division of Long Term Supports was granted a no-cost extension by U.S. Department of Health and Human Services, Administration for Community Living just before the contract's expiration, not allowing for enough time to procure a timely amendment. The request is **Sole Source** because the Department is seeking to extend the contract beyond the completion date and there are no renewal options available. The No Wrong Door grant from the Administration for Community Living required the Department to specify a qualified contractor at the time of grant submission. The Department identified the University of New Hampshire because of its history of outcome-focused, cost-effective implementation and development of the No Wrong Door infrastructure within the state of New Hampshire. The Department, as a condition of the grant, must work with the University of New Hampshire.

The purpose of this request is to continue the use of emergency federal COVID-19 funding and to extend the cooperative project agreement to enable the Contractor to continue supporting Aging & Disability Resource Centers with providing critical access functions to individuals most at risk of COVID-19 and mitigate adverse effects resulting from the COVID-19 pandemic, which may include social isolation and limited access to nutritional supports, information and education about the pandemic and personal care services. The Contractor will continue to partner with community-based organizations in the provision of services, which may include Assistive Technology in NH (ATinNH), New Hampshire Food Bank, Volunteer New Hampshire, New Hampshire Senior Center Association, and others as identified through the assessment of needs. The Contractor also oversees and maintains all reporting on the services and programs implemented with the Aging & Disability Resource Centers' COVID-19 emergency funds.

Approximately 19,960 individuals will be served during State Fiscal Years 2022 and 2023.

The Department will continue monitoring services through bi-annual progress reports submitted by the Contractor that detail the progress of No Wrong Door business grant activities.

Should the Governor and Council not authorize this request, the Department will lack resources to fully implement the federal No Wrong Door Key Elements and infrastructure changes required for the No Wrong Door System of Access for Long Term Supports and Services that are necessary for individuals to remain in the community and refrain from prematurely entering into institutionalized services.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Numbers #93.048, 93.044 and #93.052, FAIN#: 90NWC30028, 90NWC50032-01-00, 2101NHVAC5-00

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

Respectfully submitted,

  
Lori A. Shibinette  
Commissioner

**AMENDMENT #2 to  
COOPERATIVE PROJECT AGREEMENT**  
between the  
**STATE OF NEW HAMPSHIRE, Department of Health and Human Services**  
and the  
**University of New Hampshire of the UNIVERSITY SYSTEM OF NEW HAMPSHIRE**

The Cooperative Project Agreement, approved by the State of New Hampshire Governor and Executive Council on 5/1/19, item # 10, which was subsequently amended as approved by the Governor on July 20, 2020 and presented to the Executive Council on August 26, 2020 as Informational Item #J, for the Project titled "No Wrong Door System Business Case Development," Campus Project Director, **Laura Davie**, is and all subsequent properly approved amendments are hereby modified by mutual consent of both parties for the reason(s) described below:

**Purpose of Amendment (Choose all applicable items):**

- Extend the Project Agreement and Project Period end date, at no additional cost to the State.
- Provide additional funding from the State for expansion of the Scope of Work under the Cooperative Project Agreement.
- Other:

**Therefore, the Cooperative Project Agreement is and/or its subsequent properly approved amendments are amended as follows (Complete only the applicable items):**

- Article A. is revised to replace the State Department name of N/A with N/A and/or USNH campus from N/A to N/A.
- Article B. is revised to replace the Project End Date of 8/31/2021 with the revised Project End Date of 9/30/2022, and Exhibit A, article B is revised to replace the Project Period of 1/1/2019 – 8/31/2021 with 01/01/2019 – 9/30/2022.
- Article C. is amended to expand Exhibit A by including the proposal titled, "N/A," dated N/A.
- Article D. is amended to change the State Project Administrator to N/A and/or the Campus Project Administrator to
- Article E. is amended to change the State Project Director to N/A and/or the Campus Project Director to N/A.
- Article F. is amended to add funds in the amount of \$0 and will read:  

Total State funds in the amount of **\$1,367,348** have been allotted and are available for payment of allowable costs incurred under this Project Agreement. State will not reimburse Campus for costs exceeding the amount specified in this paragraph.
- Article F. is amended to change the cost share requirement and will read:  

Campus will cost-share        % of total costs during the amended term of this Project Agreement.
- Article F. is amended to change the source of Federal funds paid to Campus and will read:  

Federal funds paid to Campus under this Project Agreement as amended are from Grant/Contract/Cooperative Agreement No. n/a from **Special Programs for the Aging, Title IV and Title II Discretionary Projects, Administration for Community Living from the**

**Catalog of Federal Domestic Assistance under CFDA# 93.048 and from Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers under CFDA# 93.044, and from Administration for Community Living, Office of Community Services NH Family Caregiver Support Title III E under CFDA #93.052.** Federal regulations required to be passed through to Campus as part of this Project Agreement, and in accordance with the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, are attached to this document as revised Exhibit B, the content of which is incorporated herein as a part of this Project Agreement.

- Article G. is exercised to amend Article(s) \_\_\_\_\_ of the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, as follows:

**Article** \_\_\_\_\_ is amended in its entirety to read as follows:  
**Article** \_\_\_\_\_ is amended in its entirety to read as follows:

- Article H. is amended such that:
  - 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 Campus in carrying out State's requested disposition will be fully reimbursed by State.
- Exhibit A is amended as attached.
- Exhibit B is amended as attached.

All other terms and conditions of the Cooperative Project Agreement remain unchanged.

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

This Amendment and all obligations of the parties hereunder shall become effective on the date the Governor and Executive Council of the State of New Hampshire or other authorized officials approve this Amendment to the Cooperative Project Agreement.

IN WITNESS WHEREOF, the following parties agree to this **Amendment #2** to the Cooperative Project Agreement.

**By An Authorized Official of:**  
**University of New Hampshire**  
 Name: Karen M. Jensen  
 Title: Director, Pre-Award  
 Signature and Date: *Karen Jensen* 9/9/2021  
DocuSigned by: Karen Jensen  
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**By An Authorized Official of:**  
**Department of Health & Human Services**  
 Name: Christine L. Santaniello  
 Title: Associate Commissioner  
 Signature and Date: *Christine Santaniello* 9/9/2021  
DocuSigned by: Christine Santaniello  
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**By An Authorized Official of: the New Hampshire Office of the Attorney General**  
 Name: J. Christopher Marshall  
 Title: Assistant Attorney General  
 Signature and Date: *J. Christopher Marshall* 9/9/2021  
DocuSigned by: J. Christopher Marshall  
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**By An Authorized Official of: the New Hampshire Governor & Executive Council**  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Signature and Date: \_\_\_\_\_

Campus Authorized Official *[Signature]*  
 Date 9/9/2021

## EXHIBIT A

- A. **Project Title:** No Wrong Door System Business Case Development (SS-2021-DLTSS-01-NOWRO-01-A02)
- B. **Project Period:** January 1, 2019 through September 30, 2022
- C. **Objectives:** No Change.
- D. **Scope of Work:** See Exhibit A-1 - Amendment #1 Scope of Services
- E. **Deliverables Schedule:** See Exhibit A-1 - Amendment #1 Scope of Services
- F. **Budget and Invoicing Instructions:** Modify Exhibit A, Item F-1 Amendment #1 Budget by replacing it in its entirety with Exhibit A, Item F-1 Amendment #2, Budget, which is attached hereto and incorporated by reference herein.

Invoicing: UNH will submit invoices to the Department on regular UNH invoice forms no more frequently than monthly and no less frequently than quarterly. Invoices will be used on actual project expenses incurred during the invoicing period, and shall show current and cumulative expenses by major cost categories. The Department will pay UNH within thirty (30) days of receipt of each invoice. UNH will submit its final invoice no later than 45 days after the Project Period end date.

Invoices shall be submitted to:  
NH Department of Health & Human Services  
BEAS Fiscal Administrator  
129 Pleasant Street  
Concord, NH 03301

OR, emailed to:  
dhhs.beasinvoices@dhhs.nh.gov

## No Wrong Door System Business Case Development

Exhibit A  
Item F-1 Budget Amendment 2

TOTAL AGREEMENT	State Funding	SFY 2019	SFY 2020	SFY 2021	SFY 2022	SFY 2023
	1/1/19-8/31/20	1/1/19-6/30/19	7/1/19-6/30/20	7/1/20-6/30/2021	7/1/21-06/30/22	7/1/22-09/30/22
Salaries and Wages	\$311,372	\$96,029	\$151,631	\$54,038	\$9,674	\$0
Employee Benefits	\$125,393	\$34,646	\$67,272	\$19,838	\$3,637	\$0
Travel	\$16,691	\$4,788	\$10,587	\$1,316	\$0	\$0
Supplies/Services	\$200,449	\$5,043	\$12,414	\$182,992	\$0	\$0
Supplies/ Services (F&A Costs Applied)	\$20,000	\$0	\$0	\$20,000	\$0	\$0
Sub Contracts	\$442,794	\$105,000	\$261,700	\$21,094	\$55,000	\$0
Facilities & Administrative Costs @ 35.2%	\$250,649	\$67,058	\$137,950	\$40,716	\$4,925	\$0
<b>TOTAL</b>	<b>\$1,367,348</b>	<b>\$312,564</b>	<b>\$641,554</b>	<b>\$339,994</b>	<b>\$73,236</b>	<b>\$0</b>

\$1,367,348

University of New Hampshire NH IHPP  
SS-2019-DLTSS-01-NOWRO-01-A02

Campus Authorized Official



9/9/2021

Date

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**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF LONG TERM SUPPORTS AND SERVICES**

Lori A. Sabbinette  
Commissioner

Deborah D. Sebeetz  
Director

105 PLEASANT STREET, CONCORD, NH 03301  
/603-271-5034 1-800-852-3345 Ext. 5034  
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www.dhhs.nh.gov

July 21, 2020

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

**INFORMATIONAL ITEM**

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, and 2020-14, Governor Sununu has authorized the Department of Health and Human Services, Division of Long Term Supports and Services, to **Retroactively** amend an existing Sole Source cooperative project agreement with the University of New Hampshire, (Vendor #177867), Durham, New Hampshire, for the implementation of Aging & Disability Resource Centers COVID-19 requirements and the provision of evaluation, assessment, technical assistance, and coordination of services necessary to advance the State's No Wrong Door system known as ServiceLink, by exercising a contract renewal option and extending the completion date from August 31, 2020, to August 31, 2021, and by increasing the price limitation by \$325,149 from \$1,042,199 to \$1,367,348, effective retroactive to July 1, 2020. 100% Federal Funds.

The original contract was approved by Governor and Council on May 1, 2019, Item #10.

Funds are available in the following accounts for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-48-481010-23600000-102-500731 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, NH NO WRONG DOOR BUSINESS CASE PROJECT**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Informational Item - Increase (Decrease)	Revised Budget
2019	102-500731	Contracts for Program Svcs	48130321	\$312,564	\$0	\$312,564
2020	102-500731	Contracts for Program Svcs	48130321	\$641,554	\$0	\$641,554
2021	102-500731	Contracts for Program Svcs	48130321	\$88,081	\$0	\$88,081



His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2022	102-500731	Contracts for Program Svcs	48130321	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$1,042,199</b>	<b>\$0</b>	<b>\$1,042,199</b>

**05-95-48-481010-23600000-102-509073 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, NH NO WRONG DOOR BUSINESS CASE PROJECT**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Informational Item - Increase (Decrease)	Revised Budget
2019	072-509073	Grants - Federal	48130322	\$0	\$0	\$0
2020	072-509073	Grants - Federal	48130322	\$0	\$0	\$0
2021	072-509073	Grants - Federal	48130322	\$0	\$244,119	\$244,119
2022	072-509073	Grants - Federal	48130322	\$0	\$61,030	\$61,030
			<b>Subtotal</b>	<b>\$0</b>	<b>\$305,149</b>	<b>\$305,149</b>

**05-95-48-481010-19170000-570-500928 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: ELDERLY & ADULT SVCS DIV, GRANTS FOR SOCIAL SVC PROG, CARES ACT TITLE III GRANTS**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Informational Item - Increase (Decrease)	Revised Budget
2019	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
2020	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
2021	570-500928	Family Caregiver	48130612	\$0	\$20,000	\$20,000
2022	570-500928	Family Caregiver	48130612	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$0</b>	<b>\$20,000</b>	<b>\$20,000</b>
			<b>Total</b>	<b>\$1,042,199</b>	<b>\$325,149</b>	<b>\$1,367,348</b>

**EXPLANATION**

The Department requested that the Governor retroactively approve this amendment because the Department needed more time to receive approval to accept and expend the supplemental award in order to timely effectuate the contract amendment with the Contractor.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

This item is **Sole Source** because: (1) the agreement was originally approved as sole source and MOP 150 requires any subsequent amendments to be labeled as sole source and (2) it is increasing the price limitation by more than ten percent of the original price limitation in accordance with MOP 150. The No Wrong Door grant from the Administration for Community Living required the Department to specify a qualified contractor at the time of grant submission. The Department identified the University of New Hampshire because of its history of outcome-focused, cost-effective implementation and development of the No Wrong Door infrastructure within the state of New Hampshire. The Department, as a condition of the grant, must work with the University of New Hampshire.

The purpose of this item is to approve the addition of emergency federal COVID-19 funding and to extend the cooperative project agreement to enable the Contractor to support Aging & Disability Resource Centers in providing critical access functions to those populations most at risk of COVID-19 and mitigate adverse effects resulting from this national pandemic such as social isolation, and limited access to nutritional supports and personal care services. Additionally, funds would enable Aging & Disability Resource Centers to enhance and increase virtual access to services such as utilizing telehealth technologies to engage with healthcare practitioners and case managers.

Currently, the Contractor is working in partnership with the Bureau of Elderly and Adult Service staff, ServiceLink staff, and NHCarePath partners to finalize the development of return on investment calculators, enhance existing evidence-informed care transitions from hospital models in the Monadnock Region, ensure a quality Person-Centered Options Counseling workforce is in place, and continue to enhance the State Veterans Directed Care Model. The Contractor will also oversee and maintain all reporting on the services and programs implemented with the Aging & Disability Resource Centers' COVID-19 emergency funds.

The Department will monitor contracted services by requiring the Contractor to provide bi-annual progress reports that detail the progress of No Wrong Door Business grant activities.

Approximately 19,960 individuals will be served through August 31, 2021.

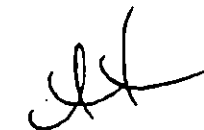
Areas served: Statewide.

As referenced in Exhibit A, Section B, Project Period of the original agreement, the parties have the option to extend the agreement for up to one (1) year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and appropriate State approval. The Department is exercising its option to renew services for one (1) year at this time.

Source of Funds: 100% Federal Funds from CFDA #93.048 FAIN #90NWBC0010-01-00, CFDA #93.048 FAIN #90NWC30028, and CFDA #93.052 FAIN #2001NHFCC3.

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

Respectfully submitted,



 Lori A. Shibinette  
Commissioner

AMENDMENT #1 to  
COOPERATIVE PROJECT AGREEMENT

between the  
STATE OF NEW HAMPSHIRE, Department of Health and Human Services  
and the

University of New Hampshire of the UNIVERSITY SYSTEM OF NEW HAMPSHIRE

The Cooperative Project Agreement, approved by the State of New Hampshire Governor and Executive Council on 5/1/19, item # 10, for the Project titled "No Wrong Door System Business Case Development," Campus Project Director, Laura Davie, is and all subsequent properly approved amendments are hereby modified by mutual consent of both parties for the reason(s) described below:

**Purpose of Amendment (Choose all applicable items):**

- Extend the Project Agreement and Project Period end date, at no additional cost to the State.
- Provide additional funding from the State for expansion of the Scope of Work under the Cooperative Project Agreement.
- Other: Extend the Project Agreement and the Project Period end date, and provide additional funding from the State for expansion of the Scope of Work under the Cooperative Project Agreement.

Therefore, the Cooperative Project Agreement is and/or its subsequent properly approved amendments are amended as follows (Complete only the applicable items):

- Article A. is revised to replace the State Department name of \_\_\_\_\_ with \_\_\_\_\_ and/or USNH campus from \_\_\_\_\_ to \_\_\_\_\_.
- Article B. is revised to replace the Project End Date of 08/31/2020 with the revised Project End Date of 08/31/2021, and Exhibit A, article B is revised to replace the Project Period of 01/01/2019 – 08/31/2020 with 01/01/2019 – 08/31/2021.
- Article C. is amended to expand Exhibit A by including the proposal titled, " \_\_\_\_\_ ," dated \_\_\_\_\_.
- Article D. is amended to change the State Project Administrator to \_\_\_\_\_ and/or the Campus Project Administrator to \_\_\_\_\_.
- Article E. is amended to change the State Project Director to \_\_\_\_\_ and/or the Campus Project Director to \_\_\_\_\_.
- Article F. is amended to add funds in the amount of \$325,149 and will read:  

Total State funds in the amount of \$1,367,348 have been allotted and are available for payment of allowable costs incurred under this Project Agreement. State will not reimburse Campus for costs exceeding the amount specified in this paragraph.
- Article F. is amended to change the cost share requirement and will read:  

Campus will cost-share \_\_\_\_\_ % of total costs during the amended term of this Project Agreement.
- Article F. is amended to change the source of Federal funds paid to Campus and will read:  

Federal funds paid to Campus under this Project Agreement as amended are from Grant/Contract/Cooperative Agreement No. n/a from Special Programs for the Aging, Title IV and Title II Discretionary Projects, Administration for Community Living from the Catalog of Federal Domestic Assistance under CFDA# 93.048, and from Administration for

Community Living, Office of Community Services NH Family Caregiver Support Title III E under CFDA #93.052. Federal regulations required to be passed through to Campus as part of this Project Agreement, and in accordance with the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, are attached to this document as revised Exhibit B, the content of which is incorporated herein as a part of this Project Agreement.

- Article G. is exercised to amend Article(s) of the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, as follows:

Article is amended in its entirety to read as follows:  
 Article is amended in its entirety to read as follows:

- Article H. is amended such that:
  - 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 Campus in carrying out State's requested disposition will be fully reimbursed by State.
  - Exhibit A is amended as attached.
  - Exhibit B is amended as attached.

All other terms and conditions of the Cooperative Project Agreement remain unchanged.

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

This Amendment and all obligations of the parties hereunder shall become effective on the date the Governor and Executive Council of the State of New Hampshire or other authorized officials approve this Amendment to the Cooperative Project Agreement.

IN WITNESS WHEREOF, the following parties agree to this Amendment #1 to the Cooperative Project Agreement.

By An Authorized Official of:  
University of New Hampshire

Name: Karen M. Jensen  
 Title: Manager, Sponsored Programs Administration  
 Signature and Date: Karen Jensen 7/10/20

By An Authorized Official of:  
Department of Health and Human Services

Name: Ann Landry  
 Title: Associate Commissioner  
 Signature and Date: [Signature] 7/10/20

By An Authorized Official of: the New Hampshire Office of the Attorney General  
 Name: J. Christopher Marshall 7/17/20  
 Title: Assistant Attorney General

Signature and Date: J. Christopher Marshall

By An Authorized Official of: the New Hampshire Governor & Executive Council  
 Name: \_\_\_\_\_

Title: \_\_\_\_\_  
 Signature and Date: \_\_\_\_\_

**EXHIBIT A**

- A. Project Title:** No Wrong Door System Business Case Development (SS-2021-DLTSS-01-NOWRO-01-A01)
- B. Project Period:** Modified to January 1, 2019 through August 31, 2021.
- C. Objectives:** No Change.
- D. Scope of Work:** Modify Exhibit A-1, Scope of Services by deleting it in its entirety and replacing it with Exhibit A-1 Amendment #1, Scope of Services, attached hereto and incorporated by reference herein.
- E. Deliverables Schedule:** See Exhibit A-1 Amendment #1, Scope of Services, Section 5, Deliverables.
- F. Budget and Invoicing Instructions:** Modify Exhibit A, Item F-1 Budget by deleting it in its entirety and replacing it with Exhibit A, Item F-1 Amendment #1, Budget, attached hereto and incorporated by reference herein.

Invoicing: UNH will submit invoices to the Department on regular UNH invoice forms no more frequently than monthly and no less frequently than quarterly. Invoices will be based on actual project expenses incurred during the invoicing period, and shall show current and cumulative expenses by major cost categories. The Department will pay UNH within thirty (30) days of receipt of each invoice. UNH will submit its final invoice no later than 45 days after the Project Period end date.

Invoices shall be submitted to:  
NH Department of Health & Human Services  
Shawn Martin, BEAS Fiscal Administrator  
129 Pleasant Street  
Concord, NH 03301

OR emailed to:  
shawn.martin@dhhs.nh.gov

Funding: Funding for this Agreement is based upon and subject to availability of the Grant Award to support this project. If the funding for this Agreement is not available at the proposed levels, the Agreement will be amended accordingly.

- G. Information Security :** See attached Exhibit A-2, DHHS Information Security Requirements.
- H. Business Associate Agreement:** See attached Standard Exhibit I.



New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development

Exhibit A-1 Amendment #1

**Scope of Services**

**1. Provisions Applicable to All Services**

- 1.1. The Contractor shall submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2021, and the Department shall not be liable for any payments for services provided after June 30, 2021, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2022-2023 biennia.
- 1.4. For the purposes of this Agreement, the Department has identified the Contractor as a Contractor, in accordance with 2 CFR 200.0. et seq.
- 1.5. The Contractor must comply with guidelines from the Centers for Disease Control and Prevention (CDC) and the Department, as directed by the Department during emergencies.

**2. Scope of Services**

- 2.1. The Contractor shall, within the first quarter of the contract award, develop a work plan with specific timelines and outcomes, and submit to the Department for approval. The work plan shall include, but not be limited to:
  - 2.1.1. Partnering with two (2) Veteran's Administration (VA) medical centers;
  - 2.1.2. Establishing Data Teams;
  - 2.1.3. Coordinating and facilitating meetings;
  - 2.1.4. Developing and implementing the Continuous Quality Improvement process;
  - 2.1.5. Documenting and sharing of data collection;
  - 2.1.6. Providing Technical Assistance (TA);
  - 2.1.7. Providing Person-Centered Options Counseling (PCOC) training;
  - 2.1.8. Implementing evidence-informed practices; and
  - 2.1.9. Exploring shared data.

2.2. The Contractor shall ensure full-time employees (FTE) for this project include, but

**New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development**



**Exhibit A-1 Amendment #1**

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are not limited to::

- 2.2.1. 0.1 FTE: Project Manager;
- 2.2.2. 1.5 FTE: Business Case Development Project Coordinator(s);
- 2.2.3. 0.3 FTE: Care Transitions Project Coordinator
- 2.2.4. 0.2 FTE: Person-Centered Options Counseling Training Coordinator; and
- 2.2.5. 0.1 FTE: Data Analyst.
- 2.2.6. 0.5 FTE: from July 1, 2020 through June 30, 2021 to complete the scope of work relative to implementing Aging & Disability Resource Centers (ADRC) COVID-19 requirements.

2.3. The Contractor shall support federal and NH Care Path system partners in the development of a business case model for No Wrong Door Systems (NWDS) which shall include, but not be limited to:

- 2.3.1. Developing methods to make more effective use of the information collected regarding services of outcomes for the populations served;
- 2.3.2. Identifying and collecting data that supports the development of a business case model;
- 2.3.3. Supporting the Department in all Federal reporting requirements of the grant;
- 2.3.4. Identifying related Return on Investment (ROI) calculations to quantify the value of NWDS across all partners in the system, which shall include, but not be limited to:
  - 2.3.4.1. Demand;
  - 2.3.4.2. Supply;
  - 2.3.4.3. Service Outcomes;
  - 2.3.4.4. Consumer preference;
  - 2.3.4.5. Performance measurement for operational and quality of service in NWDS;
  - 2.3.4.6. Methodological input into the Administration for Community Living's (ACL) overall process of developing ROI models for NWDS;
  - 2.3.4.7. Assessing the potential use of health care claims data for all payers to understand the costs for caring those who use the NWDS.
  - 2.3.4.8. Identifying solutions to these challenges in order to build a business case model; and
  - 2.3.4.9. Providing project management and implementing the work plans

**New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development**



**Exhibit A-1 Amendment #1**

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identified in sub-section 2.1., including, but not limited to:

- 2.3.4.9.1. Partnering with the Department to obtain support from two (2) Veteran's Administration medical centers;
- 2.3.4.9.2. Establishing Data Teams in each region;
- 2.3.4.9.3. Coordinating and facilitating monthly meetings;
- 2.3.4.9.4. Facilitating development and implementation of a continuous quality improvement (CQI) process;
- 2.3.4.9.5. Documenting and sharing current data collection capacity in each region;
- 2.3.4.9.6. Providing technical assistance (TA) for enhancement of care transitions from hospital process;
- 2.3.4.9.7. Providing PCOC training and TA; and
- 2.3.4.9.8. Exploring how claims data may be utilized to build the business case model for the NH CarePath System.

2.4. The Contractor shall provide coordination and support for the outcomes and analysis of all aspects of this project, which includes, but is not limited to:

- 2.4.1. Evaluation;
- 2.4.2. Assessment;
- 2.4.3. Technical assistance;
- 2.4.4. Infrastructure; and
- 2.4.5. Capacity.

2.5. The Contractor shall utilize current and existing capabilities for data collections to help build the No Wrong Door Business Case Model related to project goals and objectives which includes, but is not limited to:

2.5.1. Supporting federal and NH Care Path system partners in the development of a business case model for No Wrong Door systems, including but not limited to:

2.5.1.1. Defining outcomes that are expected as benefits of an integrated No Wrong Door System which supports:

- 2.5.1.1.1. Improved access and delivery of services; and
- 2.5.1.1.2. Identified metrics based upon those outcomes that are quantifiable in terms of value and monetary benefit to people served, as well as to the state and federal investments.

2.5.2. Working with key stakeholders to develop a common understanding of current functionality of the No Wrong Door systems data collection



New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development



Exhibit A-1 Amendment #1

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capabilities, including, but not limited to:

- 2.5.2.1. Identifying gaps and solutions for data collection capabilities;
- 2.5.2.2. Implementing solutions; and
- 2.5.2.3. Testing business case model methodology in partnership with federal partners and other grantees.

2.6. The Contractor shall enhance existing evidence-informed care transitions from hospitals, including, but not limited to:

- 2.6.1. Establishing local data teams to develop common understanding of data elements needed to develop a business case model to support the evidence-informed models;
- 2.6.2. Establishing common goals;
- 2.6.3. Developing and implementing a local work plan for shared data collection;
- 2.6.4. Implementing evidence-informed practices that include, but are not limited to:
  - 2.6.4.1. A model for statewide expansion; and
  - 2.6.4.2. A reduction in healthcare utilization rates.
- 2.6.5. Establishing a mechanism to ensure fidelity to the models.

2.7. The Contractor shall enhance the State Veteran Directed (VD) Care Model, including, but not limited to:

- 2.7.1. Establishing a data team for the VD Care program;
- 2.7.2. Defining common goals;
- 2.7.3. Developing and implementing a work plan for shared data collection; and
- 2.7.4. Establishing a mechanism to ensure fidelity to the models.

2.8. The Contractor shall support the Department in ensuring a quality PCOC workforce, including, but not limited to:

- 2.8.1. Implementing a continuous quality improvement process as outlined in New Hampshire's PCOC Certification Plan;
- 2.8.2. Supporting the PCOC certification process; and
- 2.8.3. Conducting assessments.

2.9. The Contractor shall leverage current NWDS evidence informed interventions to help inform and build the NWDS business case model.

2.10. The Contractor shall utilize funding to leverage the Belknap County and Monadnock Region to inform the business case model, which includes, but is

New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development



Exhibit A-1 Amendment #1

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not limited to:

- 2.10.1. ServiceLink Resource Center consumer satisfaction surveys;
- 2.10.2. Readmission rates;
- 2.10.3. General demographic information related to social determinates of health; and
- 2.10.4. PCOC delivery to support this model.
- 2.11. The Contractor shall support the establishment of data elements to inform the business case model, which includes working with Veteran Administration Medical Centers to identify and establish data sharing.
- 2.12. The Contractor shall collaborate with the Department to build on the current PCOC Certification development process to ensure quality delivery and strengthen the inclusion of outcomes in the business case model that are tied to PCOC, which includes, but is not limited to:
  - 2.12.1. Ongoing training;
  - 2.12.2. Training of new hires; and
  - 2.12.3. Peer support of veteran staff.
- 2.13. The Contractor shall conduct a rapid assessment of workforce responsible for:
  - 2.13.1.1. Providing application assistance;
  - 2.13.1.2. Conducting Assessments;
  - 2.13.1.3. Providing person-centered planning;
  - 2.13.1.4. Coordinating; and
  - 2.13.1.5. Providing transitional services including follow-up.
- 2.14. The Contractor shall conduct rapid assessments of emerging workforces assisting with COVID-19 in order to leverage state resources, which may include, but are not limited to:
  - 2.14.1.1.1. Volunteers;
  - 2.14.1.1.2. Federal Emergency Management Agency personnel and crises counselors; and
  - 2.14.1.1.3. Specialized taskforces.
- 2.15. The Contractor shall conduct rapid assessments of populations most at risk of COVID-19 who are seeking transitional support that includes:
  - 2.15.1.1. Hospital-to-home; and
  - 2.15.1.2. Nursing home -to-home.
- 2.16. The Contractor shall conduct rapid assessments of services operating at or



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above capacity, which may be at risk of ceasing due to increased demand on services due to the COVID-19 pandemic.

2.17. Based on the outcome of the rapid assessment conducted, the Contractor shall support, oversee and maintain all reporting on the services and programs implemented with the ADRC COVID-19 pandemic funds.

**3. Staffing**

3.1. The Contractor shall maintain a level of staffing necessary to perform and carry out all of the functions, requirements, roles, and duties described in the Scope of Work in a timely fashion.

3.2. The Contractor shall have FTE staff for this project as follows:

3.2.1.	Project Manager	10% FTE
3.2.2.	Business Case Development Project Coordinator(s)	150% FTE
3.2.3.	Care Transitions Project Coordinator	30% FTE
3.2.4.	PCOC Training Coordinator	20% FTE
3.2.5.	Data Analyst	10% FTE
3.2.6.	ADRC COVID-19 Coordinator (7.1.2020-6.30.2021)	50% FTE

3.3. The FTEs identified in Subsection 3.2., above, shall be responsible for:

- 3.3.1.1. Partnering with the Department to obtain support from two (2) Veteran's Administration (VA) medical centers;
- 3.3.1.2. Coordinating and facilitating monthly meetings;
- 3.3.1.3. Facilitating development and implementation of CQI process;
- 3.3.1.4. Establishing Data Teams in each region;
- 3.3.1.5. Documenting and share current data collection capacity in each region;
- 3.3.1.6. Analyzing and assessing data outcomes;
- 3.3.1.7. Exploring how claims data may be utilized to build the business case model for the NH Care Path System.
- 3.3.1.8. Providing Technical Assistance for enhancement of care transitions from hospital process; and
- 3.3.1.9. Providing PCOC training and TA.
- 3.3.1.10. Supporting overseeing, and maintaining the reporting for ADRC COVID-19 funded activities.

3.4. The Contractor shall ensure that the FTE staff referred to in Subsection 3.2. above are trained in safeguarding any confidential information, including, but not limited

**New Hampshire Department of Health and Human Services  
No Wrong Door System Business Case Development**



**Exhibit A-1 Amendment #1**

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to protected health information (PHI) to which there is access in the scope of their duties as required by all state and federal regulations and laws.

**4. Reporting**

- 4.1. The Contractor shall submit quarterly progress reports for each of the two (2) service areas, due fifteen (15) working days following the end of each quarter.
- 4.2. The Contractor shall submit progress reports as required by the ADRC COVID-19 funds.

**5. Deliverables**

- 5.1. The Contractor shall ensure data elements are established and collected for ROI calculations.
- 5.2. The Contractor shall establish, manage, and support subcontractors to ensure the following measures:
  - 5.2.1. Care transitions from hospitals in the Belknap County area shall assist at least 250 individuals over the grant project period;
  - 5.2.2. Care transitions from hospitals in the Monadnock area shall assist at least 500 individuals over the grant period; and
  - 5.2.3. Serve approximately 260 veterans during this grant period:
- 5.3. Within the first quarter of the contract award, the Contractor shall develop a work plan with specific timelines and outcomes.

Exhibit A  
Item F-1 Amendment #1 Budget

TOTAL AGREEMENT	State Funding	SFY 2019	SFY 2020	SFY 2021	SFY 2022
	1/1/19-8/31/21	1/1/19-6/30/19	7/1/19-6/30/20	7/1/20-06/30/21	07/01/21-08/31/21
Salaries and Wages	\$315,208	\$96,029	\$151,631	\$54,038	\$13,510
Employee Benefits	\$126,716	\$34,646	\$67,272	\$19,838	\$4,960
Travel	\$16,691	\$4,788	\$10,587	\$1,316	
Supplies/Services (No F&A Costs Applied)	\$243,009	\$5,043	\$12,414	\$182,992	\$42,560
Supplies/Services (F&A Costs Applied)	\$20,000	\$0	\$0	\$20,000	
Sub Contracts	\$400,000	\$105,000	\$261,700	\$33,300	
Facilities & Administrative Costs @ 35.2%	\$245,724	\$67,058	\$137,950	\$40,716	
<b>TOTAL</b>	<b>\$1,367,348</b>	<b>\$312,564</b>	<b>\$641,554</b>	<b>\$352,200</b>	<b>\$61,030</b>

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY AND ADULT SERVICES

Jeffrey A. Meyers  
Commissioner

Deborah D. Scheetz  
Director

105 PLEASANT STREET, CONCORD, NH 03301  
603-271-9203 1-800-852-3345 Ext. 9203 Fax: 603-271-4643  
Long Term Care Medical Eligibility Determination Unit 603-271-9088 Fax: 603-271-7985  
TDD Access: 1-800-735-2964 www.dhhs.nh.gov

March 28, 2019

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services to enter into a retroactive, sole source agreement with the University of New Hampshire (Vendor # 177867), 51 College Rd. Hewitt Hall, Durham, NH, in an amount not to exceed \$1,042,199 to provide the evaluation, assessment, technical assistance, and coordination of services necessary to advance the state's No Wrong Door system known as ServiceLink. The Contractor will also build capacity for outcome measures and analysis for the continuous improvement of the system creating a foundation to transform New Hampshire's access system for Long Term Services and Supports (LTSS). This request is to be effective retroactive to January 1, 2019, upon the date of Governor and the Executive Council approval through August 31, 2020. 100% Federal Funds.

Funds are available in the following accounts for State Fiscal Year (SFY) 2019, and are anticipated to be available in SFY 2020 and SFY 2021, upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust amounts within the price limitation and adjust encumbrances between State Fiscal Years, through the Budget Office if needed and justified.

05-95-48-481010-23600000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY & ADULT SVCS DIV, GRANTS TO LOCALS, NH NO WRONG DOOR BCP

Fiscal Year	Class	Class Title	Job #/Activity Code	Total Amount
2019	102-500731	Contracts for Program Svcs	48130321	\$312,564
2020	102-500731	Contracts for Program Svcs	48130321	\$641,554
2021	102-500731	Contracts for Program Svcs	48130321	\$88,081
<b>Total:</b>				<b>\$1,042,199</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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### EXPLANATION

This agreement is retroactive because the grant funds were accepted into the budget after January 1, 2019.

The agreement is a sole source request because the No Wrong Door grant application, through the Administration for Community Living, terms required the Department to specify a qualified contractor at the time of grant submission. The Department identified the University of New Hampshire because of its outcome-focused, cost-effective implementation history with the development of the No Wrong Door infrastructure within the state of New Hampshire. The Department, as a condition of grant award, must work with the University of New Hampshire.

The grant enables the Department to advance outcome measures and establish a foundation, based on both quantitative and qualitative measures, to improve New Hampshire's access system for LTSS. New Hampshire's efforts to date have focused on the implementation of an effective No Wrong Door system known as ServiceLink. The Department is now in a position to quantify measurable outcomes for the impact of the No Wrong Door system by testing the efficacy that providing information earlier in a person's life, prior to a crisis situation, results in lower cost Medicaid services. Building capacity for outcome measurement and data collection methods that support service delivery across the No Wrong Door system, producing value based outcome measures, and the ability to share data on individual, program, and organizational levels, is essential to continuous system improvement. The University of New Hampshire will:

- Identify an understanding of LTSS demand, supply, and consumer preference.
- Establish meaningful outcome and process measures and a method for continually evaluating, and improving, the performance of the No Wrong Door system.
- Determine a methodology for calculating cost savings and/or return on investment that demonstrates the impact of person-centered counseling, evidence-informed models, and the No Wrong Door system.
- Consider data collection and evaluation from a full range of organizations that play a formal role in carrying out the No Wrong Door system functions and that have been designated by the state to ensure the system can effectively serve all populations in need of long term supports and services.

This effort will also strengthen the person-centered delivery system through streamlined access to services in the community for all populations. Older adults, persons of all ages with intellectual, physical, and developmental disabilities, veterans, and family caregivers will have an opportunity to learn about and access LTSS that best meet their individual needs. The person-centered approach to LTSS will result in individuals receiving the assistance needed to remain in their homes and communities as long as possible, while keeping institutional services available only when they are needed.

As referenced in Exhibit A of this contract, this Agreement has the option to extend for up to one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Executive Council.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

Should the Governor and Executive Council not approve this request; the Department will lack resources to fully implement the federal No Wrong Door Key Elements and infrastructure changes required for the No Wrong Door System of Access for LTSS. This may impact individuals who need long-term care from being able to obtain LTSS in their communities, which could result in increased utilization of higher cost institutional services.

Areas served: Statewide, 36,700 people will potentially be impacted by this contract.

Source of Funds: 100% Federal Funds, Catalog of Federal Domestic Assistance (CFDA) #93.048, U.S. Department of Health and Human Services, Administration for Community Living; Federal Award Identification Number (FAIN) #90NWBC0010-01-00.

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

Approved by:



Jeffrey A. Meyers  
Commissioner

*The Department of Health and Human Services' Mission is to join communities and families  
In providing opportunities for citizens to achieve health and independence.*