



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
 Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857

603-271-4680 1-800-351-1888

Nancy L. Rollins
 Associate
 Commissioner

Fax: 603-271-4643 TDD Access: 1-800-735-2964

April 25, 2013

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

100% Federal

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend Exhibit B Terms and Conditions of Payment of an existing Agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784), for Financial Management Services support and respite services for caregivers, by decreasing funding in State Fiscal Year 2012 by \$28,315 (PO #1016435) and increasing funding in State Fiscal Year 2013 by \$28,315 (PO #1023708), with the authority to adjust amounts if needed and justified between State Fiscal years and within the price limitation, and amend the related terms of the contract without further approval from Governor and Executive Council, effective upon Governor and Executive Council approval through June 30, 2013. The Governor and Executive Council approved the original contract on December 8, 2010 #140, and amended on June 22, 2011 #196, and June 6, 2012 #56.

Funds are available in the following accounts for State Fiscal Year 2013.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

State Fiscal Year	Class/Account	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2011	570-500928	Family Care Giver	\$ 194,808.44	\$0.00	\$ 194,808.44
2011	072-500575	Grants to Non-Profits Federal	\$ 169,671.58	\$0.00	\$ 169,671.58
2012	570-500928	Family Care Giver	\$ 400,000.00	(\$28,315.00)	\$ 371,685.00
2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$0.00	\$ 18,577.35
2013	570-500928	Family Care Giver	\$ 400,000.00	\$28,315.00	\$ 428,315.00
Subtotal			\$1,183,057.37	\$0.00	\$1,183,057.37

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

State Fiscal Year	Class/ Account	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2011	502-500891	Payments to Providers	\$ 181,245.64	\$0.00	\$ 181,245.64
Subtotal			\$ 181,245.64	\$0.00	\$ 181,245.64
	Contract Total		\$1,364,303.01	\$0.00	\$1,364,303.01

EXPLANATION

The purpose of this Requested Action is to amend Exhibit B Terms and Conditions of Payment by adjusting amounts between State Fiscal Years and according to paragraph 18 of the General Provisions, this change must be made in writing and approved by Governor and Executive Council. The desire to adjust the amounts between State Fiscal years is to increase funding in State Fiscal Year 2013 for supports and respite services to caregivers. The demand for caregiver supports and respite services is expected to increase between now until the end of June 2013. In State Fiscal Year 2012, the demand for respite services was less than the contracted amount.

Caregiver Supports and Respite Services

Caregiver Supports and Respite Services are provided through a consumer directed service delivery model. Caregivers work with a family caregiver specialist to assess needs, define appropriate supports and services such as respite care, and develop a service budget. The supports and respite service dollars are for family caregivers of older adults who meet the Activities of Daily Living criteria for nursing home placement yet are being cared for at home.

Financial Management Services

Area Agency of Greater Nashua, Inc. provides Financial Management Services to manage the payments for the supports and respite services that caregivers receive and to serve as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers.

The contractor's performance has been measured by their ability to meet the following: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, quarterly program service reports submitted to the Bureau of Elderly and Adult Services, and a site review. The Bureau has determined that the Contractor has performed satisfactorily.

If this request is not approved, caregivers will not have the continued supports and respite services to enable them to keep their loved ones at home and in the community. These individuals are not Medicaid eligible but are close to spend down at which point they could be placed in a nursing facility. The small investment in supports and respite care services often delays or prevents nursing home placement (as evidenced in the 20+year NYU study which proves an average delay of nursing home placement of 329 days). July 2012 to date (in a nine month period), supports and respite services have been provided to at least 410 caregivers.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
April 25, 2013
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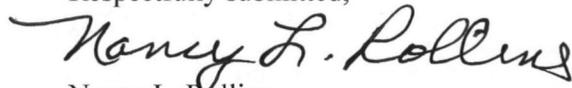
the Bureau of Elderly and Adult Services. Area Agency of Greater Nashua, Inc. was one of three entities to submit a proposal and was selected due to the overall quality of their bid and a demonstrated ability to meet the specifications of the RFP.

Area Served: Statewide.

Source of Funds: 100% Federal Administration on Aging, Title III-E Family Caregiver.

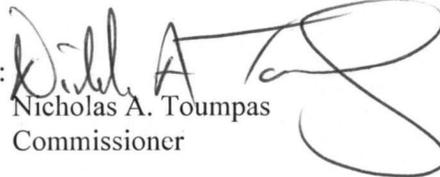
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins
Associate Commissioner

Approved by:



Nicholas A. Toumpas
Commissioner

Program Name Financial Management Services (FMS)
Contract Purpose Provide FMS for family caregivers in the NHFCSP
RFP Score Summary

RFA/RFP CRITERIA	Max Pts	Area Agency of Greater Nashua Inc., dba Gateways	Care Mangment/New Hampshire, Inc. dba Life Coping	Community Bridges
Agency Capacity	15	14.33	10.67	13.67
Delivery of Scope of Service	45	42.33	27.17	35.33
Budget & Justification	40	36.33	24.00	25.33
Total	100	93.00	61.83	74.33

RFP Reviewers

Names/Titles	Experience
Cathy Creapaux, DHHS, DCBCS, Bureau of Elderly and Adult Services, NH Family Caregiver Support Program Manager	Six years in administering the NHFCSP by overseeing the AoA grant awards to provide services through existing processes while developing new cost effective service delivery approaches with discretionary grants from AoA.
Sally Varney, DHHS, DCBCS, Program Planning and Review Specialist	Ten years in Quality Management for federal and state funded DHHS programs
Laura Davie, University of NH, Institute of Health Policy and Practice, Program Director	Five Years Experience in Prevention Policy and in Aging and Disability Resource Center Grant with emphasis on person centered and consumer directed approaches to program delivery.

**State of New Hampshire
Department of Health and Human Services
Amendment #3 Financial Management Services**



**State of New Hampshire
Department of Health and Human Services
Amendment #3 to the Financial Management Services Contract**

This 3rd Amendment to the Financial Management Services contract (hereinafter referred to as "Amendment #3") dated this 5th day of March 2013, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Area Agency of Greater Nashua, Inc. d.b.a. Gateways Community Services (hereinafter referred to as "the Contractor"), a nonprofit corporation organized under the laws of the State of New Hampshire, with a place of business at 144 Canal Street, Nashua, New Hampshire 03064.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 8, 2010, and amended by an agreement (Amendment #1 to the Contract) approved on June 22, 2011, and (Amendment #2 to the Contract) approved on June 6, 2012, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to the General Provisions, Paragraph 18 and Exhibit A, Section 4, Paragraph 14, the State may adjust the amount of funding between State Fiscal Years, by written agreement of the parties;

WHEREAS the Department desires to provide additional respite services to family caregivers.

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

- 1) Amendment and modification of Exhibit B;
 - a) Delete Paragraph #1 Table and replace with the following:

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State of New Hampshire
 Departement of Health and Human Services
 Amendment #3 Financial Management Services



Service Type	Funding Name	State Fiscal Year 2011 Amount	State Fiscal Year 2012 Amount	State Fiscal Year 2013 Amount	Total Amount State Fiscal Year 2011 and 2013
Financial Management Services (FMS) Fee					
	Community Living Program Grant (CLP)	\$ 42,902.65	\$ 18,577.35	\$ 0.00	\$ 61,480.00
	Family Caregiver Title III-E	\$ 0.00	\$ 24,702.65	\$43,280.00	\$ 67,982.65
Subtotal FMS Fee		\$ 42,902.65	\$ 43,280.00	\$43,280.00	\$ 129,462.65
Participant Service Dollars					
	Alzheimer's Disease and Related Disorders (ADRD)	\$ 181,245.64	\$ 0.00	\$ 0.00	\$ 181,245.64
	Alzheimer's Disease Supportive Services Program (ADSSP)	\$ 68,016.93	\$ 0.00	\$ 0.00	\$ 68,016.93
	Community Living Program Grant (CLP) – Flex Funds	\$ 58,752.00	\$ 0.00	\$ 0.00	\$ 58,752.00
	Family Caregiver Title III-E	\$ 194,808.44	\$ 346,982.35	\$385,035.00	\$ 926,825.79
Subtotal Participant Service Dollars		\$ 502,823.01	\$ 346,982.35	\$385,035.00	\$ 1,234,840.36
Total Contract Amount		\$ 545,725.66	\$ 390,262.35	\$428,315.00	\$1,364,303.01

b) Adding paragraph #11 as follows:

Notwithstanding paragraph 18 of the P-37 and paragraph 14 of Section 4 of Exhibit A, an amendment limited to the terms of Paragraph Table #1 of Exhibit B, to adjust amounts if needed and justified between State Fiscal Years and within the price limitation, can be made by written agreement of both parties and may be made without first obtaining approval of Governor and Executive Council.

c) Budget Form and Budget Narrative for the period of 7/1/12-6/30/13 is deleted and replaced with the following:

Budget Form

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

Agency Name: Area Agency of Greater Nashua, Inc.

Budget Request for: Financial Management Services

Budget Period: 7/1/12-6/30/13

Line Item	Direct Incremental	Indirect Fixed	Total	Allocation Method for Indirect/Fixed Cost
1. Total Salary/Wages	\$ 28,202.00	\$ -	\$ 28,202.00	
2. Employee Benefits	\$ 7,050.48	\$ -	\$ 7,050.48	
3. Consultants	\$ -	\$ -	\$ -	
4. Equipment:	\$ -	\$ -	\$ -	
Rental	\$ -	\$ -	\$ -	
Repair and Maintenance	\$ -	\$ -	\$ -	
Purchase/Depreciation	\$ -	\$ -	\$ -	
5. Supplies:	\$ -	\$ -	\$ -	
Educational	\$ -	\$ -	\$ -	
Lab	\$ -	\$ -	\$ -	
Pharmacy	\$ -	\$ -	\$ -	
Medical	\$ -	\$ -	\$ -	
Office	\$ 2,500.00	\$ -	\$ 2,500.00	
6. Travel	\$ -	\$ -	\$ -	
7. Occupancy	\$ -	\$ 3,277.52	\$ 3,277.52	
8. Current Expenses	\$ -	\$ -	\$ -	
Telephone	\$ -	\$ -	\$ -	
Postage	\$ 2,250.00	\$ -	\$ 2,250.00	
Subscriptions	\$ -	\$ -	\$ -	
Audit and Legal	\$ -	\$ -	\$ -	
Insurance	\$ -	\$ -	\$ -	
Board Expenses	\$ -	\$ -	\$ -	
9. Software	\$ -	\$ -	\$ -	
10. Marketing/Communications	\$ -	\$ -	\$ -	
11. Staff Education and Training	\$ -	\$ -	\$ -	
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	
14. Program Direct Service Dollars:	\$ -	\$ -	\$ -	
Administration on Aging: Title III E Family Caregiver	\$ 385,035.00	\$ -	\$ 385,035.00	
	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
TOTAL	\$ 425,037.48	\$ 3,277.52	\$ 428,315.00	

Indirect As A Percent of Direct

0.8%

State of New Hampshire
Department of Health and Human Services
Amendment #3 Financial Management Services



Budget Narrative

The total cost of the salaries is \$28,202 to support this project. This includes two staff time for a combined FTE of .53. Additionally, 2 regional agents with a combined FTE of .30 to travel and process HR intakes for in home respite workers employment. The benefits and taxes associated is \$7,050. The total salaries and benefits are \$35,252.

There are direct expenses for office supplies in the amount of \$2,500 which is for all materials for start up packages and monthly statements and postage in the amount of \$2,250 to mail out monthly statements and start up packages. The indirect expenses are for occupancy cost of \$3,278 including rent, utilities and building maintenance and repairs. Indirect expenses are allocated on a percentage based on sub program expenses for the program over total agency expenses.

The total FMS dollars are \$43,280

The service dollars are \$385,035

The total project cost is \$428,315.

A total of \$31,689 which is comprised of \$25,351 in salaries and \$6,338 in taxes and benefits are in-kind expenses not funded by the program.



State of New Hampshire
Department of Health and Human Services
Amendment #3 Financial Management Services

This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

4/26/13
Date

Nancy L. Rollins
Nancy L. Rollins
Associate Commissioner

Area Agency of Greater Nashua, Inc.

3/7/2013
Date

[Signature]
NAME
TITLE Bonus Comm

Acknowledgement:
State of New Hampshire, County of Hillsborough on March 7, 2013,
before the undersigned officer, personally appeared the person identified above, or
satisfactorily proven to be the person whose name is signed above, and acknowledged
that s/he executed this document in the capacity indicated above.
Signature of Notary Public or Justice of the Peace

Roxanne Hilson, Notary
Name and Title of Notary or Justice of the Peace

ROXANNE HILSON, Notary Public
My Commission Expires March 16, 2016



State of New Hampshire
Department of Health and Human Services
Amendment #3 Financial Management Services

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

OFFICE OF THE ATTORNEY GENERAL

3 May 2013
Date

Jeanne P. Herrick
Name: *Jeanne P. Herrick*
Title: *Attorney*

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

OFFICE OF THE SECRETARY OF STATE

Date

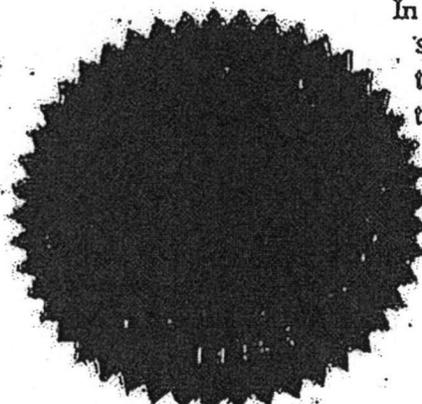
Name:
Title:

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 AREA AGENCY OF GREATER NASHUA, INC. is a New Hampshire nonprofit corporation formed July 29, 1975. 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 4th day of May A.D. 2011



William M. Gardner

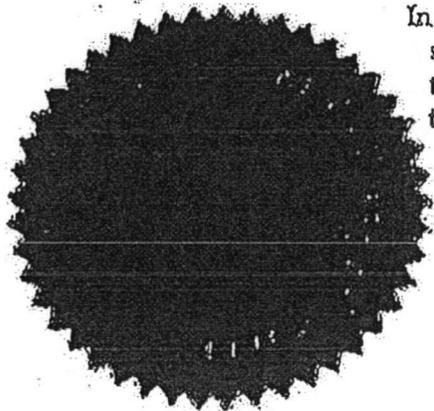
William M. Gardner
Secretary of State

State of New Hampshire
Department of State

CERTIFICATE

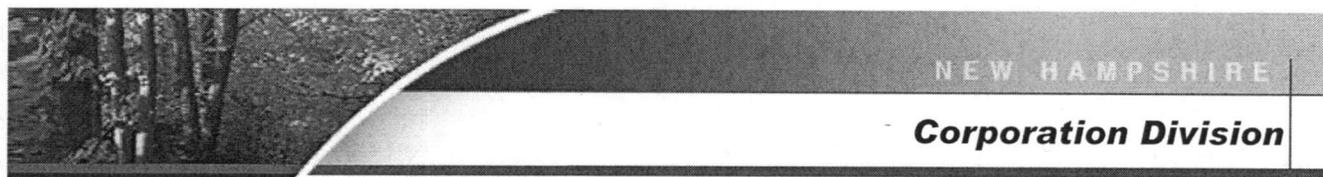
I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Gateways Community Services is a New Hampshire trade name registered on March 20, 2008 and that AREA AGENCY OF GREATER NASHUA, INC. presently own(s) this trade name. I further certify that it is in good standing as far as this office is concerned, having 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 4th day of May, A.D. 2011



William M. Gardner

William M. Gardner
Secretary of State



Search
 By Business Name
 By Business ID
 By Registered Agent
 Annual Report
 File Online

Date: 1/23/2013
 (Annual Report History, View Images, etc.)

Filed Documents

Business Name History

Name	Name Type
AREA AGENCY OF GREATER NASHUA, INC.	Legal
AREA AGENCY FOR DEVELOPMENTAL SERVICES OF GREATER NASHUA	Prev Legal
AREA AGENCY FOR DEVELOPMENTAL SERVICES OF GREATER NASHUA, INC.	Prev Legal
AREA AGENCY FOR DEVELOPMENTAL SERVICES - REGION VI	Prev Legal

Non-Profit Corporation - Domestic - Information

Business ID: 74294
Status: Good Standing
Entity Creation Date: 12/12/1983
Principal Office Address: 144 CANAL ST
 NASHUA NH 03064
Principal Mailing Address: 144 Canal St
 Nashua NH 03060
Expiration Date: Perpetual
Last Annual Report Filed Date: 12/17/2010
Last Annual Report Filed: 2010

Registered Agent

Agent Name:
Office Address: No Address
Mailing Address: No Address

Important Note: The status reflected for each entity on this website only refers to the status of the entity's filing requirements with this office. It does not necessarily reflect the disciplinary status of the entity with any state agency. Requests for disciplinary information should be directed to agencies with licensing or other regulatory authority over the entity.

(Name of Corporation)

ABSTRACT OF CORPORATE MINUTES

The following is a true abstract from minutes of meeting
of Board of Directors of
(Name of Governing Board)

Area Agency of Greater
Mashua, Inc. d/b/a.

(Name of Corporation)

on April 25th, 2012 which was duly called at which a quorum was

Gateways Community Services

present:

“On motion duly made and seconded, it was voted to authorize

the Chairperson, to accept grants and awards and enter into contracts, and contract amendments from time to time with the New Hampshire Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services, to sign and otherwise fully execute such acceptances and contracts, and contract amendments or modifications thereto, and any related documents requested by the Bureau of Elderly and Adult Services; this authorization to continue until revoked by vote of this governing board.

I certify the foregoing vote is still in effect and has not been revoked, rescinded or modified.

I further certify that (Name of corporate official signing the acceptance or contract)
Richard Pietravalle is the duly elected (Title) Chair of
this corporation and is still qualified and serving in such capacity.

3/7/13
(Date)

[Signature]
Secretary

(Imprint seal of corporation. If none, write: “No corporate seal.”)

STATE OF NEW HAMPSHIRE

COUNTY OF Hillsborough

On March 7, 2013, 2013, before the undersigned officer personally appeared the person identified in the foregoing certificate, known to me (or satisfactorily proven) to be the Clerk/Secretary of the corporation identified in the foregoing certificate, and acknowledged that _____ he executed the foregoing certificate.

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

Roxanne Hilson
Notary Public/~~Justice of the Peace~~

My commission expires:

ROXANNE HILSON, Notary Public
My Commission Expires March 16, 2016



PH
3/7/13

GATEWAYS COMMUNITY SERVICES
MISSION STATEMENT

Gateways Community Services believes that all people are of great value and strives to be innovative when providing quality supports needed for individuals to lead meaningful lives in their community. The people we serve: Infants with Developmental Delays, Children & Adults with Disabilities, and Elders in Need of Support.

INDEPENDENT AUDITORS' REPORT

To The Board of Directors
Area Agency of Greater Nashua, Inc.
and Area Agency Properties, Inc.
Nashua, New Hampshire

We have audited the accompanying combined statements of financial position of Area Agency of Greater Nashua, Inc. and Area Agency Properties, Inc. as of June 30, 2012 and 2011, and the related combined statements of activities and cash flows, and the combining statements of functional support and revenue and combining statements of functional expenses, for the years then ended. These combined financial statements are the responsibility of the Agency's management. Our responsibility is to express an opinion on these combined financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of The United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

As more fully described in Note H, the Agency has excluded the financial statements of its affiliate from the accompanying financial statements. 

In our opinion, except for the omission of the financial statements of the affiliate as described above, the combined financial statements referred to above present fairly, in all material respects, the financial position of Area Agency of Greater Nashua, Inc. and Area Agency Properties, Inc. as of June 30, 2012 and 2011, and the changes in their net assets and their cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated TBD, on our consideration of Area Agency of Greater Nashua, Inc. and Area Agency Properties, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and important for assessing the results of our audit.

Our audits were conducted for the purpose of forming an opinion on the basic financial statements. The schedule of expenditures of federal awards is presented for purposes of additional analysis as required by U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*, and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic financial statements as a whole.

December 6, 2012

Debra J. Sey PA CPA

**AREA AGENCY OF GREATER NASHUA, INC.
AND AREA AGENCY PROPERTIES, INC.**
COMBINED STATEMENTS OF FINANCIAL POSITION
June 30, 2012 and 2011

	2012	2011
ASSETS		
<u>CURRENT ASSETS</u>		
Cash	\$ 1,310,283	\$ 2,352,020
Cash-escrow	442,759	389,979
Accounts receivable - Medicaid	3,370,915	2,275,029
Accounts receivable - other	729,645	696,676
Prepaid expenses	152,047	19,313
Refundable deposits	300	300
	6,005,949	5,733,317
<u>PROPERTY & EQUIPMENT</u> , at cost, net of accumulated depreciation	2,221,131	2,254,062
<u>OTHER ASSETS</u>		
Beneficial interest	25,674	26,303
Loan fees, net	1,950	3,329
	27,624	29,632
	\$ 8,254,704	\$ 8,017,011
LIABILITIES AND NET ASSETS		
<u>CURRENT LIABILITIES</u>		
Current portion of long-term debt	\$ 49,873	\$ 32,401
Accounts payable	2,320,349	2,179,840
Other current liabilities	430,359	683,117
Unearned revenue	1,106,458	899,757
Client accounts	442,759	389,979
	4,349,798	4,185,094
<u>LONG-TERM DEBT</u> , net of current portion	894,622	956,815
TOTAL LIABILITIES	5,244,420	5,141,909
<u>NET ASSETS</u>		
Unrestricted	2,985,112	2,857,927
Temporarily restricted	25,172	17,175
	3,010,284	2,875,102
	\$ 8,254,704	\$ 8,017,011

The Accompanying Notes Are An Integral Part
of These Financial Statements.

**AREA AGENCY OF GREATER NASHUA, INC.
AND AREA AGENCY PROPERTIES, INC.**
COMBINED STATEMENTS OF ACTIVITIES

For The Years Ended June 30, 2012 and 2011

	2012		2011	
	Unrestricted	Temporarily Restricted	Total	Temporarily Restricted
Public Support and Revenue:				
Medicaid	\$ 31,415,609	\$ -	\$ 31,415,609	\$ -
Division of Developmental Services	710,202	-	710,202	-
Other grants	712,762	-	712,762	1,225
Client fees	125,944	-	125,944	-
ADSP revenue	224,580	-	224,580	-
Rental income	24,865	-	24,865	-
Interest income	278	-	278	-
Increase in beneficial interest	(446)	-	(446)	-
Local education authority	1,299	-	1,299	-
Other revenues	444,502	-	444,502	-
Plus services	90,793	-	90,793	-
United Way	18,201	-	18,201	-
Third party insurance	255,182	-	255,182	-
Production service revenue	388,814	-	388,814	-
Contributions	150,205	19,248	169,453	10,250
Total Public Support and Revenue	34,562,790	19,248	34,582,038	11,475
Net Assets Released From Restrictions:				
Satisfaction of usage restrictions	11,251	(11,251)	-	(24,727)
	34,574,041	7,997	34,582,038	(13,252)
Expenses:				
Program Services:				
Adult Services	26,888,560	-	26,888,560	-
Children Services	3,088,750	-	3,088,750	-
Elder Services	2,089,589	-	2,089,589	-
Medicaid Infrastructure	490,267	-	490,267	-
Supporting Services:				
General management	1,799,781	-	1,799,781	-
Fundraising	89,909	-	89,909	-
Total expenses	1,889,690	-	1,889,690	-
	34,446,856	-	34,446,856	-
Change in net assets	127,185	7,997	135,182	(13,252)
Net Assets, Beginning of Year	2,857,927	17,175	2,875,102	30,427
Net Assets, End of Year	\$ 2,985,112	\$ 25,172	\$ 3,010,284	\$ 17,175
				\$ 2,857,927
				\$ 33,363,492
				\$ 31,604,536
				\$ 1,528,470
				\$ 66,641
				\$ 1,595,111
				\$ 33,199,647
				\$ 163,845
				\$ 2,711,257
				\$ 2,875,102

The Accompanying Notes Are An Integral Part
of These Financial Statements.

**AREA AGENCY OF GREATER NASHUA, INC.
AND AREA AGENCY PROPERTIES, INC.**
COMBINED STATEMENTS OF CASH FLOWS
For The Years Ended June 30, 2012 and 2011

	2012	2011
Cash flows provided by (used in)		
operating activities		
Cash received from public support and other revenue	\$ 33,587,563	\$ 32,897,232
Cash paid to suppliers and employees	(34,420,124)	(32,842,122)
Interest received	278	2,633
Interest paid	(60,663)	(70,246)
Net cash used in operating activities	(892,946)	(12,503)
Cash flows provided by (used in)		
investing activities		
Capital expenditures	(104,070)	(134,015)
Cash flows provided by (used in)		
financing activities		
Payments on long-term debt	(44,721)	(44,620)
Net decrease in cash	(1,041,737)	(191,138)
Cash, Beginning of Year	2,352,020	2,543,158
Cash, End of Year	\$ 1,310,283	\$ 2,352,020

The Accompanying Notes Are An Integral Part
of These Financial Statements.

**AREA AGENCY OF GREATER NASHUA, INC.
AND AREA AGENCY PROPERTIES, INC.**
COMBINED STATEMENTS OF CASH FLOWS
For The Years Ended June 30, 2012 and 2011

	2012	2011
RECONCILIATION OF CHANGE IN NET ASSETS TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES:		
Change in net assets	\$ 135,182	\$ 163,845
Adjustments to reconcile change in net assets to net cash provided by (used in) operating activities:		
Depreciation and amortization	138,380	157,971
Loss on disposal of fixed assets	-	296
(Increase) decrease in beneficial interest	446	(4,173)
Other	183	178
Change in assets and liabilities:		
(Increase) decrease in accounts receivable	(1,128,855)	(394,851)
(Increase) decrease in prepaid expenses and other current assets	(132,734)	(7,380)
Increase (decrease) in accounts payable and accrued expenses	(112,249)	65,836
Increase (decrease) in unearned revenue	206,701	5,775
Net cash used in operating activities	\$ (892,946)	\$ (12,503)

The Accompanying Notes Are An Integral Part
of These Financial Statements.

**GATEWAYS COMMUNITY SERVICES
BOARD OF DIRECTORS**

Updated December 17, 2012

Executive Committee

Rich Pietravalle* - Chair (1997)	Ed Carter – Vice Chair (2008)
James Leary (2006) - Secretary	Joe Gamache* (2009) - Treasurer

DIRECTORS EMERITUS

Harold Acres - (1981)**	John Howard* (1993)	Robert Purcell (1989)
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DIRECTORS

Carol Bambrick* (1995)	Craig Beck* (2007)
Kerry Boggis* (1999)	Ken Coleman* (2007)
Peggy Gilmour (2011)	Jack Harrington (1981 / 1995) (electronics)
Helen Honorow (2009)	Christina Lister (1995)
Joseph Marshall* (1993)	Thomas McCartney (2011)
Jim McKenna (2007)	Tim McMahan (2005/2009)
Richard Quinlan* (1989)	Larry Rencken (2008)
James Testaverde (2011)	Mark Thornton* (2007)

** indicates consumer*

***notify for annual meetings only*

1/7/13

BETH RAYMOND

EDUCATION: **Master Degree in Education**
University of New Hampshire, Durham, NH
Areas of concentration: Guidance and Personnel Services
Bachelors of Arts Degree
Regis College, Weston, MA
Areas of concentration: Psychology

EMPLOYMENT HISTORY:

November 1990 to Present

Gateways Community Services
Vice President of Individual and Family Services

Responsible to assist the Executive Director in the administration of Gateways Community Services. Currently supervise Service Coordination, Quality Assurance, Elder Case Management, Gateways for Seniors, Family Support and Adult Day Service Program. Have supervised the following programs: Infant and Toddler, Benefits Dept., Maintenance, Intake, Early Intervention and Pediatric Therapy Program.

July 1989-November 1990

Gateways Community Services
Community Resource Developer

Responsible to maximize Gateways Community Services use of rental assistance programs, low income housing finance programs, untapped funding sources and alternative housing models.

1986-1989

Nashua Housing Authority
Assistant Executive Director

Responsible to assist the Executive Director in the administration of the Nashua Housing Authority, senior member of Management Team and special projects.

1984-1986

Nashua Housing Authority
Director of Management and Occupancy.

Responsible for administration of Public Housing Program and Section 8 Housing Programs including certificates, vouchers, rental rehabilitation program and moderate rehabilitation program

1980-1984

Nashua Housing Authority
Director of Resident Services

Responsible to meet the social service needs of residents through referral to appropriate agency, development of direct service program.

1977-1980

Nashua Housing Authority
Adult Day Service Program Coordinator

Responsible for the creation and maintenance of Nashua's first Adult Day Care Program.

1974-1977

Community Council Mental Health Center
Mental Health Worker

Participated on team which developed and implemented Nashua's first partial hospitalization program for chronically mentally ill patients.

PROFESSIONAL AND COMMUNITY AFFILIATIONS

Service Link – Advisory Board

Donna M Laflamme

Employment Objective

A financial position utilizing analytical, problem-solving and organizational skills to contribute to the success of the organization.

Skills and Summary of Qualifications

- 17 plus years accounting and financial experience
- P&L management
- Financial report development
- Ability to perform functions with accuracy
- Ability to analyze financial data
- Excellent problem solving skills
- Ability to prioritize work efficiently across a wide range of responsibilities
- Excellent organizational skills

Experience

Gateways Community Services Nashua, NH
Assistant Controller

1998 to Present

- Hands on manager responsible for day to day supervision of accounts receivable.
- Responsible for monthly financial close, analysis and preparation of financial reports.
- Prepare monthly, quarterly and annual reports for government agencies
- Assist in annual budget development.
- Special projects as assigned

Lexington Furniture Company, Billerica, MA
Accounting Assistant

1997 to 1998

- Responsible for various accounting functions including accounts payable, accounts receivable and general ledger entries
- Provided administrative assistance to Vice President of Operations
- Customer service

Pelham Bank and Trust Company, Pelham, NH
Staff Accountant

1989 to 1997

- Responsible for daily reconciliation of general ledger
- Responsible for daily cash position of bank and funding various corporate accounts
- Responsible for all aspects of accounts payable function
- Reconciled fixed assets, prepaid expenses and corporate accounts
- Prepared financial statements
- Customer service

Education

University of Massachusetts - Lowell, Lowell, MA
Bachelor of Science in Management with MIS concentration

Computer Experience

Microsoft Office Package, Solomon Accounting Package, FRx Report Writer

Vicki L Doubleday

Summary:

I have a variety of experience within several areas. I have worked in Banking, Telecommunications & other companies. I have experience with payables, receivables and other aspects of accounting. I am a team player and very detail-oriented. Technical skills include Microsoft Word, Excel, QuickBooks, Platinum and SAP operating systems.

Experience:

Gateways Community Services, Nashua, NH
Transitions in Care Giving - Regional Agent

2011-Present

Travel to Caregiver's location to Administer Gateways HR orientation and provide Caregivers with Supervisor Training.

- Set up appointments to meet with Caregiver and their potential Employee(s).
- Administer Gateways HR orientation and assure proper paperwork is filled out and signed appropriately.
- Provide Supervisor Training.
- Provide contact names and numbers of Gateways Community Services contacts.
- Forward paperwork to Gateways Community Services home office in Nashua.

TDS TELECOM (FORMERLY MCT TELECOM), Contoocook, NH
Customer Sales & Service Assistant (July 1989 – April 1998 & May 2002 – August 2009)

1989-2009

Provided assistance to customers with their telephone, cable television, internet and Dish Network questions and/or needs.

- Corresponded with customers so they could better understand their services and what was available to them.
- Set up appointments for Telephone and Internet installation. Also went through application for Dish Network Service to set up installation.
- Balanced and submitted daily deposits from payments taken in the office and depository
- Helped less experienced co-workers in understanding their job responsibilities.

Accounting Assistant (1998-2002)

Prepare financial statements, as well as responsible for general ledger reconciliation for telecommunications and cable television companies.

- Implemented new carrier access billing system, resulting in increased billable services and efficiency.
- Reduced co-workers' workloads by taking on more job responsibilities, giving them more time to devote to other projects.
- Updated procedures for month-end closing so others could take over and complete the process when I was not available.
- Converted cash receipts to a new system, enabling it to be downloaded for closing easier and more efficiently.

**Hopkinton State Fair Association, Contoocook, NH
Office Assistant (Seasonal Part Time)**

2004-2009

Provide support to Assistant to Board of Directors.

- Throughout the year coordinate and process vendor applications, billing, payments and sending their contracts to be signed and returned.
- Update mapping for vendor locations.
- Answering calls with general information throughout the year.
- Create and submit banking deposits.
- Input A/R & A/P info into Quickbooks.
- Assisting with all departments as needed.

**Robert's Landcaping, Webster, NH
Custodian (Part time)**

1997-2007

Performed custodial work for major businesses and town offices

**New Hampshire International Speedway, Loudon, NH
Banker (Seasonal Part Time)**

1989-1997

Received, verified and prepared cash receipts for deposit during race weekends.

**Bank of New Hampshire, NA, Contoocook, NH
Head Teller (Full time)**

1985-1989

Responsibilities included verifying cash, making deposits and withdrawals' from various accounts. Opening and closing and balancing checking, savings, money markets, certificate of deposits and IRA Accounts. Balancing cash drawers, and cash and coin vault. Supervise and assist less experienced tellers in their job responsibilities.

Town of Hopkinton, Contoocook, NH
Clerical Assistant (Part Time and Summer)

1984-1985

Clerical Assistance to the Town Clerk and Tax Collector. Duties included preparing various applications, permits, licenses and registrations. Issued birth and death certificates, motor vehicle plates and decals for the State of New Hampshire. Balanced cash drawer and prepared deposits for the State of New Hampshire and Town of Hopkinton. Accepted various tax payments, issued receipts and maintained logs.

Crathern Engineering Co., Contoocook, NH
Executive Secretary Assistant (Part Time and Summer)

1983-1984

Prepared written correspondence to national businesses and kept updated list of companies and their executives with which we did business. Responsible for filing, telephone surveys with clients and inquiries, prepared written correspondence for Sales Representatives. Also assisted in coordination and collation of brochures for National Trade Shows.

Education:

New Hampshire Technical Institute, Concord, NH
Accounting I, Accounting II, PC Applications, Spreadsheets and Medical Terminology

Diploma, Hopkinton High School, Contoocook, NH

SUR.
RD



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
Commissioner

Nancy L. Rollins
Associate Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4680 1-800-351-1888
Fax: 603-271-4643 TDD Access: 1-800-735-2964

April 27, 2012

His Excellency, Governor John H. Lynch
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend an existing Agreement (Purchase Order State Fiscal Year 2011 #1013032 and State Fiscal Year 2012 #1016435) with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) providing statewide Financial Management Services for New Hampshire Family Caregiver Support Program that manage the authorized service dollars for eligible family caregivers through a consumer directed service delivery model by increasing the price limitation by \$334,377.06 from \$1,029,925.95 to \$1,364,303.01 and extending the completion date from June 30, 2012 to June 30, 2013, effective July 1, 2012. The Governor and Executive Council approved the original contract on December 8, 2010 (Item # 140), and amended on June 22, 2011 (Item #196). Funding is available in the following accounts for State Fiscal Years 2013, with the authority to adjust amounts if needed and justified between State Fiscal Years.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	570-500928	Family Care Giver	\$ 260,431.38	(\$65,622.94)	\$ 194,808.44
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 169,671.58	\$0.00	\$ 169,671.58
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00	\$0.00	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$0.00	\$ 18,577.35
SFY 2013	570-500928	Family Care Giver	<u>\$0.00</u>	<u>\$400,000.00</u>	<u>\$400,000.00</u>
Subtotal			\$ 848,680.31	\$334,377.06	\$ 1,183,057.37

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,
 HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 181,245.64	\$0.00	\$ 181,245.64
SFY 2012	502-500891	Payments to Providers	\$ 0.00	\$0.00	\$ 0.00
Subtotal			\$ 181,245.64	\$0.00	\$ 181,245.64
	Contract Total		\$1,029,925.95	\$334,377.06	\$1,364,303.01

EXPLANATION

The purpose of this Requested Action is to amend an existing Agreement in order to continue through June 30, 2013, one of the vital roles in the New Hampshire Family Caregiver Support Program, by providing Financial Management Services to manage the statewide funding for caregivers who have been authorized a budget for services by a Caregiver Specialists at ServiceLink. This amendment will allow Area Agency of Greater Nashua, Inc. to manage \$356,720 service dollars to an estimated six hundred and fifty (650) or more caregivers for State Fiscal Year 2013. Additionally, this Requested Action amends this Agreement to decrease the amount of services dollars by \$65,622.94 to reflect the actual amount of service dollars utilized in the Family Caregiver Program in State Fiscal Year 2011.

The original Agreement and the original Governor and Executive Council letter approved on December 8, 2010 (Item #140) included an optional provision to extend the Agreement for two one-year periods. This amendment exercises this option to extend the Agreement utilizing the first one-year period. Based on client feedback, Area Agency of Greater Nashua, Inc. has provided a high level of customer service and response. Quarterly reports and account statements have been sent on time meeting the required performance measures. Bureau of Elderly and Adult Services will not exercise a second year renewal and intends to competitively bid for these services for State Fiscal Years 2014 and 2015 to align with the next biennium budget.

The goals of the New Hampshire Family Caregiver Support Program are: 1) provide respite and other timely interventions and supports to informal family caregivers of frail older adults who meet the clinical eligibility for nursing home placement to avoid burnout; and 2) provide consumer-directed respite and other services to older grandparents and relative caregivers raising children. In order to meet these goals, the Area Agency of Greater Nashua, Inc. will provide Financial Management Services to caregivers that include paying invoices and serving as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the contractor conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services. Financial Management Services will be provided for the price of \$43,280 in State Fiscal Year 2013.

The New Hampshire Family Caregiver Support Program has collected data that shows the number of caregivers who received a consumer-directed budget for respite services more than doubled from three hundred and five (305) family caregivers in Federal Fiscal Year 2010 to six hundred and forty-five (645) in Federal Fiscal Year 2011. The value of providing this service has enabled caregivers to keep loved ones at home resulting in delaying the need for more costly services such as nursing home care.

The contractor's performance will continue to be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments; account statements and reporting; and quality of customer services, as evidenced by monthly invoices and financial statements and quarterly program service reports submitted to Bureau of Elderly and Adult Services.

If this request is not approved, then caregivers will not have the financial supports to manage a budget and pay invoices. But more importantly, caregivers will not be able to utilize known individuals such as family, friends, or neighbors to provide respite care services without the Financial Management Services being "Employer of Record," that is required under the laws of the Internal Revenue Service. Caregivers will not have the continued supports to enable them to keep their loved ones at home and in the community.

A Request for Proposals for Financial Management Services was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders known to the Bureau of Elderly and Adult Services. Area Agency of Greater Nashua, Inc. was one of three entities to submit a proposal and was selected due to the overall quality of their bid and a demonstrated ability to meet the specifications of the RFP.

Area Served: Statewide.

Source of Funds: 100% Federal Administration on Aging, Title III-E Family Caregiver

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

Respectfully submitted,



Nancy L. Rollins
Associate Commissioner

Approved by:



Nicholas A. Toumpas
Commissioner



STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
 Commissioner

Nancy L. Rollins
 Associate Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3887
 603-271-4680 1-800-351-1888
 Fax: 603-271-4643 TDD Access: 1-800-735-2964

June 2, 2011

His Excellency, Governor John H. Lynch
 and the Honorable Executive Council
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend an existing Agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program, for eligible family caregivers through a consumer directed service delivery model, by increasing the amount in State Fiscal Year 2011 by \$268,168.95 and decreasing the amount in State Fiscal Year 2012 by \$255,700.00 for a net increase to the price limitation of \$12,465.95 from \$1,017,460.00 to \$1,029,925.95, effective the date of Governor and Executive Council approval through June 30, 2012. Governor and Executive Council approved the original contract on December 8, 2010 (Item # 140). Funding is available in the following accounts for State Fiscal Year 2011, and anticipated to be available in State Fiscal Year 2012 upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust amounts if needed and justified between State Fiscal Years.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	570-500928	Family Care Giver	\$ 160,000.00	\$ 100,431.38	\$ 260,431.38
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 93,182.65	\$ 76,488.93	\$ 169,671.58
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00	\$ 0.00	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$ 0.00	\$ 18,577.35
Subtotal			\$ 671,760.00	\$176,920.31	\$ 848,680.31

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 90,000.00	\$ 91,245.64	\$ 181,245.64
SFY 2012	502-500891	Payments to Providers	\$ 255,700.00	(\$ 255,700.00)	\$ 0.00
Subtotal			\$ 345,700.00	(\$164,454.36)	\$ 181,245.64
	Contract Total		\$1,017,460.00	\$ 12,465.95	\$1,029,925.95

EXPLANATION

The purpose of this Requested Action is to enter into an amendment of an existing Agreement with Area Agency of Greater Nashua d.b.a Gateways Community Services for State Fiscal Year 2011 and 2012 to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program for eligible family caregivers through a consumer directed service delivery model. In State Fiscal Year 2011, this amendment will increase the funding for direct service dollars through a liquidation of \$268,165.95 from four funding sources: Alzheimer's Disease and Related Disorders, Administration on Aging's Family Caregiver Title III E and two demonstration grants (Alzheimer's Disease Supportive Services Program and Community Living Program Grant Flexible funds, both by Administration on Aging that end September 2011) in a previous contract that ended in December 31, 2010. These funds were initially obligated to family caregivers at the beginning of State Fiscal Year 2011 or upon application during the year to purchase direct services such as respite care, that family caregivers need through out the period ending June 30, 2011.

The amendment for State Fiscal Year 2012 will reduce the funding based on the anticipation that the general funded Alzheimer's Disease and Related Disorders program will be suspended in State Fiscal Years 2012 and 2013 as passed by both the House and Senate. The final dollars from the remaining funding sources represents 8.37% of total dollars for the Bureau to purchase Financial Management Services for the program and 91.63% for service dollars to benefit family caregivers to purchase direct care services such as respite care for approximately 400 family caregivers.

Area Agency of Greater Nashua, Inc. plays a vital role in providing Financial Management Services in order to meet the goals of the New Hampshire Family Caregiver Support Program. The goals are 1) provide respite and other timely interventions and supports to informal family caregivers of frail older adults who meet the clinical eligibility for nursing home placement avoid burnout; and 2) provide consumer-directed respite and other services to older grandparent and relative caregivers raising children.

This contractor engages in paying invoices and serves as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the contractor conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services.

Family caregivers rely on the Financial Management Services as part of their ability to utilize known individuals such as family, friends, neighbors or agencies to provide respite care services. This is a necessary action since these funds have been obligated and budgeted to the family caregivers through June 30, 2011.

His Excellency, Governor John H. Lynch
and the Honorable Executive Council
June 2, 2011
Page 3

Bid Process

This Agreement was awarded to Area Agency of Greater Nashua, Inc. through a competitive bid process. The Request for Proposals (RFP) was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders. The proposal covers State Fiscal Years 2011 and 2012 with BEAS retaining an option to renew the contract for two one-year periods at its discretion, and upon approval of Governor and Executive Council. The proposal was reviewed and scored by three (3) reviewers as follows: NHFCSP Manager, DCBCS Program Planning and Review Specialist for Quality Management, both employed with DHHS, and Project Director with the NH Institute for Health Policy and Practice, University of New Hampshire. The reviewers have five to ten years experience in managing grants and agreements with vendors for various public health/services/education programs. See attached bidders summary.

Performance Measures

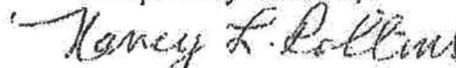
The contractor's performance will be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, and quarterly program service reports submitted to BEAS.

Area Served: Statewide.

Source of Funds: 66.02% Federal and 33.98% General of the total amount.

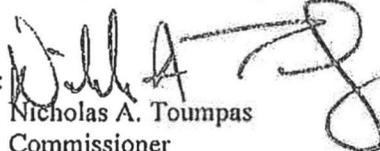
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins
Associate Commissioner

Approved by:



Nicholas A. Toumpas
Commissioner

4/13
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BEAS
copy



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3867
603-271-4680 1-800-351-1888
Fax: 603-271-4648 TDD Access: 1-800-735-2964

Nancy L. Rollins
Associate Commissioner

November 12, 2010

His Excellency, Governor John H. Lynch
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services (BEAS) to enter into an agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program, for eligible family caregivers through a consumer directed service delivery model in an amount not to exceed \$1,017,460.00, effective January 1, 2011 or date of Governor and Council approval, whichever is later, through June 30, 2012. Funding is available in the following accounts for State Fiscal Year 2011, and anticipated to be available in State Fiscal Year 2012 pending Legislative approval of upcoming biennial budget, with the authority to adjust encumbrances between each of the State fiscal years through the Budget Office if needed and justified.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,
HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING
GRANTS

Fiscal Year	Class/Object Code	Class Title	State Fiscal Year
SFY 2011	570-500928	Family Care Giver	\$ 160,000.00
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 93,182.65
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ <u>18,577.35</u>
Subtotal			\$ 671,760.00

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,
 HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 90,000.00
SFY 2012	502-500891	Payments to Providers	\$ 255,700.00
Subtotal			\$ 345,700.00
	Contract Total		\$1,017,460.00

EXPLANATION

The purpose of this Requested Action is to purchase Financial Management Services (FMS) statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program (NHFCSP), for eligible family caregivers through a consumer directed service delivery model. The above funding represents 11.19% of dollars to purchase FMS and 88.81% for service dollars such as respite services for at least 550 eligible caregivers.

New Hampshire Family Caregiver Support Program (NHFCSP)

BEAS administers the NHFCSP with funds provided by Title III-E, Administration on Aging (AoA), and the state general funded Alzheimer's Disease and Related Disorders (ADRD) respite program for caregivers. BEAS has also been awarded demonstration grants: Alzheimer's Disease Supportive Services Program (ADSSP) and Community Living Program Grant (CLP) Flexible funds, both by (AoA) which includes funding for respite services. All four programs work with persons who are not Medicaid eligible, to provide timely intervention and supports to caregivers (family members who are providing assistance to individuals who have two or more Activities of Daily Living (ADL) deficits, or cognitive impairments such as dementia) so that they can continue in their caregiving roles, and delay or avoid placement of the care recipient in a nursing home and spend down to Medicaid. The NHFCSP, ADRD, ADSSP and the CLP utilize a consumer-directed model. Through assistance from the ServiceLink Resource Centers (hereafter "SLRC") staff, family members and others who provide care for an elderly adult, or an adult with disabilities, or grandparents and relatives raising a child or children, can gain needed support and assistance. Families and others play a critical role in enabling seniors to remain in their own homes for as long as possible. The SLRC sites work one on one with family caregivers and have been designated by BEAS to have the spending authority over the budgets that they allocate to eligible individuals.

Role of the FMS

The staffs at the SLRCs have the authority to approve a budget for eligible participants. A copy of the budget approved by the SLRC staff is sent to the FMS agency. This budget will be reviewed prior to paying invoices presented against that budget. From time to time budgets will be revised to meet the fluctuating needs of family caregivers. The SLRC sites will assist the family caregiver in revising their budget and forward a copy to the FMS agency. Family caregivers in this model have the option to hire individuals of their choosing to provide respite and other services.

The FMS contractor will be engaged to pay invoices and to serve as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency),

His Excellency, Governor John H. Lynch
and the Honorable Executive Council
November 12, 2010
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known as a "family managed employee." The FMS conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services. Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the FMS prepares and sends monthly statements to family caregivers, and monthly reports to the ten (10) SLRC sites and to Bureau of Elderly and Adult Services.

Bid Process

This Agreement was awarded to Area Agency of Greater Nashua, Inc. through a competitive bid process. The Request for Proposals (RFP) was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders. The proposal covers State Fiscal Years 2011 and 2012 with BEAS retaining an option to renew the contract for two one-year periods at its discretion, and upon approval of Governor and Executive Council. The proposal was reviewed and scored by three (3) reviewers as follows: NHFCSP Manager, DCBCS Program Planning and Review Specialist for Quality Management, both employed with DHHS, and Project Director with the NH Institute for Health Policy and Practice, University of New Hampshire. The reviewers have five to ten years experience in managing grants and agreements with vendors for various public health/services/education programs. See attached bidders summary.

Performance Measures

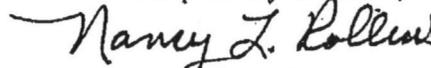
The contractor's performance will be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, and quarterly program service reports submitted to BEAS.

Area Served: Statewide.

Source of Funds: 66.02% Federal and 33.98% General of the total amount.

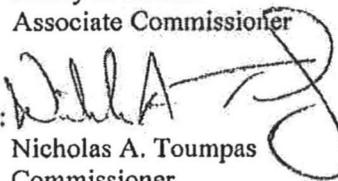
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins
Associate Commissioner

Approved by:



Nicholas A. Toumpas
Commissioner