



"We're working to keep New Hampshire working"

LEGAL SECTION
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 3, 2014

Her Excellency, Governor Margaret W. Hassan
and the Honorable Executive Council
State House, Room 207
Concord, New Hampshire 03301

Requested Action

Authorize New Hampshire Employment Security (NHES) to enter into a License for Use agreement with New Hampshire Community Action Association (NHCAA) in the estimated annual amount of \$319,808.00 for the five (5) year period from July 1, 2014 through June 30, 2019, effective upon the date of Governor and Council approval, for co-location services to be provided to NHCAA staff by NHES.

Explanation

NHES is requesting approval of the attached license agreement for co-location services to be provided to NHCAA by NHES. NHCAA will reimburse NHES for their proportionate share of costs associated with the co-location of NHCAA staff in NHES local office facilities statewide. This process is part of the ongoing initiative of NHES in conjunction with its One-Stop Job and Information Centers and its Workforce Investment Act (WIA) partner agencies to co-locate services and staff in a single location for the benefit of their collective clientele. This arrangement also benefits NHES and the partner agencies in reducing the shared operational costs of these locations through inclusion of additional organizations in the cost sharing process. Funding for this agreement was included in the FY 2014-2015 budget, and will be included for future years through the biennium budget process.

Sincerely,

Richard J. Lavers, Deputy Commissioner

Attachments

LICENSE FOR USE

This License is made by and between the State of New Hampshire Department of Employment Security (NHES), established under New Hampshire law, and New Hampshire Community Action Association (NHCAA), a joint venture representing the following Community Action Program not-for-profit corporations:

Community Action Program Belknap-Merrimack Counties, Inc.
P. O. Box 1016
Concord, NH 03302-1016

Tri-County Community Action Program, Inc.
30 Exchange Street
Berlin, NH 03570

Southern New Hampshire Services, Inc.
P. O. Box 5040
Manchester, NH 03108

Southwestern Community Services, Inc.
P. O. Box 603
Keene, NH 03431

Community Action Partnership of Stafford County
P. O. Box 160
Dover, NH 03821-0160

LICENSE: NHES hereby grants to NHCAA, for a period of five (5) years, but revocable at the will of NHES, a license to use cubicle and conference space and office facilities at the local NHWORKS Centers operated by NHES in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Laconia, Concord, Manchester, Nashua, Keene, Claremont, and Littleton. NHCAA anticipates it will place approximately 16 staff within the 12 local offices (or 16 FTE'S as explained in Exhibit A attached hereto) although the actual number may vary due to NHCAA staff availability and service needs.

COST: Based on staffing and budget estimates, this would create an estimated operational cost share of \$319,808 annually as indicated on Exhibit A, paragraph VI. Costs will vary depending upon actual NHWORKS local office costs and proportion of NHCAA staff to overall staffing. Costs may further increase during the course of this license due to inflation, salary and benefit increases, and additional costs of operation as determined by NHES. The actual cost share will be invoiced monthly to NHCAA. Upon mutual written agreement of both parties, NHCAA may increase its presence in NHES offices to include increased staff, hours, and/or locations of NHES throughout the state at a proportionate additional cost. Any increases would appropriately cause an associated increase in the amount of cost share reimbursement due to NHES and the limitations contained herein shall be increased proportionate to such increased use. NHCAA may use the Licensed Premises only for the purpose of providing family counseling services and other related services to New Hampshire One-Stop clients, consistent with its charter and mission, and which are not inconsistent with the operation of the premises.

TERM: This License shall commence July 1, 2014, contingent upon approval of the New Hampshire Governor and Executive Council. This License shall continue through June 30, 2019 unless earlier terminated by either party as provided hereunder.

REIMBURSEMENT OF COSTS: Reimbursement for shared costs is due upon receipt of invoice from NHES. Payment shall be made within twenty (20) days payable to:

State of NH – NHES
Attn: Fiscal Management Section
45 South Fruit Street
Concord, NH 03301

ADDITIONAL TERMS AND CONDITIONS: This License is granted subject to the following conditions:

1. The use and occupation of the Licensed Premises shall be subject to such rules and regulations as NHES may prescribe from time to time.
2. All employees of NHCAA members occupying space in the offices of NHES or who have access to NHES data shall sign and submit a Statement of Confidentiality of Records Form (DES 1726) and a Criminal Record Authorization Form (DES 1744) prior to starting work. (Appendix A and Appendix B.)
3. NHCAA has inspected and knows the condition of the Licensed Premises and accepts them in "as is" condition without any representation or obligations on the part of NHES to make any alterations, repairs or improvements.
4. NHCAA understands and acknowledges that (a) this License allows only temporary use of the facilities and (b) this License may be revoked at will by NHES or terminated as provided in Paragraph 11 below. NHCAA will maintain the Licensed Premises in good order and condition. NHCAA shall exercise due diligence in protecting the premises against damage or destruction by fire, vandalism, theft, weather or other causes.
5. NHCAA shall, at its own expense, promptly repair or replace to the satisfaction of NHES any State of New Hampshire property damaged or destroyed by NHCAA incident to its exercise of the privileges granted. Alternatively, if required by NHES, NHCAA shall pay NHES money in the amount sufficient to compensate for the loss sustained by NHES for damage or destruction of State of New Hampshire's property caused by NHCAA, its employees, agents or business invitees.
6. No addition to or alterations or improvement of the Licensed Premises shall be made by NHCAA without prior written consent of NHES.
7. NHCAA will at all times during the existence of this License, promptly observe and comply, at its sole cost and expense, with the provisions concerning the protection and enhancement of environmental quality, pollution control and abatement, safe drinking water, and solid and hazardous waste associated with its use of the premises under this license.
 - a. Responsibility for compliance with such laws, rules, regulations and standards rests exclusively with NHCAA. NHES assumes no enforcement or supervisory responsibility except for matters committed to its jurisdiction. NHCAA shall assume responsibility for and pay all costs relating to any modifications required as a result of its use to meet applicable federal, state or local standards relative to on-site sewage treatment or comply with other applicable laws, regulations or standards, or associated with compliance, defense or enforcement actions or suits, payment of fines, penalties or other sanctions or remedial costs.

- b. This condition does not constitute a waiver of State sovereign immunity.
 - c. Any agency of the State of New Hampshire, its officers, agents, employees, and contractors, may enter upon the Licensed Premises, at all times for any purpose, including inspection, and NHCAA shall have no claim on account of such entries against the State of New Hampshire or any officer, agent, employee or contractor thereof.
8. NHES shall not be responsible for damage to property or injuries to persons which may arise from or be attributed, or incident to, the exercise of the privileges granted under this License (including the condition or state of repair of the Licensed Premises and its use and occupation by NHCAA), or from damage to the property of NHCAA, or damage to the property, or injuries to the person of NHCAA's officers, employees, servants, agents, contractors, or others who may be on the Licensed Premises at their invitation or the invitation of any one of them, arising from governmental activities on the Licensed Premises.
- a. NHCAA agrees to assume all risks of loss or damage to the Licensed Premises and property and injury or death to persons by reason of the exercise of the privileges granted herein, and will indemnify, save, hold harmless and defend NHES in connection with any claims arising out of the use and occupancy of the Licensed Premises. NHCAA expressly waives all claims against NHES and the State of New Hampshire for any such loss, damage, personal injury or death caused by or occurring by reason of or incident to the possession and/or use of the Licensed Premises or as a consequence of the conduct of activities or the performance of responsibilities under this License.
 - b. NHCAA agrees, to the extent provided under New Hampshire law, to indemnify, save, hold harmless and defend NHES and the State of New Hampshire, its officers, employees and agents from and against all suits, claims, or actions of any sort resulting from, related to or arising out of any activities conducted under this License, including any costs, expenses, liabilities, fines or penalties resulting from discharges, emissions, spills, storage, disposal or any other action by NHCAA giving rise to NHES or New Hampshire liability, civil or criminal, or responsibility under federal, state or local environmental laws. This provision shall survive the expiration or termination of this License.
 - c. NHCAA members shall, at their sole expense, obtain and maintain in force for the benefit of the State, comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident. The policy described in this paragraph shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. Each policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by the State.
 - d. All policies or certificates issued by the respective insurers shall: name NHES as an additional insured; provide that any losses shall be payable notwithstanding any act, or failure to act, or negligence of NHES or any other person; provide that the insurer shall have no right of subrogation against NHES and be reasonably satisfactory to NHES in all other respects. In no circumstances will NHCAA be entitled to assign to any third party any rights of action which NHCAA may have against NHES. NHCAA shall deliver, or cause to be delivered, to NHES a certificate of insurance evidencing

the insurance required by this License prior to the occupancy of the Licensed Premises. This condition does not constitute a waiver of State sovereign immunity.

9. On or before the date of expiration of this License, or within five (5) business days after its revocation by NHES, or relinquishment by NHCAA, NHCAA shall vacate the premises, remove all its personal property therefrom and restore the premises to a condition satisfactory to NHES, damages beyond the control of NHCAA or due to fair wear and tear excepted. If NHCAA shall fail or neglect to remove its personal property and so restore the premises, then at the option of the NHES, such property shall either become property of NHES without compensation therefore, or NHES may cause property to be removed and the premises to be so restored at the expense of NHCAA, and no claim for damage against NHES or its officers, employees or agents shall be created by or made on account of such removal and restoration work.
10. This License is effective only insofar as the rights of NHCAA in the property involved are concerned, and NHCAA shall obtain such permission as may be necessary on account of any other existing rights.
11. Subject to the right of NHES to revoke this License at will, this License may also be terminated by either party upon thirty (30) days advance written notice to the other party.
12. This License shall not be transferred or assigned.
13. No notice, order, direction, determination, requirement, consent and/or approval under this License shall be of any effect unless it is in writing. All notices to be given pursuant to this License shall be addressed, if to NHES:

Office of the Commissioner
New Hampshire Department of Employment Security
45 South Fruit Street
Concord, NH 03301
(or such other address as the Commissioner may designate in writing)

and if to NHCAA to the respective Community Action Program agencies at their addresses as noted on Page One herein.

14. NHCAA shall not discriminate against any person or persons or exclude any persons from participation in NHCAA's operations, program or activities conducted on the Licensed Premises because of race, color, age, sex, handicap, national origin or religion. NHCAA, by acceptance of this License, hereby gives assurance that the provisions of Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000d); the Age Discrimination Act of 1975 (42 U.S.C. 6102); the Rehabilitation Act of 1973, as amended (29 U.S.C. 794) and the Department of Defense Directive 5500.11, May 27, 1971, as amended (32 CFR pt 300) will be complied with.
15. This License may be only modified or amended by mutual agreement of the parties in writing and signed by a duly authorized representative of each of the respective parties hereto. No amendment or modification will become effective without Governor and Council approval.
16. This License, which may be executed in a number of counterparts, each of which shall have been deemed an original, but which shall constitute one and the same instrument, shall be construed according to the laws of New Hampshire, is to take effect as a sealed instrument, is binding upon, inures to the benefit of, and shall be enforceable by the parties hereto and their respective successors and assigns, and may be canceled,

modified or amended only by a written instrument executed and approved by the NHES and NHCAA.

- 17. This License embodies the entire agreement and understanding between the parties hereto and supersedes all prior agreements and understandings relating to the subject matter hereof.
- 18. The parties hereto do not intend to benefit any third parties, and this agreement shall not be construed to confer any such benefit.

In witness whereof, the parties hereto have signed their names this 30th day of May, 2014.

[Signature]
Witness

New Hampshire Department of
Employment Security

By [Signature]
Its Deputy Commissioner
Duly authorized

[Signature]
Witness

NHCAA
By [Signature]
Its Attorney-in-Fact
Duly authorized

State of New Hampshire
Hillsborough County

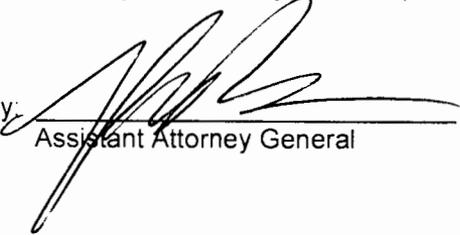
Then personally appeared Gale Hennessy, who acknowledged himself to be the Attorney-in-Fact for the New Hampshire Community Action Association (NHCAA), a Joint Venture of the Community Action Programs (CAP) of New Hampshire, all duly authorized New Hampshire not-for-profit corporations and he, as Attorney-in-Fact, being authorized to do so, executed the foregoing instrument for the purposes contained therein by signing his name on behalf of the corporations as attorney-in-fact.

Witness my hand and seal this 30th day of May, 2014.

[Signature]
Justice of the Peace/Notary Public
My commission expires: 5-8-19

JUDY A. GOULET
Notary Public - New Hampshire
My Commission Expires May 8, 2019

Approved by the Attorney General (Form, Substance and Execution)

By: 
Assistant Attorney General

Dated: 6/9/14

Approved by the Governor and Executive Council

By: _____

Dated: _____

EXHIBIT A

I. PURPOSE

The purpose of the exhibit is to establish the respective roles and cost sharing responsibilities of each NHWORKS Center One-Stop partnership organization located in NHWORKS Centers statewide. Each organization electing to be co-located within the NHWORKS Centers agrees to the same proportionate cost sharing responsibilities as other partnership organizations.

II. GENERAL RESPONSIBILITIES

- A. NHES has been designated as the agency responsible for the operation of the NHWORKS Centers subject to license herein. These centers are currently operating at twelve locations statewide.

- B. Parties to the NH Works Memorandum of Understanding (“MOU”) dated July 1, 2013 have made a mutual commitment to operate in the NHWORKS Centers under the provisions of that memorandum. DHHS, although not a signatory to that MOU, may also commit to cost sharing equally in the operational costs of the NHWORKS Centers as part of its NHEP/Food Stamp MOU with NHES. The MOU includes a provision to share equally in the costs to NHES for the operation of each of these locations based on actual staffing levels. Each organization electing to co-locate within the NHWORKS Centers, agrees to cost sharing equally in the operational costs of the NHWORKS Centers based upon actual staffing levels. Each organization will staff these centers based on planned staffing levels and will reimburse NHES for their proportionate share of operational costs as calculated & billed by NHES on a monthly basis. All parties must act promptly to staff and maintain all positions according to the plan since position vacancies adversely affect the allocation process and increase costs to the other parties.

III. COST SHARING SPECIFICATIONS

- A. NHES will use standard cost allocation procedures used in its financial management section to allocate costs to each organization based on the actual staffing levels {as Full-Time Equivalent (FTE) positions} paid on a monthly basis. Costs specific to each center will be allocated by center staffing levels. Costs associated at agency level will be allocated at agency staffing levels. Program specific costs will be appropriately direct charged to the specific program(s). The calculations for the cost allocation process are based on equalized cost sharing. Since non-NHES employees are not paid salaries and benefits by NHES, the cost allocation system requires minor adapting to enable it to perform its allocation processing. This is accomplished through time distribution reporting of the non-NHES

employees through a standard time distribution reporting process whereas the non-NHES employees are treated as zero-dollar salaried employees tracked by hours alone. Therefore the full-time non-NHES employee's time is submitted as full-time paid/worked hours whether the employee worked in the NHWORKS Centers or was on leave. This causes equal sharing of costs regardless of the employee type. Neither NHES nor non-NHES employees are cost allocated for hours in the month of a non-staffed or vacant position. Vacant positions for either employee type cause a disproportionately higher share of costs to be borne by the remaining partners equally. Part-time staff are cost shared at the greater of their scheduled time or their actual time worked.

- B. Costs associated with the operation of the NHWORKS Centers will include yet not be limited to the following general categories:
1. All NHWORKS Centers' manager proportionate costs, including salary, benefits, and AS&T costs. The manager costs allocated to the Division of Career Technology and Adult Learning, due to regulatory restriction, will be billed to the NH Department of Education and be paid from WIA funding. At this time, NHES will continue to allocate the manager costs proportionately between all partners and then apply a 75% reduction in those costs to the non-NHES partners' staff, which will be borne disproportionately by NHES.
 2. All NHWORKS Centers' receptionist proportionate costs including salary, benefits, non-personal services and AS&T costs.
 3. NHES financial management accountant proportionate costs including salary, benefits, non-personal services and AS&T costs. At this time, NHES will budget the accountant position as a 50% staff position chargeable under this Agreement.
 4. All NHWORKS Centers' operational overhead proportionate costs such as rent, facilities usage, utility, janitorial, grounds, maintenance, insurance, taxes, etc.
 5. All NHWORKS Centers' procurement, usage & maintenance proportionate costs associated with shared furniture, furnishings, and equipment such as telephone systems, photocopiers, fax machines, printers, etc.
 6. All NHWORKS Centers' network related proportionate costs including network equipment, software, and related costs including contracted IT services, usage, accessibility and maintenance. Contracted IT services may need to be contracted directly from the New Hampshire Office of Information Technology (NHOIT).

7. All NHWORKS Centers' standard operational supply and material proportionate costs.
 8. All non-standard costs are direct charged to specific programs.
 9. All AS&T non-personal services proportionate costs. NHES will continue to absorb the proportionate share of AS&T staff personal services and personnel benefit costs allocable to the space share positions, which are estimated to be in the annual amount of \$175,000.00.
- C. Costs not associated with operation of the NHWORKS Centers and for which costs will not be shared include:
1. Non-NHES salary & benefit costs.
 2. Specific equipment, furniture and software procurement, license and maintenance costs of non-NHES staff.
 3. Specific non-NHES postage costs.
 4. NHES postage & mail equipment procurement and maintenance expenses.

Each party is responsible outside of this agreement for staff costs including, but not limited to, personal services, personnel benefits, and specific costs for equipment including personal computers and software.

IV. NHWORKS CENTER LOCATIONS

Twelve (12) locations statewide:

BERLIN	CLAREMONT
CONCORD	MANCHESTER
CONWAY	NASHUA
SOMERSWORTH	PORTSMOUTH
KEENE	SALEM
LACONIA	LITTLETON

V. OPERATIONAL COST ESTIMATES

Cost of co-location at the NHWORKS Centers has been estimated to be approximately \$19,988.00 annually per non-NHES full-time equivalent (FTE) position based on the planned staffing levels of **123.58** FTE's at twelve (12) NHWORKS Centers statewide. The **123.58** FTE's include 7 Manager and **12.0** Receptionist positions whose costs shall be shared proportionately by the remaining **104.58** FTE's. Changes in the level of participation of any party will affect the cost levels allocable to all parties. These estimates are based on current year operating costs as well as planned staffing and operational changes and are subject to operational cost increases (or decreases) resulting from bid contracts, inflation, weather, negotiated wage & benefit increases, etc. Additionally, annual cost estimates were based upon base level activity that did not include shared equipment costs as those costs either did not occur during the year or were funded through one-time Federal One-Stop grants. Operational costs would further increase should it be determined that costs associated in III.C.2. above, or other non-budgeted costs subsequently approved for direct or allocated cost sharing, are procured by NHES and allocated or direct charged to specific parties (programs).

VI. PLANNED STAFFING LEVELS & ESTIMATED BUDGET LEVELS

	<u>STAFF ALLOCATION (FTE)</u>		<u>BUDGET ESTIMATES</u>		
	SPACE SHARE		\$19,988.00	PER FTE	
	NHES STAFF		\$41,984.08	PER FTE	
NHES	102.78				
less MRG/RECP	-19	FTE's =	83.78	FTE's	\$ 3,517,426.22
DCTAL	4.8	FTE's =	4.8	FTE's	\$ 95,942.40
CAA	16.0	FTE's =	16.0	FTE's	\$ 319,808.00
TOTALS	123.58		104.58		\$ 3,933,176.62

CONDITIONS

The conditions and responsibilities outlined in this agreement are subject to the availability of resources. Either party may, with thirty- (30) day notification, suspend this agreement if funds are no longer available to carry out this agreement.

EXHIBIT B

NH WORKS MEMORANDUM OF UNDERSTANDING

NH Works

Memorandum of Understanding (MOU)

July 1, 2013 – June 30, 2015

I. Purpose

WHEREAS Congress passed the Workforce Investment Act (Public law 105-220) ("WIA") in 1998;

WHEREAS the WIA provides a framework for a workforce preparation and employment system designed to meet the needs of businesses, job seekers and those who want to further their careers;

WHEREAS the WIA workforce investment system is based on a "One Stop" concept where information about access to a wide array of job training, education, and employment services is available for customers at a single location;

WHEREAS the WIA requires the states, as a condition of funding, to prepare and obtain federal approval of a five (5) year strategic plan ("State Plan") outlining a five (5) year strategy for the statewide workforce investment system of the State, or alternatively, a Unified Plan that combines all elements of the State Plan with plans for other federal workforce programs ("Unified Plan");

WHEREAS the WIA authorizes the establishment of Workforce Investment Boards (WIBs) to assist the Governor regarding a number of activities including but not limited to developing the State Plan, or alternatively the Unified Plan, to be submitted to the United States Secretary of Labor for approval; and

WHEREAS the Governor of the State of New Hampshire has established the New Hampshire Workforce Investment Board (WIB) to serve as the state's workforce investment board;

The WIB and the parties identified below in Section III enter into this Memorandum of Understanding ("MOU") for the purpose of continuing the NHWORKS Job and Information Center One-Stop partnership which shall operate as a "single service delivery system" or "One-Stop Delivery System" under the WIA, to engage in a joint planning process as set forth herein, and to establish the general terms and conditions under which the partnership shall operate. In entering into this agreement, the parties agree to comply with the WIA and to develop the "single service delivery system" based on the following planning and design principles:

- **Integrated** – Offer as many employment, training, and education services as possible in ways that are designed to connect work, learning, and support services where appropriate, for employers and individuals seeking jobs or wishing to enhance their skills and facilitate universal access to the system overall, while keeping the following principles in mind:

- All programs have reporting, performance standards, and fiscal requirements mandated by their Federal parent agency that have to be maintained.
- All programs have confidentiality requirements that must be respected and protected.
- **Comprehensive** – Providing a large array of useful information with wide and easy access to needed services will be offered;
- **Customer-focused** – Creating a customer demand driven system with ongoing enhancement capability that provides a means for customers to judge the quality of services and make informed choices;
- **Performance-based** - Basing performance evaluation on the achievement of clearly defined measures.
- **Innovative** – Fostering innovation and constantly aiming to raise the system’s standards based on internal performance and accountability criteria.
- **Regional Economies** – Designing a system that reflects local, regional and statewide economic development strategies and that is capable of continuous adjustment in response to shifting economic development strategies.
- **Promotes Continuous Skills Development** – Aligning activities among all New Hampshire initiatives to bring about systems of continuous skills development and lifelong learning that are responsive to changing business needs, such as competency-based standards and assessment, ongoing individualized planning for skill development, education and training, modular training programs with vertical “career ladders,” and organization of learning opportunities within career clusters that reflect New Hampshire’s vital industries.

II. **Definitions**

A. For the purpose of this MOU:

1. “Consortium”: Equal Representation from Employment Security, Department of Education/Vocational Rehabilitation, Community College System of New Hampshire, Community Action Association, Department of Resources and Economic Development, Department of Labor, Health and Human Services, Office of Workforce Opportunity and convened by the Chair of the Workforce Investment Board.

2. "Federal Parent Agency": Federal Agency that respective state departments are answerable to for specific funding streams. For example, the Department of Education is answerable to the Federal Department of Education for Perkins III funding.
3. "Non-state party": A party to this MOU which is not a department, board, office, commission, institution or other instrumentality of New Hampshire State government. Non-state parties shall include but not be limited to political subdivisions of the State, the Community Action Association, and the U.S. Department of Housing and Urban Development.
4. "Single service delivery area". The entire state is considered the local service delivery area under the Workforce Investment Act. Sub-state local areas do not apply for New Hampshire under the Workforce Investment Act.
5. "WIA Applicant". An individual that has formally applied for WIA services.
6. "WIA Customer". An individual that receives WIA core, intensive, or training services as defined within this MOU.

III. Parties

The New Hampshire Workforce Investment Board (WIB) with the agreement of the Governor has the mutual commitment and cooperation of the following partners in becoming a part of this MOU to serve as the one-stop system operator consortium for the NHWORKS Job and Information Centers according to the MOU's provisions, hereto forward known as the NH Works Consortium.

A. Parties to the MOU

Required Programs	Agency	Funding Source	Contact Person
Title I WIA – Adult	Community Action Association	WIA Title I	Gale Hennessy, Executive Director
Title I WIA – Youth	Dept. of Education	WIA Title I	Commissioner Virginia Barry
Title I WIA – Dislocated Worker	Community Action Association	WIA Title I	Gale Hennessy, Executive Director
Migrant & Seasonal Farm Worker Programs	Employment Security	USDOL	Commissioner George N. Copadis
Veterans Workforce Programs which include DVOP & LVER	Employment Security	FUTA	Commissioner George N. Copadis
Trade Adjustment Act	Employment Security	Trade Adjustment Act	Commissioner George N. Copadis
NAFTA Transitional Adjustment Assistance	Employment Security	NAFTA	Commissioner George N. Copadis
Unemployment Insurance	Employment Security	FUTA	Commissioner George N. Copadis

Required Programs	Agency	Funding Source	Contact Person
Work Opportunity Tax Credit Program	Employment Security	FUTA	Commissioner George N. Copadis
Employment Service	Employment Security	FUTA	Commissioner George N. Copadis
Title V of Older Americans Act	Office of Workforce Opportunity – DRED National ABLE	SCSEP	Jacqueline Heuser, Director Daniel Hobbs, NH Director
Community Services Block Grant	NH Health and Human Services	Community Services Block Grant	Commissioner Nicholas Toumpas
Vocational Rehabilitation	Dept. of Education	VR Act Amended by Title IV of WIA	Commissioner Virginia Barry, Lisa Hatz, Interim Director, Adult Learning & Rehabilitation
Adult Education	Dept. of Education	Adult Ed. & Literacy Amended by Title II of WIA	Commissioner Virginia Barry
Post Secondary Vocational Education & the Community College System of NH	Dept. of Education	Carl Perkins	Commissioner Virginia Barry Chancellor Ross Gittel
Economic Development Services	Dept. of Resources & Economic Development	State General Fund	Commissioner Jeffrey Rose
Secondary Vocational Technical Education	Dept. of Education	Carl Perkins	Commissioner Virginia Barry

IV. Joint Planning

A. Development of the State Plan:

Parties to this MOU agree to participate in a joint planning process which results in the development of a State Plan. Said plan is to be submitted to the Governor and to the Federal Department of Labor in accordance with WIA. The parties agree to engage in planning, plan development, and modification, to result in:

1. Continuous partnership building between all parties to this agreement;
2. Continuous partnership building and planning responsive to State requirements;
3. Continuous partnership between State and Local representatives engaged in workforce activities and related to workforce preparation and development;

4. Responsiveness to specific State, Regional, and Local economic conditions including employer needs;
 5. Working towards the guiding principles and design principles adopted by the Workforce Investment Board;
 6. Adhering to agreed upon common data collection and reporting, including needs for modification and change.
 7. Diligence in developing coordinated State leadership in Workforce Development;
 8. Responsiveness to customer needs;
 9. Maintaining system infrastructure and sharing technology and information, where feasible and allowable; and
 10. Performance management to measure the success of the NHWORKS One-Stop system overall and to enhance performance in a spirit of quality management and continuous improvement.
- B. The One-Stop system description in the State Plan, including modifications, thereto, is incorporated in its entirety into this MOU by reference.

V. Applicant Services

- A. Each party agrees to integrate services, to the extent possible, in bringing together resources of programs and/or funding, respectively, to provide operations as a "single service delivery system" as required under WIA.
- B. Each party to this agreement is responsible to administer the services required by its grants and funding sources in accordance with the applicable laws and regulations. All appeals concerning services shall be made in accordance with the procedures set forth by state statute, and regulations or applicable federal laws or regulations. In the absence of an appeal process specified by law, each party shall resolve any complaint concerning its services in accordance with its applicable laws and regulations. In the event of a complaint to the NH Works Consortium, it shall ensure that the appropriate legal process has been followed concerning the complaint.

Each agency must provide the NH Works Consortium with a copy of the applicable laws and regulations so that the NH Works Consortium can ensure that the appropriate legal process has been followed concerning the complaint.

- C. Each party to this agreement will insure that its agency's business practices are followed in the provision of services under this MOU. Such practices include but are not limited to: audit, employee personnel practices, employee and client confidentiality, insurance, procurement, record keeping and retention and employee and client confidentiality.

- D. Services shall be focused on two main customer groups: individuals seeking to obtain, keep, or advance in employment and employers seeking to meet their employment and other workforce development needs.
- E. At a minimum, services shall be available at the NHWORKS One-Stop site located in Concord. Services may also be available in any of the remaining eleven (11) NHWORKS Job and Information Centers across the State.
- F. **Core Services (See Table 1)**
- Outreach, Intake and orientation to services available;
 - Initial assessment of skills, aptitudes, abilities and supportive services;
 - Basic eligibility determination for WIA services delivered by the parties to this agreement;
 - Referrals for specialized assessment and counseling;
 - Employment related counseling, work shops and employment plan development;
 - Job search and placement assistance;
 - Job vacancy listings including skills needed, demand occupations and earnings and skills for occupations;
 - Provision of employment data and labor market information;
 - Provision of program information and program costs¹;
 - Provision of information on performance measures with respect to the one-stop delivery system.
 - Employment referral.
 - Follow-up services for WIA customers attaining employment for not less than 12 months after the first known day of employment.
 - Provision of information on the availability of support services.
 - Provision of information regarding filing claims for unemployment compensation insurance benefits.
- G. **Intensive Services (See Table 2)**
- Intensive services are made available to those WIA customers who have received at least one core service and have been unable to obtain employment that makes it possible for them to achieve self-sufficiency or who are employed but have been determined to be in need of intensive services to reach self-sufficiency.

¹ Applies to: Eligible providers of training; Eligible providers of youth activities; Providers of adult education; providers of postsecondary vocational activities and vocational education activities available to school dropouts; and providers of vocational rehabilitation program activities described in Title 1 or the Rehabilitation Act of 1973.

Intensive Services:

- Comprehensive and specialized assessments
- Development of individual employment plans
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term prevocational services
- Employment referral
- Follow-up services

H. Other Services (See Table 3)

Table 3 attached here to depicts how additional services are made available through the NHWORKS Job and Information Centers and One-Stop Delivery System to further enhance employment opportunities for customers.

I. Training Services (See Table 4)

Training Services are available to those WIA customers who: have received at least one core and one intensive service; have been unable to obtain employment that makes it possible for them to achieve self-sufficiency; have been determined to be in need of training services; are in a group eligible to receive training services; and have the skills and qualifications necessary to successfully participate in a training program.

There are no monetary eligibility standards such as self-sufficiency for dislocated workers.

- Occupational skills
- On-the-job training
- Programs combining workplace learning with classroom instruction
- Skills upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult Education and Literacy
- Customized training for employment by specific employer(s)
- Supported Employment

VI. Employer Services (See Table 5)

- A. Parties to the MOU consider employers to be a primary Job and Information System customer and agree to assist them in meeting their employment, workforce, and economic development needs as follows:
- Direct employer input shall be sought in matters related to NHWORKS Job and Information System planning and operations.
 - Employer input related to employer needs shall be sought through all possible avenues such as job development activities, job fairs, trade associations, chambers of commerce, and telephone surveys.
 - As a majority membership on the Workforce Investment Board, the guidance of private industry members shall be specifically sought in designing targeted employer services;
 - Time is of the essence in the provision of services for employers and job seekers;
- B. Specific employer services to be provided through the NHWORKS Job and Information Centers and System include:
- Job Match System
 - Direct access to job seekers' resumes through automated Job Match System
 - Automated job matching
 - Basic information on key programs and services, such as unemployment compensation insurance, re-employment services, labor market information, affirmative action, and others
- C. Most of these services will be provided by telephone, Internet access, or onsite at NHWORKS comprehensive/full-service sites. In addition employers who request additional assistance may have access to:
- Candidate screening and assessment
 - Out-placement services & use of the one-stop centers for direct recruitment
 - Skills upgrading tied to industry standards (assistance with training, including customized training packages, incumbent worker training, apprenticeships)
 - Training and technical assistance for mentor programs
 - Workshops
 - Rapid response services in the event of major lay-offs

VII. Use of Individual Training Accounts (ITAs)

Parties to the MOU agree to provide access to training for eligible WIA customers through the use of WIA Title I ITAs which shall be made available through the Individual Training Account System.

VIII. Use of Training Contracts

Contracts for WIA training may be entered into under the following circumstances:

- A. To provide on-the-job training or training customized to employers, or provided by employers;
- B. Upon determination by the Workforce Investment Board that an insufficient number of eligible providers of training exist within an area to accomplish the goals of WIA; or
- C. Upon determination by the Workforce Investment Board that there is a training service program of demonstrated effectiveness offered in the state by a community-based organization serving special populations facing multiple barriers to employment.

Such contractors for the state are to be selected through an appropriate open, competitive selection or request for proposal process.

IX. Service Locations

- A. NHWORKS customers will have access to a broad menu of services and information at the one (1) comprehensive and eleven (11) full-service centers strategically located throughout the state. Access to information and self-service universal services is also available at remote sites and through electronic access via www.NHWORKS.ORG

Automated information sharing and technology, in accord with the shared technology and system infrastructure, has been agreed upon by all parties to this MOU to support increased services to customers and to facilitate communications between partners.

Service Locations

NHWORKS Comprehensive Centers	NHWORKS Affiliated Full Service Centers	NHWORKS Remote Sites Co-located at Partner Facilities	NHWORKS Electronic Sites Accessed via the Web
<p>List the Location of the Comprehensive Centers when they are Identified</p> <ul style="list-style-type: none"> • Concord 	<p>List the Location of the Full Service Centers</p> <ul style="list-style-type: none"> • Berlin • Claremont • Conway • Keene • Laconia • Littleton • Manchester • Nashua • Portsmouth • Salem • Somersworth 	<ul style="list-style-type: none"> • 7 - Community College System of NEW HAMPSHIRE Sites • 7 - Vocational Rehabilitation Offices • Secondary Vocational Technical High School Sites 	<ul style="list-style-type: none"> • Municipal Library Sites • Municipal Offices • Municipal Welfare Offices • Other Community Based Locations

B. Mechanism for Service Delivery (See Table 6)

Parties to the MOU agree to provide services through the following mechanisms:

- Co-location of Staff (to the extent feasible)
- Cross-training of NHWORKS One Stop staff, as appropriate
- Specialized American with Disabilities Act accommodations or services for individuals with disabilities
- NHWORKS web site and the web sites of key partners

C. Methods of Referral

Parties to the MOU agree to jointly develop and mutually implement processes acceptable to all for intake and referral of customers and the recording of common data elements. When beneficial to the customer the parties agree to cross-train staff on the services of each participating NHWORKS one-stop partner and the spectrum of services available through their agencies. As appropriate, site visits, field trips, and joint training shall be available to staff conducting referrals. A mutually acceptable referral process and form(s) shall be adopted by all parties to this agreement with the commitment to evaluate this process and modify it to reflect changing requirements or day-to-day needs for improvement.

D. Universal Access

Parties agree to universal access as a critical NWORKS One-Stop provision. Policies will be adopted to ensure access for all customers including those with special needs, such as: a) literacy deficits; b) physical or learning disabilities; c) limited English fluency; and d) economic or geographical barriers to service or employment.

X. Technology and System Infrastructure

- A. The parties agree to the following principles of common reporting and shared information through electronic concepts and mechanisms including shared technology:
- Appropriate required services at the NWORKS Job and Information Centers while creating links to services provided outside the walls of the centers to customers who can use them.
 - Develop the Management Information System capacity to provide reports that meet federal requirements and to track and report on OWO defined measures in order to fully evaluate the one-stop delivery system.
- B. WIA identifies technology as a critical tool in making possible all aspects of information exchange including reporting, MIS, data collection, referral services, common case management, client as well as service tracking, and seamless service provision overall.
- C. System security and confidentiality provisions shall be agreed upon by all parties and recorded in an Information and Security Access Agreement to be signed by the individuals using the system.

XI. Continuous Improvement

- A. Parties to the MOU agree to:
- A high level of professional standards related to NWORKS Job and Information Center staff competencies and protocols, as well as a professional and flexible environment for customers of the center, remote and electronic sites.
 - The Consortium is strongly committed to a system wide continuous improvement approach, grounded upon proven quality principles and practices, such as the Baldrige model.

- Develop comprehensive performance measures to assess the effectiveness of the NHWORKS Job and Information Centers and the New Hampshire workforce system.
 - Evaluate performance of the NHWORKS Job and Information Centers and the New Hampshire workforce system and to recommend adjustments to improve outcomes.
- B. As with all aspects of joint planning, capacity building efforts shall be examined in the context of adaptability to needed change, customer service and continuous improvement.
- C. The parties agree to work continuously to ensure collaboration with state and regional efforts to provide service delivery in response to identified capacity building needs.

XII. Marketing

- A. The parties to the MOU agree to a collaborative marketing strategy informing job seekers, employed individuals, employers, and the community at large about the services available through the NHWORKS one-stop delivery system.
- B. The brand name for New Hampshire's one-stop centers is "NHWORKS" with the tag line "We'll Help You Find Your Future". The brand name is trademarked, and the trademark is owned and managed by the New Hampshire Department of Resources and Economic Development. Office of Workforce Opportunity.

XIII. Center Management

- A. Parties to the MOU recognize and respect that each agency has different philosophies, policies, and practices, as well as day-to-day NHWORKS One-Stop Center operations and supervision requirements. NH WORKS One-Stop Center operations are to be negotiated in accordance with the on-site operational needs the MOU provisions, the decisions of the Consortium, and/or the decisions of the WIB.
- B. The NHWORKS one-stop centers are the platform for New Hampshire's workforce delivery system, thus the role of the center managers is critical to the success of the Centers. The role to be carried out by the center managers includes, but is not limited to:
- Responsibility for the day-to-day site supervision of the Centers.

- Direct supervision to NHES staff at the NHWORKS Centers.
 - Coordination of non-NHES staff located at the Centers and coordination of management activities with individuals providing programmatic supervision to non-NHES staff located in the Centers.
 - Leadership with regards to understanding and addressing customer needs and program performance data.
 - Implement recommendations of the Consortium
 - Mediate inter-agency issues and bring forward unresolved issues to the Interagency Director's Group (IDG). If the IDG does not resolve the issue satisfactory to all parties, it will be forwarded to the Consortium.
 - Engaging local one-stop teams and the private sector involvement in the Center's mission.

- C. All non-governmental employees shall comply with NHES Directive 2000-6 concerning Non NHES Employees.

- D. The parties agree to attempt in good faith to address disruptive behavior by employees of any party to this MOU in the NH WORKS Job and Information Centers at the lowest level starting with the local NHES Manager. If the disruptive behavior persists after intervention by the NHES Manager, then the issue shall be referred to the IDG i.e., management staff of the respective agency involved for discussion and resolution. If the IDG and agency management staff cannot resolve the issue, then the dispute shall be referred to the Consortium for resolution.

In extreme cases where the disruptive behavior is determined to be dangerous to customers and/or individuals working within the NH WORKS Job and Information Centers, then the NHES Manager may request that the individual causing the disruption vacate the premises until such time that the IDG and/or the Consortium resolve the issue.

- E. Upon receipt of a complaint alleging sexual harassment or discrimination in violation of Title VII or the NH Law against Discrimination, the State of NH Director of Personnel shall appoint two investigators to make factual findings. Upon receipt of the investigators' report, the Appointing Authority upon consultation with the Consortium shall decide the appropriate course of action.

- F. Local Teams play a vital role in carrying out the activities of the NHWORKS Job and Information Centers and responding to the customer needs of the region. The role of the local teams includes, but is not limited to:

- Implementing service delivery in accordance with the state MOU
 - Support a team approach to continuous improvement efforts
 - Problem-solve and respond to one-stop delivery issues raised by parties to this agreement.
 - Implement policies from Consortium.
- G. Practices and policies of the NHWORKS Job and Information Centers will be modified over time in accord with new or changing requirements and customer input.

XIV. Cost Allocation

- A. Parties to the MOU recognize this is a non-financial agreement, but agree to adhere to the following principles in sharing costs and resources related to the NHWORKS Job and Information Centers and delivery system.
- B. A cost allocation plan for each NHWORKS one-stop center has been negotiated and developed in accord with WIA as well as with Office of Management and Budget circulars A-21, A-87, A-110, ASMB C-10, and other Federal and State Rules and Regulations as appropriate. See Table 7 attached hereto.
- C. New Hampshire Employment Security agrees to provide the initial equipment (phone, computer network, office equipment, furniture, and other items). The cost of providing these items/services will be reviewed on an annual basis to assure equitable participation by all parties.
- D. New Hampshire Employment Security will provide, when requested, a financial report as defined by the Consortium to the Consortium detailing the expenses and contributions of the parties in this effort.
- E. The Consortium shall not decide how funds for specific programs will be spent. Meeting the requirements established for participants in the NHWORKS Job and Information Centers remain the responsibilities of the program operator for any of the programs, and/or the WIB for WIA funds.
- F. Parties agree that shared administrative costs, whether variable or fixed costs, will be allocated based on the following measure:
 - Number of equivalent full-time staff worked per program.
- G. Table 7 attached reflects the method for allocating cost.

- H. Plan(s) for cost allocation must be reviewed annually and discussed among all parties. Modifications to the plan must be mutually agreed to in writing.
- I. The New Hampshire Dept. of Resources and Economic Development, Office of Workforce Opportunity is responsible and accountable to the receipt of WIA funding as well as outside funding from related funding streams or external sources. The New Hampshire Workforce Investment Board may designate one party as fiscal agent with authority to make payments to vendors, approve vouchers, and determine share of cost to each partner as appropriate.

XV. Duration

The term of this MOU is from July 1, 2013 to June 30, 2015, contingent upon approval via the Governor's signature.

XVI. Termination

The parties understand that implementation of the NHWORKS Job and Information Centers is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree this is a project where different ways of working together and providing services are being tried. In the event it becomes necessary for one or more parties to cease being a party to this MOU, then said party(ies) shall notify the Governor and other parties, in writing, sixty (60) days in advance of that intention. The Governor and the other parties shall then determine how to replace or offset the loss of participation and resources to the Center. Termination by one or more of the parties to this MOU does not alter the terms or obligations for the other parties to the MOU.

XVII. Audit

This MOU brings together the resources of separate funding streams and programs. While the MOU is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the effected funding streams. Overall all cost sharing and allocation are addressed in Section XIV of this MOU.

XVIII. Indemnification

Each non-state party to this agreement shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all

losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the non-state party. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of the MOU.

XIX. Insurance

Each party acknowledges that the State of New Hampshire is self-insured. Each non-state party agrees to obtain and maintain, at its sole expense, for the benefit of the State, comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident. This policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by the State. Insurance requirements contained in this section shall not apply to the U.S. Department of Housing Urban and Development.

XX. Assignment, Delegation and Subcontracts

Each party shall not assign, or otherwise transfer any interest in this MOU without the prior written consent of the Workforce Investment Board.

Renewal/Amendment

This MOU will be reviewed and updated (if necessary) at least once every two years by the Consortium. Should the need arise the Consortium may review and revise this MOU on a more frequent basis.

This MOU may be renewed for an additional two-year term, amended, waived or discharged only by an instrument in writing signed by the parties and only after approval of such renewal amendment, waiver or discharge by the Governor of the State of New Hampshire.

XXII. Compliance with Laws and Regulations; Discrimination; Equal Employment Opportunity

The parties shall comply with all statutes, laws, regulations, and order of federal, state, county or municipal authorities which impose any obligation or duty upon the parties, including but not limited to civil rights and equal opportunity laws; Nondiscrimination and Equal Opportunity Provisions of the WIA; the Fair

Employment and Housing Act (Government Code Section 12990); and the Americans with Disabilities Act of 1990.

The parties shall not discriminate against employees or applicants for employment because of **race, color, religion, sex, national origin, age, disability, genetics, political affiliation, or belief** and will take affirmative action to prevent such discrimination. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The parties also assure compliance with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

If this agreement is funded in any party by monies of the United States, the parties shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implements these regulations.

The parties shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining agreement or other such agreement.

Parties to this MOU shall include non-discrimination and compliance provisions of this section in all related subcontracts or financial agreements.

XXIII. Notice

Any notice by a party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in section III.

XXIV. Third Parties

The parties hereto do not intend to benefit any third parties and this agreement shall not be construed to confer any such benefit.

XXV. Entire Agreement

This MOU constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings relating hereto.

XXVI. Non-State Parties Relation to the State

In the performance of this agreement, the non-state parties are in all respects independent contractors, and are neither an agent nor an employee of the State. Neither the non-state parties nor any of their officers, employees, agents or members shall have authority to bind the State or receive any benefits, worker's compensation or other emoluments provided by the state to its employees.

XXVII. Default Remedies and Conflict Resolution

The parties agree to attempt in good faith to resolve disputes regarding policy or practice at the lowest level starting with the local NHES Manager. If policy or practice disputes cannot be resolved at this level, they shall be referred to the appropriate management staff of the respective agency involved for discussion and resolution. If agency management staff cannot resolve the policy or practice dispute, then the dispute shall be referred to the Consortium for mediation. Unresolved issues pertaining to the MOU shall be submitted to the New Hampshire Arbitration and Conciliation Board for binding arbitration.

If any party is a corporation, the MOU must be executed by a person who has authority to bind the corporation. That authority must be demonstrated by a Certificate of Corporate Authority or its equivalent and attached to the MOU. In addition, proof of registration with the New Hampshire Secretary of State reflecting the corporation's good standing must be attached to the MOU.

XXVIII. Governing Law

This MOU is governed by and shall be interpreted in accordance with the laws of the State of New Hampshire.

XXIX. Unenforceable Provisions

In the event that a provision or several provisions of this MOU is unenforceable or held to be unenforceable, then the parties agree that all other provisions of this agreement have force and effect, and shall not be effected.

XXX. Confidentiality

- A. Parties to this MOU agree to comply with the provisions of WIA Section 10850 of the Welfare and Institutions Code, Family Educational Rights and Privacy Act (FERPA), Rehabilitation Act, and/or any other applicable State and/or Federal statute or requirement to assure that:
- B. All applications and individual records related to services provided under WIA including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services, audit procedures, evaluation, and research.
- C. No person will publish or disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to One Stop applicants, participants, or customers overall.
- D. Parties agree to share among the partners all client information necessary for provision of core, intensive and training services under the Act as permitted by Law.
- E. Parties agree to develop and honor a standard information release form that complies with the most restrictive confidentiality requirements of any of the parties collecting, receiving or sharing information.

XXXI. Assurances

- A. The parties to this agreement assure applicants, claimants, participants and staff of one-stop programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, genetics, political affiliation, or belief and if receiving WIA program benefits, citizenship/status as a lawfully admitted immigrant authorized to work in the U.S. or participation in any WIA Title I financially assisted program or activity.
- B. The one-stop equal opportunity officer or designee will process complaints of discrimination as prescribed by 29 CFR Part 37. "Implementation of non-discrimination and equal opportunity provision of WIA," Specifically 37.76 of the implementing regulations for Section 188 of WIA will be strictly applied in processing discrimination complaints.
- C. Pursuant to 29 CFR Part 37.7-10 all one-stop partners must provide:

1. Facilities that are both programmatically and architecturally accessible;
 2. Reasonable accommodations for individuals with disabilities;
 3. Shared costs for reasonable accommodations.
- D. Equal opportunity policy issuance will be disseminated to provide detailed instructions on the actions required to implement the specific provisions as outlined in the MOU provisions above.
- E. The parties to this agreement will provide “ongoing and continuing notification” that it does not discriminate on any prohibited ground in accordance to 29 CFR part 37.29 – 37.34 of the regulations.
- F. The parties to this agreement will comply with Section 188 of the Workforce Investment Act and its implementing regulations at 29 CFR Part 37 (e.g., Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities)

XXXII. NH Work Staff Priorities for PY 13 and PY14:

- A. Partners to this MOU will assign a designee for the Interagency Business Team (IBT). The IBT shall function as a collaborative mechanism to facilitate communication among partner agencies specific to current and ongoing services to employers offered through the NH Works service delivery infrastructure.

The IBT shall work to develop strategies for the delivery of effective and streamlined employer services in an effort to eliminate duplication or extra contacts and maximize limited resources in the delivery of comprehensive information and quality services to area businesses. Working within the framework of the NH Works workforce development partnership, the goal of this team shall be to identify strategies for better coordination of information and services to employers.

It is understood that this team will not be responsible for establishing or directing the policies or procedures related to the delivery of business services by any partner agency. The formation of the IBT was not intended to dissuade any partner agency from undertaking the business outreach plans they have developed. The primary role of the IBT will be to discuss strategies for addressing common issues around workforce job placement, to share information on current employer related activities, and to identify new opportunities to better serve the employer community.

Recommendations identified by the IBT for continuous improvement, and/or replication of best practices for working with employers at the local level, shall be submitted to the Interagency Directors Group (IDG) for comment prior to being submitted to the NH Works Consortium for further discussion and/or final approval.

- B. Partners to the MOU shall continue to assign a management staffer to the Interagency Director's Group (IDG). A primary goal for the IDG shall be ensuring staff training is ongoing to foster a better understanding of resources and services among NH Works center staff.

The WIB in collaboration with the NH Works One-Stop Operator Consortium established the IDG management team in 2000 to function as a strategic mechanism to facilitate communication among partner agencies and identify issues relevant to system-wide operations of the NH Works Centers. The team identifies new or emerging issues that affect the work of the NH Works center operations on a system level, and report them back to the NH Works Consortium with recommendations for change and/or continuous improvement as appropriate.

Using existing NH Works Center operating agreements and the Memorandum of Understanding as its guide, the IDG is accountable to ensure issues are tasked and resulting solutions, improvements and/or system policy issuances are implemented consistent with the direction set forth by the NH Works Consortium, in a timely manner. This includes "Building the Capacity of Partners to Enhance Customer Service" within the NH Works system. On-going staff development of NH Works partners to better understand partner resources and services will be on-going.

Decisions at the IDG level are reached by consensus of the management team members, or in consultation with the NH Works Consortium. All decisions at the IDG level are submitted as recommendations to the NH Works Consortium for further discussion and final approval.

IDG team membership is by assignment of the Office of the Workforce Opportunity in consultation with the leadership of the represented agency. Sitting members must hold an administrator/director level position within their respective agency and have direct influence over the NH Works staff they represent.

During the forthcoming year, one of the priorities of the IDG will be partner staff training and understanding of partner resources and services to ensure new staff are fully trained to provide the level and depth of services required.

C. Co-Enrollment/Dual Enrollments (e.g. universal resources, duplication of assessment and work ready preparation services)

The NH Works centers have been operational since 2000, resulting in strong relationships among the partners, particularly NH Employment Security, NH Department of Health and Human Services, NH Department of Education – Bureau of Vocational Rehabilitation, all of which promote dual enrollments, ongoing referrals, training and employment opportunities, shared services including assessments, workshops, presentations and connections to needed services. Program staff will attend weekly NH Works staff meetings to the extent possible and the Local Program Manager (or designee) attends all quarterly NH Works Partner meetings. On-going efforts to share universal resources and avoid duplication of services will continue to be a priority.

D. The WorkReadyNH program helps job-seekers improve their skills and add a nationally recognized credential to their resume. WorkReadyNH helps companies foster a skilled workforce, and find qualified applicants and employees. The program provides assessment, instruction and credentialing in key skill areas, identified by employers as essential to

workplace success. The CCSNH will continue to provide Work Ready services to NH Works customers.

- E. Customer Satisfaction will continue to be a focus of the NH Works Consortium. The Consortium recognizes that it is important that the NH Works clients' expectations are being met through services provided. On-going customer satisfaction surveys will be developed, implemented and reviewed for continuous improvement on a periodic basis by the Interagency Directors' Group.

Signatures

Agency	Program	Contact Person	Signature
Community Action Programs	Title I WIA – Adult	Gale Hennessy, Executive Director	<i>Gale Hennessy</i>
Dept. of Education	Title I WIA – Youth	Commissioner Virginia Barry	<i>Virginia Barry</i>
Community Action Programs	Title I WIA – Dislocated Worker	Gale Hennessy, Executive Director	<i>Gale Hennessy</i>
Employment Security	Migrant & Seasonal Farm Worker Programs	Commissioner George N. Copadis	<i>George N. Copadis</i>
Employment Security	Veterans Workforce Programs	Commissioner George N. Copadis	<i>George N. Copadis</i>
Employment Security	Trade Adjustment Act	Commissioner George N. Copadis	<i>George N. Copadis</i>
Employment Security	Unemployment Insurance	Commissioner George N. Copadis	<i>George N. Copadis</i>
Employment Security	Worker Opportunity Tax Credit Program	Commissioner George N. Copadis	<i>George N. Copadis</i>
Employment Security	Employment Service	Commissioner George N. Copadis	<i>George N. Copadis</i>
Office of Workforce Opportunity, NH DRED	Title V of Older Americans Act	Jacqueline Heuser, Director	<i>Jacqueline Heuser</i>
National ABLE		Daniel Hobbs, NH Director	<i>Daniel Hobbs</i>
NH Health and Human Services	Community Services Block Grant	Commissioner Nicholas Toumpas	<i>Nicholas Toumpas</i>
Dept. of Education	Vocational Rehabilitation	Commissioner Virginia Barry Lisa Hatz, Interim Director	<i>Virginia Barry</i> <i>Lisa Hatz</i>
Dept. of Education	Adult Education	Commissioner Virginia Barry	<i>Virginia Barry</i>
Dept. of Education & Community College System of NH	Post Secondary Vocational Education	Commissioner Virginia Barry, Chancellor Ross Gittel VICE CHANCELLOR - Non-Routine	<i>Virginia Barry</i> <i>Ross Gittel</i>
Dept. of Resources & Economic Development	Economic Development Services	Commissioner Jeffrey Rose	<i>Jeffrey Rose</i>
Dept. of Education	Secondary Vocational Technical Education	Commissioner Virginia Barry	<i>Virginia Barry</i>
Workforce Investment Board	N/A	Dick Anagnost, Chairman	<i>Dick Anagnost</i>
Office of the Governor	N/A	Governor, Maggie Hassan	<i>Maggie Hassan</i>

Attachments:

Tables

Table 1 – Core Services

Table 2 – Intensive Services

Table 3 – Other Services

Table 4 – Training Services

Table 5 – Employer Services

Table 6 – Co-location Matrix

Table 7 – Cost Allocation Plan

TABLE #1

Core Services

CRF SERVICES	Employment Service	WIA Dislocated Worker	MSFW Migrant & Seasonal Farmworker	DVOP Disabled Veterans Outreach Program	TAA	WIA - Title I Disadvantaged Adult	Title V Older Worker	VR	Post 2nd VOC ED	2nd VOC ED	ABE	Youth WIA Title I	Welfare to Work	CSBG	HUD
Employment Referrals	Self referral using automated system	CAP Employment Services Coordinator	Employment Services Staff self-directed	DVOP Staff and ES Staff	Employment Service Staff self-directed	CAP Employment Services Coordinator	Provided By Older Worker Employment Specialist	VR Counselors provides all VR services in accordance with the Rehabilitation Act and its implementing regulations				DOE Contractor Site Staff			
Follow-Up Services	Not Provided	CAP Employment Services Coordinator	Employment Services Staff	DVOP Staff	Employment Service Staff	CAP Employment Services Coordinator	Provided By Older Worker Employment Specialist	VR Counselors provides all VR services in accordance with the Rehabilitation Act and its implementing regulations				DOE Contractor Site Staff			
Provision of information on the availability of support services	Self-service information only	CAP Employment Services Coordinator	Employment Services Staff	DVOP Staff	Employment Service Staff	CAP Employment Services Coordinator	Provided By Older Worker Employment Specialist	VR Counselors provides all VR services in accordance with the Rehabilitation Act and its implementing regulations				DOE Contractor Site Staff			
Provision of information regarding the filing for unemployment Ins.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Provided by ES Clerk/Interviewer/Receptionist with referral to UI.	Referral by VR Counselor or provided by ES Clerk/Interviewer/Receptionist with referral to UI.				DOE Contractor Site Staff			

See Description under Other Services (NHCTC Services)

See Description under Other Services (School-to-Work)

See Description under Other Services (Adult Basic Education)

See Description under Other Services

A=Staff located physically at one or more of the One Stop Centers. B= Services located at partner affiliated sites and linked through technology.

Primary Location for services is the VR Office. Additional locations for services include: one-stop centers; schools; and other community locations.

Providers (Community Rehabilitation Programs- CRP's) are utilized on a fee for service basis

See Description under Other Services

Providers (Community Rehabilitation Programs- CRP's) are utilized on a fee for service basis

Providers (Community Rehabilitation Programs- CRP's) are utilized on a fee for service basis

Providers (Community Rehabilitation Programs- CRP's) are utilized on a fee for service basis

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TABLE #2

Intensive Services

Table 2 - Intensive Services

Intensive Services	Employment Service	WIA Title I - Dislocated Worker	DVOP Disabled Veterans Outreach Program	TAA	MSFW	WIA - Title I Disadvantaged Adult	Vocational Rehabilitation
Section of Services (see Table 6 for levels of co-location at HWORKS Sites.)	A	A	A	A	A	A	<p>^{AH} VR Counselor provides all VR services in accordance with the Rehabilitation Act and its implementing regulations. The VR Counselor identifies, to the degree necessary to the individual, the psychological, medical, social, vocational, educational, cultural and economic data in order to identify barriers to employment, identify service needs, and assist the customer to make informed and appropriate vocational decisions. VR Counselors work jointly with individuals with disabilities to develop an Individualized Plan for employment.</p>
Comprehensive and specialized assessments	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Develop Individual Employment Plans	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Group Counseling	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Individual Counseling and Career Planning	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Case Management	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Short-term Pre-Vocational Services	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Employment Referral	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	
Follow-Up Services	Employment Service Staff	CAP Employment Counselor	DVOP Staff	Employment Service Staff	Employment Service Staff	CAP Employment Services Counselor	

A-Staff located physically at one or more of the One Stop Centers. B- Services located at partner affiliated sites and linked through technology.
 Primary Location for services is the VR Office. Additional locations for services include: one-stop centers; schools; and other community locations.
 Services could be provided at providers offices (physician, psychologist, other professionals)

TABLE #3

Other Services

Other Services	Describe how your Agency will deliver the services listed	Specify the location where the services will be provided i.e. One Stop Center, Agency's Office	Funding Source (List how your Agency will Fund the Service)
NH Employment Program: Employment and Training Services for TANF recipients	The services are provided by NHEP and contracted staff.	NHEP services are provided at NHEP offices with referral to the NH Works local office as appropriate.	The New Hampshire Employment Program is funded through the Temporary Assistance to Needy Families Program, Title IV-A of the Social Security Act

New Hampshire Employment Program Services

Service Name	Service Description
Orientation	Providing information to NHEP participants about the NHEP program, rights and responsibilities, participation and compliance requirements, the results of non-compliance, and available support services
Assessment	The on-going evaluation process for NHEP participants to develop or update an employability plan and identify support service needs.
Employability Plan Development	The development of an individualized plan designed to specify the steps a participant will take toward long term independence and self-sufficiency and the steps the NHEP team member will take to assist the client with support services .
Case Management	The coordination of participant employment and training services, support services, and program requirements and referral to activities in order to assist a participant toward long term independence and self sufficiency.
Adult Basic Education	Services to provide education at or below the secondary level with the expected outcome of a GED.
Barrier Resolution	Services to assist a participant who is experiencing a serious and substantial barrier, including, but not limited to, homelessness, impending eviction, substance abuse addiction, domestic abuse, behavioral health problems, and legal problems.
Job Search	Services to assist participants to obtain employment such as resume writing and interview practice and support of the client in their efforts to arrange child care and transportation and contact employers.
Job Readiness	Services to ensure that participants have a general knowledge of workplace expectations and exhibit work behavior and attitudes necessary to compete successfully in the job market.
Life Skills Training	Instruction to participants on the basic skills necessary to balance work and family and to successfully handle the issues that occur during a participant's transition to employment and self-sufficiency.
Post Secondary Education	A program of study beyond high school or its equivalent leading to an associates degree or higher.
Vocational Skills Training	Instruction conducted at an institutional or worksite setting to provide or upgrade the technical skills required to perform a specific job or group of jobs for an individual.
Alternate Work Experience	A time limited, supervised, unpaid work activity in the public or private sector that provides the participant with the opportunity to acquire the general workplace behaviors, attitudes, skills and knowledge necessary to obtain and retain employment.
On the Job Training	A paid employment position where the employee receives training to ensure that the participant may achieve the full and adequate performance on that job.
Single Courses	A time limited, one or two class academic course offered by a recognized institution of education or training.

New Hampshire Employment Program Support Services

Service Name	Service Description
Transportation	Reimbursement to NHEP participants for the transportation costs related to program participation - include mileage for private transportation and bus passes for public transportation..
Automobile Repair	Reimbursement to NHEP participants that is necessary for participation in an approved NHEP activity or employment.
Tuition	Payments for vocational skills training, a course of study preparatory to employment, single courses, basic education and basic literacy.
Fees and supplies	Payments for fees and supplies associated with the costs of education and training services
Child Care	Payments for child care to support participation in NHEP activities.
Employment Obstacles Payments	Payments to or for NHEP financial assistance recipients to remove employment-related barriers, including, but not limited to, auto insurance for only the usual and customary rates, auto registration fees, driver's license fees, adult cosmetic dental care for services not covered under Medicaid, office clothing, and personal care.

Other Services to be provided:	Describe how the Agency will deliver the services listed	Specify the location where the services will be provided.	Specify the Funding Source
Community College System of New Hampshire Colleges	Educational outreach services for NHCTC including: Higher education opportunities, career advisement, academic assessment, cooperative interaction with other one-stop partners in ways that are consistent with the mission of CCSNH and promote customer satisfaction	Community College System of NH College Campuses	Carl Perkins and other sources of funding
Employment Service	<p><u>Office Management and Supervision:</u></p> <p>Local manager carries out the MOU and oversees staff and program functions.</p> <p><u>Basic Intake and Reception:</u></p> <p>Intake/Receptionist will be the first point of contact for customers. A series of questions will be asked to efficiently direct customers to the appropriate services and/or staff/counselors.</p>	All 12 comprehensive and full service one stop centers.	Wagner-Peyser and share cost from parties to the MOU.
Community Action Program (CAPs)	CAP Employment Counselors may purchase such services with local community based organizations or arrange for in-house delivery of support services and ancillary support services with the local CAP Agency.	All 12 one stop centers and other service providers in the community as well as the CAP offices.	WIA Adult Funds other funding sources.
New Hampshire Department of Labor Registered Apprenticeship Program	Provide continuing training to the one-stop partners to assure their knowledge and understanding of the Apprenticeship System. Provide the one-stop partners with technical support for new program development. Assist with marketing and promotion of Apprenticeship opportunities. Provide training to customers. Act as a referral agency for questions and concerns from customers and employers.	All 12 comprehensive and full service one stop centers.	State Funds.

Department of Resources and Economic Development

<p>Division of Economic Development</p>	<ul style="list-style-type: none"> • Administrative entity for WIA Adult, Dislocated Worker & Youth funds in NH • Administrative entity for a number of grants, including youth and faith-based initiatives. • Staff charged with leading the State's strategic planning for workforce issues and system policy making guidance • Administrative entity for State SCSEP program • WIA Rapid Response Services (contract for services through Office of Workforce Opportunity) • Business Resource Center for Economic Development • Sponsor of the NH Job Corps initiative • New Hampshire Job Training Fund provides training funds for New Hampshire's economic vitality, and businesses large and small realize the importance of a skilled and educated workforce. The Job Training Fund is eligible only to private businesses located in New Hampshire and businesses intending to locate in the State, and who pay quarterly taxes into the NH Unemployment Trust Fund. • Economic Development Matching Grants Program: This matching-funds effort was established in accordance with (RSA) 12-A:32 to encourage the development of high-quality out-of-state promotion projects for municipalities and counties to promote themselves to businesses.
<p>Office of Business and Industrial Development</p>	<p>➤ <u>Retention and Expansion</u></p> <p>Business Visitation Program (BVP – surveys of manufacturing business only, focusing on proactively identifying problems/issues and initiatives immediate correction action. In addition, communities receive feedback on the effectiveness of local programs (e.g., infrastructure, services, etc.)</p> <p>General inquiries – direct calls from businesses seeking assistance.</p> <p>Referrals from other agencies identifying businesses in need of help.</p> <p>➤ <u>Recycling Market Development Plan</u> – Helping firms in this sector grow, become more productive and find new outlets for their products and services.</p> <p>➤ <u>Procurement Technical Assistance Program (PTAP):</u> Retention/Expansion efforts involving helping businesses increase their productivity with federal and state governments. This program is delivered through ongoing seminars conducted throughout the state, direct consultations and referrals from the BVP program. Several areas of recent concentration include e-commerce, web site development and compliance.</p>

	<p>➤ <u>OBID initiated a program to systematically reach out of 25,000 strictly manufacturing businesses in the state.</u> On a community by community basis, OBID participates in surveying businesses to identify issues/challenges such as financing, workforce training, technology development, process improvements, business plans, etc. Referrals are sent to appropriate agencies for rapid follow up. In addition, local communities receive feedback as to the effectiveness of local efforts to support businesses.</p>
<p><u>Office of International Commerce</u></p>	<p>➤ Supporting and expanding the sale of New Hampshire-produced goods and services worldwide, through education and training, market research, trade missions, promotional events, and the Export Marketing Grant program.</p>
<p><u>Division of Travel and Tourism Development (DTTD)</u></p>	<p>➤ NH vacationers spent billions in the past two years thanks in part to the promotional efforts of this division. Travel counseling and fulfillment, advertising, publicity, film and television resources, literature publication and distribution, tourism research and international promotion are some of the methods used to attract visitors to New Hampshire. DTTD will continue to use the internet to provide better communication to members of the tourism industry and use their website to describe all their services and programs. DTTD will also maintain a system to keep industry people and visitors notified of tourism activities scheduled throughout the state.</p>

TABLE #4

Training Services

Table 4 – Training Services

Category of Services	Employment Service	WIA Title I - Dislocated Worker	DVOP	LVER Local Vet Empl. REP	TAA	MSPW	WIA – Title I Disadvantaged Adult	Vocational Rehabilitation
Occupational skills training	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor	Referrals Via DVOP Staff	Not provided	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	VIA CAP Employment Counselor will arrange training as appropriate in relation to individual Employment Plan (IEP).	A - "VR can assist employees who become disabled and are eligible for VR services to retain their employment during the onset of a significant disability. These services support the employer by providing the opportunity of not having to replace and retrain a valued employee. Through the one-stop environment VR provides information as to the availability of services provided through the VR program."
On-the-job training	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor.	Referrals Via DVOP Staff	Referrals Via LVER staff	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	CAP Employment Counselor will coordinate with Employment Services Representatives to determine appropriate and available OJT's for customer.	VR Counselor would set up with an employer and the person with a disability on the job training agreement and monitor progress, providing technical assistance and other services as needed
Programs combining workplace learning with classroom instruction	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor	Referrals Via DVOP Staff	Referrals Via LVER staff	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	CAP Employment Counselor may link ITAs with OJT's as well as help recruit for customized training programs.	Training programs are purchased through tuition or fee for service. VR Counselor may also refer customer to programs, e.g., Apprenticeship
Skills upgrading & retraining	Referrals Via Employment Service Staff	Referrals Via CAP Employment Counselor	Referrals Via DVOP Staff	Not provided	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	Little or no involvement anticipated.	VR Counselors identify the specific skills that an individual needs to obtain or upgrade to reach their vocational goal. Training options are identified to meet the need. Training programs are purchased through tuition or fee for service
Entrepreneurial training	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor	Referrals Via DVOP Staff	Not provided	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	CAP Employment Counselor will arrange such training in relation to IEP goals, as appropriate.	VR Counselors utilize the Knowledge Institute collection of self-employment tools to assess entrepreneurial potential and possible training needs.
Job readiness training	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor and/or referral to WorkReady/NH at College.	Referrals Via DVOP Staff	Not provided	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	VR Employment Counselor may contract for such activities or share in the "in-house" delivery of instruction with ABE staff at the Center.	VR Counselor assesses what barriers an individual may have to employment readiness and identify the appropriate method to obtain skills and training to gain those skills. This may be addressed in settings such as: individual counseling, group counseling; referral to Community rehabilitation programs; training programs. Group counseling and training program options may occur in collaboration with other WIA partners
Adult Education and Literacy	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor.	Referrals Via DVOP Staff	Not provided	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	CAP Employment Counselor may contract for such activities or share in the "in-house" delivery of instruction with ABE staff at the Center.	Refer to Adult Education Service Delivery System in the geographic area.
Customized training for employment by specific employer(s)	Referrals Via Employment Service Staff	Referrals VIA CAP Employment Counselor.	Referrals Via DVOP Staff	Referrals Via LVER staff	Referrals Via Employment Service Staff	Referrals Via Employment Service Staff	Except to help recruit for customized training programs, CAPs anticipate little or no involvement in developing or designing this type of training.	Refer to appropriate training programs in the region. Collaborate with WIA partners to build employer relationships, identify training needs and training options.

Staff located primarily at one or more of the One Stop Centers. (a) Services located at partner affiliated sites and shared through technology. (b) Services to be provided at the training site

TABLE #5

Employer Services

**Table 5:
Employer
Services**

Location of Services ^a (See co-location Matrix – Table 6)	Employment Service	WIA Title I - Dislocated Worker	DVOP Disabled Veterans Outreach Program	LVER Local Vet. Emp. REP	TAA	MSFW	WIA – Title I Disadvantaged Adult	Vocational Rehabilitation	DRED
1. Job Match System (Info on Individual skill credentials & experience)	Will use electronic applicant file	One or More of the 12 NHWORKS Sites	One or More of the 12 NHWORKS Sites	One or More of the 12 NHWORKS Sites	One or More of the 12 NHWORKS Sites	Will use electronic applicant file	One or More of the 12 NHWORKS Sites	One or More of the 12 NHWORKS Sites	One or more of the 12 NH Works sites and/or business location
2. Job Bank	Utilize electronic job order system	Utilize electronic job order system linked to America's Job Bank.	Not Provided	Not Provided	Not Provided	Utilize electronic job order system	CAP Employment Counselor will direct access to automated information.	Link to electronic networks <u>Electronic access from Primary location: VR Office</u> Other locations: One-stop center, school, other community locations	
3. Job Analysis	Utilize electronic links to O-Net.	Utilize electronic links to O-Net	Not Provided	Not Provided	Not Provided	Utilize electronic links to O- Net.	CAP Employment Counselor will refer to CAP staff to work with employers and NHES ESRs to analyze jobs and related tasks for appropriate OJTs and job development	Descriptions Now software. Business and Industry site and VR office.	
4. Job Matching	Automated job Matching	CAP Employment Counselor	DVOP Staff	LVER Staff	Not Provided	Automated Job Matching	CAP Employment Counselor may work with employers and NHES ESRs to analyze jobs and related tasks for appropriate OJTs and unsubsidized jobs.	Through comprehensive assessment and other tools, match potential employee to the job opening and identify discrepancies that need to be addressed. Primary location VR office; other locations - one-stop centers, schools, community locations	
5. Candidate Screening & Assessment	Not Provided	CAP Employment Counselor	Not Provided	Not Provided	Employment Service Staff	Not provided	CAP Employment Counselor may work with CQSNH design staff, NHES, and/or employers to screen & assess WIA customers for approved customized training & incumbent training, worker skill upgrading & retraining.	VR Counselors through preliminary and comprehensive assessments identify customer's strengths and weaknesses and match these to existing job openings. Primary location VR office; other locations - one-stop centers, schools, community locations	
6. Candidate Testing	Not Provided	CAP Employment Counselor	Not Provided	Not Provided	Employment Service Staff	Not provided	Same as above	Refer to appropriate WIA partners and others.	
7. Out-placement services(job search & placement services for current workers of a firm scheduled for lay off).	Employment Service Representatives in conjunction with Rapid Response Team	CAP Employment Counselor in conjunction with Rapid Response Team	Not Provided	Not Provided	Not provided	Employment Service Representati yes	CAP Employment Counselors will not be involved in this area since it pertains to Dislocated Workers	Refer to appropriate WIA partners and others.	Provided by Rapid Response Unit located at the Department of Resources & Economic Development and linked electronically to the NHWORKS Sites.

Table 5: Employer Services	Employment Service	WIA Dislocated Worker	DVOP Disabled Veterans Outreach Program	LVER Local Vet Employment Representative	TAA	MSFW	WIA - Title I Disadvantaged Adult	VR	DRED
8. Skills upgrading tied to Industry Standards	Not Provided	CAP Counselor with use of WIA TAs, QJTs, and Customized Training.	Provided	Not Provided	Employment Service Staff with use of Trade Act Funds.	Not Provided	CAP Employment Counselor may work with CCSNH Design staff, NHES, NHDOL, and employers to upgrade eligible WIA disadvantaged adults for approved employer based training.	Refer to appropriate WIA partners and others.	Services may be provided through Job Training Fund
9. Supervisor Training	Not Provided	CAP Counselor	Not Provided	Not Provided	Not Provided	Not Provided	Same as above.	Refer to appropriate WIA partners and others. Provide appropriate training to the individual with a disability through college and technical schools and other sources.	Services may be provided through Job Training Fund
10. Training and Technical Assistance for Mentor Programs	Not Provided	CAP Employment Counselor	Not Provided	Not Provided	Not Provided	Not Provided	CAP Employment Counselor	Refer to appropriate WIA Partners and others	
11. Workshops	One Stop Centers will conduct or coordinate employer workshops as needed.	Not Provided	DVOP Staff	Employer focused Workshops	Not Provided	Not Provided	Not provided	VR Counselor develops and runs workshops based on the needs of the customers in each region. These workshops may be provided as part of a collaborative effort with WIA partners in a specific geographic location.	DRED staff may conduct or coordinate employer workshops as appropriate or provide referral.
12. Information such as: Business Development Planning Labor Market Trends NH Department of Labor Regulations Apprenticeship Incumbent Worker Training Tax Credits Fee or Licensing Interviewing Site Employee Benefits Income/Public Support Supportive Services Career Planning Services	Scheduled visits and telephone contacts with employers by the Employment Service Representatives. Information will also be available via the Internet.	CAP Employment Counselor	Not provided	LVER Staff visit employers on behalf of Veterans.	Not Provided	Scheduled visits and telephone contacts with employers by the Employment Service Representatives. Information will also be available via the Internet.	Not provided	VR Counselors provide information and referral services to individuals with disabilities. Electronic access and referral to appropriate agencies.	Scheduled visits and telephone contacts with employers by the DRED representatives. Information will also be available via the Internet.

A=Staff located physically at one or more of the One Stop Centers. B= Services located at partner affiliated sites and linked through technology.

TABLE #6

Co-location Matrix
(NH Works One-Stop Centers Staffing Levels)

Table 6: NH WORKS One-Stop Centers Staffing Levels

	ABE ¹	CSBG	DVOP	ES ²	HUD	LVER	MSFW ³	HHS Food Stamps	HHS NHHP	Post 2 nd VOC ED (CTC)	2 nd VOC ED High School Sites ⁴	Dept. of Ed VR ⁵	TAA	UI	WIA CAP Disadvantaged Adult	WIA Title I Youth	WIA CAP Dislocated Adult ⁶
Berlin	0	0	0	5.3 FTE	0	0					Electronic Access	.53 days per week (4 hours)		3.7 FTE	.5 FTE 5 days per week	Refer to local contractor staff	.5 FTE 5 days per week
Claremont	0	0	0	4.2 FTE	0	0					Electronic Access	4 days per week		5 FTE	.5 FTE 5 days per week	Refer to local contractor	5 FTE 5 days per week
Concord	0	0	1 FTE	5.3 FTE	0	1					Electronic Access	2 days per week		3.7 FTE	.5 FTE 5 days per week	Refer to Local contractor	5 FTE 5 days per week
Conway	0	0	0	4.6 FTE	0	0					Electronic Access	5 days per week		2.7 FTE	.25 FTE 5 days per week	Refer to local contractor	.25 FTE 5 days per week
Keene	0	0	0	4.3 FTE	0	0					Electronic Access	.46 days per week (3.5 hours)		1.3 FTE	.5 FTE 5 days per week	Refer to local contractor	.5 FTE 5 days per week
Laconia	0	0	.5	4.5 FTE	0	0					Electronic Access	2 days per week		5.5 FTE	.5 FTE 5 days per week	Refer to local contractor	.5 FTE 5 days per week
Littleton	0	0	0	3.7 FTE	0	0					Electronic Access	5 days per week		1 FTE	.25 FTE 5 days per week	Refer to local contractor	.25 FTE 5 days per week
Manchester	0	0	1 FTE	7 FTE	0	1.0 FTE					Electronic Access	1 day per week		5 FTE	1.5 FTE 5 days per week	Refer to local contractor	1.5 FTE 5 days per week
Nashua	0	0	1 FTE	7.5 FTE	0	0					Electronic Access	.53 days per week (4 hours)		4.7 FTE	1.5 FTE 5 days per week	Refer to local contractor	1.5 FTE 5 days per week
Portsmouth	0	0	0	5.5 FTE	0	0					Electronic Access	2.13 days per week (16 hours)		3 FTE	.5 FTE 5 days per week	Refer to local contractor	.5 FTE 5 days per week
Salem	0	0	0	5.3 FTE	0	0					Electronic Access	.53 days per week (4 hrs)		2 FTE	.5 FTE 5 days per week	Refer to local contractor	.5 FTE 5 days per week
Somersworth	0	0	1 FTE	7 FTE	0	1 FTE					Electronic Access	2 days per week		5.7 FTE	.5 FTE 5 days per week	Refer to local contractor	.5 FTE 5 days per week
Floater															.5 FTE 5 days per week		.5 FTE 5 days per week

¹ Sample GED Test available at all 12 Sites

² Services available via the Community Action Program co-located at all 12 sites

³ Includes the Manager and Intake/Receptionist. Both positions have responsibilities related to multiple programs. In most offices the ESR & Center Coordinator make up the balance of the positions.

⁴ Services available via electronic connection to NH-WORKS comprehensive center

⁵ MSFW program is handled by ES staff on an as needed basis.

⁶ Linked via the One Stop Internet Site

vii This is a starting point for VR. Increases or decreases in coverage will be made based on utilization.

viii See Note iii

ix See Note iii

TABLE #7

Cost Allocation

**Table 7
Cost Allocation**

Program	Agency	Number of FTEs	Program Cost
Employment Security	Employment Security	64.2	\$1,283,229.60
Disabled Veterans Outreach (DVOP)	Employment Security	4.5	\$89,946.00
Local Veterans Employment (LVER)	Employment Security	2	\$39,976.00
Vocational Rehabilitation ¹	Department of Education	4.8	\$95,942.40
Unemployment Compensation	Employment Security	38.8	\$775,534.40
WIA Dislocated Worker	Community Action Association	7.5	\$149,910.00
WIA Disadvantaged Adult	Community Action Association	7.5	\$149,910.00
Total		129.4	\$2,586,447.20

Summary:

Cost per staff year worked: \$19,988 as agreed at the NH Works Consortium February, 2013 meeting.

EXHIBIT C

NHES DIRECTIVE 2000-6 RE: NON-NHES EMPLOYEES

NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY DIRECTIVE		NUMBER 2000-6 MR
TITLE PERSONNEL MANAGEMENT		DATE March 24, 2006
SUBJECT Non NHES Employees		RESPONSIBLE SECTION Human Resources

DES 2113

Summary. This revision changes the Responsibility section and removes reference to Directive 600-3 which has been changed to Directive 2100-8 MR "Computer, Internet, and Electronic Mail (E-Mail) Policy".

Superseded. Department Directive 2000-6, dated November 5, 2004, PERSONNEL MANAGEMENT - Non NHES Employees, is superseded and will be withdrawn and destroyed.

Policy Statement. NHES is an equal opportunity employer and service provider and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, political affiliation or belief.

Background. In the "One-Stop" environment, multiple agencies have come together in one location to provide services. As a result, employees of many agencies now provide services within NHES offices. In addition, NHES acts as a training site for DHHS clients in the Work Experience Program, a student work study site through the Veterans' Administration, a college students practicum site and as a site for AARP workers and volunteers. In addition to providing a suitable work environment for these individuals, NHES must consider the safety of NHES employees and clients and the confidentiality and security of NHES maintained records.

Application Process. All individuals who work in NHES offices, with the exception of the employees of WIA Partners, must complete a state application. The application must be complete and provide detailed information. The selecting supervisor shall review the application. In the event the application is incomplete or fails to provide detailed information, the application will be returned to the applicant for completion.

Reference Checks. Reference checks must be conducted with current and past employers (up to three) for all individuals seeking to work in NHES offices with the exception of the employees of WIA Partners. The reference checks may be done by phone or mail. An Authorization for Release of Information (DES 2136) will be obtained prior to making any inquiries. The results of all reference checks shall be recorded on the Reference Check Form (DES 2137) for inclusion with the individual's permanent record. It is strongly recommended that personnel files of individuals seeking to locate in NHES Offices with the exception of the employees of WIA Partners be reviewed.

Criminal Record/Motor Vehicle Record Review. A Criminal Record/Motor Vehicle Record Review will be conducted on all individuals seeking to work in NHES offices with the exception of the employees of WIA Partners. A Criminal Record/Motor Vehicle Record Authorization Form (DES 2135) will be obtained before the request can be initiated.

All Non-NHES employee Criminal Record/Motor Vehicle Record Authorization Forms, State Applications and Reference Check Forms shall be forwarded to the Assistant to the Commissioner. The Assistant to the Commissioner will notify the selecting supervisor of the results of the Criminal Record/Motor Vehicle Record inquiry. If the individual has a Criminal and/or Motor Vehicle record, the selecting supervisor, in consultation with the Assistant to the Commissioner, shall review the totality of the circumstances including the nature of any conviction, the age of the conviction, the underlying facts and the position for which the individual is being considered, prior to making the decision to place the individual in an NHES office.

The supervisor will obtain a completed Confidential Nature of Department Records Form (DES 2117B), an Emergency Information Form (DES 2139), and an Employee Acknowledgement Form for Directive 2100-8 MR from all individuals working in NHES offices. The supervisor shall also complete a Systems Access Form (DES 35) if needed. These forms shall be forwarded to the Assistant to the Commissioner.

The Assistant to the Commissioner will assign a department TD (Time Distribution) number and process requested computer access. (Note – the Human Resource Office will assign department TD numbers to NHEP Team employees and WIA Partners, after receiving the appropriate form with all pertinent information). The supervisor will provide for building access if deemed appropriate, not to exceed level 9, business hours only. Additional access may be granted upon written request to and approval of the Assistant to the Commissioner.

All individuals providing services within NHES offices shall attend all training provided by the department with regard to sexual harassment and equal opportunity. Each supervisor shall discuss NHES rules, procedures and policies including, but not limited to, posted rules, attendance, punctuality, dress code, use of the telephone, safety procedures and incident reporting. A record will be kept on a Non Employee Orientation Form indicating that the individual has been given and understands this information. This record will be forwarded to the Assistant to the Commissioner.

Any Non-NHES employee who fails to comply with Agency rules, policies and procedures will not be permitted to continue to provide services in NHES offices. All Non-NHES employee records will be maintained in the Office of Assistant to the Commissioner.

Responsibility. All supervisors must read and comply with this Directive. Failure to follow this directive will result in discipline in accordance with the NH Division of Personnel Rules.

DARRELL L. GATES
Deputy Commissioner

PDM/bcd – Rm. 105

ATTACHMENTS: A. Emergency Information form
B. Non-Employee Orientation Review form

New Hampshire Employment Security Emergency Information

Name: _____ Social Security #: _____

Work Location: _____

Mailing Address: _____

Residence Address: (if different from mailing address)

Telephone #: _____

In case of emergency please notify:

Name: _____

Place of work: _____

Telephone #: _____ Relationship to employee: _____

OR

Name: _____

Place of work: _____

Telephone #: _____ Relationship to employee: _____

Comments:

Date: _____

DES2139
Rev 02/00

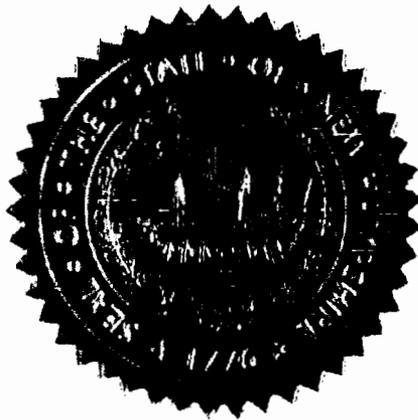
ATTACHMENTS

- 1) Certificates of Good Standing and Insurance Certificates for CAP Agencies
- 2) Certificates of Vote

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 COMMUNITY ACTION PROGRAM BELKNAP AND MERRIMACK COUNTIES, INC. is a New Hampshire nonprofit corporation formed May 28, 1965. 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 10th day of April A.D. 2014

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

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/28/2014

PRODUCER (603)669-3218 FAX: (603)645-4331
 Cross Insurance
 Laura Perrin
 1100 Elm Street
 Manchester NH 03101

INSURED
 Community Action Program
 Belknap-Merrimack Counties Inc.
 P.O. Box 1016
 Concord NH 03302

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Arch Insurance Company	
INSURER B: QBE	
INSURER C: Hanover Insurance Co	18058
INSURER D: N.H.M.M. JUA	
INSURER E:	

COVERAGES

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

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC	NCPKG02266000	6/17/2014	6/17/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	NCAUT0226600	6/17/2014	6/17/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
A	EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10,000	NCUMB02266000	6/17/2014	6/17/2015	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	QWC3000372 (3a.) NH All officers included	6/17/2014	6/17/2015	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	OTHER Directors & Officers	PHSD727025	4/1/2014	4/1/2015	\$1,000,000
C	Blanket Crime	BDV1649128	3/27/2014	3/27/2015	500,000
D	Professional	NHJUA11882	12/30/2013	12/30/2014	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 The State of New Hampshire, Dept of Employment Security is additional insured. Refer to policy for exclusionary endorsements and special provisions.

CERTIFICATE HOLDER

State of New Hampshire
 Dept of Employment Security
 45 S. Fruit Street
 Concord, NH 03301

CANCELLATION

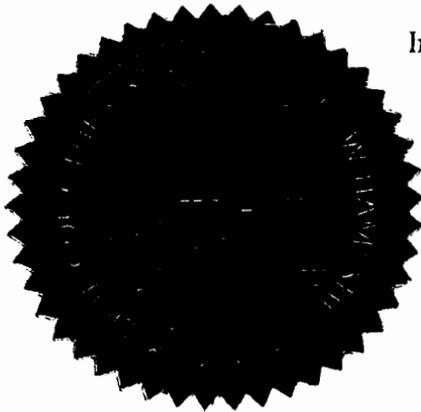
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
 Laura Perrin/KS5 *Laura Perrin*

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 TRI-COUNTY COMMUNITY ACTION PROGRAM, INC. (TRI-COUNTY CAP) is a New Hampshire nonprofit corporation formed May 18, 1965. 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 3rd day of April A.D. 2014

A handwritten signature in black ink, appearing to read "William M. Gardner", is written over the printed name.

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/28/2014

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

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

PRODUCER FIAI/Cross Insurance 1100 Elm Street Manchester NH 03101	CONTACT NAME: Karen Shaughnessy	
	PHONE (A/C, No, Ext): (603) 669-3218 FAX (A/C, No): (603) 645-4331 E-MAIL ADDRESS: kshaughnessy@crossagency.com	
INSURED Tri-County Community Action Program, Inc 30 Exchange Street Berlin NH 03570	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Philadelphia Ins Co	
	INSURER B: Maine Employers Mutual Ins Co.	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: 13-14 All lines REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			PHPK1051833	7/22/2013	7/22/2014	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 5,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$ 1,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC			GENERAL AGGREGATE \$ 3,000,000			PRODUCTS - COMP/OP AGG \$ 3,000,000
A	AUTOMOBILE LIABILITY			PHPK1051833	7/22/2013	7/22/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
				Underinsured motorist \$ 1,000,000			
A	<input checked="" type="checkbox"/> UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR		PHUB429043	7/22/2013	7/22/2014	EACH OCCURRENCE \$ 2,000,000
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 2,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000						
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			3102801186			<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input checked="" type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A	(3a.) NH			E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below			All officers included	7/1/2013	7/1/2014	E.L. DISEASE - EA EMPLOYEE \$ 500,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Professional Liability			PHPK1051833	7/22/2013	7/22/2014	Per Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
State of NH is included as additional insured with respects to the CGL as per written contract. Refer to policy for exclusionary endorsements and special provisions.

CERTIFICATE HOLDER State of NH Dept of Employment Security 45 S. Fruit Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Laura Perrin/JSC <i>Laura Perrin</i>

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 SOUTHERN NEW HAMPSHIRE SERVICES INC. is a New Hampshire nonprofit corporation formed May 28, 1965. 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 3rd day of April A.D. 2014

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

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/16/2014

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

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

PRODUCER FIAI/Cross Insurance 1100 Elm Street Manchester NH 03101	CONTACT NAME: Karen Shaughnessy
	PHONE (A/C No. Ext): (603) 669-3218 FAX (A/C No): (603) 645-4331 E-MAIL ADDRESS: kshaughnessy@crossagency.com
INSURED Southern NH Services P.O. Box 5040 Manchester NH 03108	INSURER(S) AFFORDING COVERAGE
	INSURER A: Philadelphia Ins Co
	INSURER B: MEMIC Indemnity Company
	INSURER C:
	INSURER D:
	INSURER E:

COVERAGES CERTIFICATE NUMBER: 13-14 All lines REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			PHPK959421	12/31/2013	12/31/2014	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
	<input checked="" type="checkbox"/> Employee Benefits						PERSONAL & ADV INJURY \$ 1,000,000
	<input checked="" type="checkbox"/> Professional Liab			GENERAL AGGREGATE \$ 2,000,000			
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						\$
A	AUTOMOBILE LIABILITY			PHPK959421	12/31/2013	12/31/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
							Underinsured motorist \$ 1,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR		PHUB406269	12/31/2013	12/31/2014	EACH OCCURRENCE \$ 5,000,000
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$
	DED	RETENTION \$					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			3102801290 (3a.) ME & NH All officers included	12/31/2013	12/31/2014	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	N/A				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 500,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Crime			PHPK959421	12/31/2013	12/31/2014	Fidelity: \$250,000

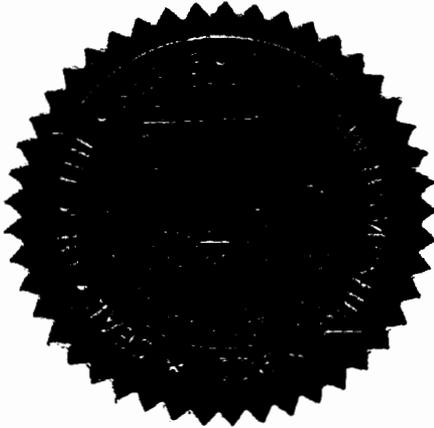
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
State of New Hampshire, Dept of Employment Security is additional insured. Refer to policy for exclusionary endorsements and special provisions.

CERTIFICATE HOLDER State of New Hampshire Dept of Employment Security 45 South Fruit Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Laura Perrin/JSC <i>Laura Perrin</i>

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 SOUTHWESTERN COMMUNITY SERVICES, INC. is a New Hampshire nonprofit corporation formed May 19, 1965. 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 11th day of April A.D. 2014

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

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/29/2014

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

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

PRODUCER Clark - Mortenson Insurance P.O. Box 606 Keene NH 03431	CONTACT NAME: PHONE (A/C, No, Ext): 603-352-2121 FAX (A/C, No): 603-357-8491 E-MAIL: csr24@clark-mortenson.com ADDRESS:	
	INSURER(S) AFFORDING COVERAGE NAIC #	
INSURED SOUTHWESTERNCOM Southwestern Comm Services Inc PO Box 603 Keene NH 03431	INSURER A: Philadelphia Insurance Company 0	
	INSURER B: Maine Employer Mutual Insurance Co.	
	INSURER C:	
	INSURER D:	
	INSURER E:	
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 1840470655 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	Y		PHPK1033290	6/30/2013	6/30/2014	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			PHPK1033290	6/30/2013	6/30/2014	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB424030	6/30/2013	6/30/2014	EACH OCCURRENCE \$1,000,000 AGGREGATE \$1,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	3102800768	4/1/2014	4/1/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$500,000 E.L. DISEASE - EA EMPLOYEE \$500,000 E.L. DISEASE - POLICY LIMIT \$500,000
A	Professional Liability			PHPK1033290	6/30/2013	6/30/2014	\$1,000,000 per occurrence \$2,000,000 general aggregate

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

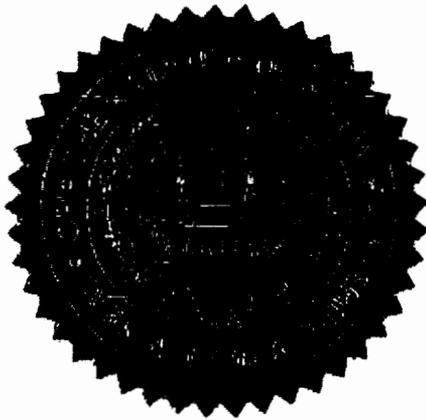
Workers Compensation Statutory coverage provided for State of NH
All Executive Officers are included in the Workers Compensation coverage
State of NH, Dept. of Employment Security is named Additional Insured per the terms and conditions of form CG2026.

CERTIFICATE HOLDER State of New Hampshire Dept. of Employment Security 45 S. Fruit Street Concord NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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 Community Action Partnership of Strafford County is a New Hampshire nonprofit corporation formed May 25, 1965. 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 April A.D. 2014

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

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/27/2014

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

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

PRODUCER CGI Business Insurance PO Box 1260 North Hampton NH 03862	CONTACT NAME: Kathleen Flibotte, CISR
	PHONE (A/C, No, Ext): (603) 964-6065 x101 FAX (A/C, No): (603) 964-9029 E-MAIL ADDRESS: kflibotte@dbwarlick.com
INSURED Community Action Partnership of Strafford County & CAP of Strafford County Head Start PO Box 160 Dover NH 03821-1060	INSURER(S) AFFORDING COVERAGE
	INSURER A: Hanover Insurance Company
	INSURER B: Travelers Indemnity Co
	INSURER C:
	INSURER D:
	INSURER E:

COVERAGES CERTIFICATE NUMBER: 13-14 REV Master Incl Pro REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			ZHVA192135 00	12/31/2013	12/31/2014	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS			AWVA156930 00	12/31/2013	12/31/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist combined \$ 1,000,000
	<input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB			UHVA192136 00	12/31/2013	12/31/2014	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
	DED RETENTION \$ 0						
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		<input checked="" type="checkbox"/> Y/N <input checked="" type="checkbox"/> Y	N/A 6KUB 5B34239-1-13	12/31/2013	12/31/2014	<input checked="" type="checkbox"/> WC STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Professional Liability			ZHVA192135 00	12/31/2013	12/31/2014	Each Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Workers Compensation Coverage-Statutory State - NH The following officers have not elected coverage under the Workers Compensation coverage: Mark Rideout President, Carol Garlough VP, Jeni Mosca Treas.

CERTIFICATE HOLDER State of New Hampshire Dept of Employment Security 45 S. Fruit Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Edward Young/KF

**CERTIFICATE OF VOTE
(Corporate Authority)**

I, Dennis Martino, Secretary/Clerk of Community Action Program Belknap-Merrimack Counties, Inc., a New Hampshire not-for profit corporation (hereinafter "Corporation"), hereby certify that:

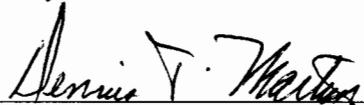
- 1) I am the duly elected and acting Secretary/Clerk of the Corporation;
- 2) I maintain and have custody and am familiar with the minute books of the Corporation;
- 3) I am duly authorized to issue certificates with respect to the content of such books;
- 4) That the Executive Committee of the Board of Directors of the Corporation has authorized, on June 9, 2014:

(a) For the Corporation to engage in a joint venture with the CAP Agencies of New Hampshire, collectively identified as New Hampshire Community Action Association ("NHCAA") to enter into a contract and/or License for Use with New Hampshire Employment Security ("NHES") to obtain license to use the local office facilities of NHES located in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Nashua, Manchester, Concord, Laconia, Keene, Claremont, Lebanon, Littleton, and at such other offices which NHES may from time to time establish.

(b) Gale F. Hennessy, of Southern New Hampshire Services, Inc., is appointed Attorney-in-Fact on behalf of the Corporation and is authorized to enter into the License for Use on its behalf and take such other actions as may be necessary to effectuate the purpose of this vote.

- 5) The meeting of the Board of Directors was held in accordance with New Hampshire law and the By-Laws of the Corporation, and said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary/Clerk of the Corporation this 10th day of June, 2014.



Dennis Martino, Secretary/Clerk

STATE OF New Hampshire
COUNTY OF Merrimack

On this 10th day of June, 2014, before me, Kathy L. Howard, the undersigned Officer Dennis Martino, personally appeared who acknowledged him/herself to be the Secretary/Clerk of Community Action Program Belknap-Merrimack Counties, Inc., a Corporation, and that he/she, being duly authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.



Kathy L. Howard, Notary Public

Commission Expiration Date:



**CERTIFICATE OF VOTE
(Corporate Authority)**

I, Gary Coulombe, Clerk/Secretary of Tri-County Community Action Program, Inc., a New Hampshire not-for profit corporation (hereinafter "Corporation"), hereby certify that:

- 1) I am the duly elected and acting Clerk/Secretary of the Corporation;
- 2) I maintain and have custody and am familiar with the minute books of the Corporation;
- 3) I am duly authorized to issue certificates with respect to the content of such books;
- 4) That the Board of Directors of the Corporation has authorized, on June 4, 2014:
 - (a) For the Corporation to engage in a joint venture with the CAP Agencies of New Hampshire, collectively identified as New Hampshire Community Action Association ("NHCAA") to enter into a contract and/or License for Use with New Hampshire Employment Security ("NHES") to obtain license to use the local office facilities of NHES located in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Nashua, Manchester, Concord, Laconia, Keene, Claremont, Lebanon, Littleton, and at such other offices which NHES may from time to time establish.
 - (b) Gale F. Hennessy, of Southern New Hampshire Services, Inc., is appointed Attorney-in-Fact on behalf of the Corporation and is authorized to enter into the License for Use on its behalf and take such other actions as may be necessary to effectuate the purpose of this vote.
- 5) The meeting of the Board of Directors was held in accordance with New Hampshire law and the By-Laws of the Corporation, and said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this 4th day of June, 2014.



Clerk/Secretary

STATE OF New Hampshire
COUNTY OF Coos

On this 4th day of June, 2014, before me, Suzanne C. French, the undersigned Officer Gary Coulombe, personally appeared who acknowledged him/herself to be the Secretary of Tri-County Community Action Program, Inc., a Corporation, and that he/she, being duly authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.



Notary Public

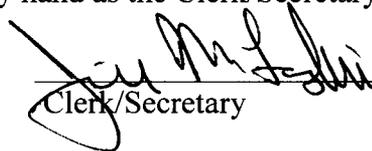
Commission Expiration Date: June 19, 2018

**CERTIFICATE OF VOTE
(Corporate Authority)**

I, Jill McLaughlin, Clerk/Secretary of Southern New Hampshire Services, Inc., a New Hampshire not-for profit corporation (hereinafter "Corporation"), hereby certify that:

- 1) I am the duly elected and acting Clerk/Secretary of the Corporation;
- 2) I maintain and have custody and am familiar with the minute books of the Corporation;
- 3) I am duly authorized to issue certificates with respect to the content of such books;
- 4) That the Board of Directors of the Corporation has authorized, on June 10, 2014:
 - (a) For the Corporation to engage in a joint venture with the CAP Agencies of New Hampshire, collectively identified as New Hampshire Community Action Association ("NHCAA") to enter into a contract and/or License for Use with New Hampshire Employment Security ("NHES") to obtain license to use the local office facilities of NHES located in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Nashua, Manchester, Concord, Laconia, Keene, Claremont, Lebanon, Littleton, and at such other offices which NHES may from time to time establish.
 - (b) Gale F. Hennessy, of Southern New Hampshire Services, Inc., is appointed Attorney-in-Fact on behalf of the Corporation and is authorized to enter into the License for Use on its behalf and take such other actions as may be necessary to effectuate the purpose of this vote.
- 5) The meeting of the Board of Directors was held in accordance with New Hampshire law and the By-Laws of the Corporation, and said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this 10th day of June, 2014.

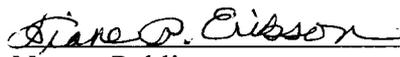


Clerk/Secretary

STATE OF New Hampshire
COUNTY OF Hillsborough

On this 10th day of June, 2014, before me, Diane P. Erikson, the undersigned Officer Jill McLaughlin, personally appeared who acknowledged him/herself to be the Secretary of Southern New Hampshire Services, Inc., a Corporation, and that he/she, being duly authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.



Notary Public

Commission Expiration Date:

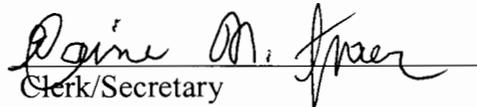
DIANE P. ERIKSON, Notary Public
My Commission Expires May 23, 2019

**CERTIFICATE OF VOTE
(Corporate Authority)**

I, Elaine M. Amer, Clerk/Secretary of Southwestern Community Services, Inc. Board of Directors, a New Hampshire not-for profit corporation (hereinafter "Corporation"), hereby certify that:

- 1) I am the duly elected and acting Clerk/Secretary of the Corporation;
- 2) I maintain and have custody and am familiar with the minute books of the Corporation;
- 3) I am duly authorized to issue certificates with respect to the content of such books;
- 4) That the Board of Directors of the Corporation has authorized, on June 6, 2014:
 - (a) For the Corporation to engage in a joint venture with the CAP Agencies of New Hampshire, collectively identified as New Hampshire Community Action Association ("NHCAA") to enter into a contract and/or License for Use with New Hampshire Employment Security ("NHES") to obtain license to use the local office facilities of NHES located in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Nashua, Manchester, Concord, Laconia, Keene, Claremont, Lebanon, Littleton, and at such other offices which NHES may from time to time establish.
 - (b) Gale F. Hennessy, of Southern New Hampshire Services, Inc., is appointed Attorney-in-Fact on behalf of the Corporation and is authorized to enter into the License for Use on its behalf and take such other actions as may be necessary to effectuate the purpose of this vote.
- 5) The meeting of the Board of Directors was held in accordance with New Hampshire law and the By-Laws of the Corporation, and said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this 6th day of June, 2014.


Clerk/Secretary

STATE OF NEW HAMPSHIRE
COUNTY OF CHESHIRE

On this 6th day of June, 2014, before me, Jill Tomlin, the undersigned Officer Elaine M. Amer, personally appeared who acknowledged herself to be the Clerk/Secretary of Southwestern Community Services, Inc. Board of Directors, a Corporation, and that she, being duly authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal.

Commission Expiration Date




Notary Public

**CERTIFICATE OF VOTE
(Corporate Authority)**

I, Colene Arnold, Clerk/Secretary of Community Action Partnership of Strafford County, a New Hampshire not-for profit corporation (hereinafter "Corporation"), hereby certify that:

- 1) I am the duly elected and acting Clerk/Secretary of the Corporation;
- 2) I maintain and have custody and am familiar with the minute books of the Corporation;
- 3) I am duly authorized to issue certificates with respect to the content of such books;
- 4) That the Board of Directors of the Corporation has authorized, on **June 5, 2014**:
 - (a) For the Corporation to engage in a joint venture with the CAP Agencies of New Hampshire, collectively identified as New Hampshire Community Action Association ("NHCAA") to enter into a contract and/or License for Use with New Hampshire Employment Security ("NHES") to obtain license to use the local office facilities of NHES located in the municipalities of Berlin, Conway, Somersworth, Portsmouth, Salem, Nashua, Manchester, Concord, Laconia, Keene, Claremont, Lebanon, Littleton, and at such other offices which NHES may from time to time establish.
 - (b) Gale F. Hennessy, of Southern New Hampshire Services, Inc., is appointed Attorney-in-Fact on behalf of the Corporation and is authorized to enter into the License for Use on its behalf and take such other actions as may be necessary to effectuate the purpose of this vote.
- 5) The meeting of the Board of Directors was held in accordance with New Hampshire law and the By-Laws of the Corporation, and said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

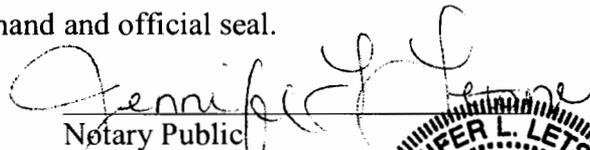
IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this **5th** day of **June, 2014**.


Clerk/Secretary

STATE OF New Hampshire
COUNTY OF Strafford

On this the 5th day of June, 2014, before me, Jennifer L. Letson, the undersigned Officer, personally appeared, Colene Arnold, who acknowledged her/himself to be the Secretary of Community Action Partnership of Strafford County, a corporation, and that she/he as such Secretary being authorized to do so, executed the foregoing instrument for the purposed therein contained.

IN WITNESS THEREOF, I hereunto set my hand and official seal.


Notary Public

Commission Expiration Date: **9/9/2014**

