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STATE OF NEW HAMPSHIRE
OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
DIVISION OF ADMINISTRATION

7 Eagle Square, Suite 200
Concord, New Hampshire 03301
Telephone (603) 271-2152

Lindsey B. Courtney
Executive Director



August 15, 2022

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

REQUESTED ACTION

Authorize the Office of Professional Licensure and Certification to enter into a **Sole Source** contract with Ascentria Community Services, Inc. (VC#161459), Worcester, MA, in the amount of \$250,000 for communication access services with the option to renew for up to four (4) years, effective upon Governor and Council approval through June 30, 2026. 100% Agency Funds.

Funds are available in the following account for State Fiscal Year 2023 and are anticipated to be available in SFY 2024, SFY 2025 and SFY 2026 upon the availability and continued appropriation of funds in the future operating budgets, with the ability to adjust encumbrances between State Fiscal Years within the price limitation through the Budget Office, if needed and justified.

01-21-21-211010-24040000 Office of Professional Licensure and Certification

102-500731 (Contracts for Prg Svs)	<u>FY 2023</u>	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>
	\$62,500	\$62,500	\$62,500	\$62,500

EXPLANATION

This request is **Sole Source** because there are no known viable alternatives to the services provided by the Contractor, the Contractor provides similar services to other state agencies, and the Contractor is uniquely established to provide both translation and interpretation services to meet the agency's needs. Additionally, the influx of refugees to the State of New Hampshire who do not speak and/or read the English language with proficiency has increased considerably in the last two (2) years. The skilled work force entering the United States may be missing out on opportunities for becoming licensed in the State of New Hampshire. Similarly, the State of New Hampshire may be missing an entire segment of workforce due to language barriers that can quickly be resolved by having an established Contractor provide interpretation and translation services.

The purpose of this request is to ensure meaningful access to all individuals who do business with the Office of Professional Licensure and Certification and who need language and communication assistance, including individuals who may not speak English, have limited English proficiency, or who are

deaf or who have hearing loss. Communication Access Services ensure that the Office of Professional Licensure and Certification is compliant with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Additionally, RSA 521-A and RSA 354-A require that an interpreter be provided, when necessary, to ensure communication for individuals who are deaf or have hearing loss.

The Contractor will provide interpretation and translation services in multiple locations, as well as remotely, to current and potential licensees of the Office of Professional Licensure and Certification. The Contractor will provide services that include spoken language interpretation; American Sign Language; Certified Deaf Interpreters; Oral Interpreters; Deaf-Blind Tactile Interpreters; Cued Speech Interpreters and Communication Access Real-Time Service. The services ensure a uniform and comprehensive approach for all individuals to experience meaningful access to agency information relative to professional licensure and certification.

The Office of Professional Licensure and Certification cannot determine how many individuals will be served through these contracted services. The agency will utilize the data collected relative to communication access usage in order to inform a future Request for Proposal (RFP) expected to be released in calendar year 2026.

The Office of Professional Licensure and Certification will monitor services by:

- Reviewing semi-annual performance measure reports.
- Monitoring communication access usage.
- Reviewing survey results relative to customer satisfaction.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions of the attached contract, the parties have the option to extend the agreement for up four (4) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval.

Should the Governor and Council not authorize this request communication access services may be unavailable to individuals who may not speak English, have limited English proficiency, are deaf or have hearing loss. Lack of communication access services violates federal civil rights laws, which require that communication assistance be provided for individuals who need it.

Area served: Statewide

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

Respectfully submitted,



Lindsey B. Courtney
Executive Director

Subject: Communication Access Services (SS-2023-ADMIN-02-COMM-01)

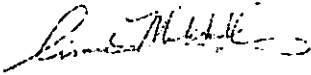
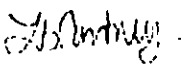

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Office of Professional Licensure and Certification		1.2 State Agency Address 7 Eagle Square Concord, NH 03301	
1.3 Contractor Name Ascentria Community Services, Inc.		1.4 Contractor Address 11 Shattuck Street Worcester, MA 01605	
1.5 Contractor Telephone Number (774) 437-8024	1.6 Account Number 24040000-500765	1.7 Completion Date June 30, 2026	1.8 Price Limitation \$250,000
1.9 Contracting Officer for State Agency Heather A. Kelley, Finance Director		1.10 State Agency Telephone Number (603) 271-0142	
1.11 Contractor Signature  Date: 8/4/2022		1.12 Name and Title of Contractor Signatory Aimee Mitchell, Chief Community Services Officer	
1.13 State Agency Signature  Aug 15, 2022		1.14 Name and Title of State Agency Signatory Lindsey B. Courtney, Executive Director	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  , AGO-AGC On: 8/10/2022			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein

contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

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

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.



EXHIBIT A

Revisions to Standard Agreement Provisions

1. Revisions to Form P-37, General Provisions

1.1. Paragraph 3, Effective Date: Completion of Project, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.2. Paragraph 8, Event of Default: Remedies, subparagraph 8.2.3, is amended as follows:

8.2.3 Give the Contractor a written notice specifying the Event of Default and suspending payments, in whole or in part, to be made under this Agreement, until the Event of Default is cured.

1.4 Paragraph 12, Assignment and Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action is managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action, as necessary. The Contractor shall provide the State with a list of all subcontractors provided for under this Agreement, annually, and notify the State of any inadequate subcontractor performance.



Exhibit B

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor shall collaborate with the Office of Professional Licensure and Certification (OPLC) to ensure compliance with the Federal Civil Rights Laws Title VI, Civil Rights Act of 1964, Americans with Disability Acts of 1990, Section 504 Rehabilitation Act of 1973, and New Hampshire RSA 521-A and 354-A.
- 1.2. The Contractor shall ensure services are available twenty-four (24) hours per day, seven (7) days per week.
- 1.3. The Contractor shall respond to unplanned, urgent needs for communication access services within forty-eight (48) hours of receiving notice from OPLC.
- 1.4. The Contractor shall provide Spoken Language Interpretation and Written Document Translation Services for OPLC, that include:
 - 1.4.1. Document translation services;
 - 1.4.2. American Sign Language (ASL);
 - 1.4.3. Certified Deaf Interpretation (CDI);
 - 1.4.4. Oral Interpretation;
 - 1.4.5. Deaf-Blind Tactile Interpretation;
 - 1.4.6. Cued Speech Interpretation;
 - 1.4.7. Communication Access Real Time (CART) Services;
 - 1.4.8. Nepali Sign Language (NSL);
 - 1.4.9. Large Print; and
 - 1.4.10. ASL Sight Translation via video.
- 1.5. The Contractor shall provide meaningful communication access, at the request of OPLC, for individuals who:
 - 1.5.1. May not speak English;
 - 1.5.2. Have Limited English Proficiency (LEP);
 - 1.5.3. Are blind;
 - 1.5.4. Are visually impaired;
 - 1.5.5. Are Deaf;
 - 1.5.6. Have Hearing Loss; or
 - 1.5.7. Have one (1) or more speech impairments.
- 1.6. The Contractor shall provide a uniform and comprehensive approach to obtain communication access services for individuals who include, but are not limited to:

Office of Professional Licensure and Certification
Communication Access Services



Exhibit B

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- 1.6.1. Licensees who may or may not be under investigation by the OPLC.
 - 1.6.2. Witnesses to investigations being conducted by the OPLC.
 - 1.6.3. Individuals involved with Show Cause Hearings involving the OPLC.
 - 1.6.4. Individuals attending or participating in public hearings conducted by the OPLC.
 - 1.6.5. Individuals who need assistance with document translation.
 - 1.7. The Contractor shall provide communication access services in languages that include, but are not limited to:
 - 1.7.1. Arabic.
 - 1.7.2. Albanian and Albanian from Kosovo.
 - 1.7.3. Amharic.
 - 1.7.4. Bosnian.
 - 1.7.5. Burmese.
 - 1.7.6. Cambodian/Khmer.
 - 1.7.7. Chinese (Cantonese/Mandarin).
 - 1.7.8. Croatian.
 - 1.7.9. Dari.
 - 1.7.10. Dzongkha (Bhutanese).
 - 1.7.11. Farsi.
 - 1.7.12. French (Parisian/Canadian).
 - 1.7.13. Ga.
 - 1.7.14. German.
 - 1.7.15. Greek.
 - 1.7.16. Guam.
 - 1.7.17. Gujarati.
 - 1.7.18. Haitian Creole.
 - 1.7.19. Hindi.
 - 1.7.20. Indonesian.
 - 1.7.21. Italian.
 - 1.7.22. Japanese.
 - 1.7.23. Kikongo.
 - 1.7.24. Kinyarwanda/Kirundi.

Office of Professional Licensure and Certification
Communication Access Services



Exhibit B

- 1.7.25. Korean.
- 1.7.26. Kurdish.
- 1.7.27. Liberian English.
- 1.7.28. Lingala.
- 1.7.29. Luganda.
- 1.7.30. Malay.
- 1.7.31. Malayalam.
- 1.7.32. Moldovan.
- 1.7.33. Nepali.
- 1.7.34. Polish.
- 1.7.35. Portuguese.
- 1.7.36. Punjabi.
- 1.7.37. Rohingya.
- 1.7.38. Romanian.
- 1.7.39. Russian.
- 1.7.40. Serbian.
- 1.7.41. Somali.
- 1.7.42. Spanish.
- 1.7.43. Swahili.
- 1.7.44. Tamil.
- 1.7.45. Thai.
- 1.7.46. Turkish.
- 1.7.47. Twi.
- 1.7.48. Ukrainian.
- 1.7.49. Urdu.
- 1.7.50. Vietnamese.
- 1.7.51. Other languages upon request.

2. Spoken Language Interpretation Services

2.1. The Contractor shall provide qualified Deaf and Hard of Hearing interpreters who are licensed by the Interpreter Licensure Board and approved under the NH Department of Education (DOE) in accordance with NH RSA 326-I, Interpreters for the Deaf, Deafblind, and Hard of Hearing.



Exhibit B

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- 2.2. The Contractor shall ensure interpretation services are available, statewide, in multiple settings including but not limited to:
- 2.2.1. At the OPLC building.
 - 2.2.2. In the community.
 - 2.2.3. At public meeting venues.
 - 2.2.4. Video Conferencing.
 - 2.2.5. Telephonically.
- 2.3. The Contractor shall provide interpreter services from English to languages specified by OPLC, or ALS, and from the languages specified by OPLC, or ALS, to English. The Contractor shall:
- 2.3.1. Assign the most appropriate available interpreter and provide confirmation of the assignment to OPLC by e-mail for credential review of each assigned interpreter;
 - 2.3.2. Provide substitute interpreters in the event that the originally scheduled interpreter is not available for the full duration of a particular request for services; and
 - 2.3.3. Make good faith efforts to ensure interpreters are available prior to and at the conclusion of regularly scheduled service hours, as needed.
- 2.4. The Contractor shall maintain and preserve electronic retrievable individual records that relate to individuals served. The Contractor shall ensure the record contains:
- 2.4.1. The individual's name;
 - 2.4.2. Communication access preferences;
 - 2.4.3. Interpreter preferences;
 - 2.4.4. Instructions for interpreter preferences; and
 - 2.4.5. Specialized arrangements or other specialized instructions relating to communication access services.
- 2.5. The Contractor shall notify the OPLC immediately of any scheduling conflicts.
- 2.6. The Contractor shall ensure all interpreters sign confidentiality and nondisclosure forms, which are kept on file and provided to OPLC upon request. The Contractor shall ensure confidentiality and nondisclosure forms are approved by OPLC and include, but are not limited to:
- 2.6.1. Appointment start and end times.
 - 2.6.2. Interpreter's role in the appointment.
 - 2.6.3. Appointment notes and history.



Exhibit B

- 2.7. The Contractor shall ensure all interpreters understand the scope of assignments and the ramifications of accepting assignments. The Contractor shall ensure interpreters:
- 2.7.1. Understand the necessity of recusing oneself in the event that an assignment may be beyond their ability or which may constitute a conflict of interest.
 - 2.7.2. Work directly with the OPLC to address any issues relative to the need for additional time for preparation or other special conditions that may be required of services provided.
 - 2.7.3. Understand and adhere to all OPLC policies and procedures regarding services provided.
 - 2.7.4. Are screened to ensure they:
 - 2.7.4.1. Have completed training that includes, but is not limited to:
 - 2.7.4.1.1. Bridging the Gap; and
 - 2.7.4.1.2. The Essential Piece of Interpreting; or
 - 2.7.4.2. Are otherwise qualified to provide interpretive services with respect to the particular language involved in the scheduled appointment, except in cases of hearings in which only fully trained and certified interpreters are utilized.
- 2.8. The Contractor shall collaborate with the OPLC to effectively meet communication access needs. The Contractor shall:
- 2.8.1. Provide OPLC with access to the web-portal, "Scheduling Platform," in accordance with Exhibit B-1, User Agreement, in order to:
 - 2.8.1.1. Schedule in-person or video interpretation services.
 - 2.8.1.2. Enter necessary information that includes, but is not limited to:
 - 2.8.1.2.1. The specific language and dialect, as applicable, needed.
 - 2.8.1.2.2. The date and time services are needed.
 - 2.8.1.2.3. The location of the requested services.
 - 2.8.1.2.4. The nature and expected duration of services requested.
 - 2.8.2. Respond to OPLC no later than twenty-four (24) hours prior to scheduling an appointment when OPLC sends the request for an



Exhibit B

interpreter within forty-eight (48) hours prior to the appointment. The Contractor shall respond by either:

- 2.8.2.1. Assigning an in-person interpreter; or
- 2.8.2.2. Informing OPLC of the unavailability of an in-person interpreter, and
- 2.8.2.3. Advising OPLC of the availability of over-the-phone interpreters.

2.8.3. Ensure over-the-phone interpreters are available twenty-four (24) hours per day, seven (7) days per week through a dedicated telephone number.

2.8.4. Utilize reasonable efforts to provide a capable interpreter who speaks the specified foreign language and is available at the time and in the location requested by OPLC:

2.8.5. Work to find alternatives when interpreters are not available for in-person interpretation services at specific dates and times, which may include, but are not limited to:

2.8.5.1. Scheduling video interpretations services.

2.8.5.2. Scheduling telephone interpretation services.

2.8.5.3. Rescheduling appointments in coordination with OPLC.

2.9. The OPLC shall provide complete information when requesting an interpreter and communicate any changes in appointment times to the Contractor no later than forty-eight (48) hours prior to the originally scheduled appointment time.

2.10. The OPLC shall provide infection control precaution information, if relevant, and education including precaution signage in areas where precaution procedures are necessary, to all in-person interpreters prior to the start time of any appointment involving an interpreter.

2.11. The Contractor shall communicate any infection control information and/or education to interpreters prior to scheduling any interpreters for appointments.

2.12. Cancellations

2.12.1. The Contractor shall provide notifications of cancellations to OPLC of all in-person foreign language interpretation appointments no later than twenty-four (24) hours (one business day) prior to any scheduled appointment.

2.12.2. If OPLC cancels a scheduled appointment:

2.12.2.1. For interpreter services, excluding American Sign Language (ASL) or Certified Deaf Interpreter (CDI) interpreter services, with less than a twenty-four (24) hour notice prior to the



Exhibit B

scheduled service, then the Contractor may invoice the OPLC for 100% of the scheduled block of time.

2.12.2.2. For ASL or CDI services with less than a forty-eight (48) hour notice prior to the scheduled service, then the Contractor may invoice the OPLC for 100% of the scheduled block of time.

2.12.3. The Contractor shall charge the OPLC for cancelled appointments only in accordance with cancellation charges outlined in Exhibit C, Payment Terms.

3. Document Translation Services

3.1. The Contractor shall translate written materials from English to languages specified by OPLC and from the languages specified by OPLC to English.

3.2. The Contractor shall accept requests for document translation by:

3.2.1. Email;

3.2.2. Mail through the U.S. Postal Services (USPS) or other delivery and/or carrier services; and/or

3.2.3. Exchange of USB Devices either by the mail through the USPS or other carrier service.

3.3. The Contractor shall accept documents in formats that include, but are not limited to:

3.3.1. MS Word.

3.3.2. PDF.

3.3.3. Publisher Files.

3.3.4. Voice Over.

3.3.5. Power Point.

3.4. The Contractor shall correct, at no additional cost to OPLC, any errors in translated documents, at the request of the OPLC.

4. Reporting

4.1. The Contractor shall provide access to a web-portal for accessing a variety of reporting tools and trainings.

4.2. The Contractor shall submit quarterly data reports to the OPLC that indicate trends and needs of services provided, including but not limited to:

4.2.1. The duration of interpretation services provided.

4.2.2. Language requested.

**Office of Professional Licensure and Certification
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Exhibit B

- 4.2.3. Identification of the board associated with the specific request for services.
- 4.3. The Contractor shall provide semi-annual performance measure reports that detail the performance measures, as indicated in Section 5, of contracted services.



Exhibit B-1

Scheduling Platform User Agreement

1. Provision of Scheduling Platform.

1.1. Ascentria Community Services, Inc., d/b/a as Language Bank ("Language Bank") hereby agrees to provide OPLC ("User"), as an authorized user of Language Bank's online interpreter scheduling platform (the "Scheduling Platform"), access to the Scheduling Platform which will permit the processing, storage, retrieval and transmission of certain data submitted by User ("User Data") under the terms and conditions set forth in this Agreement.

2. Grant of Scheduling Platform License.

2.1. Language Bank hereby grants User a non-exclusive, limited license to access and use the Scheduling Platform solely during periods in which User is either (i) an employee, independent contractor or other individual authorized to use the Scheduling Platform by one of Language Bank's then-current clients, (ii) is engaged or employed by Language Bank as an interpreter, or (iii) is otherwise separately authorized by Language Bank to access and use the Language Bank (each of the forgoing, an "Authorized User Qualification"). The license granted to User shall terminate immediately upon the User no longer qualifying as a User under any of the Authorized User Qualifications, and User shall immediately refrain from attempting to access or use the Language Bank. User shall not, and shall not permit, assist or allow others to, reverse engineer, decompile, disassemble, re-engineer or otherwise discover or recreate or attempt to discover or recreate the Scheduling Database. User shall not modify the Scheduling Platform, or sublicense or charge others to use or access the Scheduling Platform, or use the Scheduling Platform in any way not expressly authorized by this Agreement.

3. Fees and Charges.

3.1. Unless separately agreed to, use of the Scheduling Platform is free of charge to Users.

4. Security.

4.1. Language Bank agrees to exercise reasonable care to prevent any unauthorized person or entity from gaining access to any User Data. Each party agrees to promptly notify the other of any unauthorized access to or use of User Data or passwords. Each party agree to use all reasonable efforts to take remedial measures to rectify any such unauthorized access. Language Bank shall not be liable for any damages incurred by User in connection with any unauthorized access to or disclosure of User Data resulting from the actions of User.

5. Export Controls.

5.1. As required by the laws of the United States and other countries, User understands that the Scheduling Platform is subject to export controls under the U.S. Commerce Department's Export Administration Regulations ("EAR"). User represents and warrants that (a) it is not located in a prohibited destination country under the EAR or U.S. sanctions regulations; and (b) it will not export, re-export, or transfer the Scheduling Platform or any component thereof to any prohibited destination or persons or entities on the U.S. Bureau of Industry and Security Denied Parties List or Entity List, or the U.S. Office of Foreign Assets Control list of Specially Designated Nationals and Blocked Persons, or any similar lists maintained by other countries, without the necessary export license(s) or authorization(s).



Exhibit B-1

6. Limited Warranty; Limitation of Liability.

- 6.1. To the maximum extent permitted by applicable law, Language Bank shall not be liable for any indirect, incidental, special, consequential or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, good-will, or other intangible losses, resulting from (i) User access to, or use of, or inability to access or use, the Scheduling Platform; (ii) any conduct or content of any User or other third party on, through, or associated with the Scheduling Platform, including without limitation, any defamatory, offensive or illegal conduct of other Users or third parties; (iii) any content obtained from the Scheduling Platform; or (iv) unauthorized access, use or alteration of User Data.
- 6.2. In no event shall the aggregate liability of the Language Bank in connection with, or arising under, this Agreement or User's use of the Scheduling Platform exceed one hundred US dollars (\$100.00 USD).
- 6.3. The limitations of this subsection shall apply to any theory of liability, whether based on warranty, contract, statute, tort (including negligence) or otherwise, and whether or not Language Bank has been informed of the possibility of any such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.
- 6.4. Federal law, some states, provinces, and other jurisdictions do not allow the exclusion and limitations of certain implied warranties, so the above exclusions may not apply to User. These terms give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. Further, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to User. The disclaimers, exclusions, and limitations of liability under these terms will not apply to the extent prohibited by applicable law.
- 6.5. User understands and agrees that Language Bank is not liable for the accuracy, truthfulness or validity of any User Data submitted to the Scheduling Platform.

7. Termination.

- 7.1. Language Bank may suspend or terminate User accounts or cease providing User with all or part of the Scheduling Platform at any time for any reason, including, but not limited to, if Language Bank reasonably believes: (i) User has violated these Terms, (ii) User created risk or possible legal exposure for Language Bank; or (iii) Language Bank's provision of the Scheduling Platform is no longer commercially viable. In the event of a termination of User's account, the license granted hereunder shall automatically terminate.
- 7.2. If User wishes to delete its account(s) on the Scheduling Platform, User may contact us Language Bank at language.services@thelanguagebank.org and specify which account(s) User wishes to delete. Language Bank will delete User's specified account(s) within a reasonable time, unless prohibited by law.
- 7.3. Nothing in this Agreement shall affect Language Bank's rights to change, limit, or stop the provision of the Scheduling Platform without prior notice.
- 7.4. Either party may terminate this Agreement at any time. The following sections of this Agreement will survive the termination of the Agreement: (a) Limited Warranty; Limitation of Liability; (b) Indemnification, (c) Miscellaneous, and (d) any other provision hereof where the context of such provision indicates an intent that it shall survive the term or termination of this Agreement.



Exhibit B-1

8. Interruption of Service.

- 8.1. The Scheduling Platform may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and other similar activities necessary during the operation and upgrade of the Scheduling Platform. In no event shall Language Bank be liable for any damages due to temporary interruption of Scheduling Platform.
- 8.2. Language Bank will not be liable for interruption or delays in User's access to, or use of, the Scheduling Platform as a result of acts God, fire, water, riots, acts of Government, the failure of any Internet or other communications network or any other cause beyond the control of Language Bank.

9. Interpreter Authorization To Share User Data.

- 9.1. If User is an interpreter for Language Bank, User understands that Language Bank may be required by one or more of its clients or one or more regulatory authorities to provide certain information about the User for compliance or security purposes. Accordingly, if User is an interpreter, User hereby authorizes Language Bank to disclose User Data as necessary to any Language Bank client or regulatory authority. Such User Data may include, without limitation, User's name, education information, immunization records, chest x-ray results, drug screening result, and background check results.

10. Miscellaneous.

- 10.1. In the event that any court having jurisdiction shall determine that any provision contained in the Agreement is unreasonable or unenforceable in any respect, then such provision shall be deemed limited to the extent that such court deems it reasonable and enforceable, and as so limited shall remain in full force and effect. In the event that such court shall deem any such provision wholly unenforceable, the remaining provisions of this Agreement shall nevertheless remain in full force and effect.
- 10.2. User's rights in this Agreement are personal and are not assignable. Language Bank may assign its rights and obligations under this Agreement to third parties.
- 10.3. This Agreement will be governed by and construed in accordance with the law of the State of New Hampshire.
- 10.4. The remedies provided in this Agreement and otherwise at law or in equity are cumulative and not exclusive. The failure by either party to exercise any right or remedy under this Agreement or otherwise available at law or in equity will not be deemed a waiver of any subsequent right or remedy.
- 10.5. The failure of Language Bank Software to enforce any right or provision of these Terms will not be deemed a waiver of such right or provision.
- 10.6. Language Bank may change the Scheduling Platform features and functionality from time to time. Notice of such changes will be posted on the Scheduling Platform, which User agrees to review periodically.
- 10.7. No person or entity who is not a party to this Agreement shall derive any rights whatsoever hereunder as a third party beneficiary of this Agreement.
- 10.8. Each User must provide his/her legal full name, a valid email address, and any other information requested in order to complete the signup process and create a login to the Scheduling Platform.

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Communication Access Services**



Exhibit B-1

- 10.9. Each login to the Scheduling Platform may only be used by the User. A single login shared by multiple individuals is not permitted. If authorized by Language Bank, User may create separate logins for as many individual users as authorized by Language Bank.
- 10.10. User is responsible for maintaining the security of each of User's account(s) and password(s).
- 10.11. User is responsible for all User Data submitted to or posted on the Scheduling Platform, and all activity that occurs under User's Account(s).

11. Acceptance.

- 11.1. User acknowledges that User has read the terms and conditions of this Agreement and hereby agree to be bound by the terms hereof. Each time User logs into the Scheduling Platform, User is reaffirming continued acceptance of this Agreement.



Office of Professional Licensure and Certification
Communication Access Services

Exhibit C

Payment Terms

1. The State shall pay the Contractor an amount not to exceed the Form P-37, Block 1.8, Price Limitation, with no minimums guaranteed, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. This Agreement is funded with 100% Agency Funds.
3. The Contractor agrees to provide the services in Exhibit B, Scope of Service in compliance with funding requirements. Failure to meet the scope of services may jeopardize the Contractor's current and/or future funding.
4. Payment for services shall be made as follows:
 - 4.1. Payment for interpretation services shall be on an hourly reimbursement rate measured from portal to portal, as appropriate, at the rates specified in Exhibit C-1 Interpretation Rates, except:
 - 4.1.1. If OPLC cancels a scheduled appointment for interpreter services, excluding American Sign Language (ASL) or Certified Deaf Interpreter (CDI) interpreter services, with less than a twenty-four (24) hour notice prior to the scheduled service, then the Contractor may invoice the OPLC for 100% of the scheduled block of time.
 - 4.1.2. If the OPLC cancels a scheduled appointment for ASL or CDI services with less than a forty-eight (48) hour notice prior to the scheduled service, then the Contractor may invoice the OPLC for 100% of the scheduled block of time.
 - 4.2. Payment for travel to provide in-person interpretation services shall be reimbursed from portal to portal at the current mileage reimbursement rate approved by the Internal Revenue Service (IRS).
 - 4.3. Payment for written translation services shall be based on the appropriate amount by language, as specified in Exhibit C-2 Document Translation Rates, except:
 - 4.3.1. For projects exceeding 5,000 words, the Contractor will automatically apply a discount of \$0.03 per word, regardless of language.
 - 4.3.2. If the OPLC cancels or withdraws any portion of a translation project prior to the completion of the project, the Contractor may invoice the OPLC for a portion of the fee represented by the percentage of the total project to be completed but in any event not less than 75% of the fee or deposit amount, whichever is larger.



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Exhibit C

- 4.4. The Contractor shall submit an invoice in a form satisfactory to the State by the twentieth (20th) working day of each month, which identifies and requests reimbursement for services provided in the prior month. The Contractor shall:
- 4.4.1. Ensure each invoice is signed, dated, and returned to the OPLC in order to initiate payment.
 - 4.4.2. Maintain detailed records of activities related to contract services, including but not limited to:
 - 4.4.2.1. Date and location of services provided.
 - 4.4.2.2. Type of Communication Access provided.
 - 4.4.2.3. Duration of each engagement.
 - 4.4.2.4. Name of the Board associated with the engagement.
 - 4.4.2.5. Other information as required by OPLC.
- 4.5. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if sufficient funds are available.
- 4.6. The final invoice shall be due to the State no later than forty (40) days after the contract Form P-37, Block 1.7 Completion Date.
- 4.7. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to oplc.accountspayable@oplc.nh.gov, or invoices may be mailed to:
- Financial Director
Office of Professional Licensure and Certification
7 Eagle Square
Concord, NH 03301
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A, Scope of Services and in this Exhibit B.
6. Notwithstanding paragraph 18 of the General Provisions P-37, changes limited to adjusting encumbrances between State Fiscal Years, may be made by written agreement of both parties and may be made without obtaining approval of the Governor and Executive Council.

Exhibit C-1 Interpretation Rates

Interpretation Service Rates*		
SERVICE TYPE	RATE	EMERGENCY RATE**
Hourly rate for individually scheduled service for foreign language interpreters	\$75.00 per hour with a 2-hour minimum. Billed in 30-minute increments.	\$85.00 per hour with a 2-hour minimum. Billed in 30-minute increments.
On-Demand Over-the-Phone interpreters (account must be set up in advance, no maintenance or other fees)	\$1.40 per minute. No minimums.	N/A
Hourly rate for individually scheduled service for certified American Sign Language (ASL) interpreter	\$95.00 per hour with a 2-hour minimum. Billed in 30-minute increments.	\$120.00 per hour with a 2-hour minimum. Billed in 30-minute increments.
Hourly rate for individually scheduled Certified Deaf Interpreter (CDI)	\$125.00 per hour with a 2-hour minimum. Billed in 30-minute increments.	\$150.00 per hour with a 2-hour minimum. Billed in 30-minute increments.
Hourly rate for individually scheduled Communications Access Real-time Translation (CART) (additional charge for equipment may be applicable)	\$150.00 per hour with a 2-hour minimum. Billed in 30-minute increments.	\$165.00 per hour with a 2-hour minimum. Billed in 30-minute increments.
*Rates are billed portal-to-portal, including travel time and mileage. Mileage is billed at the current IRS rate.		
**Emergency rates are effective for requests made with less than a 24-hour notice prior to the desired appointment time.		

Document Translation Rates				
Languages	*Routine Per Word 7-10 Business Days	**Expedited Per Word <24 hours	Routine ***Project Minimum	Expedited Project Minimum <24 hours
Albanian	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Amharic	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Arabic	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Bosnian	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Burmese	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Cape Verdean Creole	NEGOTIATED	NEGOTIATED	\$ 55.00	\$ 70.00
Cantonese	\$ 0.20	\$ 0.27	\$ 55.00	\$ 70.00
Czech	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Danish	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Dari	\$ 0.29	\$ 0.38	\$ 55.00	\$ 70.00
Mandarin Chinese	\$ 0.20	\$ 0.27	\$ 55.00	\$ 70.00
Farsi	\$ 0.25	\$ 0.31	\$ 55.00	\$ 70.00
Finnish	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
French	\$ 0.20	\$ 0.27	\$ 55.00	\$ 70.00
German	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Greek	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Gujarati	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Haitian Creole	NEGOTIATED	NEGOTIATED	\$ 55.00	\$ 70.00
Hebrew	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Hindi	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Hungarian	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Indonesian	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Italian	\$ 0.20	\$ 0.27	\$ 55.00	\$ 70.00
Japanese	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Kinyarwanda	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Khmer	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Korean	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Kru	NEGOTIATED	NEGOTIATED	\$ 55.00	\$ 70.00
Lao	\$ 0.28	\$ 0.38	\$ 55.00	\$ 70.00
Nepali	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Pashto	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Polish	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Portuguese	\$ 0.18	\$ 0.27	\$ 55.00	\$ 70.00
Russian	\$ 0.23	\$ 0.31	\$ 55.00	\$ 70.00
Somali	\$ 0.27	\$ 0.36	\$ 55.00	\$ 70.00
Spanish	\$ 0.18	\$ 0.27	\$ 55.00	\$ 70.00
Swahili	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Tagalog	\$ 0.25	\$ 0.34	\$ 55.00	\$ 70.00
Twi	\$ 0.29	\$ 0.38	\$ 55.00	\$ 70.00
Vietnamese	\$ 0.23	\$ 0.27	\$ 55.00	\$ 70.00

Document Translations Definitions

*Routine Timeline: Seven (7) to ten (10) business days after OPLC accepts a quote for a project.

**Expedited Timeline: Defined as projects requested to be completed in less than 24-hours.

***Project Minimum: Each project is quoted per word to be translated. If the 'per word' quote is less than the Project Minimum, then the Project Minimum amount will be charged, regardless of word count.

Contractor Initials: AGM






Communication Access Binder 8.4.2022

Final Audit Report

2022-08-15

Created:	2022-08-15
By:	Denise Sherburne (Denise.M.Sherburne@oplc.nh.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAACW9iZ0TxKlml8PfHleGO1pwO9qcH8nuU

"Communication Access Binder 8.4.2022" History

-  Document created by Denise Sherburne (Denise.M.Sherburne@oplc.nh.gov)
2022-08-15 - 2:14:33 PM GMT
-  Document emailed to Lindsey Courtney (lindsey.b.courtney@oplc.nh.gov) for signature
2022-08-15 - 2:15:51 PM GMT
-  Email viewed by Lindsey Courtney (lindsey.b.courtney@oplc.nh.gov)
2022-08-15 - 9:45:18 PM GMT
-  Document e-signed by Lindsey Courtney (lindsey.b.courtney@oplc.nh.gov)
Signature Date: 2022-08-15 - 9:45:26 PM GMT - Time Source: server
-  Agreement completed.
2022-08-15 - 9:45:26 PM GMT

State of New Hampshire

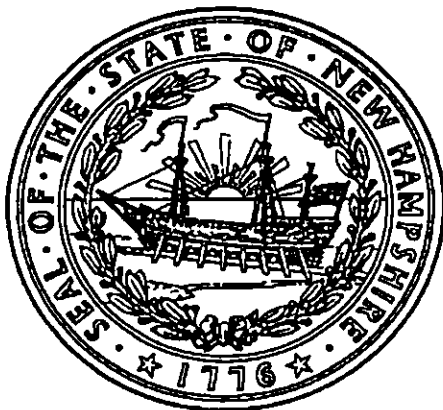
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 652197

Certificate Number: 0005790601



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 13th day of June A.D. 2022.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, Nicholas Sousa, Assistant Corporate Clerk / Secretary, hereby certify that:

1. I am a duly elected officer of Ascentria Community Services, Inc..
2. The following is a true copy of a vote taken at a meeting of the Board of Directors, duly called and held on July 12, 2022, at which a quorum of the Directors were present and voting.

VOTED: That President Angela Bovill and Executive Vice Presidents Jeanette Wade, Jeffrey Kinney, Aimee Mitchell and Michelle Bettigole are duly authorized on behalf of Ascentria Community Services, Inc. to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further are authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in their judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority remains valid for thirty (30) days from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: August 5, 2022 Signature of Elected Officer:



Name: Nicholas Sousa

Title: Assistant Corporate Clerk / Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/2/2022

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 Hays Companies Inc. 980 Washington Street Suite 325 Dedham MA 02026	CONTACT NAME: Courtney Mitchell	
	PHONE (A/C, No, Ext): E-MAIL ADDRESS: Courtney.Mitchell@bbrown.com	
INSURED Ascentria Care Alliance, Inc. 11 Shattuck St. Worcester MA 01605	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Philadelphia Indemnity Ins Co	18058
	INSURER B: The First Liberty Insurance Corp.	33588
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES CERTIFICATE NUMBER: 21-22 GL Auto UMB WC 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	ADDC INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2332417	10/1/2021	10/1/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/POP AGG \$ 3,000,000 \$
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			PHPK2332413	10/1/2021	10/1/2022	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			PHUB787516	10/1/2021	10/1/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC6-611-262252-011	10/1/2021	10/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability Claims Made			PHPK2332417 Retroactive Date: 1/1/2004	10/1/2021	10/1/2022	Each Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER State of New Hampshire Office of Professional Licensure and Certification 7 Eagle Square 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 James Hays/CEMITC 

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Ascentria
CARE ALLIANCE

261 Sheep Davis Road, Suite A-1, Concord, NH 03301
ascentria.org | 603.224.8111 | info@ascentria.org
Formerly Lutheran Social Services of New England

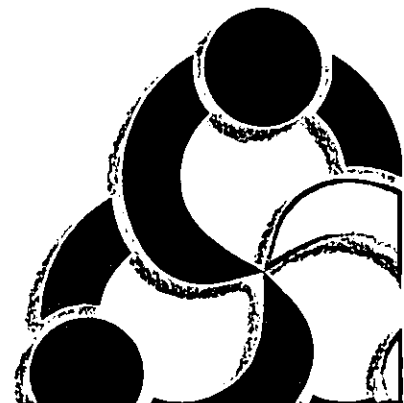
Mission statement:

We are called to strengthen communities by empowering people to respond to life's challenges.

Vision statement:

We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. We become recognized leaders for innovative community services. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.

Empowering People. Strengthening Communities.



**ASCENTRIA COMMUNITY SERVICES, INC.
AND SUBSIDIARY**

**CONSOLIDATED FINANCIAL STATEMENTS
AND SINGLE AUDIT COMPLIANCE REPORTS**

YEARS ENDED JUNE 30, 2021 AND 2020



**WEALTH ADVISORY | OUTSOURCING
AUDIT, TAX, AND CONSULTING**

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ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
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INDEPENDENT AUDITORS' REPORT

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

Report on the Consolidated Financial Statements

We have audited the accompanying consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary, which comprise the consolidated statement of financial position as of June 30, 2021 and 2020, and the related consolidated statement of activities, cash flows, and functional expenses, for the year then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the consolidated financial position of Ascentria Community Services, Inc. and Subsidiary as of June 30, 2021 and 2020, and the changes in their net assets and their cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The supporting information shown on page 20 is presented for purposes of additional analysis as required by the *Maine Uniform Accounting and Auditing Practices for Community Agencies (MAAP)* and is not a required part of the financial statements. The schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is also presented for purposes of additional analysis and is not a required part of the basic financial statements. The supporting information required by MAAP and the schedule of expenditures of federal awards is the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the consolidated financial statements. Such information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the consolidated financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated December 14, 2021, on our consideration of Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the result of that testing, and not to provide an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting and compliance.



CliftonLarsonAllen LLP

Boston, Massachusetts
December 14, 2021

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
JUNE 30, 2021 AND 2020

ASSETS	<u>2021</u>	<u>2020</u>
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 4,380,964	\$ 1,088,674
Accounts Receivable, Net of Estimated Uncollectible Accounts	5,193,640	4,618,979
Prepaid Expenses	100,926	84,975
Vehicle Inventory	<u>133,728</u>	<u>128,893</u>
Total Current Assets	9,809,258	5,921,521
ASSETS LIMITED AS TO USE		
Beneficial Interest in Net Assets of Related Party	997,007	841,000
PROPERTY AND EQUIPMENT		
Land	45,314	45,314
Building	85,798	85,798
Building Improvements	975,856	968,006
Leasehold Improvements	353,467	353,467
Furniture and Equipment	246,311	246,311
Vehicles	459,810	454,071
Equipment Held Under Capital Lease	499,374	499,374
Computer Equipment and Software	<u>147,017</u>	<u>147,017</u>
Total	2,812,947	2,799,358
Less: Accumulated Depreciation	<u>2,031,576</u>	<u>1,901,549</u>
Total Property and Equipment	781,371	897,809
DUE FROM RELATED PARTIES		
	-	5,781
OTHER ASSETS		
Deposits	<u>112,192</u>	<u>101,892</u>
Total Other Assets	<u>112,192</u>	<u>101,892</u>
 Total Assets	 <u><u>\$ 11,699,828</u></u>	 <u><u>\$ 7,768,003</u></u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION (CONTINUED)
JUNE 30, 2021 AND 2020

	2021	2020
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current Maturities of Long-Term Debt	\$ 33,943	\$ 32,752
Accounts Payable	400,872	821,453
Accrued Expenses	1,951,115	1,630,694
Deferred Revenue	434,376	311,847
Due to State of Maine	550,526	468,768
Total Current Liabilities	3,370,832	3,265,514
 DUE TO RELATED PARTIES	 1,820,131	 3,610,245
 LONG-TERM DEBT, Net of Current Maturities	 3,908,861	 409,782
Total Liabilities	9,099,824	7,285,541
 NET ASSETS (DEFICIT)		
Without Donor Restrictions	1,512,713	(443,382)
With Donor Restrictions	1,087,291	925,844
Total Net Assets	2,600,004	482,462
Total Liabilities and Net Assets	\$ 11,699,828	\$ 7,768,003

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF ACTIVITIES
YEARS ENDED JUNE 30, 2021 AND 2020**

	<u>2021</u>	<u>2020</u>
NET ASSET REVENUE WITHOUT DONOR RESTRICTION		
Grant and Contract Revenue	\$ 31,570,797	\$ 30,973,224
Program Service Revenue	3,973,733	4,779,313
Federal and State Relief Grant Revenue	856,417	645,720
Donated Vehicles	2,467,954	1,818,418
In-Kind Donations	26,216	20,923
Net Assets Released from Restriction Used for Operations	43,096	201,348
Other Income	<u>168,412</u>	<u>356,152</u>
Total Revenues	39,106,625	38,795,098
EXPENSES		
Salaries and Wages	18,397,039	19,179,196
Employee Benefits	4,106,391	4,297,125
Occupancy Costs	1,918,293	1,985,030
Operating Supplies and Expenses	368,797	463,657
Professional Fees	2,232,650	2,244,674
Garage Expenses	758,677	776,542
Donated Vehicle Expenses	1,063,000	924,000
Client Support Expenses	499,820	462,904
Translation Expenses	943,100	612,048
Repairs and Maintenance	444,249	332,791
Travel Expenses	654,494	794,550
Educational Events and Meetings	20,619	47,931
Management Fees	4,558,412	5,395,119
Taxes	521,856	567,842
Recruitment Advertising	936	10,004
Advertising	210,284	157,095
Licenses and Fees	4,380	5,094
Custodial Fees	5,438	12,994
Insurance	226,499	197,295
Interest	40,476	32,965
Bad Debt Expenses	39,312	52,051
Depreciation and Amortization	<u>130,027</u>	<u>131,307</u>
Total Expenses	<u>37,144,749</u>	<u>38,682,214</u>
OPERATING GAIN	1,961,876	112,884
NONOPERATING ACTIVITY		
Gain on Sale of Property and Equipment	-	10,349
Equity Transfers, Net	<u>(5,781)</u>	<u>-</u>
Total Nonoperating Activity	<u>(5,781)</u>	<u>10,349</u>
CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	<u>\$ 1,956,095</u>	<u>\$ 123,233</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF CHANGES IN NET ASSETS
YEARS ENDED JUNE 30, 2021 AND 2020

	<u>Without Donor Restriction</u>	<u>With Donor Restriction</u>	<u>Total</u>
BALANCE - JUNE 30, 2019	\$ (566,615)	\$ 1,062,379	\$ 495,764
Increase in Net Assets without Donor Restrictions	123,233	-	123,233
Change in Beneficial Interest in Net Assets of Related Party	-	64,813	64,813
Net Assets Released from Restrictions - Operations	-	(201,348)	(201,348)
Change in Net Assets	<u>123,233</u>	<u>(136,535)</u>	<u>(13,302)</u>
BALANCE - JUNE 30, 2020	(443,382)	925,844	482,462
Increase in Net Assets without Donor Restrictions	1,956,095	-	1,956,095
Change in Beneficial Interest in Net Assets of Related Party	-	204,543	204,543
Net Assets Released from Restrictions - Operations	-	(43,096)	(43,096)
Change in Net Assets (Deficit)	<u>1,956,095</u>	<u>161,447</u>	<u>2,117,542</u>
BALANCE - JUNE 30, 2021	<u>\$ 1,512,713</u>	<u>\$ 1,087,291</u>	<u>\$ 2,600,004</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
YEAR ENDED JUNE 30, 2021

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 836,439	\$ 5,322,401	\$ 3,003,900	\$ 5,017,853	\$ 4,082,749	\$ 18,263,342	\$ 133,697	\$ -	\$ 133,697	\$ 18,397,039
Employee Benefits	183,349	1,388,650	619,394	1,074,309	817,262	4,082,964	23,427	-	23,427	4,106,391
Occupancy Costs	97,286	610,342	450,123	42,738	495,027	1,695,516	222,777	-	222,777	1,918,293
Operating Supplies and Expenses	26,575	155,924	64,072	34,258	69,262	350,091	18,706	-	18,706	368,797
Professional Fees	7,745	397,058	1,240,048	-	532,551	2,177,402	55,248	-	55,248	2,232,650
Garage and Vehicle Expenses	758,677	-	-	-	-	758,677	-	-	-	758,677
Donated Vehicle Expenses	1,063,000	-	-	-	-	1,063,000	-	-	-	1,063,000
Client Support Expenses	422	35,341	240,023	3,900	219,695	499,381	439	-	439	499,820
Translation Expenses	-	12,179	303	-	930,818	943,100	-	-	-	943,100
Repairs and Maintenance	38,066	68,404	109,793	61,444	141,295	419,002	25,247	-	25,247	444,249
Travel Expenses	199,944	171,189	80,495	18,608	183,803	654,039	455	-	455	654,494
Educational Events and Meetings	71	4,169	7,778	1,244	3,823	17,085	3,534	-	3,534	20,619
Management Fees	-	-	-	-	-	-	4,558,412	-	4,558,412	4,558,412
Taxes	-	513,471	137	8,181	67	521,856	-	-	-	521,856
Recruitment Advertising	808	-	-	115	-	923	13	-	13	938
Advertising	-	-	-	-	-	-	210,284	-	210,284	210,284
Licenses and Fees	3	160	1,660	250	272	2,345	2,035	-	2,035	4,380
Custodial Fees	-	-	-	-	-	-	-	5,438	5,438	5,438
Insurance	6,283	72,201	42,471	44,228	55,995	221,178	5,321	-	5,321	226,499
Interest	-	-	-	-	-	-	40,476	-	40,476	40,476
Bad Debt Expenses	-	5,342	-	26,862	7,018	39,222	90	-	90	39,312
Total Before Depreciation and Amortization	3,218,668	8,756,831	5,860,197	6,333,990	7,539,437	31,709,123	5,300,161	5,438	5,305,599	37,014,722
Depreciation and Amortization	54,557	2,852	71,618	-	1,000	130,027	-	-	-	130,027
Total Functional Expenses	\$ 3,273,225	\$ 8,759,683	\$ 5,931,815	\$ 6,333,990	\$ 7,540,437	\$ 31,839,150	\$ 5,300,161	\$ 5,438	\$ 5,305,599	\$ 37,144,749

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
YEAR ENDED JUNE 30, 2020

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 936,410	\$ 5,540,060	\$ 3,001,095	\$ 4,967,565	\$ 4,472,719	\$ 18,917,849	\$ 261,347	\$ -	\$ 261,347	\$ 19,179,196
Employee Benefits	204,976	1,482,702	559,926	1,098,877	894,519	4,241,000	56,125	-	56,125	4,297,125
Occupancy Costs	105,843	633,124	441,702	46,262	506,536	1,733,467	251,563	-	251,563	1,985,030
Operating Supplies and Expenses	32,973	165,585	88,680	45,825	114,506	447,589	16,088	-	16,088	463,657
Professional Fees	61,458	383,971	1,354,705	5,434	391,293	2,196,859	47,815	-	47,815	2,244,674
Garage and Vehicle Expenses	775,461	916	165	-	-	776,542	-	-	-	776,542
Donated Vehicle Expenses	924,000	-	-	-	-	924,000	-	-	-	924,000
Client Support Expenses	19,826	31,647	200,925	64	210,412	462,874	30	-	30	462,904
Translation Expenses	-	21,739	282	-	587,030	609,051	2,997	-	2,997	612,048
Repairs and Maintenance	26,444	38,069	116,558	53,938	71,180	306,189	26,602	-	26,602	332,791
Travel Expenses	191,640	201,678	136,374	43,072	214,719	787,483	7,067	-	7,067	794,550
Educational Events and Meetings	2,067	9,036	8,311	10,139	9,118	38,671	9,260	-	9,260	47,931
Management Fees	-	-	-	-	-	-	5,395,119	-	5,395,119	5,395,119
Taxes	-	561,640	-	5,931	271	567,842	-	-	-	567,842
Recruitment Advertising	3,555	884	1,404	3,691	373	9,907	97	-	97	10,004
Advertising	-	-	-	-	-	-	157,095	-	157,095	157,095
Licenses and Fees	1,691	70	2,696	250	-	4,707	387	-	387	5,094
Custodial Fees	-	-	-	-	-	-	-	12,994	12,994	12,994
Insurance	8,014	57,285	34,105	41,583	51,611	192,598	4,697	-	4,697	197,295
Interest	-	-	-	-	-	-	32,965	-	32,965	32,965
Bad Debt Expenses	-	3,863	-	37,684	10,503	52,050	1	-	1	52,051
Total Before Depreciation and Amortization	3,294,358	9,132,269	5,946,928	6,360,315	7,534,790	32,268,658	6,269,255	12,994	6,282,249	38,550,907
Depreciation and Amortization	55,338	2,852	69,917	-	3,200	131,307	-	-	-	131,307
Total Functional Expenses	\$ 3,349,694	\$ 9,135,121	\$ 6,016,845	\$ 6,360,315	\$ 7,537,990	\$ 32,399,965	\$ 6,269,255	\$ 12,994	\$ 6,282,249	\$ 38,682,214

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF CASH FLOWS
YEARS ENDED JUNE 30, 2021 AND 2020

	2021	2020
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in Net Assets	\$ 2,117,542	\$ (13,302)
Adjustments to Reconcile Change in Net Assets to Net Cash Provided by Operating Activities:		
Depreciation and Amortization	130,027	131,307
Bad Debts	39,312	52,051
Gain on Sale of Property and Equipment	-	(10,349)
Change in Beneficial Interest in Net Assets of Related Party	(204,543)	(64,813)
(Increase) Decrease in Assets:		
Accounts Receivable	(613,973)	(802,450)
Prepaid Expenses	(15,951)	2,496
Deposits	(10,300)	2,850
Beneficial Interest in Net Assets of Related Party	48,536	201,350
Vehicle Inventory	(4,835)	(58,601)
Due to Third Party	-	543
Increase (Decrease) in Liabilities:		
Accounts Payable	(420,581)	(100,937)
Accrued Expenses	320,421	575,524
Deferred Revenue	122,529	135,376
Due to State of Maine	81,758	406,296
Net Cash Provided by Operating Activities	1,589,942	457,341
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchases of Property and Equipment	(13,589)	(148,710)
Proceeds from Sale of Fixed Assets	-	15,295
Net Cash Used by Investing Activities	(13,589)	(133,415)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from Long-Term Debt	3,533,020	-
Payments on Long-Term Debt	(32,750)	(43,100)
Advanced from Related Parties, Net	(1,784,333)	807,848
Net Cash Provided by Financing Activities	1,715,937	764,748
NET INCREASE IN CASH AND CASH EQUIVALENTS	3,292,290	1,088,674
Cash and Cash Equivalents - Beginning of Year	1,088,674	-
CASH AND CASH EQUIVALENTS - END OF YEAR	\$ 4,380,964	\$ 1,088,674
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION		
Cash Paid for Interest	\$ 40,476	\$ 32,965

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization

Ascentria Community Services, Inc. (ACS) and Ascentria Community Care, Inc. (ACC) (collectively, the Organizations) are corporations exempt from tax under Section 501(c)(3) of the Internal Revenue Code as a public charity. Effective July 1, 2018, assets were transferred to the Organization from Good News Garage – LSS, Inc. (GNG), related parties, as a result of the combination of operations (see Note 14 for details). The Organizations provide community service programs to children, families, refugees, and developmentally disabled adults throughout New England. ACS is the sole corporate member of ACC. Ascentria Care Alliance, Inc. (Ascentria) is a sole corporate member of ACS and also serves as the management agent.

The Organizations provide the following programs:

Transportation Services – provides low-income individuals with transportation, such as ownership of donated vehicles or access to shared rides, providing these individuals with access to jobs and other economic opportunities, thus helping them to achieve economic independence.

Disability and Mental Health – Disability and Mental Health comprise of a wide variety of programs that enable persons who are economically disadvantaged, have disabilities, chronic illness, mental illness, deafness and other challenges to become and remain successful contributors to the communities in which they live and work. Support services include: Access to medical resources, personal case management customized for individual needs, 24/7 supervision and support in a residential setting for individuals diagnosed with chronic and persistent mental illness, and services offered to individuals diagnosed with mental illness in the comfort and familiarity of their homes.

Child and Family Programs – through a variety of programs, the Organizations provide services related to therapeutic foster care, unaccompanied refugee minors support, housing for teen mothers and their children, housing for homeless, small group homes serving teenagers, various support services and living accommodations for developmentally, physically and mentally disabled adults and other various social support programs.

In-Home Services – In-Home Care is a licensed Home Health Care agency that offers comprehensive, non-medical personal care services to homebound individuals or those with a disability. In-Home Care caregivers assist in light housekeeping, transportation to appointments, recreational activities, bathing and personal care, meals, and exercise. Additional non-medical services supervised by a registered nurse.

Services for New Americans – through this program, the Organizations seek to provide resettlement, employment, case management, medical case management, English as a second language classes, and other support services to refugees, asylees, and immigrants.

Adoption – through this program, the Organizations provide services related to domestic and international adoptions.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Basis of Consolidation

The accompanying consolidated financial statements present the consolidated financial position, results of operations, changes in net assets, cash flows, and functional expenses of the Organizations. Material intercompany transactions and balances have been eliminated in consolidation.

Method of Accounting

The consolidated financial statements of the Organizations have been prepared on the accrual method of accounting. Accordingly, assets are recorded when the Organizations obtain the rights of ownership or is entitled to claims for receipt and liabilities are recorded when the obligation is incurred.

Cash and Cash Equivalents

The Organizations consider all short-term debt securities purchased with an original maturity of three months or less to be cash equivalents.

Accounts Receivable

Accounts receivable are recorded net of an allowance of expected losses. The allowance is estimated from historical performance and projections of trends. Credit is extended to customers and collateral is not required. When the accounts become past due, historically, the Organizations have not charged interest to these accounts.

Inventory

Vehicles identified for the purpose of being delivered to program participants are valued based on the average contract reimbursement rate for the reporting period which approximates the lower of cost or net realized value.

Program vehicles expected to be sold at retail are recorded based on trade-in value.

Vehicles expected to be sold at wholesale are valued using the average sales proceeds for all vehicles sold during the reporting period.

Vehicles are recorded as donated vehicles or donated vehicles – wholesale when the vehicle is received.

Property and Equipment

Property and equipment are recorded at cost. Assets with an estimated useful life of more than one year and a historical cost in excess of \$2,500 are capitalized. The Organizations capitalize acquisitions and improvements, while expenditures for maintenance and repairs that do not extend the useful lives of the assets are charged to operations. Donated property and equipment are recorded at its fair market value at date of donation. Gifts of long-lived assets are reported as net assets without donor restriction support unless donor stipulations specify how the assets are to be used, and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Property and Equipment (Continued)

Absent explicit donor stipulation about how long those assets must be maintained, expiration of donor restrictions are reported when the donated or acquired long-lived assets are placed into service. Depreciation is computed using the straight-line method over the estimated useful life of the assets.

Related Party Loans Receivable

The Organizations' loan portfolio is comprised on unsecured related party loans receivable that are noninterest bearing and have no fixed repayment terms, as detailed in Note 3, and is considered a single portfolio class. Related party loans receivable are recorded net of an allowance for expected loan losses (allowance). The Organizations establish an allowance as an estimate of inherent risk in the Organizations' loan portfolio. Although management believes the allowance to be adequate, ultimate losses may vary from its estimates.

The allowance is established through a provision for loan losses that is charged to expense. Loan losses are charged off against the allowance when the Organizations determine the loan balance to be uncollectible. Proceeds received on previously charged off amounts are recorded as recovery in the year of receipt. The Organizations determined that all related party loans receivable are fully collectible as of June 30, 2021 and 2020.

The Organizations review the adequacy of the allowance, including consideration of the relevant risks in the loan portfolio, current economic conditions, and other factors periodically. The Organizations internally monitor related party borrowers to assess the risk of nonperformance. The Organizations determine that changes are warranted based on those reviews, the allowance is adjusted.

Net Assets

Net assets of the Organizations are classified and reported as follows:

Net Assets without Donor Restrictions – Net assets that are not subject to donor-imposed stipulations.

Net Assets with Donor Restrictions – Net assets subject to donor-imposed restrictions. Some donor-imposed restrictions are temporary in nature, such as those that will be met either by actions of the Organizations and/or the passage of time. Other donor-imposed restrictions are perpetual in nature when the donor stipulates that resources be maintained in perpetuity. Donor-imposed restrictions are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both. Net assets with donor restrictions consist of \$997,007 and \$841,000 for beneficial interest in net assets of related party and \$90,283 and \$84,844 other program restrictions for the years ended June 30, 2021 and 2020, respectively. There were no net assets invested in perpetuity as of June 30, 2021 and 2020.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Contract and Grant Revenue

The Organizations derive revenues through cost-reimbursable and unit rate federal and state contracts and grants, which are conditional grants based on certain performance requirements and/or the incurrence of allowable qualifying expenses. Accordingly, the Organizations are subject to the regulations and reporting requirements of the applicable governmental and grantor agencies. Amounts received are recognized as earned and are reported as revenue when the Organizations have incurred expenditures in compliance with specific contract or grant provisions. As of June 30, 2021, there was \$2,942,937 of conditional contributions that have yet to be recognized in the consolidated financial statements.

Donated Services

Donated services are recognized in the consolidated financial statements if the services enhance or create nonfinancial assets or require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

Donated Vehicle Revenue

Donated vehicle revenue includes vehicles that will be repaired and delivered to program participants. They are valued based on the average contract reimbursement rate for the reporting period. Additionally, donated vehicle revenue includes donated vehicles that do not meet the needs of program participants. These vehicles are sold at auction and valued based on average proceeds for the reporting period. Vehicle auction revenue is recognized at a point in time when the item is sold. As of June 30, 2021 and 2020, there was \$1,400,120 and \$835,817, respectively, included in donated vehicles on the consolidated statement of activities.

Federal and State Relief Grant Revenue

During 2021 and 2020, the Organizations received federal and state grants to provide funding to respond to the COVID-19 pandemic. The Organizations received payments from the CARES Act Provider Relief Fund (PRF), which is administered by the U.S. Department of Health and Human Services (HHS). The Organizations received PRF payments and recognized revenue in the amount of \$587,171 and \$184,667 during fiscal year 2021 and 2020, respectively. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statements of activities. The PRF payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The PRF payments are subject to potential recoupment by HHS if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2021.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Federal and State Relief Grant Revenue

The Organizations received payments from the state of New Hampshire, which is administered by the Governor's Office for Emergency Relief and Recovery (GOFERR). The Organizations received payments and recognized revenue in the amount of \$172,112 and \$461,053 during the fiscal years 2021 and 2020, respectively. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statements of activities. The payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The payments are subject to potential recoupment by GOFERR if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2021.

Additionally, the Organizations recognized payments from the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) of \$97,134 as revenues as of June 30, 2021. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statement of activities.

Program Service Revenue

Program service revenue is from private pay services, translation services, and interpretation services. Program service revenue is recognized as services are provided over time. Payments received in advance of services are reported as deferred revenue.

Advertising Costs

Advertising costs are expensed as incurred. Advertising costs paid for by the Organizations amounted to \$184,067 and \$136,170 for the years ended June 30, 2021 and 2020, respectively. Contributions of advertising are recorded at the estimated fair value on the date of the contribution. The Organizations received contributions of advertising estimated to have a value of \$26,216 and \$20,923 for the years ended June 30, 2021 and 2020, respectively.

Use of Estimates

The preparation of consolidated financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Functional Allocation of Expenses

The cost of providing the various programs and services are summarized on a functional basis. Costs are generally identified as to program site, and are then allocated between programs and supporting services that benefited based on total direct expenses. Salaries and benefits are allocated on the basis of time and effort. The expenses that are allocated are the portions of depreciation and interest expense that are not directly attributable to specific programs or services. These expenses are allocated on a square footage basis.

Income Taxes

The Organizations are nonprofit corporations as described in Section 501(c)(3) of the IRC and are exempt from federal and state income taxes on related income pursuant to Section 501(a) of the IRC.

Fair Value Measurements

In accordance with professional standards, assets and liabilities measured and recorded at fair value are required to be categorized into a three-level hierarchy based on the priority of the inputs to the valuation technique used to determine fair value. The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3).

If the inputs used in the determination of the fair value measurement fall within different levels of the hierarchy, the categorization is based on the lowest level input that is significant to the fair value measurement. Assets and liabilities measured and recorded at fair value by the Organizations are categorized as follows:

Level 1 – Inputs that utilize quoted prices (unadjusted) in active markets for identical assets or liabilities that an entity has the ability to access.

Level 2 – Inputs that include quoted prices for similar assets and liabilities in active markets and inputs that are observable for the asset or liability, either directly or indirectly, for substantially the full term of the financial instrument. Fair values for these instruments are estimated using pricing models, quoted prices of securities with similar characteristics, or discounted cash flows.

Level 3 – Inputs that are unobservable inputs for the asset or liability, which are typically based on an entity's own assumptions, as there is little, if any, related market activity.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Fair Value Measurements (Continued)

In instances where the determination of the fair value measurement is based on inputs from different levels of the fair value hierarchy, the level in the fair value hierarchy within which the entire fair value measurement falls is based on the lowest level input that is significant to the fair value measurement in its entirety. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs. There have been no changes in valuation methodology used at June 30, 2021 and 2020.

Change in Accounting Principles

Financial Accounting Standard Board (FASB) issued Accounting Standards Update (ASU) 2018-13 Fair Value Measurement (Topic 820): *Disclosure Framework – Changes to the Disclosure Requirements for Fair Value Measurement*. The ASU removes and modifies disclosure requirements retrospectively for nonpublic entities. The ASU is effective for fiscal years beginning after December 15, 2019. The Organizations' consolidated financial statements reflect the application of ASU 2018-13 using a retrospective approach to each period presented.

New Accounting Pronouncements

In February 2016, the FASB issued ASU No. 2016-02, *Leases*, which is a comprehensive lease accounting standard that requires entities that lease assets (lessees) to recognize the assets and related liabilities for the rights and obligations created by the leases on the balance sheet for leases with terms exceeding 12 months. The lessee in a lease will be required to initially measure the right-of-use asset and the lease liability at the present value of the remaining lease payments, as well as capitalize initial direct costs as part of the right-of-use asset. The FASB issued ASU 2020-05, which deferred the effective date for the Organizations until annual periods beginning after December 15, 2021; however, early application is permitted. The Organizations are currently evaluating the impact this guidance will have on its consolidated financial statements.

In September 2020, the FASB issued ASU No. 2020-07 on Topic 958, *Presentation and Disclosures by Not-for-Profit Entities for Contributed Nonfinancial Assets*. The FASB ASU requires nonprofits to present contributed nonfinancial assets and gifts-in-kind as a separate line item on your consolidated statement of activities. Additionally, gift-in-kind are to be disaggregated into categories based on the type of gift received and additional qualitative disclosures. The FASB ASU requires the new standard to be applied retrospectively for annual periods beginning after June 15, 2021. The Organizations are currently evaluating the impact this guidance will have on its consolidated financial statements.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Reclassifications

Certain reclassifications of amounts previously reported have been made to the accompanying financial statements to maintain consistency between periods presented. The reclassifications had no impact on previously reported net assets.

Subsequent Events

In preparing these consolidated financial statements, the Organizations have evaluated events and transactions for potential recognition or disclosure through December 14, 2021, the date the consolidated financial statements were available to be issued.

NOTE 2 ASSETS LIMITED AS TO USE

Beneficial Interest in Net Assets of Related Party

The Organizations record beneficial interest in assets that are held by Ascentria in the amount of \$997,007 and \$841,000 at June 30, 2021 and 2020, respectively. For the years ended June 30, 2021 and 2020, the Organizations had a loan payable, included in accrued expenses, to the fund totaling \$340,524 for both years ending June 30, 2021 and 2020. Contributed assets are transferred to Ascentria by either the donor or the Organizations with the approval of Ascentria. The donors did not grant variance power to Ascentria.

NOTE 3 RELATED PARTY TRANSACTIONS

The Organizations have entered into the following transactions with related parties:

- The Organizations are charged annually by Ascentria for accounting, management services, and overhead in monthly installments. Charges to operations for these services totaled approximately \$4,558,412 and \$5,395,119 for the years ended June 30, 2021 and 2020, respectively. These expenses have been included on the consolidated statements of activities under the caption Management Fees. In addition, Ascentria is the central contracting entity for insurance coverage, and insurance costs are then billed monthly to the Organizations.
- In connection with soliciting and managing donations received, Ascentria charged the Organizations a custodial fee. The custodial fee charged to operations was \$5,438 and \$12,994 for the years ended June 30, 2021 and 2020, respectively.
- The Organizations have various office space rentals to and from related parties and vehicle rentals from related parties. Rental revenue from related parties amounted to \$122,592 and \$137,545 for the years ended June 30, 2021 and 2020, respectively. Office space and vehicle related party rents amounted to \$371,039 and \$391,487 for the year ended June 30, 2021 and 2020, respectively.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 3 RELATED PARTY TRANSACTIONS (CONTINUED)

- Related party loans that bear no interest and have no fixed repayment terms, are as follows:

	2021	2020
Due from Related Parties:		
Lutheran Housing Corporation Brockton, Inc.	\$ -	\$ 5,632
Emanuel Development Corporation	-	149
Total	\$ -	\$ 5,781
	2021	2020
Due to Related Parties:		
Ascentria Care Alliance, Inc.	\$ 1,820,131	\$ 3,610,245
Total	\$ 1,820,131	\$ 3,610,245

NOTE 4 DEFINED CONTRIBUTION PENSION PLAN

The Organizations participate in a defined contribution plan (the Plan) qualifying under IRC Section 403(b) maintained by Ascentria. The Plan permits discretionary employer contributions based on a specified percentage of annual compensation and employee contributions. The Organizations had no pension costs charged to operations or contributions to the plan during the years ended June 30, 2021 and 2020.

NOTE 5 ACCOUNTS RECEIVABLE

The accounts receivable balance consisted of the following at June 30:

	2021	2020
Accounts Receivable - Program Services	\$ 5,248,189	\$ 4,663,528
Less: Allowance for Doubtful Accounts	(54,549)	(44,549)
Accounts Receivable, Net	\$ 5,193,640	\$ 4,618,979

NOTE 6 CONCENTRATION OF CREDIT RISK

Financial instruments that potentially subject the Organizations to concentrations of credit risk consist principally of the following:

Cash and Cash Equivalents

The Organizations maintain cash and cash equivalent balances in several federally insured financial institutions in the same geographic area as well as a money market fund. During the year, there may be times when uninsured cash is significantly higher and exceeds federally insured limits.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 6 CONCENTRATION OF CREDIT RISK (CONTINUED)

Major Customer

The Organizations receive significant funding from various federal and state agencies. The states, through which funding was received, include Massachusetts, New Hampshire, and Maine. Approximately 84% of the Organizations' revenue was received from state and federal agencies directly or via pass through for both years ended June 30, 2021 and 2020.

Beneficial Interest in Net Assets of Related Party

The Organizations' unsecured gifts, held by a related party, amounted to \$997,007 and \$841,000 at June 30, 2021 and 2020, respectively.

Accounts Receivable

The Organizations extend unsecured credit to its customers. Accounts receivable amounted to \$5,193,640 and \$4,618,979 at June 30, 2021 and 2020, respectively.

NOTE 7 PROPERTY AND EQUIPMENT

The useful lives of property and equipment for purposes of computing depreciation are:

Building, Building Improvements, and Leasehold Improvements	5 to 40 Years
Equipment, Furniture and Fixtures, and Vehicles	3 to 10 Years
Equipment Under Capital Lease	3 to 5 Years
Computer Equipment and Software	3 Years

Depreciation and amortization (including amortization of equipment under capital lease) expense charged to operations was \$130,027 and \$131,307 for the years ended June 30, 2021 and 2020, respectively.

NOTE 8 MAINE MEDICAID LIABILITY

ACS provides services for Medicaid eligible individuals under terms of costs-based contracts with the state of Maine. Accordingly, ACS provides for the estimated amount of settlements with Medicaid as a liability. Final reimbursement is not determined until the state of Maine accepts the cost report. The amount of the estimated liability was approximately \$550,000 and \$468,000 for the years ended June 30, 2021 and 2020, respectively. Adjustments to these estimates are reflected on the consolidated statement of activities under the caption Grant and Contract Revenue to the extent not previously recorded in the year the final settlement information becomes available to management.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 9 LONG-TERM DEBT

On March 19, 2021, ACS and ACC each received a loan in the amount of \$2,518,900 and \$1,014,120, respectively, to fund payroll, rent, utilities, and interest on mortgages and existing debt through the Paycheck Protection Program (the PPP Loan). The PPP Loans bear interest at a fixed rate of 1.0% per annum, with the first six months of interest deferred, has a term of five years, and is unsecured and guaranteed by the U.S. Small Business Administration. Payment of principal and interest is deferred until the date on which the amount of forgiveness is remitted to the lender or, if the Organizations fail to apply for forgiveness within 10 months after the covered period, then payment of principal and interest shall begin on that date. These amounts may be forgiven subject to compliance and approval based on the timing and use of these funds in accordance with the program. The covered periods from March 2021 to September 2021, is the time that a business has to spend their PPP Loan funds. Subsequent to year-end, the Organizations obtained full formal forgiveness from the SBA for their PPP Loans and their associated accrued interest.

The Organizations are liable on long-term debt at June 30, 2021 and 2020 as follows:

<u>Description</u>	<u>2021</u>	<u>2020</u>
<u>Note Payable</u>		
Term note payable to Bank of America face amount \$350,000, due August 7, 2033, secured by business assets, payable in monthly installments of interest only through August 2008 then monthly payments of principal plus interest through maturity. Interest rate is fixed at 7.105% annually.	\$ 165,537	\$ 183,082
Mortgage payable to Bank of America face amount \$370,308, secured by real property owned by ACS at two locations, and guaranteed by Ascentria, with an interest rate of 7.01%, due August 2032. Monthly principal and interest payments of \$2,670.	244,247	258,306
Paycheck Protection Program note payable to People's United Bank, totaling \$3,533,020 for both ACS and ACC, bearing interest at 1.00%, due May 2026, subject to forgiveness by the U.S Small Business Administration if certain performance barriers are met.	3,533,020	-
<u>Capital Lease Obligations</u>		
ACS is obligated under various capital lease agreements for equipment and motor vehicles, expiring in 2020, with a combined monthly payment of approximately \$2,200 with interest rates ranging from approximately 4% to 8%.	-	1,146
Total Long-Term Debt	3,942,804	442,534
Less: Current Maturities	(33,943)	(32,752)
Long-Term Debt, Net of Current Maturities	<u>\$ 3,908,861</u>	<u>\$ 409,782</u>

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 9 LONG-TERM DEBT (CONTINUED)

Following are current maturities for the next five years:

<u>Year Ending June 30,</u>	<u>Amount</u>
2022	\$ 33,943
2023	1,008,451
2024	1,011,084
2025	1,014,400
2026	288,307
Thereafter	586,619
Total	<u>\$ 3,942,804</u>

Interest charged to operations for the above long-term debt amounted to \$40,476 and \$32,965 for the years ended June 30, 2021 and 2020, respectively.

NOTE 10 OPERATING LEASES

The Organizations lease land, buildings, equipment, and motor vehicles under various operating lease agreements with terms of 1 to 3 years. Total rent and related expenses amounted to \$1,069,523 and \$1,099,443 for the years ended June 30, 2021 and 2020, respectively.

Future minimum lease payments under these agreements are as follows:

<u>Year Ending June 30,</u>	<u>Amount</u>
2022	\$ 529,347
2023	357,362
2024	83,035
Total	<u>\$ 969,744</u>

NOTE 11 CONTINGENCIES

A significant portion of the Organizations' net revenues and accounts receivable are derived from services reimbursable under Medicaid programs. There are numerous healthcare reform proposals being considered on federal and state levels. The Organizations cannot predict at this time whether any of these proposals will be adopted or, if adopted and implemented, what effect such proposals would have on the Organizations.

A significant portion of the Organizations' revenues are derived from services reimbursable under Medicaid programs. The base year costs utilized in calculating the Medicaid rates are subject to audit which could result in a retroactive rate adjustment for all years in which that cost base was used in calculating the rates. It is not possible at this time to determine whether the Organizations will be audited or if a retroactive rate adjustment would result.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 11 CONTINGENCIES (CONTINUED)

The receivables of the Organizations are listed as collateral under the line of credit agreement of Ascentria. The outstanding balance is \$2,290,000 and \$2,500,000 as of June 30, 2021 and 2020, respectively.

NOTE 12 FAIR VALUE MEASUREMENT

The Organizations use fair value measurements to record fair value adjustments to certain assets and liabilities to determine fair value disclosures. For additional information on how the Organizations measure fair value refer to Note 1 – Organization and Summary of Significant Accounting Policies.

The following tables present the Organizations' fair value hierarchy for those assets and liabilities measured at fair value on a recurring basis as of June 30, 2021 and 2020:

		2021			
		Total	Level 1	Level 2	Level 3
Beneficial Interest in Net					
Assets of Related Party:		\$ 997,007	\$ -	\$ -	\$ 997,007
Total		\$ 997,007	\$ -	\$ -	\$ 997,007

		2020			
		Total	Level 1	Level 2	Level 3
Beneficial Interest in Net					
Assets of Related Party:		\$ 841,000	\$ -	\$ -	\$ 841,000
Total		\$ 841,000	\$ -	\$ -	\$ 841,000

The following table provides a summary of changes in fair value of the Organizations' Level 3 financial assets for the years ended June 30, 2021 and 2020:

	2021	2020
Contributions	\$ 204,543	\$ 64,813
Payments	(43,096)	(201,348)

Since these funds are held by a third party that pools the Organizations' interest with other related organization's assets, management has determined that the inputs are unobservable and therefore, valued using a Level 3 methodology. The principal valuation technique is the fair value of the underlying investments and the unobservable input is the term of distributions.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2021 AND 2020

NOTE 13 AVAILABLE RESOURCES AND LIQUIDITY

The Organization regularly monitors liquidity required to meet its operating needs and other commitments. For purposes of analyzing resources available to meet general expenditures over a 12-month period, the Service considers all expenditures related to its ongoing program activities as well as the conduct of services undertaken to support those activities to be general expenditures.

In addition to financial assets available to meet general expenditures over the next 12 months, the Organization operates a balanced budget and anticipates collecting sufficient revenue to cover general expenditures not covered by donor-restricted resources. The Organization considers the following to be available to meet cash needs for general expenditures:

	2021	2020
Cash and Cash Equivalents	\$ 4,380,964	\$ 1,088,674
Accounts Receivable, Net	5,193,640	4,618,979
Total Financial Assets	9,574,604	5,707,653
Donor-Imposed Restrictions	(90,284)	(84,844)
Financial Assets Available to Meet Cash Needs for General Expenditures Within One Year	\$ 9,484,320	\$ 5,622,809

NOTE 14 COVID-19 IMPACT

In 2020, the World Health Organization declared the spread of Coronavirus (COVID-19) a worldwide pandemic. The COVID-19 pandemic is having significant effects on global markets, supply chains, businesses, and communities. In response to the pandemic and in an effort to supplement lost revenues and support increased costs incurred to secure personal protective equipment, the federal and state governments issued stimulus payments to the Organizations. See Note 1 for information on funding received by the Organizations in 2021.

COVID-19 may also impact various parts of the Organizations' 2022 operations and financial results including but not limited to additional costs for emergency preparedness, disease control and containment, potential shortages of personnel, or loss of revenue due to reductions in certain revenue streams. Management believes that the Organizations are taking appropriate actions to mitigate the negative impact. However, the full impact of COVID-19 is unknown and cannot be reasonably estimated as of June 30, 2021.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF EXPENDITURES OF DEPARTMENT AGREEMENTS
YEAR ENDED JUNE 30, 2021**

<u>Department Office</u>	<u>Agreement Number</u>	<u>Agreement Amount</u>	<u>Agreement Period</u>	<u>Agreement Service</u>	<u>Agreement Status</u>	<u>Federal Expenses</u>	<u>State Expenses</u>	<u>Total Department Expenses</u>
DHHS:								
DPS	ADS-21-2872	\$ 57,828	7/1/2020 - 06/30/2021	Rental Subsidy	Final	\$ -	\$ 48,158	\$ 48,158
DPS	MH2-21-518	32,430	7/1/2020 - 06/30/2021	Community Integration	Final	-	31,431	31,431
Total						\$ -	\$ 79,589	\$ 79,589

Disclosures:

Is your agency required to have a Single Audit? **Yes: X No:**

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
YEAR ENDED JUNE 30, 2021**

Federal Grantor/Pass-Through Grantor Program Title	Federal Assistance Listing Number	Pass-Through Agency/Grantor	Pass-Through Entry ID Number	Federal Expenditures	Amounts Provided to Subrecipient
DEPARTMENT OF HEALTH AND HUMAN SERVICES					
Refugee and Entrant Assistance State/Replacement Designee Administered Programs	93.566	Commonwealth of Massachusetts Department of Social Services	Various	\$ 1,957,875	\$ 23,249
		Commonwealth of Massachusetts Office of Refugee and Immigrants	Various	520,233	-
Subtotal CFDA #93.566				<u>2,478,108</u>	-
Unaccompanied Alien Children Program	93.876	Commonwealth of Massachusetts Department of Social Services	HHSP233201500048C	108,124	-
		Lutheran Immigration and Refugee Service	Various	1,829,710	-
Subtotal CFDA #93.876				<u>1,937,834</u>	-
Medical Assistance Program	93.778	Commonwealth of Massachusetts Department of Social Services		91,130	-
Refugee and Entrant Assistance Wilson/Fish Program	93.583	Commonwealth of Massachusetts Office of Refugee and Immigrants	Various	22,075	-
Refugee and Entrant Assistance Discretionary Grants	93.576	Commonwealth of Massachusetts Office of Refugee and Immigrants	Various	72,828	-
ARRA - Emergency Contingency Fund for Temporary Assistance for Needy Families (TANF) State Program	93.714	State of Vermont Department of Children and Families	03440-1445-21	45,663	-
Total Department of Health and Human Services				<u>4,847,838</u>	-
DEPARTMENT OF AGRICULTURE					
State Administrative Matching Grants for the Supplemental Nutrition Assistance Program	10.561	Commonwealth of Massachusetts Department of Agriculture	CT WEL 44003084 LSS 0001A	374,567	-
		State of Vermont Department of Children and Families	Grant#03440-10061-21 FAIN 204VT406S2519	130,000	-
Subtotal CFDA #10.561				<u>504,567</u>	-
Farm to School Grant Program	10.575	Commonwealth of Massachusetts Department of Agriculture	CN-F25-FY20-PLN-MA-01	8,619	-
Total Department of Agriculture				<u>513,186</u>	-
DEPARTMENT OF JUSTICE					
Crime Victim Assistance	16.575	N/A	Various	161,596	-
Services for Trafficking Victims	16.320	N/A	2019-VT-BX-0107	286,064	-
Total Department of Justice				<u>448,660</u>	-
DEPARTMENT OF STATE					
U.S. Refugee Admissions Program	19.510	Lutheran Immigration and Refugee Service	Various	235,855	-
DEPARTMENT OF EDUCATION					
Adult Education - Basic Grants to States	84.002	New Hampshire Department of Education	project #87101	60,730	-
Rehabilitation Services Vocational Rehabilitation Grants to State	84.126	Commonwealth of Massachusetts Department of Social Services	SCMRC2007ASCENFY1700	560,551	-
Total Department of Education				<u>621,281</u>	-
Total Federal Awards				<u>\$ 6,467,820</u>	<u>\$ 23,249</u>

See accompanying Notes to Schedule of Expenditures of Federal Awards.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
YEAR ENDED JUNE 30, 2021

NOTE 1 BASIS OF PRESENTATION

The accompanying schedule of expenditures of federal awards (the Schedule) includes the federal award activity of Ascentria Community Services, Inc. and Subsidiary under programs of the federal government for the year ended June 30, 2021. The information in this Schedule is presented in accordance with the requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of, it is not intended to and does not present the financial position, changes in net assets, or cash flows of Ascentria Community Services, Inc.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the *Uniform Guidance*, wherein certain types of expenditures are not allowable or are limited as to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years. Ascentria Community Services, Inc. and Subsidiary has elected not to use the 10-percent de minimis indirect cost rate as allowed under the Uniform Guidance.



INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary, which comprise the consolidated statements of financial position as of June 30, 2021, and the related consolidated statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the consolidated financial statements, and have issued our report thereon dated December 14, 2021.

Internal Control Over Financial Reporting

In planning and performing our audit of the consolidated financial statements, we considered Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the consolidated financial statements, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, we do not express an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's consolidated financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Ascentria Community Services, Inc. and Subsidiary's consolidated financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the result of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.



CliftonLarsonAllen LLP

Boston, Massachusetts
December 14, 2021



INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR FEDERAL PROGRAM AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

Report on Compliance for Each Major Federal Program

We have audited Ascentria Community Services, Inc.'s compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Ascentria Community Services, Inc.'s major federal programs for the years ended June 30, 2021. Ascentria Community Services, Inc.'s major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Ascentria Community Services, Inc.'s major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Ascentria Community Services, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Ascentria Community Services, Inc.'s compliance.

Opinion on Each Major Federal Program

In our opinion, Ascentria Community Services, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2021.

Other Matters

The results of our auditing procedures disclosed instances of noncompliance, which are required to be reported in accordance with the Uniform Guidance and which are described in the accompanying schedule of findings and questioned costs as items 2021-001. Our opinion on each major federal program is not modified with respect to these matters.

Ascentria Community Services, Inc.'s response to the noncompliance findings identified in our audit is described in the accompanying schedule of findings and questioned costs. Ascentria Community Services, Inc.'s response was not subjected to the auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

Report on Internal Control Over Compliance

Management of Ascentria Community Services, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Ascentria Community Services, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Ascentria Community Services, Inc.'s internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify deficiencies in internal control over compliance that we consider to be a material weakness. However, material weaknesses may exist that have not been identified.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

CliftonLarsonAllen LLP

CliftonLarsonAllen LLP

Boston, Massachusetts
December 14, 2021

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
YEAR ENDED JUNE 30, 2021**

Section I – Summary of Auditors' Results

Financial Statements

Type of auditors' report issued:

Unmodified

Internal Control over Financial Reporting:

• Material weakness(es) identified?

_____yes X no

• Significant deficiency(ies) identified that are not considered to be material weakness(es)?

_____yes X none reported

Noncompliance material to financial statements noted?

_____yes X no

Federal Awards

Internal control over major programs:

• Material weakness(es) identified?

_____yes X no

• Significant deficiency(ies) identified that are not considered to be material weakness(es)?

_____yes X none reported

Type of auditor's report issued on compliance for major programs:

Unmodified

Any audit findings disclosed that are to be reported in accordance with 2 CFR 200.516(a)?

X yes _____no

Identification of Major Federal Programs

93.566

Refugee and Entrant Assistance
State/Replacement Designee Administered
Programs

Dollar threshold used to distinguish between Type A and Type B programs:

\$ 750,000

Auditee qualified as low-risk auditee?

X yes _____no

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF FINDINGS AND QUESTIONED COSTS (CONTINUED)
YEAR ENDED JUNE 30, 2021**

Section II – Financial Statement Findings

Our audit did not disclose any matters required to be reported in accordance with *Government Auditing Standards*.

Section III – Findings and Questioned Costs – Major Federal Programs

2021 – 001

Federal agency: U.S. Department of Health and Human Services

Federal program title: Refugee and Entrant Assistance State/Replacement Designee Administered Programs

Assistance Listing Number: 93.566

Pass-Through Agency: Commonwealth of Massachusetts Department of Social Services and Commonwealth of Massachusetts Office of Refugee and Immigrants

Pass-Through Number(s): INTF0000009922120680; RFP-2018-OHE-01-REFUG-01;

Award Period: 10/1/2019-9/30/2020 and 10/1/2020-9/30/2021

Type of Finding: Other Matters; Internal Control over Compliance

Criteria or specific requirement: The Office of Refugee Resettlement (ORR) requires semi-annual and annual reporting, including a narrative and statistical information on program performance. Reports are required to be sent to the ORR by the 15th day after period end.

Condition: Support was obtained for submission of semi-annual reports for each of the applicable contracts, noting that out of the 20 submissions tested, there were 6 instances where there was either no support provided for the submission or where the report was submitted late.

Context: For each applicable contract, there are semi-annual reporting requirements. Both submissions during fiscal year 2021 were tested for each applicable contract.

Cause: The Organization did not have proper controls in place to ensure timely preparation and filing of the report.

Effect: Required annual reports are not being prepared or filed timely, indicating the organization is not in compliance with contract requirements.

Repeat Finding: No

Recommendation: We recommend that the Organization implement internal controls to monitor filing requirements to ensure timely preparation and filing of reports.

Views of responsible officials: There is no disagreement with the audit finding.

Ascentria Community Services, Inc. - Board of Directors List

Last Name	First Name	Title(s)	Corporate Officers FY23	Board & Cmte Officers FY23
Jenoure	Frederic	Director		Board Chair
Cowlagi	Ashish	Director		Board Secretary
Goodman	Ross	Director		Board Vice Chair
Bartholomew	Alexander	Director		Finance Co-Chair & Board Fin Sec'y
Robertson	Keith	Director		Governance Co-Chair
Mayo	William	Director		Immediate Past President
Bovill	Angela	CEO Director	President	
Mitchell	Aimee	Chief Community Services Officer	Executive Vice President	
Wade	Jeanette	Chief Ops Officer Chief Fin Officer	Executive Vice President	
Bettigole	Michelle	Chief Senior Care Officer	Executive Vice President	
Kinney	Jeff	Chief Strategic Dev't Officer	Executive Vice President	
Sousa	Nicholas	EA Community Svcs & Operations	Assistant Clerk / Secretary	
Browne	Tara	Manager of Exec. Assistants	Corporate Clerk / Secretary	
Russo	Nicholas	Senior Director of Treasury	Treasurer	

ALEN OMERBEGOVIC

EXPERIENCE: February, 2001-Present Ascentria Care Alliance Manchester, NH
Business Development and Customer Services Manager

Contacting current and potential clients to establish rapport and arrange meetings to promote new services and to improve customer satisfaction. Participating in development of new marketing initiatives and ideas. Researching organizations and individuals to find new opportunities and develop new products. Handle customer issues and contract negotiations.

Language Bank Program Manager

Coordinate and manage all day-to-day aspects of interpretation services for people with limited English proficiency. Create awareness of services available thru Language Bank to medical, legal and other facilities in New Hampshire. Recruit and manage staff interpreters in a variety of languages.

Job Developer

Provided case management to assist clients in overcoming barriers to employment leading to long-term career placement. Assessed client needs and advised clients on career options, developed goals and time lines for achievement of goals. Developed and implemented training programs to enhance client employability. Planned, directed and supervised Employment Services activities for newly arrived refugees, and low-income clients

Educational Case Worker

Providing help to children in school, teachers and parents to communicate to each other and working as support for educational liaison.

Health Advocate/Interpreter

Acted as translator and advocate in healthcare and social service settings; Provided health orientation; Maintained strict confidentiality; Providing referral services for refugee clients and follow up their appointments needs

Case Aid-Part Time

Transported clients to and from medical and social service appointments. Provided interpretation for clients/caseworkers from Serb-Croat and translated documents.

1999-2001 MacNeill World Wide Laconia, NH
Machine Operator/Machine Tech

Assembly of various electrical parts on machinery; Sorting of cleats; Fixed, maintained and troubleshooter for machines; Knowledge of setting up molds and ability to start new job on production line .

1997-1997 Organization for Security and Co-operation Bosnia
Translator

Provided translation assistance for this independent company during elections in Bosnia; Assisted in problem resolution.

1996-1997 Brown and Root Service Company Bosnia
Food Service Supervisor/Translator

Supervised fifty-two men in large kitchen providing food service to United States Army soldiers stationed in Bosnia; Translated for staff and superiors.

CAPABILITIES: Fluent in Bosnian and English. Basic knowledge of Russian and Dutch.
Good knowledge of the computer operating systems: Word, Works, Power Point and Access
Ability to be a team player as well as work independently

EDUCATION: High School Diploma
Concentration in Computer Science Zvornik, Bosnia
Certificate - Southern NH Area Health Education Center
The Art of Medical Interpretation Training Manchester, NH
Legal Interpretation Manchester, NH
CultureSmart –Medical Interpretation Trainer Boston, MA
Train the Trainer – "Essential Piece of Medical Interpreting
GED - Manchester School of Technology Manchester, NH
Southern New Hampshire University Manchester, NH
B.S. Justice Studies

Radia Sefiane

Objective: To secure a position within a service environment where I may utilize my education, my languages, office management and case management experience, as well as community outreach skills and social services.

Qualifications:

- More than 14 years of Community Outreach, concentration on Minority Population
- Office management
- Experience in teaching foreign language
- Over 10 years of social work experience.
- Excellent communication and problem solving abilities.
- Compassionate, mature and professional individual.
- Good computer skills including Microsoft office.
- Multi-lingual in French, Arabic, Algerian, and Greek.
- Provided post resettlement and referral services for refugee clients.
- Acted as both translator and advocate in healthcare and social service settings.
- Provided cultural orientation.
- Produced contractual reports in a timely and efficient manner.
- Developed organizational systems to ensure the delivery of services.
- Maintained strict confidentiality with clients.
-

Relevant Professional Experience:

**Service Manager 2018- present
Language Bank Manchester NH**

Handling complaints and queries (from customers and staff). Maintains customer satisfaction by providing problem-solving resources; managing staff, recruiting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures. Handling payroll and billing.

Assistant Program Manager Ascentria care alliance

Language bank, Concord NH 2011-2017

Design and implement office policies, establish standards and procedures, organize office operations and procedure, prepare time sheets, payroll, and billing and maintain office equipment and supervise office staff.

Medical Case Manager, Ascentria care Alliance Interfaith Refugee

Resettlement Program, Concord, NH 02/01/2004-2010

Schedule and coordinate all medical appointments for SNA refugees, Providing interpretation and transportation. Provide education about preventive care and health care system to refugees. Provide 24-hour on-call care for emergency evaluations.

Foreign Teacher At Strafford School (Elementary /Middle school)2006-2007

Taught French and Spanish to Elementary and Middle School children during the school year. This involves preparing, presenting, and evaluating the lessons. The ages range from seven to fourteen years old. Each class consists of between eighteen to twenty four children. In addition to State and Federal oversight, parents are quite involved in the curricula.

Breast and Cervical Cancer Program

Elliot Hospital/Avon Foundation Breast Care Fund.

Minority Outreach Coordinator, 2002 –2008

Developed, initiated, presented and evaluated programs designed to reach the minority population in Manchester for the purpose of educating women about the importance of preventive care and early detection regarding breast and cervical health.

Commendation: Was recognized for “outstanding work supporting the cause for breast cancer awareness in the Greater Manchester area” in 2006.

Was recognized for community outreach by Minority Health Coalition, Manchester Community Resource Center.

Worked cooperatively with Language Bank, Manchester Health Department, Hitchcock Clinic-Manchester as in interpreter. 2002-present.

Social Worker and Case Manager

Betraria Hospital, Algiers, Algeria- 1993- 1995

Coordinated, implemented and managed activities for terminally ill children including, providing social work services, counseling families, collecting assistance in clothing and food, writing reports, supervising four caseworkers, and performing case review and team meetings.

Youth Caseworker (volunteer)

Red Crescent/Red Cross, Algiers, Algeria- 1992- 1994

Organizing youth activities for terminally ill children, including social events and physical activities, coordinating and distributing donations of clothes, toys and books, and providing friendship and companionship to the children.

Other Experience:

Minority outreach for the Breast and cervical cancer program 2003- 2008
Provide education to minority of women ,about breast and cervical cancer

Swing Manager

McDonald's Restaurant, Manchester, NH- 2001- 2002

Responsible for supervision of staff, opening store, balancing and checking drawers, making bank deposits, serving patrons, and providing customer service.

Professional Basketball Player

Kefa Lovresos Women's Team, Larnaca, Cyprus- 1995- 1996

Played professional basketball against other professional teams.

Coach For basketball team

Kefa Lovresos Girl's teams , Larnaca Cyprus –1997-1999

Teaching basketball to girls between the age 12-14 and 18and up

French Teacher

Private French lessons, Larnaca –1996-2000

Teaching French language to kids between the age 10-16

Education:**Certificate of Completion**

Keyboarding, Fundamentals of Computer and Word I and II

Keeping Software Simple, Manchester, NH- 2000

B.A. in Sociology

Institute of Sociology, Algiers, Algeria- 1994

High School Diploma

Omar Racin Secondary School, Algiers, Algeria- 1991

Languages: Fluent in French, Arabic, Algerian, and Greek

References:

Augustin Program Manger for LSS

603-224-8111

Tanya Dumont Job developer for LSS

603-224-8111

Lise Mendham, RN, MPH, OCN. Director of Oncology Services

603-552-9140

Becky Bukowski, Department of Health and Human Services, Breast and Cervical Cancer Program

(603) 271-4959

Khadidja Koraibaa

MD at Dover Hospital

(603) 817-3341

Mourad Lakhdari,

(603) 226-0677

Carol Elfring, RN, OCN. Cancer Resource Nurse. Elliot Health Systems.

(603) 361-7632

Eileen

603-485-7013

Styrling Rohr

[phone number] | [email] | [linkedin]

Early career nonprofit professional with experience in research, case management, and project management. Dedicated to helping communities problem solve, identify resources and positively promote themselves in their cities. Strong interest in nonprofit organizations with focus on the arts, education, immigrants, multi-religious populations & advocacy.

Professional Profile

- Social/Community based work and educational experience
- Experience with vulnerable and multilingual populations in international, residential, and nonprofit office settings
- Detail-oriented, community-partnered, and mission-driven
- Ability to coordinate with teams and work independently
- Able to initiate, design, implement, and assess research, programmatic, and office projects
- Qualitative, Ethnographic, Archival, and Community Mapping research experience
- Data management experience using Microsoft Office, Google Suite, and Client management software (Apricot, Civicore, Empower, Salesforce),
 - Website management software (Wordpress, Microsoft Publisher, Wix)
 - and others (Dedoose, SPSS, Loggerpro, Adobe)
- Languages: intermediate Hindi, intermediate American Sign Language, intermediate Arabic, beginner French

Selected Professional Experience

Translations Coordinator | The Language Bank | Manchester, NH August 2021- Present

- Manage document translation program. Communicate with a diverse team of translators covering nearly two-hundred languages and with corporate and individual clients nation-wide.

Community Services and Refugee Resettlement Intern | Boston, MA September 2020 – January 2021
International Institute of New England

- successfully saw 40+ refugees and asylees from 17 countries through to successful applications for MassHealth, rental assistance, child assistance, food stamps, housing, and visa programs in Massachusetts
- conducted 6-week Cultural Orientation training; coordinated with translators, clients, and staff; managed profiles in Apricot software

Residential Counselor | Asian Task Force Against Domestic Violence | Boston, MA April 2020 – December 2020

- managed domestic violence shelter, answered crisis hotline calls, and assisted tenants for select shifts
- assisted in 4000-line data transfer from Empower software to Civicore

Research Assistant and Media Director | Artemis Fiction Inc. | Bluffton, SC September 2019 – April 2020

- conducted historical research on Medieval Europe, religious history and fiction marketplace research
- designed and maintained organization website

Researcher, Cinematographer, Interviewer, Editor | Sikh Gurudwara of NC | Elon, NC Summer 2018

- collaborated with the leadership for the Sikh Gurudwara in North Carolina and Elon University professors to design, film, and edit short film sharing Sikh values, hopes, and stories of life in the United States
- conducted more than 70+ interviews with Sikhs, Elon Students, local community members, & musicians
- created a comprehensive Sikh curriculum module based on this research (www.teachaboutsikhs.elonimedia.org)
- curated and marketed photography exhibit of Sikh North Carolinians

News, Travel, and Communications Chair - Periclean Scholars Program | Elon, NC Elon University Sept. 2016 – May 2019

- researched Sri Lankan culture, history, social issues, current events and non-profit work
- traveled to Sri Lanka to pilot a community tourism program
- led meetings; compiled advisory documents to aid in travel to Sri Lanka for Westerners interested in community tourism

Arabic Tutor and English Tutor | Elon University | Elon, NC

September 2017 – May 2019

- educated students ages 8 to 21 on Arabic and English language concepts and vocabulary

Student Secretary | Elon, NC | Elon University
Elon University Department of Anthropology and Sociology

March 2016 – January 2018

- researched relevant articles and information for faculty members
- communicated with faculty members and students, provided office support and designed promotional materials

Education:

Elon University B.A. Anthropology, B.A. Religious Studies

May 2019

3.95 GPA, Summa Cum Laude

Minor(s): Asian Studies, Middle East Studies

- Completed three major research projects with \$20,000 grant funding: “Against Xenophobia: A Case Study with Sikhs;” “Devotional Music and “Multifaith Encounter in a North Carolina Sikh Community” and “Sikhism, Music, and Politics: What Students Should Know”
- Honors: Phi Beta Kappa, Phi Eta Sigma, Phi Kappa Phi, Phi Lambda Alpha
- Alpha Kappa, Provost Scholarship

American Institute of Indian Studies, Critical Language Scholarship, U.S. Department of State – Hindi Summer 2019
Intermediate Hindi Spoken Proficiency Jaipur, India

Eliana Morado Bassil

Language teacher, scheduler, Interpreter, Translator, Office Manager, Bookkeeper

Seeking a position in which I can expand upon my experiences in the business, customer service and languages fields and to be an asset to your organization. I have a solid educational background, extensive experience, and a strong record of performance. Looking to obtain a position in which my knowledge, ability and experience will be fully utilized. I am multilingual in English, Arabic, French and Spanish; proficient in all aspects of these languages including reading, writing and speaking.

Authorized to work in the US for any employer

Work Experience

Coordinator of compliances and fulfillment

Language Bank - Manchester, NH

October 2021 to Present

- Supervise, train and lead all language services scheduling coordinators.
- Review daily activities including scheduling, emails and providers feedbacks.
- Review and monitor completed schedule.
- Implement new strategies and develop training for a better scheduling team and follow updates.
- Provide customer service and contribute to a customer service oriented business.
- Enter new requests in data base.
- Schedule interpretation appointments with clients and interpreters.
- Learn Interpreter availability, languages spoken, and geographic coverage.
- Answer telephones and client communications via telephone, e-mail, and fax in a professional and timely manner.
- Clerical duties including but not limited to filing, data entry, scanning, and photocopying.

Behavioral Therapist

Applied Behavioral Mental Health Counseling

January 2021 to Present

1. Work one on one with kids between 3-12.
2. Use catalyst for data and provider service application for notes (goals and progress)
3. Work in home or center, currently in home from 9AM to 230PM.
4. Follow the bcba program instructions based on the client daily routine.
5. Two hours of in home school, grade 3

Account management, Bookkeeper

C&N Auto Services - Plaistow, NH

November 2014 to Present

- Online bookkeeping and accounting services using Quickbooks.
- Record all transactions and post debits and credits.
- Produce financial statements and reports for general manager.

- Reconcile or note and report any differences found in the records.
- Advertisement for the business.
- Followed up on bills and payments with all customers and mostly VIP providers/customers.

Interpreter and translator

Pinpoint Resource Group - Manchester, NH

August 2018 to October 2021

- Interpreting in court, medical clinics and hospitals and schools, Arabic, Spanish and French
- Translation of rules, regulations and codes to MA and NH towns to Spanish, French and Arabic
- Translation of legal, medical and international documents from and to English, Arabic, French and Spanish

On-Call Interpreter

Comfort Home Care - Methuen, MA

April 2012 to October 2021

- Interpreted for nurses and patients (English- Spanish- English) (English-Arabic-English) and (English-French-English)
- Translated forms to English-Spanish-Arabic-French

Paraprofessional, Behavioral Technician

Londonderry School District, Moose Hill School - Londonderry, NH

January 2018 to February 2021

1. Work one on one with kids receiving ABA therapy to implement their interventional plans
2. Help coordinate with the BCBA the kids daily work
3. Assist main teacher with daily activity routine
4. Assist kids with their OT and speech therapy, DT.

Teacher (Part Time)

UNIVERSIDAD DE MONTERREY - Monterrey, MX

January 2009 to December 2011

Nuevo Leon, Mexico

- Taught Arabic as a second language.
- Utilized the I Speak curriculum.
- Introduced a new curriculum which helped accelerate student's improvement.

Human Resources Manager, Personal assistant for CEO, Lease coordinator, SR. Production Coordinator and Sales

WIN TECHNOLOGIES, S. DE R.L. DE C.V - Monterrey, MX

February 2008 to August 2011

support coordinator.

Monterrey, Nuevo Leon, Mexico

- Responsible for staff of 20 employees.
- Interpreting for CEO French-Spanish and organizing his travels, agenda and meetings.
- Information and contracts for new hires.
- Customer service representative for VIP only
- Organized more than 50 events for multiple casinos successfully

- Carried out Sales of Cash System and Services to more than 150 companies such as Televisa, Caliente, Hollywood.
- Qualified sales leads, generating and receiving 20-30 calls per day. Created over 1000 direct mailings, established targeted customer base and quality prospects.
- Supervised book production and printing processes.
- Designed covers for books and important marketing material.
- Filed confidential customers documents

Production Coordinator and Sales Administrative Manager

Europcar, Car Rental - Zihuatanejo, MX
April 2006 to December 2008

Mexico

- Provided supervision and quality-control checks for the production and sales team.
- Managed overall project production and sales workflows in relation to staffing.
- Managed construction document progress against established project schedule parameters.
- Attended scheduled team progress meetings and provided production and sales progress status reports to team.
- Provided technical support and guidance to assigned production staff.
- Ensured appropriate construction detailing is being utilized for selected project building materials and systems.
- Reviewed construction documents for compliance to all relevant building codes.

Sales Manager, Personal assistant for CEO and Production Coordinator Manager

Adonis General Industry & Trading Company - Beirut, LB
July 1996 to January 2001

Lebanon

- Established viable sales leads through proactive networking activities, resulting in the development of business relationship with major business organizations
- Interpreted for CEO in four languages and assisted CEO organizing his calendar, daily agenda, meetings and travels.
- Negotiated government contracts.
- Launched new business development initiatives into the international market.
- Responsible for 20 employees and 2 factories.

Education

Teaching Recognition

Universidad de Monterrey
2012

Bachelor of Science in Education

The University of Liberia - Monrovia, LR
2002 to 2006

Spanish, Accounting with Excel

American Language School

1994 to 1996

Completed RBT 40 Hours Training working towards certification in Applied Behavior Analysis

ABA Plus Online Learning from The NE Center for children

CPI Certified 12 Hours in Nonviolent Crisis Intervention

Londonderry School District

Assessments

Written Spanish for English Speakers — Expert

April 2019

Measures a candidate's ability to respond to basic requests written in Spanish.

Full results: Expert

Administrative support professional fit — Proficient

July 2021

Measures the traits that are important for successful administrative support professionals

Full results: Proficient

Work style: Conscientiousness — Proficient

March 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: Proficient

Work style: Reliability — Proficient

September 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: Proficient

Case management & social work — Proficient

September 2021

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: Proficient

Management fit — Expert

January 2022

Measures the traits that are important for success in management positions

Full results: Expert

Management & leadership skills: Planning & execution — Proficient

January 2022

Planning and managing resources to accomplish organizational goals

Full results: Proficient

Medical receptionist skills — Proficient

January 2022

Managing physician schedules and maintaining accurate patient records

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

- Fluent in English, Arabic, French and Spanish.
- Extended knowledge in Social Media, Sales, Marketing and web building.
- Database management, google docs, virtual meetings platforms
- Reconciliation and general bookkeeping, general ledger, PC Computers, Microsoft Office Suite.
- General banking procedures, general office procedures, customer service.
- Recipient of multiple Recognition of Excellence awards.

Conclusion:

My ultimate goal and intention is to work to the best of my ability at any job on a daily basis. My experience, dedication, and loyalty for every company or institution that I have worked with have never gone unnoticed. I've worked very hard under extreme conditions and I will be dedicated to do the same for your company. I have strong work ethics that will be great asset for your company.

Brianna D. LaMonica

Associate

Detail-oriented and achievement-driven, with precise focus on managing a positive environment, ally for communication, equality, interfacing with clients, and ensuring a productive workflow.

— Key Qualifications —

- Utilizing a variety of innovative techniques to achieve department, organization, and individual goals
 - Displaying professional growth and judgment related to individual and department initiatives
 - Exhibiting a willingness to work with others and share expertise and materials
 - Professional on a remote level; excellent written, verbal and proficient signing communication. Works well independently and is a self-motivator
 - Foster responsibility, courteous, and respectful behavior with customers, faculty and staff. Provide a positive, challenging and supportive environment; effective instruction; assessment and evaluation.
 - Working knowledge of ASL/English Interpretation, Deaf and Hard of Hearing Community, RID Code of Professional Conduct, Scheduling and Multi-Line Phone Systems, Special Education, Curriculum planning, Microsoft Office Suit, Google Office, WebEx, Zoom, ASPEN Industry Software, Mindbody Online Software
-

Professional Experience

Ascentria Care Alliance, Manchester, NH

The Language Bank- American Sign Language Coordinator & Client Service Coordinator, 2021- Present

- Recruiting and contract with ASL interpreters throughout New England
- Using Database of Schedule Interpreter; Schedule ASL interpreters based on provider requests and preferred provider identified by the service recipient
- Data entry, agency filing, scheduling, interpreter recruiting, consultation
- Manage client and consumer inquiries by phone, video, email, maintain client records, and address

Derry School District- Pinkerton Academy, Derry, NH

Program Educational Paraprofessional, 2019- 2021

- Assistance in Special Education classroom; providing resources and support of various needs of tasks relating to instructional needs of students; implementation of instructional programs with the inclusion of self-help and behavior; recording management of student instruction with Case Coordinators

Foreign Language Educator, 2018-2019

- Convey knowledge and develop skills of American Sign Language and Deaf Community of a High School level, Administration and established clear, accurate grading procedures, monitor progress of students and issue reports when appropriate, maintain accurate attendance record for students, utilize available resources of the Academy; communicate with students and parents when appropriate, promoted opportunities for students within Deaf Community and encourage interaction

Woo Kickboxing Academy – Londonderry, NH

General Manager & Instructor, 2018- Present

- Key in preparing daily operation of variety of front desk tasks, taking in phone calls, answering to questions, handling correspondence, keeping reception area clean and organized, ensuring front desk provides professional and friendly services for guests, maintenance of customer safety, deliver exercise classes and ensure clean, free of health and safety hazards of equipment, demonstrate excellent multi-tasking abilities

Educational Background

Bachelor of Arts, Communication Arts and Deaf Studies, University of New Hampshire, Manchester, N.H., 2016

Certification, Northern Essex Community College, Sign Language Interpreting Program, Haverhill M.A., 2020

The Justice Interpreter: Law Enforcement Course, Camaraderie-Solutions, N.H., 2022

The Learning Center for the Deaf, Framingham, M.A. 2016

Student Representative, NH Registry of Interpreters for the Deaf, 2015

The Children's Center for Communication; Beverly School for the Deaf, Beverly M.A., 2015

KEY PERSONNEL SHEET

NAME	JOB TITLE	SALARY	% PAID FROM THIS CONTRACT	AMOUNT PAID FROM THIS CONTRACT
Alen Omerbegovic	Business Development & Customer Service Manager	\$76,213	2%	\$1,524.26
Radia Sefiane	Service Manager	\$60,473	2%	\$1,209.46
Styrling Rohr	Translation Coordinator	\$43,846	2%	\$876.92
Eliana Morado Bassil	Coordinator of Fulfilment and Compliance	\$48,755	2%	\$975.10
Brianna LaMonica	ASL Client Services Coordinator	\$40,982	2%	\$819.64