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STATE OF NEW HAMPSHIRE

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Frank Edelblut  
Commissioner

Christine Brennan  
Deputy Commissioner

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EDUCATION  
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September 10, 2019

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

**REQUESTED ACTION**

Authorize the Department of Education, Bureau of Vocational Rehabilitation (VR) to enter into a contract with the Brain Injury Association of New Hampshire, Concord, New Hampshire, (Vendor Code 156086), in an amount not to exceed \$183,620.00, to provide Independent Living (IL), Part B services, effective upon Governor and Council approval through September 30, 2021. 57.80% Federal funds / 42.20% General funds.

Funds to support this request are anticipated to be available in the account titled Independent Services (Part B) in FY 2020 and FY 2021 upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal years through the Budget Office, if needed and justified.

	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY2022</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$39,797.25	\$53,063.00	\$13,265.75
	<u>FY2020</u>	<u>FY2021</u>	<u>FY2022</u>
06-56-56-565010-25420000-601-500931 State Fund Match	\$29,060.25	\$38,747.00	\$9,686.75

**EXPLANATION**

The New Hampshire Department of Education receives an annual grant of \$338,117 from the United States Department of Health and Human Services, Administration of Community Living, and Independent Living Administration. The grant under Title VI, Part B of the Rehabilitation Act, as amended, enables the state to provide independent living services to individuals with significant disabilities so they can become more independent in their homes and communities. The Department provides services through contracts with nonprofit organizations which are directed and managed primarily by persons with significant disabilities. The services provided under the contract are available statewide. Services include: information and referral,

His Excellency, Governor Christopher T. Sununu

and the Honorable Executive Council

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independent living skills training, peer counseling, advocacy, online resource center, neuro-resource facilitation, family neuro-facilitation and transitional services.

The Brain Injury Association of New Hampshire (BIANH) has a governing board that is controlled by persons with disabilities and provides information and referral, skills training, peer support, resource website for returning veterans with acquired brain injury and/or post-traumatic stress disorder, and counseling to individuals with acquired brain injury and their families. The purpose of the Brain Injury Association of New Hampshire is to promote life with independence for people who have acquired brain injury who reside in state, which makes this organization uniquely suited to provide family neuro-resource facilitation (service coordination), outreach and technical assistance through its technology library.

A Request for Proposals (RFP) was advertised on the Department of Education website on 4/10/19 with a deadline for proposals of May 24, 2019. There were four (4) proposals submitted to the Request for Proposals "Independent Living, Part B" in response to the notice.

A review committee consisting of a Program Specialist, VR Supervisor, Field Service Administrator and VR Director, reviewed the four (4) proposals received by the deadline; three proposals were chosen based on the review and score of the information (Attachment A). The team recommended funding Granite State Independent Living, Brain Injury Association of New Hampshire and Northeast Deaf and Hard of Hearing.

The outcome VR would like to achieve with this contract is to have independent living service provided statewide so more individuals with significant disabilities can maintain residence in their chosen locations within their communities.

Respectfully Submitted,



Frank Edelblut  
Commissioner of Education

## Brain Injury Association

### Attachment A

Scoring for the Independent Living, Part B proposals:

Significance of Proposal: Description of applicant's abilities to meet or exceed the Purposes and Priorities, Minimum Requirements and Services to be Provided, including a description of work experience and educational background in Independent Living service provision. This will include a review of the letter of interest, letters of recommendation and resumes.

<u>Proposal Criteria</u>	<u>Reviewers Average Score</u>
Statement of Need (10)	8.25
Project Description (20)	17.75
Sustainability (20)	20
Organizational Capacity (15)	12.25
Collaboration (15)	15
<u>Organization Budget (20)</u>	<u>18.25</u>
Total for Evaluation Criteria	91.50

Evaluation Criteria Scores (proposals above 60 will receive funding if appropriate)

	Lisa H.	Louise B.	Chris M.	Lisa B.	Total for Evaluation Criteria
BIANH	92	92	92	90	91.50
GSIL	85	85	84	83	84.25
NDHHS	69	66	63	67	66.25
FIS	44	50	45	42	45.25

Scoring for review occurred on May 29, 2019. The proposal review panel consisted of the following employees from the Department of Education:

#### Reviewer Qualifications:

Lisa H. has worked for the VR agency for 16 years and is the VR Director for the agency. She oversees the overall agency operations and budget.

Chris M. has worked for the VR agency for several years and has primary responsibility over vendor payments and ticket to work duties in collaboration with the Social Security Administration.

Louise B. has worked for the agency for 25 years and oversees the agencies VR offices and customer caseload.

Lisa B. has worked for the agency for five years and is a VR Supervisor. She has oversight of a local office and assists in other activities as needed within the administration.

**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 Department of Education		1.2 State Agency Address 21 S. Fruit Street, Suite 20 Concord, NH 03301	
1.3 Contractor Name Brain Injury Association of New Hampshire		1.4 Contractor Address 52 Pleasant Street Concord, NH 03301	
1.5 Contractor Phone Number 603-225-8400	1.6 Account Number See Exhibit B	1.7 Completion Date 9/30/21	1.8 Price Limitation \$183,620
1.9 Contracting Officer for State Agency Lisa Hinson-Hatz		1.10 State Agency Telephone Number 603-271-7080	
1.11 Contractor Signature  <i>Robin Kenney, President</i>		1.12 Name and Title of Contractor Signatory Freddie Cole, President <i>ROBIN KENNEY</i>	
1.13 Acknowledgement: State of <i>NH</i> , County of <i>Merrimack</i> On <i>29th August 2019</i> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace  [Seal] <i>E. P. Hall</i>			
1.13.2 Name and Title of Notary or Justice of the Peace  <i>Erin P. Hall, Justice of the Peace</i>			
1.14 State Agency Signature  <i>Frank Edelblut</i>		1.15 Name and Title of State Agency Signatory Frank Edelblut, Commissioner of Education	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable)  By: <i>[Signature]</i> On: <i>9/16/2019</i>			
1.18 Approval by the Governor and Executive Council (if applicable)  By: _____ On: _____			

**2. EMPLOYMENT OF CONTRACTOR/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 A 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 1.18, 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 1.14 ("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, and 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 terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account 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 B 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 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 opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright 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 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further 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 remedied, 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 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 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

#### 9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 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.

9.2 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.

9.3 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.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall 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 A.

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.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. 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 maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive 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; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 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 thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

**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. 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. WAIVER OF BREACH.** 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.

**17. 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.

**18. 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.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.**

This Agreement shall be 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.

**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 provisions set forth in the attached EXHIBIT C 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 relating hereto.

## EXHIBIT A

### SCOPE OF SERVICES

The Contractor, Brain Injury of New Hampshire (BIANH), shall provide independent living (IL) services based on the federal regulation 45 CFR Part 1329 per the Workforce Innovation Opportunity Act (WIOA).

The scope of the work for BIANH shall include the contractor identifying individuals who may be eligible for services, develop documentation in support of their eligibility and complete a plan to utilize appropriate and necessary independent living "core" or traditional services.

According to the Administration on Community Living and Definitions in 45 CFR 1329.4 "Independent Living Core services mean, for purposes of services that are supported under ILS or CIL programs-

- 1) Information and referral services;
- 2) Independent Living skills training;
- 3) Peer counseling, including cross-disability peer counseling;
- 4) Individual and systems advocacy;
- 5) Services that:
  - i. Facilitate the transition of individuals with significant disabilities from nursing homes and other institutions to home and community-based residences, with the requisite supports and services."
  - ii. "Provide assistance to individuals with significant disabilities who are at risk of entering institutions so that the individual may remain in the community."
  - iii. Facilitate the transition of youth who are individual's with significant disabilities, who were eligible for individualized education programs under IDEA.

According to the Administration on Community Living and Definitions in 45 CFR 1329.4 "Independent living services includes the independent living core services and such other services as described in section 7(18) of the Act.

- A. Independent living core services; and
- B. (i.) counseling services, including psychological, psychotherapeutic, and related services;  
(ii.) services related to securing housing or shelter, including services related to community group living and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with disabilities);  
(iii.) rehabilitation technology;  
(iv.) mobility training;  
(v.) services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services;  
(vi.) personal assistance services, including attendant care and the training of personnel providing such services;  
(vii.) surveys, directories, and other activities to identify appropriate housing, recreation opportunities, and accessible transportation, and other support services;



## Exhibit A Continued

(viii) consumer information programs on rehabilitation and independent living services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act;

(ix) education and training necessary for living in a community and participating in community activities;

(x) supported living;

(xi) transportation, including referral and assistance for such transportation and training in the use of public transportation vehicles and systems;

(xii) physical rehabilitation;

(xiii) therapeutic treatment;

(xiv) provision of needed prostheses and other appliances and devices;

(xv) individual and group social and recreational services;

(xvi) training to develop skills specifically designed for youths who are individuals with disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options;

(xvii) services for children;

(xviii) services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance, of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with disabilities;

(xix) appropriate preventive services to decrease the need of individuals assisted under this Act for similar services in the future;

(xx) community awareness programs to enhance the understanding and integration into society of individuals with disabilities; and

(xxi) such other services as may be necessary and not inconsistent with the provisions of this Act. "

1. The Contractor shall employ personnel who are specialist in acquired brain injury for the development and provision of independent living services in accordance with 45 CFR 1329.
2. Provide information about IL services make referrals to other programs for individuals with significant disabilities as required under 45 CFR 1329.
3. The Contractor shall obtain medical, psychological, psychiatric, educational, vocational, social and financial information necessary to support eligibility for services.
4. The Contractor shall assist applicants in completion of any necessary forms and will develop an Independent Living Plan (ILP) prior to service provision.
5. The Contractor shall coordinate services with other state and local programs to avoid duplication of services.
6. The Contractor shall develop and maintain a consumer service record for each IL program customer. Documentation shall include eligibility decisions signed and dated by the Service Coordinator, services requested by the customer, the ILP, the services actually provided and goals achieved by the customer as a result of the IL services.
7. The Contractor shall apply for and document in the customer case record specific comparable benefits sought and obtained, prior to billing the Department of Education, Division of Workforce Innovation, Independent Living Program.
8. The ILP shall identify the service (s) to be received, the approximate cost and duration, the provider, the goal of the program, the intermediate objectives and a review of each objective at specified points.

*Contract between Brain Injury Association of New Hampshire and the New Hampshire Department of Education*

Contractor Initials *BK*  
Date *8/29/18*

## Exhibit A Continued

9. The Contractor shall assist the customer in the completion of a financial needs test per 12 month period which begins on the date of eligibility, for a service or combination of services. Services provided will be contingent upon financial need.
10. If a service has been denied to a customer, that decision, along with rationale should be provided to the customer and appeal rights provided.
11. The Contractor shall maintain contact with customers and services providers to ensure that services are being delivered in a timely and appropriate manner. Contacts will be documented in the customer service record.
12. The Contractor shall coordinate service delivery between service providers and eligible customers to ensure timely and appropriate services until each customers program is determined to be inactive or closed.
13. The Contractor shall provide quarterly reports indicating customers served and total number of hours provided. At the end of the contract period a final report shall incorporate total number of consumers served, services provided under each service category of the contract.
14. Information System to produce the Title VI, Part B 704 annual performance report as required by 45 CFR 1329.
15. All services provided by the Association are available statewide.

### DELIVERABLES AND TIMELINE

#### A. Online Resource Center

The Online Resource Center will be for armed forces brain injury and Post-Traumatic Stress Disorder (PTSD) providing on "Clearinghouse" website for our service men and women and their families.

#### B. Information and Resource Services

Provide information and resources to individuals, family members, veterans and professionals across disabilities.

#### C. Neuro-Resource Facilitation

Provide support to individuals and veterans to navigate the system services in NH to become more independent post-injury.

#### D. Family Neuro- Resource Facilitation

Provide support to assist families, whose family member is not interested in working with the Association. It will enable families to access and navigate the NH support and service system for their family member so they might become more independent.

#### E. Transitional Services

Provide specific transitional supports to assist individuals, veterans and their family members in becoming more independent through the use of the NH service system. This program is across disabilities and age groups (i.e. school to adulthood and skilled nursing to the community).

## Exhibit A Continued

### F. Program Evaluation

The Contractor shall conduct bi-annual customer satisfaction surveys as documentation of quality assurance and program evaluation. The survey will document the individuals satisfaction with the services provided, measuring the extent to which the services received improved the consumer's ability to live independently. Results shall be sent to the Department of Education bi-annually.

#### A. Delivery Date

- Services shall be provided as requested by consumers.
- Summary reports will be provided to the Department on a quarterly basis. This report will include a quarterly itemized expenditure report and budget reconciliation report.
- All Part B funds must be tracked separately, as well as services that were provided by the resources. Monthly reports will include type of service being provided, staff providing the service, date of the service, hours of the service and consumers receiving the service. The first report and invoice will be due November 25, 2019 and the 25<sup>th</sup> day of each month, thereafter.
- Program site visits can be conducted with a two week notice, indicating the information that will be reviewed, including a comprehensive financial review.

**EXHIBIT B**

**BUDGET**

	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>
Neuro-resource Facilitators/Family Neuro-Resource Facilitators Salary*	\$33,607.50	\$42,760	\$9,152.50
Transition Coordinator Salary*	\$11,950	\$16,900	\$4,950
Web Designer Salary*	\$2,970	\$2,970	\$0
Administrative Assistant Salary*	\$1,050	\$2,000	\$950
Information & Resources	\$16,980	\$24,880	\$7,900
Travel & Mileage	\$940	\$940	\$0
Telephone – Covered 100% by BIANH	\$0	\$0	\$0
Office Supplies – Covered 100% by BIANH	\$0	\$0	\$0
Computer Expenses	\$1,360	\$1,360	\$0
Total	\$68,857.50	\$91,810	\$22,952.50

**Limitation on Price:** In no case shall the contract exceed the price limitation of \$91,810 per fiscal year or a total of \$183,620 for the contract term.

**Funding Source:** Funding for this contract is 57.80% Federal funds / 42.20% General funds in the following accounts:

	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY2022</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$39,797.25	\$53,063.00	\$13,265.75
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**Method of Payment:**

Invoices and reports shall be submitted to:

Dan Frye, Administrator, Services for Blind and Visually Impaired  
NH Department of Education  
21 S. Fruit Street, Suite 20  
Concord, NH 03301

Contract between Brain Injury Association of New Hampshire and the New Hampshire Department of Education

Contractor Initials RK  
Date 8/29/19

**EXHIBIT C**  
**SPECIAL PROVISIONS**

After being deemed a sub recipient of Federal funds, the sub recipient will comply with any Federal fiscal monitoring, conducted by the NH Department of Education, Bureau of Federal Compliance.

2 CFR 200.331 (2) Requirements for pass-through entities, states that all requirements imposed by the pass-through entity on the sub recipient so that the Federal award is used in accordance with Federal statutes, regulations and the terms and conditions of the Federal award. To ensure Brain Injury Association of New Hampshire, Independent Living, Part B services are being used correctly and in accordance with the terms and conditions of the Federal award, BIANH can expect fiscal and program monitoring. BIANH will be notified in advance as to when monitoring will take place. Fiscal monitoring will be conducted separately from program monitoring which will be completed by the NH Department of Education, Vocational Rehabilitation.

**EXHIBIT D****Contractor Obligations**

Contracts in excess of the simplified acquisition threshold (currently set at \$250,000) must address **administrative, contractual, or legal remedies** in instances where the contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. Reference: 2 C.F.R. § 200.326 and 2 C.F.R. 200, Appendix II, required contract clauses.

The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract.

The Contractor, certifies and affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 et seq., apply to this certification and disclosure, if any.

**Breach**

A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.

**Fraud and False Statements**

The Contractor understands that, if the project which is the subject of this Contract is financed in whole or in part by federal funds, that if the undersigned, the company that the Contractor represents, or any employee or agent thereof, knowingly makes any false statement, representation, report or claim as to the character, quality, quantity, or cost of material used or to be used, or quantity or quality work performed or to be performed, or makes any false statement or representation of a material fact in any statement, certificate, or report, the Contractor and any company that the Contractor represents may be subject to prosecution under the provision of 18 USC §1001 and §1020.

**Environmental Protection**

(This clause is applicable if this Contract exceeds \$150,000. It applies to Federal-aid contracts only.)

The Contractor is required to comply with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act (42 U.S.C. 1857 (h)), Section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency (EPA) regulations (40 CFR Part 15) which prohibit the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities. Violations shall be reported to the FHWA and to the U.S. EPA Assistant Administrator for Enforcement.

**Procurement of Recovered Materials**

In accordance with Section 6002 of the Solid Waste Disposal Act (42 U.S.C. § 6962), State agencies and agencies of a political subdivision of a state that are using appropriated Federal funds for procurement must procure items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired in the preceding fiscal year exceeded \$10,000; must procure solid waste management services in a manner that maximizes energy and resource recovery; and must have established an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Contractor Initials RK  
Date 8/29/19

**Exhibit E****Federal Debarment and Suspension**

- a. By signature on this Contract, the Contractor certifies its compliance, and the compliance of its Sub-Contractors, present or future, by stating that any person associated therewith in the capacity of owner, partner, director, officer, principal investor, project director, manager, auditor, or any position of authority involving federal funds:
1. Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any Federal Agency;
  2. Does not have a proposed debarment pending;
  3. Has not been suspended, debarred, voluntarily excluded or determined ineligible by any Federal Agency within the past three (3) years; and
  4. Has not been indicted, convicted, or had a civil judgment rendered against the firm by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three (3) years.
- b. Where the Contractor or its Sub-Contractor is unable to certify to the statement in Section a.1. above, the Contractor or its Sub-Contractor shall be declared ineligible to enter into Contract or participate in the project.
- c. Where the Contractor or Sub-Contractor is unable to certify to any of the statements as listed in Sections a.2., a.3., or a.4., above, the Contractor or its Sub-Contractor shall submit a written explanation to the DOE. The certification or explanation shall be considered in connection with the DOE's determination whether to enter into Contract.
- d. The Contractor shall provide immediate written notice to the DOE if, at any time, the Contractor or its Sub-Contractor, learn that its Debarment and Suspension certification has become erroneous by reason of changed circumstances.

Contractor Initials PK  
Date 3/29/19

**Exhibit F****Anti-Lobbying**

The Contractor agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, execute the following Certification:

The Contractor certifies, by signing and submitting this contract, to the best of his/her knowledge and belief, that:

- a. No federal appropriated funds have been paid or shall be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence any officer or employee of any State or Federal Agency, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any federal grant, the making of any federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal amendment, or modification of any Federal contract grant, loan, or cooperative agreement.
- b. If any funds other than federally appropriated funds have been paid or shall be paid to any person for influencing or attempting to influence an officer or employee of any Federal Agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit the "Disclosure of Lobbying Activities" form in accordance with its instructions (<http://www.whitehouse.gov/omb/grants/sfillin.pdf>).
- c. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making and entering into this transaction imposed by Section 1352, Title 31 and U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.
- d. The Contractor also agrees, by signing this contract that it shall require that the language of this certification be included in subcontracts with all Sub-Contractor(s) and lower-tier Sub-Contractors which exceed \$100,000 and that all such Sub-Contractors and lower-tier Sub-Contractors shall certify and disclose accordingly.
- e. The DOE shall keep the firm's certification on file as part of its original contract. The Contractor shall keep individual certifications from all Sub-Contractors and lower-tier Sub-Contractors on file. Certification shall be retained for three (3) years following completion and acceptance of any given project.

Contractor Initials RK  
Date 8/29/19



## Exhibit G

### Rights to Inventions Made Under a Contract, Copy Rights and Confidentiality

#### Rights to Inventions Made Under a Contract or Agreement

Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the DOE.

Any discovery or invention that arises during the course of the contract shall be reported to the DOE. The Contractor is required to disclose inventions promptly to the contracting officer (within 2 months) after the inventor discloses it in writing to contractor personnel responsible for patent matters. The awarding agency shall determine how rights in the invention/discovery shall be allocated consistent with "Government Patent Policy" and Title 37 C.F.R. § 401.

#### Confidentiality

All Written and oral information and materials disclosed or provided by the DOE under this agreement constitutes Confidential Information, regardless of whether such information was provided before or after the date on this agreement or how it was provided.

The Contractor and representatives thereof, acknowledge that by making use of, acquiring or adding to information about matters and data related to this agreement, which are confidential to the DOE and its partners, must remain the exclusive property of the DOE.

Confidential information means all data and information related to the business and operation of the DOE, including but not limited to all school and student data contained in NH Title XV, Education, Chapters 186-200.

Confidential information includes but is not limited to, student and school district data, revenue and cost information, the source code for computer software and hardware products owned in part or in whole by the DOE, financial information, partner information (including the identity of DOE partners), Contractor and supplier information, (including the identity of DOE Contractors and suppliers), and any information that has been marked "confidential" or "proprietary", or with the like designation. During the term of this contract the Contractor agrees to abide by such rules as may be adopted from time to time by the DOE to maintain the security of all confidential information. The Contractor further agrees that it will always regard and preserve as confidential information/data received during the performance of this contract. The Contractor will not use, copy, make notes, or use excerpts of any confidential information, nor will it give, disclose, provide access to, or otherwise make available any confidential information to any person not employed or contracted by the DOE or subcontracted with the Contractor.

#### Ownership of Intellectual Property

The DOE shall retain ownership of all source data and other intellectual property of the DOE provided to the Contractor in order to complete the services of this agreement. As well the DOE will retain copyright ownership for any and all materials, patents and intellectual property produced, including, but not limited to, brochures, resource directories, protocols, guidelines, posters, or reports. The Contractor shall not reproduce any materials for purposes other than use for the terms under the contract without prior written approval from the DOE.

Contractor Initials RK  
Date 9/29/19

# State of New Hampshire

## Department of State

### CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on September 15, 1983. 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: 45571

Certificate Number: 0004105903



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 7th day of June A.D. 2018.

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

William M. Gardner  
Secretary of State

CERTIFICATE OF VOTE

(Corporation with Seal)

I, Steven Wade, Executive Director, of the  
(Corporate Representative Name) (Corporation Representative Title)

Brain Injury Association of NH, do hereby certify that:  
(Corporation Name)

(1) I am the duly elected and acting Executive Director of the  
(Corporation Representative Title)

Brain Injury Association of NH, a New Hampshire corporation.  
(Corporation Name) (State of Incorporation)

(2) I maintain and have custody of and am familiar with the Seal and minute books of the Corporation;

(3) I am duly authorized to issue certificates;

(4) The following are true, accurate and complete copies of the resolutions adopted by the Board of Directors of the Corporation at a meeting of the said Board of Directors held on the 13<sup>th</sup> day of June, 2019, which meeting was duly held in accordance with New Hampshire law and the by-laws of the Corporation.  
(State of Incorporation)

RESOLVED: That this Corporation enter into a contract with the State of New Hampshire, acting by and through Department of Education, providing for the performance by the Corporation of certain services, and that the President (any Vice President) (and the Treasurer) (or any of them acting singly) be and hereby (is) (are) authorized and directed for and on behalf of this Corporation to enter into the said contract with the State and to take any and all such actions and to execute, seal, acknowledge and deliver for and on behalf of this Corporation any and all documents, agreements and other instruments (and any amendments, revisions or modifications thereto) as (she) (he) (any of them) may deem necessary, desirable or appropriate to accomplish the same;

RESOLVED: That the signature of any officer of this Corporation affixed to any instrument or document described in or contemplated by these resolutions shall be conclusive evidence of the authority of said officer to bind this Corporation thereby;

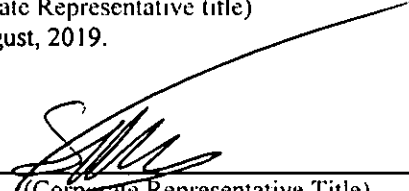
The forgoing resolutions have not been revoked, annulled or amended in any manner whatsoever, and remain in full force and effect as of the date hereof; and the following person(s) (has) (have) been duly elected and now occupy the office(s) indicated below.

Robin Kenney, EdD President Name

Jeremiah Donovan, MBA, CBIS Vice President Name

Michael Palmieri Treasurer Name

IN WITNESS WHEREOF, I have hereunto set my hand as the Executive Director  
(Corporate Representative title)  
of the Corporation and have affixed its corporate seal this 29th day of August, 2019.

  
\_\_\_\_\_  
(Corporate Representative Title)

(Seal)

STATE OF New Hampshire

COUNTY OF Merrimack

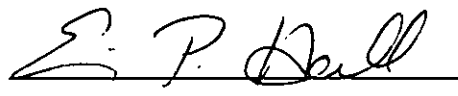
On the 29<sup>th</sup> day of August, 2019, before me, Erin P Hall, the undersigned officer,

Personally appeared Steven Wade, who acknowledge her/himself to be the Executive Director,  
(Corporate Representative Title)

Of Brain Injury Association of NH, a corporation, and that such Executive Director being  
(name of corporation) (Corporate Representative Title)

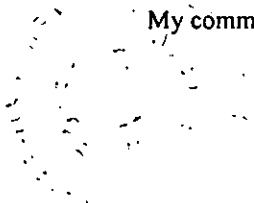
Authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of  
the corporation by her/himself as Steven Wade.  
(Corporate Representative Name)

IN WITNESS WHEREOF I hereto set my hand and official seal.

  
\_\_\_\_\_

My commission expires on: May 3, 2022

Notary Public/Justice of the Peace





BRAIINJ-01

DBEAUDOIN

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/16/2019

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 have ADDITIONAL INSURED provisions or 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 Davis & Towle Morrill & Everett, Inc. 115 Airport Road Concord, NH 03301	CONTACT NAME:	
	PHONE (A/C, No, Ext): (603) 225-6611	FAX (A/C, No): (603) 225-7935
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Philadelphia Insurance Company		23850
INSURER B: Liberty Mutual Insurance Company		23043
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED  
Brain Injury Association of NH & Wings of Hope Foundation  
52 Pleasant St  
Concord, NH 03301-4334

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL 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			[REDACTED]	11/1/2018	11/1/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:							
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			[REDACTED]	11/1/2018	11/1/2019	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 type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			[REDACTED]	11/1/2018	11/1/2019	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ Aggregate \$ 2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	[REDACTED]	11/1/2018	11/1/2019	PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Workers Compensation 3A States: NH CT

The Certificate Holder is included as Additional Insured with respect to the General Liability coverage for ongoing operations when required by written contract.

## CERTIFICATE HOLDER

State of NH  
Department of Vocational Rehabilitation  
21 Fruit Street  
Concord, NH 03301

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Donna P. Beaudoin

### Company Profile/Background

The Brain Injury Association of New Hampshire (BIANH), located in Concord, NH, is a statewide charitable organization (501c3) that supports individuals living with a brain injury or stroke, their family members and professionals working within the field of brain injury. With nearly 13,000 individuals diagnosed with an acquired brain disorder (stroke, brain tumor, cerebrovascular disruption, etc.) and over 8,000 traumatic brain injuries occurring in New Hampshire on a yearly basis, there continues to be a growing need for the Association. All services provided by the Association are available statewide.

Since opening the doors in 1983, the Brain Injury Association of New Hampshire has worked with children, teens and adults living with the effects of post-concussive syndrome and other more serious and long-term disorders resulting from brain injuries. BIANH sees first-hand the impact these injuries have on individuals and their families.

The overall mission of the Association is to provide care and support for brain injured children and adults in the state and to create a better future through brain injury prevention, education, advocacy and support. BIANH is the only organization in the state dedicated to serving young people with acquired brain disorders from mild to severe.

BIANH was founded over thirty-five (35) years ago, by New Hampshire parents who joined together to help bring home their severely brain injured children from nursing homes and out-of-state residential care facilities. Today, through Memberships, BIANH represents over nine thousand (9,000) New Hampshire families and brain injury survivors. The Association has remained a grassroots organization, led by a dedicated team of parents, survivors and caregivers.

The main office of the Association is located in Concord, NH. Services provided by the Association are available statewide. The majority of services provided by the Association are supported through donations and fundraising. BIANH currently employs thirty (30) staff with an average of twelve (12) years of service. All Neuro-Resource Facilitation staff are Certified Brain Injury Specialists (CBIS) or in the process of becoming certified. The Director of Programs and Services is a Certified Brain Injury Specialist Trainer (CBIST).

The Association has received national awards for innovation regarding supports and services.

- 2010 – Award for Excellence – Fundraising  
Brain Injury Association of America
- 2012 – Award for Excellence – Fundraising and Development  
Brain Injury Association of America
- 2013 – Award for Excellence – Advocacy/Transitions  
Brain Injury Association of America
- 2014 – Outstanding Implementation of the *Period of Purple Crying* Program  
National Center on Shaken Baby Syndrome

2015, 2016 and 2017 - Award for Excellence – Program and Services  
Brain Injury Assoc. of America

Current statewide Programs and Services provided by the Association are as follows: Information and Resources; Toll-free Family Helpline; Family/Professional Training and Education; Individual and Family Advocacy; Statewide Brain Injury Resource Directory; Association Website; Veterans Website; Support Groups for Survivors, Caregivers, Family Members and Friends; Neuro-Resource Facilitation; Family Neuro-Resource Facilitation; Stroke Neuro-Resource Facilitation; Case Management under all State Community Care Waiver Programs; Private Case Management Services; Monthly Educational Training through *Brain Matters* Workshop; Hospital/Rehab Clinics; Transitional Services; Education and Awareness Programs; Annual Caregiver Conference; Annual Professional Conference; Prevention Programs; New Hampshire Brain Injury Legislative Contact Network; *Headway* newsletter; and representative payee services to individuals who receive Case Management/Service Coordination services through the Association. The Association works collaboratively with the Brain Injury Association of America – Maine Chapter.

The governing board for the SILC grant is made up of the Brain Injury Survivor Council. A member of the Council is on the BIANH Board of Directors.

The Brain Injury Association of New Hampshire is a licensed Case Management Organization in the State of New Hampshire holding License Number 03055. Licensing by the state occurs annually and shows that BIANH has met the level of competency to provide Case Management services in the State of New Hampshire.

**BRAIN INJURY ASSOCIATION OF  
NEW HAMPSHIRE AND AFFILIATES**  
**CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

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**BRAIN INJURY ASSOCIATION OF  
NEW HAMPSHIRE AND AFFILIATES**

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**DECEMBER 31, 2017 AND 2016**

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# DAVID A. KREED

Certified Public Accountant  
36 North Street  
Manchester, New Hampshire 03104  
Tel:(603) 625-4792 Fax:(603) 624-5993  
dkreedcpa@comcast.net

## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors  
Brain Injury Association of New Hampshire  
Concord, New Hampshire

We have audited the accompanying consolidated financial statements of the Brain Injury Association of New Hampshire (a nonprofit organization) and Affiliates, which comprise the consolidated statements of financial position as of December 31, 2017 and 2016, and the related consolidated statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

### Management's Responsibility for the 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 financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. 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 auditor's 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 financial position of the Brain Injury Association of New Hampshire and Affiliates as of December 31, 2017 and 2016, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

#### Report on Summarized Comparative Information

We have previously audited the Brain Injury Association of New Hampshire and Affiliates' 2016 financial statements, and we expressed an unmodified opinion on those financial statements in our report dated July 11, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended December 31, 2016, is consistent, in all material respects, with the audited financial statements from which it has been derived.



David A. Kreed  
Certified Public Accountant  
August 6, 2018

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION  
DECEMBER 31, 2017 AND 2016**

<b>ASSETS</b>	<u>2017</u>	<u>2016</u>
Cash and Cash Equivalents	\$ 1,218,208	\$ 802,321
Funds Held for Other Entities	24,628	25,568
Grants and Contracts Receivable	255,551	642,598
Other Receivables	11,218	-
Prepaid Expenses	6,939	1,499
Property and Equipment, Net	<u>458,494</u>	<u>470,505</u>
<b>Total Assets</b>	<b>\$ <u>1,975,038</u></b>	<b>\$ <u>1,942,491</u></b>
<b>LIABILITIES</b>		
Accounts Payable	\$ 41,377	\$ 49,878
Funds Managed for Other Entities	24,628	25,568
Accrued Expenses	2,917	20,416
Bingo Carryover Prizes	4,269	54,142
Loans Payable	<u>297,221</u>	<u>313,512</u>
<b>Total Liabilities</b>	<b>370,412</b>	<b>463,516</b>
<b>NET ASSETS</b>		
Unrestricted	<u>1,604,626</u>	<u>1,478,975</u>
<b>Total Net Assets</b>	<b><u>1,604,626</u></b>	<b><u>1,478,975</u></b>
<b>Total Liabilities and Net Assets</b>	<b>\$ <u>1,975,038</u></b>	<b>\$ <u>1,942,491</u></b>

See accompanying notes and independent auditor's report.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
CONSOLIDATED STATEMENTS OF ACTIVITIES  
FOR THE YEARS ENDED DECEMBER 31, 2017 AND 2016**

<b>UNRESTRICTED NET ASSETS</b>	<u>2017</u>	<u>2016</u>
<b>SUPPORT AND REVENUE</b>		
Program Services Income	\$ 1,579,499	\$ 1,568,629
Grants	111,097	76,459
Contributions	39,910	11,267
Fund Raising	113,365	104,571
Memberships/Sponsorships	11,932	14,728
Registration Fees	47,934	43,985
Other Revenue	34,077	35,892
Interest Income	3,307	4,870
Special Events - Bingo	<u>2,568,628</u>	<u>2,374,499</u>
<b>Total Support and Revenue</b>	<u>4,509,749</u>	<u>4,234,900</u>
 <b>EXPENSES</b>		
Program Services	1,646,502	1,615,110
Management and General	278,352	265,156
Fund Raising	38,303	40,849
Special Events - Bingo	<u>2,420,941</u>	<u>2,241,842</u>
<b>Total Expenses</b>	<u>4,384,098</u>	<u>4,162,957</u>
 Change in Net Assets	 125,651	 71,943
Net Assets at Beginning of Year	<u>1,478,975</u>	<u>1,407,032</u>
Net Assets at End of Year	\$ <u>1,604,626</u>	\$ <u>1,478,975</u>

See accompanying notes and independent auditor's report.

BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES  
FOR THE YEAR ENDED DECEMBER 31, 2017  
WITH COMPARATIVE TOTALS FOR THE YEAR ENDED DECEMBER 31, 2016

	<u>Program</u>	<u>Management and General</u>	<u>Fund Raising</u>	<u>Total 2017</u>	<u>Total 2016</u>
Salaries and Wages	\$ 951,522	\$ 158,772	\$ 1,862	\$1,112,156	\$1,038,475
Employee Benefits and Payroll Taxes	204,160	34,066	143	238,369	216,771
Rent Expense	578	144	2,906	3,628	3,682
Utilities	6,242	1,560	-	7,802	10,881
Repairs and Maintenance	17,161	4,290	-	21,451	16,505
Travel Expense	47,820	6,831	-	54,651	60,541
Telephone	16,523	4,131	-	20,654	19,814
Office Expense and Postage	29,248	7,312	49	36,609	43,203
Printing and Design	38,422	5,489	4,495	48,406	59,122
Conferences and Training	65,329	7,259	-	72,588	74,804
Dues and Subscriptions	34,152	3,795	-	37,947	37,962
Insurance	12,029	1,718	1,096	14,843	20,317
Professional Fees	30,733	4,391	-	35,124	33,028
Marketing and Advertising	1,325	-	-	1,325	966
Special Events	-	-	3,496	3,496	3,812
Donations	-	20,791	-	20,791	18,283
Contract Services	177,209	-	24,209	201,418	228,733
Service Fees	-	4,941	47	4,988	3,502
Interest Expense	-	9,350	-	9,350	10,949
Real Estate Taxes	-	-	-	-	6,598
<b>Total Before Depreciation</b>	<b>1,632,453</b>	<b>274,840</b>	<b>38,303</b>	<b>1,945,596</b>	<b>1,907,958</b>
<b>Depreciation</b>	<b><u>14,049</u></b>	<b><u>3,512</u></b>	<b><u>-</u></b>	<b><u>17,561</u></b>	<b><u>13,157</u></b>
<b>Total Functional Expenses</b>	<b><u>\$1,646,502</u></b>	<b><u>\$ 278,352</u></b>	<b><u>\$ 38,303</u></b>	<b><u>\$1,963,157</u></b>	<b><u>\$1,921,115</u></b>

See accompanying notes and independent auditor's report.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
CONSOLIDATED STATEMENTS OF CASH FLOWS  
FOR THE YEARS ENDED DECEMBER 31, 2017 AND 2016**

<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	<u>2017</u>	<u>2016</u>
Change in Net Assets	\$ 125,651	\$ 71,943
Adjustments to Reconcile Change in Net Assets to Net Cash Provided (Used) by Operating Activities		
Depreciation	17,561	13,157
(Increase) Decrease In:		
Grants and Contracts Receivable	387,047	(199,832)
Other Receivables	(11,218)	-
Prepaid Expenses	(5,440)	2,966
Increase (Decrease) In:		
Accounts Payable	(8,501)	3,291
Funds Managed for Other Entities	(940)	7,724
Accrued Expenses	(17,499)	(23,334)
Bingo Carryover Prizes	<u>(49,873)</u>	<u>4,210</u>
Net Cash Provided (Used) by Operating Activities	436,788	(119,875)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of Property and Equipment	<u>(5,550)</u>	<u>(63,854)</u>
Net Cash Provided (Used) by Investing Activities	<u>(5,550)</u>	<u>(63,854)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Loan Proceeds	-	19,927
Loan Repayments	<u>(16,291)</u>	<u>(49,558)</u>
Net Cash Provided (Used) by Financing Activities	<u>(16,291)</u>	<u>(29,631)</u>
Increase (Decrease) in Cash and Cash Equivalents	414,947	(213,360)
Beginning Cash and Cash Equivalents	<u>827,889</u>	<u>1,041,249</u>
Ending Cash and Cash Equivalents	\$ <u>1,242,836</u>	\$ <u>827,889</u>

See accompanying notes and independent auditor's report.

BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
DECEMBER 31, 2017 AND 2016

**NOTE A - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Nature of Organization

The Brain Injury Association of New Hampshire is a nonprofit organization located in Concord, New Hampshire. The mission of the Association is to promote awareness, understanding, and prevention of brain injury through education, advocacy, research, and community support services that result in reduced incidents and improved outcomes of children and adults with brain injuries.

Principles of Consolidation

The consolidated financial statements include the accounts of the Brain Injury Association of New Hampshire and the New Hampshire Wings of Hope Foundation, collectively referred to as "the Organization". All significant intercompany transactions and balances have been eliminated. The New Hampshire Wings of Hope Foundation is also a nonprofit organization, raising funds to promote various educational and charitable endeavors. The Association has both an economic interest and control of its fund raising activities and also sharing its management team and governing board.

Basis of Accounting

The accompanying financial statements have been prepared on the accrual basis of accounting in accordance with generally accepted accounting principles.

Financial Statement Presentation

The Organization is required to report information regarding its financial position and activities according to three classes of net assets, where applicable: unrestricted net assets, temporarily restricted net assets and permanently restricted net assets.

Income Taxes

The Brain Injury Association of New Hampshire and the New Hampshire Wings of Hope Foundation are exempt from income taxes under Section 501 (c) (3) of the Internal Revenue Code, and are classified by the Internal Revenue Service as other than a private foundation.

Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.



**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

**NOTE A - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

Cash and Cash Equivalents

For purposes of the statements of cash flows, the Organization considers all highly liquid investments available for current use, with an initial maturity of three months or less, to be cash equivalents. The Organization also considers its certificates of deposit held at area financial institutions to be components of cash and cash equivalents.

Public Support and Revenue

All contributions and grants are considered to be available for unrestricted use unless specifically restricted by the donor. Amounts received that are designated for future periods or restricted by the donor for specific purposes are reported as temporarily restricted or permanently restricted support that increases these net asset classes. When a donor restriction expires, that is, when a stipulated time restriction ends or purpose restriction is accomplished, restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions.

Many people involved with the Organization have donated significant time to its activities and programs; however, no amounts have been reflected in the financial statements because the value of contributed services did not meet the requirements for recognition.

Accounts Receivable

Accounts receivable are stated at the amount management expects to collect from outstanding balances. Balances that are still outstanding after management has used reasonable collection efforts are offset against the corresponding revenue account.

Concentration of Credit Risk

The Organization maintains several cash accounts at three area banks. Accounts held at these financial institutions are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$ 250,000 per depositor. As of December 31, 2017 and 2016, there were uninsured cash balances of \$ 466,432 and \$ 326,093 respectively.

Advertising Costs

The Organization generally expenses advertising costs as they are incurred. Marketing and advertising expense in total was \$ 1,325 and \$ 966 for the years ended December 31, 2017 and 2016 respectively.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

**NOTE A - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

Property and Equipment

Donations of property and equipment are recorded as contributions at their estimated fair value. Such donations are reported as unrestricted contributions unless the donor has restricted the donated asset to a specific purpose. Purchased property and equipment is capitalized at cost. The Organization capitalizes property and equipment valued over \$ 1,000. Expenditures for major renewals and betterments that extend the useful lives of property and equipment are capitalized. Expenditures for maintenance and repairs are charged to expense as incurred. Depreciation is computed using the straight-line method over the estimated useful lives of the related assets, which range from five to forty years.

Functional Allocation of Expenses

The costs of providing the various program services and general and administrative support have been summarized on a functional basis in the statements of activities. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

Disclosures and Report Modifications

The consolidated financial statements include certain prior-year summarized comparative information in total but not by net asset class or functional designation. Such information does not include sufficient detail to constitute a presentation in conformity with generally accepted accounting principles. Accordingly, such information should be read in conjunction with the Organization's consolidated financial statements for the year ended December 31, 2016, from which the summarized information was derived.

**NOTE B - FAIR VALUE MEASUREMENTS**

The Organization estimates that the fair value of all financial instruments at December 31, 2017 and 2016, such as cash and cash equivalents, grants and contracts receivable, and loans payable, none of which is held for trading purposes, does not differ materially from the aggregate carrying values of said financial instruments recorded in the accompanying statements of financial position, due to the short maturities of those instruments. Where applicable, the estimated fair value amounts are determined by the Organization using available market information and appropriate valuation methodologies.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

**NOTE C - TAX SHELTERED ANNUITY**

The Organization maintains a tax deferred annuity plan under Internal Revenue Code Section 403(b). Eligible employees are allowed to contribute to this plan. The Organization contributed \$ 73,247 and \$ 72,235 to the plan for the years ended December 31, 2017 and 2016 respectively.

**NOTE D - PROPERTY AND EQUIPMENT AND ACCUMULATED DEPRECIATION**

The following is a summary of property and equipment at December 31, 2017 and 2016:

	<u>2017</u>	<u>2016</u>
Land	\$ 41,857	\$ 41,857
Building and Improvements	434,022	428,472
Equipment	76,992	76,992
Furniture and Fixtures	<u>13,376</u>	<u>13,376</u>
 Total Property and Equipment	 566,247	 560,697
Less: Accumulated Depreciation	<u>(107,753)</u>	<u>(90,192)</u>
 Net Property and Equipment	 \$ <u>458,494</u>	 \$ <u>470,505</u>

**NOTE E - LOANS PAYABLE**

The Organization entered into an equipment lease agreement with a finance company in June 2013 for a copier. The original lease term was for sixty months, with a monthly lease payment of \$ 110.00, and an imputed interest rate of approximately 10.70%. The lease was paid off in December 2016 as part of the acquisition of a new copier as identified below. The interest expense for the year ended December 31, 2016 was \$ 524.

The Organization executed a mortgage note with a bank, dated November 7, 2014, in the principal amount of \$ 320,000, with a twenty year term scheduled for maturity on November 7, 2034, with initial monthly payments for principal and interest of \$ 1,790.65, at an initial interest rate of 3.0992%, and is collateralized by certain real estate located at 52 Pleasant Street, Concord, New Hampshire. The interest expense for the years ended December 31, 2017 and 2016 was \$ 9,068 and \$ 9,478 respectively. The outstanding balances as of December 31, 2017 and 2016 were \$ 281,977 and \$ 294,397 respectively.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

**NOTE E - LOANS PAYABLE (CONTINUED)**

On November 7, 2019, and on each five year anniversary thereafter, the mortgage interest rate will adjust based on the applicable Federal Bank rate (the Index) plus 2.25%.

The Organization entered into an equipment lease agreement with a finance company in November 2016 for a Sharp copier. The term of the lease is for sixty months, with a monthly lease payment of \$ 346.00, and an imputed interest rate of approximately of 1.60%. The interest expense for the years ended December 31, 2017 and 2016 was \$ 281 and \$ 52 respectively. The outstanding balances as of December 31, 2017 and 2016 were \$ 15,244 and \$ 19,115 respectively.

The following is a schedule of future maturities on long-term debt:

Years ending December 31,	
2018	\$ 16,920
2019	17,389
2020	17,873
2021	17,490
2022	14,686
after 2022	<u>212,863</u>
Total	\$ <u>297,221</u>

The Organization secured a line of credit with a local bank, renewed through July 2018, in the maximum amount of \$ 125,000, and collateralized by substantially all assets. The interest rate at December 31, 2017 was 4.25%. The outstanding balance as of December 31, 2017 and 2016 was \$ -0-.

**NOTE F - INCOME TAXES**

Accounting principles generally accepted in the United States of America require management to evaluate tax positions taken by the Organization, including entities exempt from income taxes. Management has evaluated the tax positions taken and concluded that the Organization does not have any significant unrelated business income and has taken no uncertain tax positions that require recognition or disclosure in the financial statements. Therefore, no provision for income taxes has been included in these financial statements.

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**DECEMBER 31, 2017 AND 2016**

**NOTE G - FISCAL STEWARDSHIP**

The Association has assumed fiscal stewardship for the annual Caregivers Conference presented by the Coalition for Caring, which represents several nonprofit organizations throughout New Hampshire. The Association acts as the fiscal agent for the conference, receiving and disbursing funds on their behalf. The Association has also assumed fiscal stewardship for certain clients receiving assistance from the Social Security Administration. As their fiscal representative, the Association manages these funds for the participating clients, to include deposits and bill payments.

The cash balances and corresponding liabilities as of December 31, 2017 and 2016 are \$ 24,628 and \$ 25,568 respectively and are included in the statements of financial position and cash flows.

**NOTE H - BINGO ACTIVITIES**

Under license from the State of New Hampshire, the Organization runs weekly bingo games as a fund raising activity. The Organization entered into an agreement to lease a hall in Hudson, New Hampshire in order to conduct the bingo games. The term of this agreement is for the period of July 1, 2017 through June 30, 2018. The rent to be paid to the lessor for each gaming date shall not exceed the rates as permitted by the New Hampshire Pari-Mutuel Commission. During the term, the daily rental shall be \$3.50 per person for the first 366 persons, and \$2.50 per person for each additional person.

Because of the statutory bingo exclusion as defined in IRS Publication 3079, *Tax-Exempt Organizations and Gaming*, an exempt organization may conduct games meeting the exclusion to raise funds, and the activity will not generate unrelated business income subject to taxation.

**NOTE I - PERSONNEL**

The Executive Director has an employment contract with the Organization and its board of directors. Additionally, it is duly noted that the Executive Director has accumulated a balance of 194.7 days of paid time off (unused sick and vacation time), as of December 31, 2017, earned from the period of September 30, 1992 through December 31, 2001. The Organization has not determined nor accrued an amount for the cumulative paid time off earned by the Executive Director and other eligible employees.

BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE AND AFFILIATES  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
DECEMBER 31, 2017 AND 2016

**NOTE J - EVALUATION OF SUBSEQUENT EVENTS**

The Organization has evaluated subsequent events through August 6, 2018, the date which the financial statements were available to be issued.

## Company Profile/Background

The Brain Injury Association of New Hampshire (BIANH), located in Concord, NH, is a statewide charitable organization (501c3) that supports individuals living with a brain injury or stroke, their family members and professionals working within the field of brain injury. With nearly 13,000 individuals diagnosed with an acquired brain disorder (stroke, brain tumor, cerebrovascular disruption, etc.) and over 8,000 traumatic brain injuries occurring in New Hampshire on a yearly basis, there continues to be a growing need for the Association. All services provided by the Association are available statewide.

Since opening the doors in 1983, the Brain Injury Association of New Hampshire has worked with children, teens and adults living with the effects of post-concussive syndrome and other more serious and long-term disorders resulting from brain injuries. BIANH sees first-hand the impact these injuries have on individuals and their families.

The overall mission of the Association is to provide care and support for brain injured children and adults in the state and to create a better future through brain injury prevention, education, advocacy and support. BIANH is the only organization in the state dedicated to serving young people with acquired brain disorders from mild to severe.

BIANH was founded over thirty-five (35) years ago, by New Hampshire parents who joined together to help bring home their severely brain injured children from nursing homes and out-of-state residential care facilities. Today, through Memberships, BIANH represents over nine thousand (9,000) New Hampshire families and brain injury survivors. The Association has remained a grassroots organization, led by a dedicated team of parents, survivors and caregivers.

The main office of the Association is located in Concord, NH. Services provided by the Association are available statewide. The majority of services provided by the Association are supported through donations and fundraising. BIANH currently employs thirty (30) staff with an average of twelve (12) years of service. All Neuro-Resource Facilitation staff are Certified Brain Injury Specialists (CBIS) or in the process of becoming certified. The Director of Programs and Services is a Certified Brain Injury Specialist Trainer (CBIST).

The Association has received national awards for innovation regarding supports and services.

- 2010 – Award for Excellence – Fundraising  
Brain Injury Association of America
- 2012 – Award for Excellence – Fundraising and Development  
Brain Injury Association of America
- 2013 - Award for Excellence – Advocacy/Transitions  
Brain Injury Association of America
- 2014 – Outstanding Implementation of the *Period of Purple Crying* Program  
National Center on Shaken Baby Syndrome

2015, 2016 and 2017 - Award for Excellence – Program and Services  
Brain Injury Assoc. of America

Current statewide Programs and Services provided by the Association are as follows: Information and Resources; Toll-free Family Helpline; Family/Professional Training and Education; Individual and Family Advocacy; Statewide Brain Injury Resource Directory; Association Website; Veterans Website; Support Groups for Survivors, Caregivers, Family Members and Friends; Neuro-Resource Facilitation; Family Neuro-Resource Facilitation; Stroke Neuro-Resource Facilitation; Case Management under all State Community Care Waiver Programs; Private Case Management Services; Monthly Educational Training through *Brain Matters* Workshop; Hospital/Rehab Clinics; Transitional Services; Education and Awareness Programs; Annual Caregiver Conference; Annual Professional Conference; Prevention Programs; New Hampshire Brain Injury Legislative Contact Network; *Headway* newsletter; and representative payee services to individuals who receive Case Management/Service Coordination services through the Association. The Association works collaboratively with the Brain Injury Association of America – Maine Chapter.

The governing board for the SILC grant is made up of the Brain Injury Survivor Council. A member of the Council is on the BIANH Board of Directors.

The Brain Injury Association of New Hampshire is a licensed Case Management Organization in the State of New Hampshire holding License Number 03055. Licensing by the state occurs annually and shows that BIANH has met the level of competency to provide Case Management services in the State of New Hampshire.



### Key Personnel

Erin Hall, MS, CBIST, Director of Programs and Services: Ms. Hall has over 25 years' experience working in the brain injury field and over 30 years' working in the human services field. She volunteers as a Trained Educational Surrogate to children within the school system, specializing in supporting older students who are transitioning out of school. She has been employed at the Brain Injury Association of NH for 20 years.

Krystal Sieradzki, MSW, CBIS, Case Manager Supervisor: Ms. Sieradzki has been employed by the Brain Injury Association since September 2017. She earned her Master of Social Work degree from the University of New Hampshire in 2014. She has been working in human services since 2009, with experience ranging from community mental health care to inpatient medical, psychiatric and substance abuse care. She is currently completing her Licensing in Social Work.

Kristen Scarano, BA, Information and Resource Coordinator: Ms. Scarano has been affiliated with the Brain Injury Association of NH since August 2018. Her role has grown from an intern into the Information and Resource Specialist. Ms. Scarano graduated from the University of NH in December 2018 obtaining a Bachelors of Art degree in Psychology

Sandrine Iyizire, BA, CBIS, DD/ABD/NRF Supervisor: Ms. Iyizire has been in the Social Services field for the past 6 years, working in various residential and community settings. Ms. Iyizire supervises the Acquired Brain Disorder (ABD) Service Coordinators and Neuro-Resource Facilitators. She has been employed by the Association since 2016. Ms. Iyizire is passionate about making a difference in the lives of individuals living with disabilities and brain injuries. She is currently pursuing her Master's Degree.

To Be Hired, Lead Neuro-Resource Facilitator: The individual who had been in this position recently left. BIANH is currently interviewing candidates. The Lead NRF works closely with the local BIANH Case Managers. This is a required minimum Bachelor's Degree position.

Barbara Howard, CBIS, Transition and Intake Coordinator: Ms. Howard has over 30 years' experience working with people living with disabilities. She has been part of the team at BIANH for the past 10 years. Ms. Howard has done over two hundred fifty (250) transitions to date.

Joselito Yatco, MBA, Advanced Certificate in CIS, IT Manager: Mr. Yatco has been employed at BIANH for over 10 years, 2 of those years as an outside technical support/consultant. He currently manages and supports the organization's networking, including hardware and software. Mr. Yatco manages and maintains the websites, social media, and multiple registrations online for events for the organization. He is responsible for all technical security for the Association.

## 2019-2020 OFFICERS/EXECUTIVE COMMITTEE

### President:

Robin Kenney, EdD  
261 Old Greenfield Road  
Peterborough, NH 03458  
(603) 831-2425 (cell)  
(603) 924-9863 (home)  
[rokenney@aol.com](mailto:rokenney@aol.com)  
Term expires: 2021

### Vice-President:

Jeremiah Donovan, MBA, CBIS  
Robin Hill Farm  
P.O. Box 1067  
Hillsboro, NH 03244  
(603) 464-3841  
[jerry.donovan@robinhillfarm.com](mailto:jerry.donovan@robinhillfarm.com)  
Term expires: 2021

### Treasurer:

Michael Palmieri, President/CEO  
Havenwood Heritage Heights  
33 Christian Avenue  
Concord, NH 03301  
(603) 224-5363  
[mpalmieri@hhhinfo.org](mailto:mpalmieri@hhhinfo.org)  
Term expires: 2021

### Secretary:

Heather Rousseau  
Rose Meadow Garden, Inc.  
PO Box 1450  
New Boston, NH 03070  
(603) 487-3590  
[hrousseau.rosemeadow@hotmail.com](mailto:hrousseau.rosemeadow@hotmail.com)  
Term expires: 2021

### Family Council Representative:

Jeannine Leclerc  
20 Knight Street  
Keene, NH 03431  
(603) 352-1705  
[JLeclerc123@gmail.com](mailto:JLeclerc123@gmail.com)  
Term expires: 2021

Diane Schreck  
5 Resurrection Circle  
Nashua, NH 03063  
(603) 880-7167  
[ddschreck@comcast.net](mailto:ddschreck@comcast.net)  
Term expires: 2021

### Survivor Council Representative:

Rosalie Johnson  
28 Lisa Beth Circle  
Dover, NH 03820  
(603) 749-1825  
[rmblingrosepix@aim.com](mailto:rmblingrosepix@aim.com)  
Term expires: 2021

### Professional/Provider Council Representative:

Eldon Munson, Jr.  
492 Bible Hill Road  
Francestown, NH 03043  
(603) 547-2947  
(603) 491-8298  
[eldonmunsonjr@gmail.com](mailto:eldonmunsonjr@gmail.com)  
Term expires: 2021

### Executive Director:

Steven D. Wade  
BIANH  
52 Pleasant Street  
Concord, NH 03301  
(603) 225-8400  
[steve@bianh.org](mailto:steve@bianh.org)

### Immediate Past President:

Freddi Gale, CBIS, Executive Director  
North Country Independent Living  
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[fgale@ncilnh.com](mailto:fgale@ncilnh.com)

### REVISIONS

- 1/2015- added David Bauer
- 6/2015 – Freddi Gale replaces Laura Flashman as President; Robin Kenney replaces Amy Messer as VP; Scott Dow replaces Freddi Gale as Secretary; Added: Robert Carey, Patricia Ciarfella, Jay Hamel, Heather Rousseau, David Grant, Peter Isquith, Schuyler Scribner; Amy Messer removed – term expired; Joe Viana removed, term expired; Removed Student Representatives - Courtney Bartotta and Derrick Beaudin; Lisa Martel retired 8/1/2015
- Jeff Hiatt – retired; 11/02/2015
- Added: Nancy Craddock, Eldon Munson, Jr., and Lauren Weaver, 6/9/2016; Laura Decoster, David Eby, and Ellen Keith – retired 6/9/2016; Added: Caroline Sizer, 9/8/2016; January 2017 added Michael Redmond
- Added: Jennifer Field and Kris Roberts (6/8/2017); Retired: Robert Carey and William Storo (6/8/2017)
- Retired: Donna Beaudin and Peter Isquith (6/14/2018); Added Susan Tanner (6/14/2018); Retired (9/13/2018) Caroline Sizer; Removed (11/19/2018) Catherine Costanzo;
- Retired: Laura Flashman (3/11/2019); Removed Newton Kershaw
- (6/13/2019): Robin Kenney replaces Freddi Gale as President; Jerry Donovan replaces Robin Kenney as Vice President; Heather Rousseau replaces Scott Dow as Secretary; Rosalie Johnson replaces Paul Van Blarigan as Survivor Council Rep; Eldon Munson replaces Jerry Donovan as Provider Council Rep; Term Ending: Freddi Gale, Scott Dow, and Paul Van Blarigan; Retired: Nancy Craddock; Added: Jonathan Lichtenstein, Psy.D., MBA and Eric Sembrano, MD.

## 2019 - 2020 BOARD OF DIRECTORS

### TERM ENDING 2020

Patricia Ciarfella  
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106 Granite Road  
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### TERM ENDING 2021

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### TERM ENDING 2022

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### Ex officio members

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2019 - 2020 BOARD OF DIRECTORS

TERM ENDING 2020

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TERM ENDING 2022

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Ex officio members

John Richards, SW  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Paul Van Blarigan  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

### Key Personnel

Erin Hall, MS, CBIST, Director of Programs and Services: Ms. Hall has over 25 years' experience working in the brain injury field and over 30 years' working in the human services field. She volunteers as a Trained Educational Surrogate to children within the school system, specializing in supporting older students who are transitioning out of school. She has been employed at the Brain Injury Association of NH for 20 years.

Krystal Sieradzki, MSW, CBIS, Case Manager Supervisor: Ms. Sieradzki has been employed by the Brain Injury Association since September 2017. She earned her Master of Social Work degree from the University of New Hampshire in 2014. She has been working in human services since 2009, with experience ranging from community mental health care to inpatient medical, psychiatric and substance abuse care. She is currently completing her Licensing in Social Work.

Kristen Scarano, BA, Information and Resource Coordinator: Ms. Scarano has been affiliated with the Brain Injury Association of NH since August 2018. Her role has grown from an Intern into the Information and Resource Specialist. Ms. Scarano graduated from the University of NH in December 2018 obtaining a Bachelors of Art degree in Psychology

Sandrine Iyizire, BA, CBIS, DD/ABD/NRF Supervisor: Ms. Iyizire has been in the Social Services field for the past 6 years, working in various residential and community settings. Ms. Iyizire supervises the Acquired Brain Disorder (ABD) Service Coordinators and Neuro-Resource Facilitators. She has been employed by the Association since 2016. Ms. Iyizire is passionate about making a difference in the lives of individuals living with disabilities and brain injuries. She is currently pursuing her Master's Degree.

To Be Hired, Lead Neuro-Resource Facilitator: The individual who had been in this position recently left. BIANH is currently interviewing candidates. The Lead NRF works closely with the local BIANH Case Managers. This is a required minimum Bachelor's Degree position.

Barbara Howard, CBIS, Transition and Intake Coordinator: Ms. Howard has over 30 years' experience working with people living with disabilities. She has been part of the team at BIANH for the past 10 years. Ms. Howard has done over two hundred fifty (250) transitions to date.

Joselito Yatco, MBA, Advanced Certificate in CIS, IT Manager: Mr. Yatco has been employed at BIANH for over 10 years, 2 of those years as an outside technical support/consultant. He currently manages and supports the organization's networking, including hardware and software. Mr. Yatco manages and maintains the websites, social media, and multiple registrations online for events for the organization. He is responsible for all technical security for the Association.

# ERIN P. HALL

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## PROFESSIONAL EXPERIENCE

1999 - Present

**BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE**  
Director of Programs and Services  
CONCORD, NH

- ♦ Organize and coordinate operations of Neuro-Resource Facilitation Program
- ♦ Provide overall support and supervision to Neuro-Resource Facilitators
- ♦ Work with other states regarding Neuro-Resource Facilitation Program
- ♦ Develop in-service educational training programs
- ♦ Supervise college interns
- ♦ Coordinate with Bureau of Developmental Services on brain injury issues
- ♦ Provide information and referral assistance to survivors, family members and professionals
- ♦ Provide training to school systems
- ♦ Coordinate Brain Injury Community Support Program

1998 - 1999

**BUREAU OF DEVELOPMENTAL SERVICES**  
TBI PLANNING GRANT PROJECT COORDINATOR  
CONCORD, NH

- ♦ Organized and coordinate day to day operation of planning process for federal grant
- ♦ Developed comprehensive work plan
- ♦ Assisted in development of Advisory Board
- ♦ Coordinated activities and serve as staff to Advisory Board
- ♦ Worked with contracted consultants to plan, develop and subsequently implement comprehensive needs assessment to address supports, services and consumer satisfaction
- ♦ Assisted in planning regional public forums
- ♦ Performed 1:1 interviews with experts in the field
- ♦ Facilitated group discussions regarding needs in the State of New Hampshire
- ♦ Acted as liaison between consultants and project staff
- ♦ Coordinated grant evaluation plan activities
- ♦ Assisted in recruitment of participants for grant
- ♦ Assisted in development of statewide action plan
- ♦ Worked with Division, Area Agencies and consultants in identifying and addressing needs of survivors and families
- ♦ Participated on the Acquired Brain Injury Community Care Waiver Review Committee

1994-1998

**HEART SYSTEM, INC/COMMUNITY CROSSROADS REGION 10**  
SUPPORT COORDINATOR  
DERRY, NH

- ♦ Organized resources and supports for individuals with an Acquired Brain Disorder
  - ♦ Hired and supervised support staff for HEART System, Inc.
  - ♦ Presented to organizations regarding brain injury and HEART System, Inc.
  - ♦ Provided supports to school age children
  - ♦ Developed and negotiated program budgets
  - ♦ Monitored vendor programs to ensure compliance with contracts
  - ♦ Assisted individuals regarding Medicare/Medicaid benefits
-

**VOLUNTEER ACTIVITIES**

- 1999 – Present Parent Information Center  
Educational Surrogate for individuals in school system who have a disability

**EDUCATION**

- 2004 American Academy for the Certification of Brain Injury Specialists  
Brain Injury Association of America  
Certified Brain Injury Specialist (CBIS)
- 1990-1994 Salem State College, Salem, MA  
Master of Science in Counseling and Psychological Services  
Concentration: Industrial/Organizational Psychology
- 1986-1989 Northeastern University, Boston, MA  
Bachelor of Science in Sociology/Anthropology  
Concentration: Human Services

**AWARDS/PRESENTATIONS**

- 2008 Vermont's 20<sup>th</sup> Annual Brain Injury Conference, Burlington, Vermont Workshop:  
"Who's Caring for the Caregiver?"
- New England Residential Service Coordinators Annual Conference, North Conway, New  
Hampshire Workshop: "Climbing Together – Supporting People Living with a Brain  
Injury or Stroke"
- Brain Injury Association of New Hampshire 25<sup>th</sup> Annual Brain Injury & Stroke  
Conference, Manchester, New Hampshire Workshop: "I Just Don't Know What to Do or  
Where to Go? Come Find Out!"
- Brain Injury Association of Pennsylvania 2008 Annual Conference, Harrisburg,  
Pennsylvania, Keynote Speaker: "Neuro-Resource Facilitation – Getting Started"
- 2007 In-service Training Austin House, Webster, NH: "Living with an individual who is living  
with a Brain Injury"
- 2006 Annual Adult Day Conference, Salem, New Hampshire Workshop: "Alzheimer's Disease and  
Brain Injury: A Closer Look"
- 2005 Brain Injury Association of New Hampshire 22<sup>nd</sup> Annual Brain Injury and Stroke Conference,  
Concord, New Hampshire Workshop: "Who's Caring for the Caregiver? Creative Ideas and  
Integrative Solutions"
- Housing Services Training Session Connecting the Dots: Key Disability Resources, Bedford, New  
Hampshire Workshop: "Brain Injury Association of New Hampshire: Who We Are and What We  
Do"
- 2004 Annual Brain Injury Conference, Columbia, South Carolina Workshop: "Who's Caring for the  
Caregiver? Creative Ideas and Integrative Solutions"
- 2002 Adjunct Professor Springfield College School of Humans Services, Manchester New Hampshire  
Workshop: "But He Looks Fine...Invisible Trauma"

## **Krystal Sieradzki, MSW**

### **Objective**

- To continue employment in the field of mental/behavioral health and/or substance abuse

### **Education**

#### **Master of Social Work | May 2014 | University of New Hampshire**

- Major: Social Work
- Related coursework: Human Behavior and the Social Environment, Race, Culture & Oppression, Social Welfare Policy, Child Welfare Policy, Assessment of Addictions, Treatment of Addictions, Statistics, Program Evaluation

#### **Bachelor of Science | May 2009 | Suffolk University**

- Major: Psychology
- Related coursework: Developmental Psychopathology, Abnormal Psychology, Cognitive Neuroscience, Industrial-Organizational Psychology, Ethics, Sensation & Perception, Child Development

### **Awards & Honors**

#### **Phi Alpha Honor Society**

- January 2012-May 2014

#### **Phi Sigma Alpha Honor Society**

- January 2008-May 2008

### **Related Experience**

#### **CFI Case Management Supervisor | Brain Injury Association of New Hampshire | September 2018-present**

Supervisor at a nonprofit advocacy and education organization serving the entire state. Oversight of the Choices for Independence (CFI) case management program which provides case management for over 500 consumers receiving this waived service through DHHS. Direct supervision of 12 case managers who cover the entire state to include assistance with locating resources for home care for eligible consumers, monthly supervision contact, administrative duties, and intersection with DHHS. Responsible for providing person-centered services to eligible consumers as well as collaboration with managed care organizations, adult protection, mental health, primary care and other community based supports. This position also entails management of caseloads and all hiring / personnel duties related to the case managers and administrative staff.

#### **Social Worker | St. Joseph Hospital | August 2015-present**

Psychiatric social worker responsible for crisis evaluation in an emergency room setting, as well as management of patients within the hospital with mental health and/or substance abuse issues. Services include crisis assessment and referral for inpatient psychiatric hospitalization or detox for adults and children, coordination of services with outpatient providers, linking to community resources, collaboration with an interdisciplinary team, family support.

Medical social worker responsible for service coordination and discharge planning in the ICU and on medical/surgical floors, to include referral for appropriate community support.



facilitating medicare/medicaid covered services, family support, bereavement and end of life care and planning, coordination with an interdisciplinary team for appropriate delivery of care.

Perinatal bereavement support to women experiencing ectopic pregnancy loss, miscarriage, or stillbirth. Provision of bereavement support and ongoing follow up support post discharge, link to community resources for grief management, facilitator of a SHARE-affiliated support group for women who have experienced a perinatal demise.

**Social Worker | Hampstead Hospital | January 2013-February 2017**

Clinical care at a 60-bed psychiatric facility serving children, adolescents, and adults. Programs of admission include developmental, psychiatric, and substance abuse services. In addition to working with adults with mental health and substance use disorders, this position also entailed direct contact with children and adolescents with developmental disabilities including those with an autistic spectrum disorder. Responsible for telephonic crisis intervention, review of clinical information to determine appropriate placement at the hospital, upkeep of clinical documentation, face-to-face level of care evaluations for admission, collaboration between service providers, link to appropriate aftercare services, coordination with outpatient providers, utilization reviews with insurance companies for initial and continued hospitalization coverage, and administrative tasks.

**Social Worker | St. Mary's General Hospital | September 2014-August 2015**

Social worker for a large medical hospital serving the emergency room, ICU, maternal and child health, and medical/surgical units. Responsibilities include provision of assistance to patients with social, psychological, financial, and hospital discharge planning issues. This position also entails close work with the patients, families, and physicians to ensure an appropriate plan of care upon discharge as well as providing crisis intervention, planning and arranging for short-term rehabilitation programs and long-term care, referral to appropriate community resources, collaboration between service providers, and completion of advanced directives and end-of-life planning and care.

**PACT Wellness Clinician | Bridgeway Rehabilitation Services | July 2014-August 2015**

Clinical lead for the team providing mental health services for over 70 adults with severe and persistent mental illness and co-occurring substance use disorders. Provider of community based recovery-oriented services including wellness initiatives, job development, and dual disorder treatment. Responsible for community outreach, medication education, upkeep of clinical documentation including individual recovery plans and psychosocial assessments, completion of intakes and review of referrals from lower levels of care. Additionally responsible for supervision, skill assessment and teaching for team members, and ensuring that interventions are effective and recovery oriented.

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# KRISTEN SCARANO

## EDUCATION

UNIVERSITY OF NEW HAMPSHIRE COLLEGE OF LIBERAL ARTS  
*Bachelor of Arts in Psychology with a Minor in Social Work and Nutrition*

Durham, NH  
GPA: 3.4

UNIVERSITA DI CAMERINO  
*Exploration in Nutrition and Culture*

Ascoli, Italy  
Summer 2017

INTERNSHIP: THE BRAIN INJURY ASSOCIATION OF NH

Concord, NH  
August 2018-December 2018

## EXPERIENCE

THE BRAIN INJURY ASSOCIATION OF NH  
*Information and Resource Specialist*

Concord, NH  
October 2018-Present

- Work as team member with Director, Case Managers, and others, to come up with the proper plan per individual
- Work with individuals to set them up with resources and services that fulfill their needs
- Provide services through one-on-one information and resource calls and e-mails
- Coordinate the financial assistance grant program
- Coordinate clinics with outside organizations to discuss our services

THE RUSTY HAMMER  
*Waitress*

Portsmouth, NH  
October 2017 - November 2018

- Experience working as part of a team and as a strong individual contributor
- Provide full food and beverage service to regular and Seacoast tourist customers

WATSON FIELDS ASSISTED LIVING  
*Personal Care Assistant*

Dover, NH  
August 2017-May 2018

- Developed personal relationships with residents while providing them physical and mental support
- Provided personal care to, and assisted elderly residents with daily living skills
- Monitored, and assisted residents through individual service plans moderated by the facility
- Worked with Alzheimer/dementia patients, orienting them to time and place

MANCHESTER COUNTRY CLUB  
*Waitress and Hostess*

Bedford, NH  
May 2016-June 2017

- Gained experience working in a team-oriented environment at a private club with an \$8M/year revenue
- Improved strong attention to detail and sales while developing professional relationships with all 340 members at the club, in order to provide the best service while making a personal connection with each member

THE STONEHEDGE INN & SPA  
*Banquet Server*

Tyngsboro, MA  
May 2015- August 2016

- Provided wine and food education to diners
- Developed positive social and professional relationships with banquet clients to satisfy their needs

EAST COAST TAN

Tyngsboro, MA  
February 2014-2015

*Front Desk Sales Associate*

- Acted as the face of the upscale salon while greeting customers in person and on the phone
- Utilized computer programming skills

VOLUNTEER, CAMP COUNSELOR

Summer, 2014

- Provided cheerleading instruction and support for elementary school girls in a large group setting
- Dedicated 40 hours a week to set up, break down, and complete the daily duties of the camp

VOLUNTEER, INFANT JESUS SCHOOL, NASHUA, NH

2012- Present

- As a returning alumni, help with tasks such as filing transcripts, advertising fundraisers, and setting up for events

## ADDITIONAL SKILLS

Multicultural Sensitivity, Communications, Effective Leadership, Consistently Meeting Goals, Efficient Multitasking, Interpersonal Skills, Problem Solving, Microsoft Office (Word, Excel, PowerPoint), and Various Point of Sale Systems

**Sandrine Iyizire**

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**Education Certifications**

- Public Health, Masters, Southern New Hampshire University (Manchester, NH) Expected: May 2020
- Sociology & Social Work, Bachelors, New England College (Henniker, May 2014
- Certified Brain Injury Specialist (New Hampshire) 2018

**Professional Experience**

**DD/ABD and Neuro-Resource Supervisor** October 2016 - Current  
Brain Injury Association of NH (Concord, NH)

- Supervises, hires, and trains the Acquire Brain Disorder (ABD) and Developmental Disability (DD) waiver/ Neuro-Resource Program case managers
- Manages a caseload and carries out all case management duties which includes referrals to healthcare providers, conducting assessments, monitoring services, and tracking progress to ensure services meet patients' overall needs.
- Develops and implements person centered care plans with specific objectives, goals and interventions designed to meet patients' overall needs
- Identifies patients who are in at risk for abuse, neglect, financial exploitation, and collaborate with health agencies to address identified risks
- Coordinates services between specialists, medical providers, and non-medical staff to meet the complete medical socio-economic needs of the patient
- Acts as liaison with outside entities, including physicians, hospitals, social service agencies and regulatory agencies to provide cost effective referrals.
- Facilitates member access to community services, and provides family, patient and provider education
- Monitors and enters assessments, authorizations, and clinical information into the different data systems.

**Developmental Disability and Brain Injury Service Coordinator** June 2014 - October 2016  
Community Bridges NH (Concord, NH)

- Managed a caseload and provided supportive services to adults with a broad range of disabilities
- Completed initial care plans and risk assessments and identified service needs
- Coordinated all aspects of social and medical supporting services across the continuum of care for patients to promote independence
- Participated in team care management rounds with Managed Care Organizations (Wellsense and NH Healthy families), and community support providers
- Monitored referrals made to community-based organizations, medical care and other services to fulfill care plan goals and objectives
- Developed and implemented service plans with provider agencies and vendors for client services.

**Employment specialist** May 2014-June 2016  
Project SEARCH (Concord, NH)

- Collaborated with Vocational Rehabilitation of NH in a one-year school-to-work transition program that served students with disabilities graduating high school.
- Consulted with schools to make changes to Individualized Education Programs (IEP) and 504 plans.
- Identified problem areas with families and student to plan for life after high school
- Developed comprehensive employment accommodations and negotiated accommodations between students and their employers

BARBARA HOWARD

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EXPERIENCE

Brain Injury Association of New Hampshire, Concord, NH

August 2009 - Present

Duties Included:

- Certified Brain Injury Specialist
- Transition Coordinator - coordinating brain injury /stroke survivors with needed services and benefits for successful transition from any facility to home or community; recording all documents required by the State of NH
- Member of the NH Stroke Collaborative - State wide effort to educate the public about stroke.

Town of Alton Budget Committee Member

August 2010 - March 2013

New Hampshire Community Loan Fund  
Home of Your Own Program, Concord, NH

October 2004 - September 2008

Duties Included:

- Assisting eligible adults with disabilities to obtain their own home by utilizing the benefits of the individual; collaborated with Lending Institutions, Agencies, Guardians, family and friends; ensured long-term financial/home security for homeowner; provided post purchase counseling
- Program management; Providing state-wide educational trainings on Home of Your Own Program
- Grant data collection
- Having knowledge of Disabilities: Medicaid; Area Agencies; Social Security; Probate Court; Lending Agencies
- Ending Program when Loan Fund Board voted to shut it down.

Lakes Region Community Services, Laconia, NH  
Resource Coordinator

June 2001 - October 2004

Duties Included:

- Serving adults with disabilities and families with children with disabilities
- Managing up to 32 cases; overseeing all aspects of life for disabled adults
- Assisting families with benefits applications; educational advocacy for children; provided resources for respite and ways to enrich family life
- Assisting individuals to seek employment and gain community connections.

Governor Wentworth School District, Wolfeboro, NH  
Certified Paraprofessional

June 1998 - June 2001

Duties Included:

- One-on-one teaching assistant for non-verbal, behavioral student
- Adapting curriculum to students cognitive level
- Providing job skills training for student at two volunteer employment opportunities
- Assisting students with social skills to develop community connections
- Educating staff and peers about sign communication of non-verbal student
- Assisting with daily living skills/ personal hygiene of student
- Daily written communication with parents of student

Genesis the Counseling Group, Laconia, NH  
Children at Risk Program

June 1997 - November 1997

Duties Included:

- Mental Health associate addressing social skills and behavior management of children at risk while participating in community activities
-

Alton Central School, Alton, NH  
Summer School Tutor  
Duties Included:

July/August 1997

- Tutoring 16 hours weekly, basic math, reading and English for a senior with a learning disability

One-on-one Aid  
Duties Included:

September 1996 - June 1998

- One-on-one educational assistant for students with developmental disabilities
- Middle school resource room assistant
- Adapting materials for disabled students to learn more effectively
- Collaborating with May Institute to improve quality of learning of one student
- Classroom duties as assigned by supervisor, speech therapist

Timberlane Regional School District, Plaistow, NH  
Personal Care Teaching Assistant for Multiply Handicapped Students

September, 1990 - June 1993

Duties included:

- Assisting non-verbal, behavioral, multiply handicapped students with all daily living skills at school; personal care, therapies, education, socializing
- Adapting curriculum to appropriate cognitive level
- Creating adaptive aids to improve learning
- Overseeing fellow staff and fulfilling duties of teacher during her absences
- Assisting in developing an Art Therapy class for students
- Completing tasks of physical, occupational, speech, vision and mobility specialists as assigned
- Effectively applied behavior modification techniques assigned by Behavioral Specialist

#### EDUCATION

Emergency Preparedness Training	Alton, NH
- CPR certification; First Aid Certification	2008
Neighbor Works America Training Institute	Atlanta, GA
- Mortgages and lending Basics	2007
Neighbor Works America Training Institute	San Francisco, CA
- Post Purchase Education	2006
- Awarded "Best in Class for Post Purchase Instruction"	
Neighbor Works America Training Institute	Boston, MA
- Housing and Credit Counseling; Combating Predatory Lending	2005
Parent Information Center,	Concord, NH
- 30 hour Volunteer Advocate Training for special education	2003
College of Lifelong Learning	Concord, NH
- Certified Paraprofessional	1997
High School Graduate	Plaistow, NH
- Early Childhood Education Award	1978

#### ADDITIONAL PROFESSIONAL & VOLUNTEER EXPERIENCES

Governor's Commission on Disabilities	2004-2008
- Subcommittee member for housing issues in NH	
New Hampshire Community Loan Fund	2004-2008
- Safety Committee member	
Volunteer for United States Presidential Candidate	2008
Brewster Academy Volunteer of the Year 2000	
Previously	
- PTA Executive Board member; 10 years	- Brownie Leader; Girl Scout Staff
- Odyssey of the Mind Coach	- Equine therapeutic assistant
- Instructional basketball and softball coach	- School Crisis team member

Joselito M. Yatco

**Computer Related Experience**

- Nov. 2009 - Present  
**Brain Injury Association of New Hampshire - Concord, New Hampshire**  
*IT Manager* Setup, manage and maintain computer hardware and software including voice and networking. Support and train all users. Manages and maintain database including web sites, social media, and registration online events.
- Oct. 2004 - Present  
**IHM - Concord, New Hampshire**  
*IT Coordinator* Manage, maintain and support company's network (WAN/LAN) including hardware and software. Also, manages and maintain web sites.
- Apr. 2002 - Jan. 2006  
**University of Phoenix Online - Phoenix, Arizona**  
*Online Faculty* ITS Online Faculty for graduate and under-graduate students.
- Jun. 2000 - Oct. 2004  
**Pragmatech Software - Amherst, New Hampshire**  
*IT Administrator* Develop, plan, and implement company's overall strategy goals of IT infrastructure. Plan, direct, and manage daily operations of companies overall systems and networks (LAN/WAN). Responsible for implementing long range policy and internal information and systems infrastructure, including goals and objectives. Provide support and consultation to all departments including outside sales, training facilities, and assisting the companies' software development in a variety of projects. Manage company's security and telecommunication.
- Dec. 1998 - May 2000  
**D.G. O'Brien Inc. - Seabrook, New Hampshire**  
*I.S. Administrator/Supervisor* Plan organizes, manage, and control over-all activities of Information Systems (I.S.). Analyze and implement department short and long term projects like LAN/WAN, multiple applications, programming and computer operation activities through manage subordinates and by direct supervision. Design, develop and maintained company's Internet/Intranet web sites. Manage company telecommunications.
- Jan. 1994 - Jan. 1999  
**Havenwood - Heritage Heights - Concord, New Hampshire -**  
*M.I.S. Network Coordinator* Administer LAN/WAN for multi-flat forms, multi-protocols including TCP/IP, NOS, network security, systems backup and disaster-recovery procedures. Coordinated application development and installation and monitored computer operations. Provide training and support for users such as word processing, spreadsheet, database, and related applications used by the company. Administer and update network database containing hardware, software, manual and preventive maintenance scheduling information. Develop in-house database using MS Access for Staff Development.
- Oct. 1989 - Dec. 1993  
**Connecticut Plastic Surgery Center - Ridgefield, Connecticut**  
*M.I.S. Manager* Reported directly to the President. Responsible for overall operations, installations, and maintenance of computer systems. Implement and maintain Novell Local/Remote area network. Evaluate computer hardware/software for main and regional offices. Train and supported computer users. Develop in-house database using Dbase IV for Inventory and tax purposes. Trouble shoots both hardware and software.

Sept. 1988 - Oct. 1989

**Manchester Boys & Girls Club - Manchester, New Hampshire**  
*Computer Instructor* Develop and initiate an instructional computer program, from beginner's level to advance uses of computer. Responsible for training and assisting staff member. Installed and maintained computer systems using Apple and Mac systems as well as hardware and software compatibility and configurations.

May 1986 - Sept. 1988

**Southern New Hampshire University - Manchester, New Hampshire**  
*Computer Lab, Consultant* Provide consultation to Graduates/Undergraduates students, using IBM, PS/2 Series, PC compatibles, Mini VAX, IBM 3208 main frames, including the use of software such as word processing, spreadsheets and database. Assist Instructors for Lab classes.

#### **Education and Training:**

- Windows Server 2003 and 2008
- Windows 10, 8.1, 7 and XP
- HTML for Windows
- System Administration for MS SQL Server
- TCP/IP for Windows NT 4.x
- Windows WorkStation and Server
- Microsoft Exchange Server Support 5.x

#### **International Correspondence Schools (ICS)**

*Scranton, Pennsylvania* - PC Repair

#### **New Hampshire College (Southern New Hampshire University)**

*Manchester, New Hampshire* - Master of Business Administration (MBA)  
- Advance Certificate in CIS

#### **Software and Hardware**

Windows 2000/2008 Server (Active Directory) and Windows Small Business Server  
Windows 10, 7, 8, 2003, XP, NT, Novell 2.11/3.1x and 4.x, Unix (RS 6000), IBM 36  
MS Office Professional and Microsoft BackOffice (Exchange, IIS and SQL)  
ERP/CRM (Logos, Epicor, GoldMine, SalesLogix, and Microsoft)  
Accounting (Peachtree, ACCPAC, Genesis, Real World, QuickBooks Enterprise, Logos)  
Utilities/Others - Adobe Suite CS6, PageMaker, WinZip, Norton Symantec, Veritas  
PC/Laptops - i3, i5, i7, Pentiums, Apple, Power Macs, Copiers, Printers and Tape Backups