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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF ELDERLY & ADULT SERVICES

Jeffrey A. Meyers
Commissioner

Christine Tappan
Senior Division
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
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June 20, 2017

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Human Services, to enter into an agreement with Crotched Mountain Community Care, Inc., 30 International Drive, Suite 202, Portsmouth NH 03801, in an amount not to exceed \$23,914, to provide State Health Insurance Assistance Program Trainer and Medicare Supplement Insurance Information, effective upon date of Governor and Council approval, through September 30, 2018. 100% Federal Funds

Funds are anticipated to be available in SFY 2018 and SFY 2019, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust amounts within the price limitation and adjust encumbrances between State Fiscal Years through the Budget Office if needed and justified, without approval from Governor and Executive Council.

05-95-48-481010-89250000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: BUREAU OF ELDERLY AND ADULT SERVICES

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2018	102-500731	Contracts for Prog Svc	481010	\$20,448.05
2019	102-500731	Contracts for Prog Svc	481010	\$3,465.95
			Total:	\$23,914

EXPLANATION

Funds in this agreement will be used to provide State Health Insurance Assistance Program (SHIP) training statewide to the ServiceLink contracted staff who provide Medicare information to clients, and to create and provide Medicare Supplement literature to the ServiceLink contractors who assist Medicare clients with comparing Medicare Supplement insurance plans.

The ServiceLink contractors that provide State Health Insurance Assistance Program services are the recognized source of Medicare information, individual counseling assistance, and educational outreach. In 2016, sixty-five (65) New Hampshire State Health Insurance Assistance Program trained counselors served more than 11,000 individuals, to advise, educate, and empower people with Medicare to make wise cost-saving decisions that affect their insurance coverage and quality of care. Changes to the Medicare program have expanded choices for Medicare beneficiaries. State Health Insurance Assistance Program counselors assist health care consumers to navigate the complex Medicare system and to ensure they understand their health care options as there are now over twenty (20) Medicare Prescription plans, over ten (10) Medicare Advantage plans, along with various Medicare supplement insurance plans. The State Health Insurance Assistance Program statewide trainer is the Medicare Subject Matter Expert and who shall oversee the training of all State Health Insurance Assistance Program counselors using national training materials, on-line certification tools, and up-to-date state-specific information. The State Health Insurance Assistance Program trainer assures that all State Health Insurance Assistance Program counselors provide confidential, consistent and accurate Medicare information to all people with Medicare, including those who are hard to reach, those who have low income, those who are living with disabilities and chronic disease, and those with limited English proficiency.

Without the expertise of the State Health Insurance Assistance Program Trainer, the quality and quantity of State Health Insurance Assistance Program unbiased and personalized counseling service would become unavailable to New Hampshire citizens. Application assistance for low income Medicare programs would be adversely affected, and the consistent and accurate information State Health Insurance Assistance Program counselors need to serve the Medicare population would become out of date and unreliable. In 2016, State Health Insurance Assistance Program counselors provided detailed prescription drug insurance comparisons for hundreds of clients resulting in total costs avoided of over 2 million dollars for Medicare recipients.

Crotched Mountain Community Care, Inc. was selected for this project through a competitive bid process. A Request for Proposals was posted on the Department of Health and Human Services' web site from January 11, 2017 through February 3, 2017.

The Department received two (2) proposals. The proposals were reviewed and scored by a team of individuals with program specific knowledge. The review included a thorough discussion of the strengths and weaknesses of the proposals. The Score Summary is attached.

As referenced in the Request for Proposal and in Exhibit C-1 of this contract, this Agreement has the option to extend for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

The following performance measures/objectives will be used to measure the effectiveness of the agreement:

- Provide Annual Medicare Update Training
- Hold Regional New State Health Insurance Assistance Program Counseling Training
- Provide Quarterly State Health Insurance Assistance Program Coordinator Training
- Oversee the State Health Insurance Assistance Program On-line Counseling Certification Tool and maintain an up to date list of Certified Counselors statewide
- Attend all national conferences, regional trainings, and webinars
- Ensure all State Health Insurance Assistance Program training guides and program materials are current and available in e-Studio

- Develop and disseminate new Medicare materials from national sources for State Health Insurance Assistance Program staff
- Provide monthly and quarterly progress reports to the State Health Insurance Assistance Program Director
- Collect current Medicare supplement insurance plan types, premium information, and make available by age for State Health Insurance Assistance Program counselors for each year

Should the Governor and Executive Council not authorize this Request, the ServiceLink contracts and quality expertise of the State Health Insurance Assistance Program trained counselors could be unavailable, and the needs of Medicare enrollees, especially those with low income, who are hard to reach and struggle with understanding their health care options may not be met.

Area served: Statewide

Source of Funds: 100% Federal Funds

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

Respectfully submitted,



Christine Tappan
Senior Division Director

Approved by:



Jeffrey A. Meyers
Commissioner



**New Hampshire Department of Health and Human Services
Office of Business Operations
Contracts & Procurement Unit
Summary Scoring Sheet**

State Health Insurance Assistance Program
(SHIP) Trainer and Medicare Supplement

Insurance Information

RFP-2017-OHS-02-STATEH

RFP Name

RFP Number

Bidder Name

1. Crotched Mountain Community Care, Inc.

2. Regulatory Insurance Advisors, LLC

3. 0

4. 0

Pass/Fail	Maximum Points	Actual Points
	350	327
	350	165
	350	0
	350	0

Reviewer Names

1. Jean Crouch, Supervisor VII,
BEAS, DHHS - Tech

2. Tracey Tarr, Administrator II,
BEAS, DHHS - Tech

3. Karol Dermon, Program Specialist
IV, DEAS - Tech

4. Christina Shepard, Prog Spclst IV,
BEAS, DHHS - Tech

5. Wendi Aultman, Administrator I
DEAS, DHHS - Cost

6.

Subject: #RFP-2017-OHS-02-STATEH, State Health Insurance Assistance Program (SHIP)Trainer

and Medicare Supplement Insurance Information

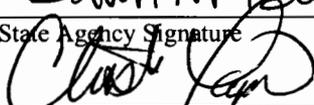
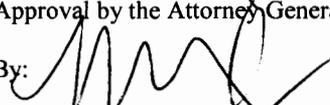
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

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 Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord NH 03301-3857	
1.3 Contractor Name Crotched Mountain Community Care, Inc.		1.4 Contractor Address 30 International Drive Suite 202 Portsmouth, NH 03801	
1.5 Contractor Phone Number 603-431-3042	1.6 Account Number 05-095-048-481010-8925	1.7 Completion Date 09/30/2018	1.8 Price Limitation \$23,914
1.9 Contracting Officer for State Agency Jonathan V. Gallo, Esq. Interim Director of Contracts and Procurement		1.10 State Agency Telephone Number 603-271-9246	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Michael Conklin, CEO	
1.13 Acknowledgement: State of New Hampshire County of Hillsborough On 5/30/2017, 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]		DAWN M. DOERR, Notary Public State of New Hampshire My Commission Expires April 6, 2021	
1.13.2 Name and Title of Notary or Justice of the Peace Dawn M. Doerr, MSC, NP, JP			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Christine Tappan, Senior Division Director	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: 5/26/17 MAY 6/30/17			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: _____ 6/30/17			
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.



Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor shall submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2017, and the Department shall not be liable for any payments for services provided after June 30, 2017, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2018-2019 biennia.

2. Scope of Services

- 2.1. The Contractor shall provide State Health Insurance Assistance Program (SHIP) training to other ServiceLink contractors, statewide, to ensure each ServiceLink location has a minimum of one (1) SHIP certified counselor.
- 2.2. The Contractor shall create and provide Medicare Supplement literature to other ServiceLink contractors, statewide, who assist Medicare clients with comparing Medicare Supplement Insurance plans.
- 2.3. The Contractor shall provide training on the following topics, but are not limited to:
 - 2.3.1. Medicare eligibility and enrollment periods.
 - 2.3.2. Medicare Parts A, B, C, and D benefits and coverage.
 - 2.3.3. Medicare Supplement Plans and coverage options.
 - 2.3.4. Long term care insurance.
 - 2.3.5. Medicare Savings Programs.
 - 2.3.6. Employer coverage versus Medicare coverage.
 - 2.3.7. Tricare and Medicare.



Exhibit A

- 2.3.8. Medicaid programs and coordination with Medicare coverage.
 - 2.3.9. Medicare fraud, errors and abuse, how/where to report incidences of suspected health care issues.
 - 2.3.10. Specific claims and billing issues.
- 2.4. The Contractor shall ensure all SHIP Staff (Counselors, volunteers and trainees) will be kept up-to-date on SHIP training information by implementing the following:
- 2.4.1. All SHIP staff will participate in Centers for Medicare & Medicaid Services (CMS), Administration for Community Living (ACL), National Council on Aging (NCOA), and other Medicare-related webinars, conference calls, meetings and conferences as required and deemed appropriate.
 - 2.4.2. All SHIP staff will solicit continuous communication from CMS, ACL, NCOA, the Department's SHIP Program Director, and the New Hampshire Insurance Department (NHID) to remain current.
 - 2.4.3. All SHIP staff will be provided for dissemination all current and up-to-date Medicare materials via multiple methods which includes, but may not be limited to:
 - 2.4.3.1. Monthly bulletins.
 - 2.4.3.2. Newsletter format.
 - 2.4.3.3. Quarterly meetings.
 - 2.4.3.4. Special Alerts.
- 2.5. The Contractor shall develop and oversee the administration of the SHIP Online Counseling Certification Tool (OCCT) for ServiceLink Contractors' SHIP Coordinators, new trainees, staff, and volunteers (www.shiptacenter.org).
- 2.6. The Contractor shall be a subject matter expert for ServiceLink's SHIP staff regarding Medicare-related topics by attending pertinent national conferences, local, regional trainings and webinars, and working in partnership with the Department's SHIP Program Director and all ServiceLink contractors.
- 2.7. The Contractor shall work with the Department's SHIP Program Director, and other ServiceLink Contractors to coordinate and streamline training and certification activities for the SHIP Program. The Contractor shall:



Exhibit A

- 2.7.1. Identify a liaison at each ServiceLink contractor who will identify new trainees, staff and volunteer for training.
- 2.7.2. Collaborate with the liaison to develop and implement a survey for training needs and the best form of communication to further advance training.
- 2.7.3. Coordinate with the liaison for local, regional and annual update training offered to staff such duties may include, but may not be limited to:
 - 2.7.3.1. Establishing an agenda for trainings.
 - 2.7.3.2. Assisting with necessary materials for trainings.
- 2.7.4. Develop training material to best meet new and experienced staff with the expectancy of SHIP certification.
- 2.7.5. Develop and share evaluation tools to confirm training has been effective and beneficial.
- 2.7.6. Develop and oversee the administration of the SHIP online certification tool, in compliance with ACL standards/rules.
- 2.7.7. Educate and familiarize all contracted staff in the usage of any on-line training modules and certification tools.
- 2.7.8. Establish and monitor tracking system for SHIP certifications for the ServiceLink contractors to be shared with the liaison to ensure all staff are meeting and maintaining certification.
- 2.7.9. Disseminate all received SHIP material via multiple means, which may include but may not be limited to:
 - 2.7.9.1. Monthly newsletter.
 - 2.7.9.2. Special Alerts.
 - 2.7.9.3. Face to face meetings.
 - 2.7.9.4. eStudio postings.
- 2.7.10. Designate a specific email address for only SHIP contractors for the following purposes:
 - 2.7.10.1. To respond to inquiries pertaining to challenging training issues;



Exhibit A

- 2.7.10.2. To address any inquiries pertaining to certification concerns; and
- 2.7.10.3. To solicit current Medicare information, or policy changes, to best address beneficiary needs.
- 2.7.11. Coordinate with ServiceLink contractors for 'best practice' materials that can be developed and shared with other staff to best assist Medicare beneficiaries, upon Department's approval.
- 2.7.12. The Contractor shall ensure all training, certification, and SHIP material dissemination will be in coordination with the SHIP Program Director.

3. Staffing

- 3.1. The Contractor shall ensure ServiceLink staff providing the services of this contract:
 - 3.1.1. Have appropriate credentials.
 - 3.1.2. Have requisite skills.
- 3.2. The Contractor shall provide:
 - 3.2.1. Three hundred (300) hours of SHIP Training.
 - 3.2.2. One hundred and sixty-eight (168) hours of Medicare Supplement Training.

4. Reporting

- 4.1. The Contractor shall maintain a monthly activity report that include the following:
 - 4.1.1. Training provided to ServiceLink sites;
 - 4.1.2. Names of certified SHIP counselors, staff, and volunteers at each ServiceLink site;
 - 4.1.3. Date of counselor's most recent certification;
 - 4.1.4. Hours of training attended during the month/per person;
 - 4.1.5. Trainings provided with detailed topics, along with the method in which they were delivered;
 - 4.1.6. Identified counselors' training needs and barriers; and
 - 4.1.7. Post training evaluation summaries and outcomes.



Exhibit A

4.2. The Contractor shall provide quarterly reports of the summary of statewide training activities which will include the following:

- 4.2.1. Total number of sites reporting during the quarter;
- 4.2.2. Total number of hours of training provided to all SHIP counselors;
- 4.2.3. Total number of certified counselors, statewide;
- 4.2.4. Total number of new SHIP certified counselors during the quarter;
- 4.2.5. Total number of trainings provided during the quarter;
- 4.2.6. Topics of all trainings provided; and
- 4.2.7. A narrative providing a description of the following:
 - 4.2.7.1. Counselor accomplishments;
 - 4.2.7.2. Challenges; and
 - 4.2.7.3. Plans to overcome challenges.

5. Work Plan

- 5.1. The Contractor shall begin collecting data on October 1 of each year or as soon as the information is available from the New Hampshire Insurance Department (NHID), and shall continue until all data is complete.
- 5.2. The Contractor shall develop, maintain, and update an Excel spreadsheet with the current premium information provided by NHID for the coming calendar year.
- 5.3. The Contractor shall follow an internal protocol to monitor, at a minimum of twice a week, the NHID website for changes to supplemental plans to ensure completion is timely. Any changes to the rates for the coming year shall be added to their Excel workbook.
- 5.4. The Contractor shall provide for review in January, or as soon as completed, the updated version of their Medicare Supplement Insurance workbook to the NH SHIP Director.
- 5.5. The Contractor shall provide an electronic version of the approved Medicare Supplement packet to the statewide ServiceLink contractors, upon Department approval. The information shall be shared via a thumb drive and uploaded to eStudio.



Exhibit A

5.6. The Contractor shall monitor the NHID website for any changes to Supplement plans.

5.7. The Contractor shall establish a working relationship with NHID in order to receive notifications, alerts, and updates about any changes to the supplement insurance plan changes throughout the calendar year.

5.7.1. The Contractor shall inform the NH SHIP Director and statewide ServiceLink contractors if/when changes occur.

5.8. The Contractor shall update the Excel spreadsheet as needed and send updates to the NH SHIP Director, statewide ServiceLink contractors, and eStudio.

6. Deliverables

6.1. The Contractor shall ensure a minimum number of hours to SHIP training to ensure 60 to 70 SHIP Counselors (volunteers, paid staff and staff reimbursed in-kind) statewide, are trained as follows:

6.1.1. July 1, 2017 through June 30, 2018 – 300 hours.

6.1.2. July 1, 2018 through June 30, 2019 – 75 hours.



Exhibit B

Method and Conditions Precedent to Payment

1. The State shall pay the Contractor an amount not to exceed the Price Limitation, block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. This contract is funded with federal funds made available under the Catalog of Federal Domestic Assistance, CFDA #93.324, U.S. Department of Health and Human Services Administration for Community Living's State Health Insurance Assistance Program.
3. Payment for expenses shall be on a cost reimbursement basis only for actual expenditures. Expenditures shall be in accordance with the approved line item budgets shown in Exhibit B-1 and Exhibit B-2.
4. Payment for said services shall be made as follows:
 - 4.1. The Contractor will submit an invoice by the twentieth (20th) working day of each month, which identifies and requests reimbursement for authorized expenses incurred in the prior month. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
 - 4.2. The invoice must be submitted to:

Financial Manager
Department of Health and Human Services
Office of Human Services
129 Pleasant Street
Concord, NH 03301
5. A final payment request shall be submitted no later than sixty (60) days from the Form P37, General Provisions, Contract Completion Date, block 1.7.
6. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of this Agreement.
8. Notwithstanding paragraph 18 of the General Provisions P-37, changes limited to adjusting amounts between budget line items, related items, amendments of related budget exhibits within the price limitation, and to adjusting encumbrances between State Fiscal Years, may be made by written agreement of both parties and may be made without obtaining approval of the Governor and Executive Council.



SPECIAL PROVISIONS

Contractors Obligations: The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
2. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the Department for that purpose and shall be made and remade at such times as are prescribed by the Department.
3. **Documentation:** In addition to the determination forms required by the Department, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the Department requests. The Contractor shall furnish the Department with all forms and documentation regarding eligibility determinations that the Department may request or require.
4. **Fair Hearings:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with Department regulations.
5. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.
6. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
7. **Conditions of Purchase:** Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate which reimburses the Contractor in excess of the Contractors costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:
 - 7.1. Renegotiate the rates for payment hereunder, in which event new rates shall be established;
 - 7.2. Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;



- 7.3. Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

RECORDS: MAINTENANCE, RETENTION, AUDIT, DISCLOSURE AND CONFIDENTIALITY:

8. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:
- 8.1. **Fiscal Records:** books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
- 8.2. **Statistical Records:** Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.
- 8.3. **Medical Records:** Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.
9. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the agency fiscal year. It is recommended that the report be prepared in accordance with the provision of Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.
- 9.1. **Audit and Review:** During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.
- 9.2. **Audit Liabilities:** In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.
10. **Confidentiality of Records:** All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directly connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.



Notwithstanding anything to the contrary contained herein the covenants and conditions contained in the Paragraph shall survive the termination of the Contract for any reason whatsoever.

11. **Reports:** Fiscal and Statistical: The Contractor agrees to submit the following reports at the following times if requested by the Department.
 - 11.1. **Interim Financial Reports:** Written interim financial reports containing a detailed description of all costs and non-allowable expenses incurred by the Contractor to the date of the report and containing such other information as shall be deemed satisfactory by the Department to justify the rate of payment hereunder. Such Financial Reports shall be submitted on the form designated by the Department or deemed satisfactory by the Department.
 - 11.2. **Final Report:** A final report shall be submitted within thirty (30) days after the end of the term of this Contract. The Final Report shall be in a form satisfactory to the Department and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the Department.

12. **Completion of Services: Disallowance of Costs:** Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

13. **Credits:** All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:
 - 13.1. The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.

14. **Prior Approval and Copyright Ownership:** All materials (written, video, audio) produced or purchased under the contract shall have prior approval from DHHS before printing, production, distribution or use. The DHHS will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. Contractor shall not reproduce any materials produced under the contract without prior written approval from DHHS.

15. **Operation of Facilities: Compliance with Laws and Regulations:** In the operation of any facilities for providing services, the Contractor shall comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which shall impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such facility. If any governmental license or permit shall be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Contract the facilities shall comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and shall be in conformance with local building and zoning codes, by-laws and regulations.

16. **Equal Employment Opportunity Plan (EEOP):** The Contractor will provide an Equal Employment Opportunity Plan (EEOP) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of \$500,000 or more. If the recipient receives \$25,000 or more and has 50 or



more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than \$25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Non-profit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: <http://www.ojp.usdoj/about/ocr/pdfs/cert.pdf>.

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.

18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (SEP 2013)

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.

19. **Subcontractors:** DHHS recognizes that the Contractor may choose to use subcontractors with greater expertise to perform certain health care services or functions for efficiency or convenience, but the Contractor shall retain the responsibility and accountability for the function(s). Prior to subcontracting, the Contractor shall evaluate the subcontractor's ability to perform the delegated function(s). This is accomplished through a written agreement that specifies activities and reporting responsibilities of the subcontractor and provides for revoking the delegation or imposing sanctions if the subcontractor's performance is not adequate. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions.

When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

- 19.1. Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function
- 19.2. Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate
- 19.3. Monitor the subcontractor's performance on an ongoing basis



- 19.4. Provide to DHHS an annual schedule identifying all subcontractors, delegated functions and responsibilities, and when the subcontractor's performance will be reviewed
- 19.5. DHHS shall, at its discretion, review and approve all subcontracts.

If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

DEFINITIONS

As used in the Contract, the following terms shall have the following meanings:

COSTS: Shall mean those direct and indirect items of expense determined by the Department to be allowable and reimbursable in accordance with cost and accounting principles established in accordance with state and federal laws, regulations, rules and orders.

DEPARTMENT: NH Department of Health and Human Services.

FINANCIAL MANAGEMENT GUIDELINES: Shall mean that section of the Contractor Manual which is entitled "Financial Management Guidelines" and which contains the regulations governing the financial activities of contractor agencies which have contracted with the State of NH to receive funds.

PROPOSAL: If applicable, shall mean the document submitted by the Contractor on a form or forms required by the Department and containing a description of the Services to be provided to eligible individuals by the Contractor in accordance with the terms and conditions of the Contract and setting forth the total cost and sources of revenue for each service to be provided under the Contract.

UNIT: For each service that the Contractor is to provide to eligible individuals hereunder, shall mean that period of time or that specified activity determined by the Department and specified in Exhibit B of the Contract.

FEDERAL/STATE LAW: Wherever federal or state laws, regulations, rules, orders, and policies, etc. are referred to in the Contract, the said reference shall be deemed to mean all such laws, regulations, etc. as they may be amended or revised from the time to time.

CONTRACTOR MANUAL: Shall mean that document prepared by the NH Department of Administrative Services containing a compilation of all regulations promulgated pursuant to the New Hampshire Administrative Procedures Act. NH RSA Ch 541-A, for the purpose of implementing State of NH and federal regulations promulgated thereunder.

SUPPLANTING OTHER FEDERAL FUNDS: The Contractor guarantees that funds provided under this Contract will not supplant any existing federal funds available for these services.



Exhibit C-1

REVISIONS TO GENERAL PROVISIONS

- 1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:

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, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.

- 2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language;

10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.

10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.

10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.

10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.

10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.

- 3. Extension:

The Department reserves the right to renew the Contract for up to two (2) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner
NH Department of Health and Human Services
129 Pleasant Street,
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
 - 1.2.1. The dangers of drug abuse in the workplace;
 - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
 - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - 1.4.1. Abide by the terms of the statement; and
 - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check if there are workplaces on file that are not identified here.

Contractor Name:

5-30-17
Date

Michael Caplan
Name: Michael Caplan
Title: CEO



CERTIFICATION REGARDING LOBBYING

The Contractor identified in Section 1.3 of the General Provisions 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, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- *Temporary Assistance to Needy Families under Title IV-A
- *Child Support Enforcement Program under Title IV-D
- *Social Services Block Grant Program under Title XX
- *Medicaid Program under Title XIX
- *Community Services Block Grant under Title VI
- *Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any 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, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-I.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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 or entering into this transaction imposed by Section 1352, Title 31, 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.

Contractor Name:

5.3.17
Date

Michael Coughlin
Name: Michael Coughlin
Title: CEO



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (l)(b) of this certification; and
 - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

5-30-17
Date

Michael Coyne
Name: Michael Coyne
Title: CEO



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

WLC

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations
and Whistleblower protections

New Hampshire Department of Health and Human Services
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name:

5-30-17
Date

Michael Coyhin
Name: Michael Coyhin
Title: CEO

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials MC



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name:

5-30-17
Date

Michael Douglas
Name: Michael Douglas
Title: CEO



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

(1) Definitions.

- a. **"Breach"** shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. **"Business Associate"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. **"Covered Entity"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. **"Designated Record Set"** shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. **"Data Aggregation"** shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. **"Health Care Operations"** shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. **"HITECH Act"** means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. **"HIPAA"** means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. **"Individual"** shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. **"Privacy Rule"** shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. **"Protected Health Information"** shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.



Exhibit I

- I. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) **Business Associate Use and Disclosure of Protected Health Information.**

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (l). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.



Exhibit I

- e. **Segregation.** If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. **Survival.** Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

New Hampshire
 The State

[Signature]
 Signature of Authorized Representative

Christie Toppan
 Name of Authorized Representative

Senior Division Director
 Title of Authorized Representative

6/20/17
 Date

Crotched Mountain
 Name of the Contractor

[Signature]
 Signature of Authorized Representative

Michael Gylwin
 Name of Authorized Representative

CEO
 Title of Authorized Representative

5.30.17
 Date



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (DUNS #)
10. Total compensation and names of the top five executives if:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

5.30.17
Date

Michael Caplin
Name: Michael Caplin
Title: CEO



FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: 964891464
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

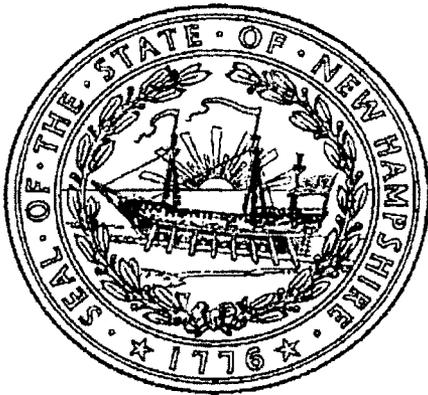
State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that CROTCHED MOUNTAIN COMMUNITY CARE, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on June 06, 1986. 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: 77936



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 12th day of May A.D. 2017.

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

William M. Gardner
Secretary of State

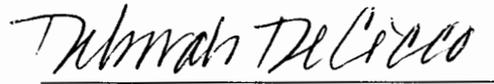
CROTCHED MOUNTAIN FOUNDATION

CERTIFICATE OF AUTHORITY

The undersigned, being the duly elected Assistant Secretary of CROTCHED MOUNTAIN FOUNDATION, a New Hampshire voluntary nonprofit corporation, of One Verney Drive, Greenfield, New Hampshire (the "Foundation"), does hereby certify that Michael W. Coughlin is the duly elected President and Chief Executive Officer of the Foundation and is currently serving in that capacity.

Pursuant to the bylaws of the Foundation and a vote of the Board of Directors at a meeting held on April 4, 2016, Mr. Coughlin, as President and Chief Executive Officer of the Foundation, has the authority to enter into contracts with the state and to execute any and all documents, agreements and other instruments, and any amendments, revisions or modifications thereto, as he may deem necessary, desirable or appropriate in the conduct of the business of the Foundation and its affiliated organizations. Mr. Coughlin continues to serve in this capacity as of the date hereof, until the next annual meeting of the Foundation or until his successor shall have been elected and qualified.

Dated: May 30, 2017

A handwritten signature in cursive script, reading "Deborah DeCicco", is written above a horizontal line.

Deborah DeCicco
Assistant Secretary



CERTIFICATE OF LIABILITY INSURANCE

CROTC-3

OP ID: JB

DATE (MM/DD/YYYY)

05/26/2017

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

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

PRODUCER Brown & Brown (Merrimack) 309 Daniel Webster Highway Merrimack, NH 03054 Greg Meyer	Phone: 603-424-9901 Fax: 866-848-1223	CONTACT NAME: _____ PHONE (A/C, No, Ext): _____ E-MAIL ADDRESS: _____ FAX (A/C, No): _____																				
	<table border="1"> <thead> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A :</td> <td>Philadelphia Indemnity Ins Co</td> <td>18058</td> </tr> <tr> <td>INSURER B :</td> <td>The Granite State Workers Comp</td> <td></td> </tr> <tr> <td>INSURER C :</td> <td></td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A :	Philadelphia Indemnity Ins Co	18058	INSURER B :	The Granite State Workers Comp		INSURER C :			INSURER D :			INSURER E :			INSURER F :	
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INSURER D :																						
INSURER E :																						
INSURER F :																						
INSURED Crotched Mountain Foundation Scott Graff 1 Verney Drive Greenfield, NH 03047																						

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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			PHPK1531600	08/01/2016	08/01/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Emp Ben. \$ 1m/2m
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			PHPK1531600	08/01/2016	08/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N	N / A	1810093581	04/07/2017	01/01/2018	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

This certificate covers all operations usual and customary to the insured's business.

CERTIFICATE HOLDER**CANCELLATION**

NH Department of Health
 and Human Services
 Pleasant St.
 Concord, NH 03301

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

Julie Bernier

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CMCC

Mission Statement

To maintain or improve client's functional health status, improve health care access, reduce cost, provide high quality well-coordinated care, support, and advocacy enabling clients to remain living independently in their own homes.

Our mission is on behalf of "high need-high cost" clients with multiple, complex, and chronic conditions often combined with behavioral health complexities and socioeconomic challenges.

ROCKINGHAM COUNTY SERVICELINK MISSION

Our mission is to educate and empower the entire Rockingham County community, including older adults, persons with disabilities and/or chronic illness, and caregivers as they access services, information, and supports that address their unique needs for health, independence, and dignity.

Crotched Mountain Foundation Board Of Trustees 2016-2017

*Ethan Arnold
Cohasset, MA 02025

*Charles H. Baldwin
Bedford, NH 03110

*David H. Barnes
Manchester, NH 03101

Bonnie Bennett
Jaffrey, NH 03452

Raymond Benoit
Bedford, NH 03110

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Antrim, NH 03440

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Carol Schapira
Contoocook, NH 03229s

Marilyn Soper
New London, NH 03257-1048

*Nancy VanVranken, M.D.
Concord, NH 03301

*James W. Varnum
Etna, NH 03750

Richard G. Verney
Bennington, NH 03442-4205

*Alex Walker
Manchester, NH 03102

* Cynthia Yuknewicz
Amherst, NH 03031

* = Board of Director Terms

19 Arnold
17 Barnes
17 Baldwin
19 Coughlin
17 Gayman
19 Howard
18 Kenney
19 King
17 Piet
18 Reeves
19 VanVranken
17 Varnum
18 Walker
18 Yuknewicz

Officers 2016-2017

Chair, Nancy VanVranken
Vice Chair, Bruce King
Treasurer, David H. Barnes
Secretary, Benjamin Gayman
Asst. Secretary, Deborah DeCicco

CONSTANCE M. YOUNG

PROFESSIONAL EXPERIENCE

2000 – Present **Rockingham County ServiceLink** Atkinson, NH

Program Director

- Develop, implement and manage program for older adults, adults with disabilities and family caregivers.
- Recruit, train, and supervise staff and volunteers.
- Provide daily management and leadership of program staff and volunteers in conjunction and consultation with the Advisory Board, to maintain sufficient resources affording high quality services to consumers.
- Counsel, assess and educate consumers on issues of aging, chronic illness, disability and caregiving.
- Organize, facilitate and provide public education on subject matter of interest to consumers.
- Develop, direct and implement public relations and communication strategies to establish and heighten awareness of program.
- Advance collaborative relationships with community and state agencies, organizations, business and individuals.
- Develop, manage, and monitor agency budgets.
- Identify and pursue funding opportunities.

1986 – 2000 **Rockingham Community Action** Salem, NH

Outreach Center Director

Fuel Assistance Intake Manager and Certifier

- Direct and plan operations and programs for two outreach centers that provide service to twelve communities.
- Recruit, hire, train and supervise staff, student interns, and volunteers.
- Provide advocacy for clients with town officials, landlords and vendors; authorize all payments for emergency assistance.
- Compile and monitor program statistics program.
- Develop and manage budgets for multiple programs.
- Organize and plan activities to obtain grants from local, state, federal, and private sources.
- Prepare reports as needed for municipal funding, grantors, and others.
- Participate on strategic planning team responsible for the development of a coordinated service delivery system.
- Identify changing and unmet needs and develop strategic plans to provide more effective and efficient service and support.
- Develop, enhance and maintain positive relations with community and civic organizations and businesses.

CONSTANCE M. YOUNG

1998-1999

New Hampshire College

Salem, NH

Administrative Assistant

- Provide administrative support and service to faculty and academic advisors.
- Address inquiries, schedule appointments, provide course selection and prerequisite information to enrolled and prospective graduate and undergraduate students.
- Assist with daily office functions and maintenance of student and faculty files.
- Receive and process payments; reconcile and report daily payment receipts and make bank deposits.

February–June 1998 Central Catholic High School

Lawrence, MA

Alumni and Development Assistant

- Coordinate, schedule, and motivate students, parents, and alumni telemarketers for two major fund raising campaigns.
- Compile daily pledge results and report progress to the Alumni Director and any other information pertinent to the continued success of the campaign and the academic community.

EDUCATION

Merrimack College
North Andover, MA

Bachelor of Art
Political Science

PROFESSIONAL CERTIFICATION

- October 2006- Present Certified Information and Referral Specialist for Aging (CIRS-A/D)

ADDITIONAL PROFESSIONAL ACTIVITIES

- ServiceLink ADRC Association – President 2012-2014 ; Vice President 2014-2016
- Southern NH Elder Wrap Around Team - Facilitator
- NH Senior Leadership Series Graduate
- New Hampshire Statewide Suicide Prevention Council – 2006-2011
- Greater Salem NH Chamber of Commerce – Non-profit and Scholarship Committees
- Leadership Greater Salem, Greater Salem NH Chamber of Commerce

Susan M. Deyoe

ServiceLink Aging & Disability Resource Center of Rockingham County

Assistant Director

December 2015 - Present

- Promote and support the ServiceLink Mission;
- Assist the Director with establishing short and long-term agency goals for sustainability and growth;
- Manage and assist staff in our Portsmouth office for a successful and positive team outcome;
- Program outreach & education to the local community;
- Coordinate and facilitate education programs;
- Assist Director with financial oversight of program contracts and subcontracts;
- Collaborative efforts and education with other non-profits, civic groups and religious organizations;
- Work collaboratively with the NH Department of Health & Human Services/Bureau of Elderly and Adults Services Adult Protection Services; and
- Work independently as well as part of a team.

Office of Public Guardian

Public Guardian, NCG

November 2013 – December 2015

- Responsibilities include, insuring the safety, care, comfort and maintenance of persons under guardianship including 24/7 care, medical treatment, healthcare, education, housing, food, clothing and other necessities;
- Regularly meet with providers supporting the clients in the community and Institutions;
- Maintain regular contact and interaction with clients in their home, day programs and community;
- Responsible for maintenance of records regarding each client;
- Protection of all real, personal property, financial resources & benefits of the client;
- Attend probate and other courts hearings with and on behalf of person under guardianship;
- Responsible for preparing/filing annual reports to the Court summarizing the health & well-being of the clients;
- Preparing/file petitions to seeking authority from the probate court;
- Frequent travel required for court hearings, meetings and client visits;
- Part of the Guardian team for emergency on-call (Nights/Weekends/Holidays) for case coverage;
- Work closely with case managers at the area agencies, mental health centers, as well as physicians, & hospitals;
- Work independently and as well as part of a team.

ServiceLink Aging & Disability Resource Center of Carroll County

Program Director

April 2001- October 2013

Volunteer Coordinator and Assistant Director

May 2001 – April 2001

- Oversee day-to-day operations, program development and sustainability of a non-profit 501(c)(3);
- Promote and support the ServiceLink Mission Statement;
- Establish short and long-term agency goals for sustainability and growth;
- Marketing and advertisement development;
- Database management and agency updates;
- Hire, train and supervision of program staff;
- Assist staff with difficult clients and cases in our office for a positive outcome;
- Oversight of recruitment and retention of volunteers, orientation and training;
- Oversee volunteers at program sites and within the office;
- Collaborative efforts and education with other non-profits, civic groups and religious organizations;
- Program outreach and education to the local community to include health fairs, conferences, seminars and workshops;
- Coordinate and facilitate education programs;
- Financial oversight of program contracts and subcontracts;
- Prepare and submit financial reports, statistical reports, federal and state reports, work plans and annual reports;
- Perform client Intake and Assessments for Medicare, Long-Term Support, Caregiver and Care Transitions Programs;
- Coordinate, facilitate and prepare financial reports and minutes for the ServiceLink Advisory Board;

- Prepare and submit Request for Proposals for fiscal agent;
- Medicare education and counseling;
- Caregiver Education – “Powerful Tools for Caregivers”;
- Facilitator of Alzheimer’s support group in southern Carroll County;
- Assist seniors, disabled adults, their families and caregivers with information & referrals to services;
- Research programs, organizations and financial resources to meet the needs of our clients;
- Work collaboratively with the NH Department of Health & Human Services/Bureau of Elderly and Adults Services Adult Protection Services; and
- Work independently as well as part of a team.

New England Emergency Response Systems

Subcontractor	September 2002 – September 2007	June 2010 – October 2011
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- Customer service representative for the northern New Hampshire area of Carroll & Grafton County;
- Responsible as the company representative to make contacts with clients for installation, maintenance & repairs and pick of emergency response units and equipment in client’s homes;
- Responsible for home visits for installation, maintenance & repairs and pick of emergency response units and equipment in client’s homes;
- Special project for NEERS in Coos County when company obtain the services area;
- Coverage of Belknap County & Western Maine territory as needed;
- Instruction to client on use and maintenance of unit, call center protocol and company promotion;
- Responsible for completing accurate application forms relative to client personal information and data; and
- Responsible for completing client billing information and company paperwork.

<u>Melendy & Lee, P.A.</u>	Paralegal	August 2000 - May 2001
<u>The Law Offices of Thomas E. Dewhurst</u>	Paralegal	June 1998 - August 2000

- Prepare legal documents and correspondence;
- Interview clients;
- Schedule appointments and court proceedings for the attorneys;
- Legal research;
- Interact with the Court and law enforcement agencies; and
- Specialty in civil litigation, criminal, corporate, real estate, personal injury, municipal, and family law.

Councils, Board, Committees and Workgroups

Gifts from the Heart – Board of Directors 9/2009 – 10/2013
 State of New Hampshire Elder Abuse Advisory Council – Past Member
 2010 Annual Caregiver Conference– Committee Member
 ServiceLink ADRC Advisory Council – Past Member
 ServiceLink ADRC Network - Inclusion/Exclusion Policy Work group
 ServiceLink ADRC Network - Refer 7 Policy Workgroup
 ServiceLink Database Committee

Trainings and Certifications

- Elsevier – Person Centered Training – 2016
- Diversity and Cultural Competence Training - 2016
- NH Welfare 101 - 2016
- National Certified Guardian - 2015
- AIRS Certified Information & Referral Specialist for Aging (CIRS-A)
- Refer 7 Database
- Senior Medicare Patrol (SMP) Certificate
- NH State Health Insurance Program (SHIP) Medicare Certification 2005-2013, 2016
- Respecting Choices - NH Partnership for End of Life Care
- Understanding & Living With Alzheimer's Disease & Related Disorders/ Train-the-Trainer
- Evidence Based Falls Risk Reduction in the Elderly
- Person-Centered Planning
- Methods, Models & Tools
- Powerful Tools for Caregivers
- Care Transitions Initiative- Coleman Model developed by Dr. Eric Coleman, University of Colorado
- Behavioral Management – Dr. Marcel Lebrun, Plymouth State University - 2014
- Informed Decision Making - 2014
- Let Me Tell You What It's Like to Have Schizophrenia - Lisa Halpern - 2014
- Termination of Guardianship Hearings – Tracy Culbertson= 2014
- Promoting Recovery for People with Co-Occurring Disorders – Lindy S. Keller, MS, MLADC - 2014
- World Congress on Adult Guardianship Conference, Washington, DC – May 28-30, 2014
 - The Importance Self
 - Comparative Perspectives on Adult Guardianship
 - Undue Influence: Detection and Intervention
 - Guardianship and Human Rights
 - Person-Centered Guardianship and Supported Decision Making
 - Community-Living: A Right's-Based Approach for the 21st Century
 - Making the Case for Supported Decision Making
 - Doctor's Knowledge and Practice of the Law on Withholding and >>>
 - Judicial Standards and Promising Practices | Limited Guardianships
 - Comparative Practices with Supported Decision –Making
 - Ready, Set, Plan: Future Care Planning>>>
 - Guardianship Reform in China and Japan
 - Indiana Adult Guardian Task Force: How a Highly Successful>>>
 - Elder Veterans: Posttraumatic Stress Disorder, dementia and Benefits
 - The Differing Role of Governmental Fiduciaries on Three Continents
- Pharmacology Conference, Manchester, NH – September 10, 2015
- Microsoft Office 2010 – Word, Excel, Power Point, Access and Outlook

Education

Granite State College F/K/A College for Lifelong Learning

Bachelors Criminal Justice – Self Design 2004

New Hampshire Community Technical College at Laconia

GPA – 3.66/4.0 scale

Associates Business Management 1998

Associates Accounting 1998

Legal Assistant/Paralegal 1997

NHCTC Laconia Work Study Program – Assistant to Marketing Director, Max Brown - 1997

NHCTC Laconia Student of the Year - 1998

NHCTC Laconia Chapter President - Phi Theta Kappa Honor Society - 1998

NHCTC Laconia Chapter Treasurer - Phi Theta Kappa Honor Society - 1996-97

Elisa L. Hietala

EXPERIENCE

October 2016 to Present Service Link Rockingham County - Atkinson/Portsmouth, NH
Present Crotched Mountain

Benefits Counselor

- Hired to work during Medicare annual Open Enrollment Period (AEP/OEP) to assist Medicare beneficiaries to review their Medicare Part D and/or Medicare Advantage plans health and drug benefits and make changes as appropriate to meet their needs for the following year. Assist those new to Medicare determine their eligibility for options to enhance their original Medicare benefits.
- Traveled between service sites in Portsmouth and Atkinson and support current staff in providing a great customer experience.
- Learned and operate their database tracking system "Refer 7" to account for client information as well as demographics and plan choices. Enter follow-up for automatic outreach for next AEP.

January 2008 to PPACG Area Agency on Aging Colorado Springs, CO
August 2016

Direct Services Team Leader/SHIP Coordinator

- **Manager**- Supervised a team of 5 case managers who screen clients for eligibility/assist in application and enrollment for all public benefits to include Medicaid Long Term Care benefits, Medicare Savings Programs, Old Age Pension, Low Income Subsidy. Insured, via training that all Case Managers were SHIP and SMP certified. Designed and supported use of client contact matrix for use with each Medicare client to insure that all options for enhancing their basic Medicare coverage were presented. This included Medigaps/supplements, Medicare Advantage Plans, Cost Plans as well as Medicare Part D coverage, TriCare for Life and Employer Group Health Plans for retirees.
- **Trainer**- Lead SHIP trainer under contract with the Colorado Division of Insurance SHIP program. Traveled statewide as directed by the SHIP Director facilitating 3 day trainings for all SHIP staff and volunteers in preparation for their certification as SHIP Navigators. Served as the state SME (Subject Matter Expert) to support counselors working on difficult cases, offering guidance and directions for ways to research situations and best resolve or assist beneficiaries to a positive outcome. Also developed and trained, using PowerPoint and Go To Meeting for webinars to update all SHIP Staff prior to the Annual Election Period (AEP). Designed and trained via webinar special topic learning as requested by SHIP Director on topics such as TriCare for Life, Medicaid, Extra Help and Employer Group Health Plans, and most recently, MAGI Medicaid beneficiaries' transition to Medicare.
- **Curriculum Development**- Develop, maintain and update training manuals and handouts for reference during trainings. Design PowerPoint presentation for Medicare 101 and other educational outreach in partnership with providers to educate their patients aging into Medicare as well as in-service for medical practices and staff. Authored and taught Medicare 101 for producers to help those selling Medicare related products to meet the state guidelines as well as Medicare basics. Class was for CE Credit and fund raising purposes to our agency.
- **Public Speaking**- Public speaker to large groups of beneficiaries, medical and insurance professionals, to include the CMS Train the Trainer annual meetings.

- **Grant Writing**- Successfully authored a \$500K grant for PPACG to serve as a benefits enrollment center for the Affordable Health Care Plans "Connect for Health Colorado". Successfully trained and managed staff of 5 insurance benefits advisers for the first three years of enrollment.

November 1995 Senior Insurance Assistance, Inc. Colorado Springs, CO
December 2007

Founder and Executive Director

- Developed agency from the ground up after closure of a like agency. Development included successful application for 501© (3) tax exempt status allowing us to become a subcontractor of the Area Agency on Aging and able to write and accept grants from state partners that supported our mission. Managed all aspects of operations including payroll, AP, fundraising and grant writing. Recruited Board members and staff and did all outreach and public relations as well as trained staff and volunteers for SHIP certification. Performed all of the other duties listed above as well.

March 1984- Medical Insurance Assistance Colorado Springs, CO
October 1995

Administrative Assistant

- General office duties, scheduled appointment for the Executive Director. Processed claims paperwork for clients and submitted claims to supplemental/secondary coverage. Maintained client data base, provided annual expense reports for their tax purposes. prepared flip charts for presentations and supported the Executive Director in outreach and other necessities and duties.

1980-1984 Medical Insurance Assistance Colorado Springs, CO
Volunteer

- General office duties. Basic claims work and filing. Promoted to paid position within agency.

CERTIFICATION/SKILLS/MEMBERSHIPS/BOARDS

- Certified SHIP Counselor Colorado and New Hampshire
- Certified SMP Counselor Nationwide Certification
- Proficient in Microsoft Office Suite
- Who's Who in Insurance Professionals
- HIPPA Manager compliance trained
- Published on Medicare topics in local Colorado publications
- Published annual Colorado Medicaid and Veteran Benefits Guide
- Marketing and ad sales to support publications

References available upon request

Vendor Name: Crotched Mountain Community Care for
Rockingham County ServiceLink

Program: State Health Insurance Assistance Program
(SHIP) Trainer & Medicare Supplemental
Insurance Information

Budget Period: State Fiscal Year 2018 (7/1/17 - 6/30/18)

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Susan Deyoe	Assistant Director	\$ 50,003.02	0.6%	\$ 306.32
Constance Young	Program Director	\$ 54,579.20	0.6%	\$ 306.25
Elisa Hietala	SHIP Trainer	\$ 40,040.00	14.4%	\$ 5,775.00
Elisa Hietala	Supplemental Insurance	\$ 40,040.00	8.1%	\$ 3,234.00

Total Salaries

\$9,621.57

Vendor Name: Crotched Mountain Community Care for
Rockingham County ServiceLink

Program: State Health Insurance Assistance Program
(SHIP) Trainer & Medicare Supplemental
Insurance Information

Budget Period: State Fiscal Year 2019 (7/1/18 - 9/30/18)

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Susan Deyoe	Assistant Director	\$ 50,003.02	0.2%	\$ 76.57
Constance Young	Program Director	\$ 54,579.20	0.1%	\$ 76.57
Elisa Hietala	SHIP Trainer	\$ 40,040.00	3.6%	\$ 1,443.75
Elisa Hietala	Supplemental Insurance	\$ 40,040.00	0.6%	\$ 231.00

Total Salaries

\$1,827.89