



New Hampshire
Governor's Commission on Disability

"Removing Barriers to Equality"



Christopher T. Sununu, Governor
 Paul Van Blarigan, Chair
 Charles J. Saia, Executive Director

May 17, 2017

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House Annex, Room 120
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Governor's Commission on Disability to enter into an agreement with Northeast Deaf and Hard of Hearing Services Inc., (NDHHS) of Concord, NH (vendor code 159021-B001) for the distribution of telecommunications equipment, in an amount not to exceed \$184,500.00 for the period beginning July 1, 2017 or upon Governor and Council approval, whichever is later, through June 30, 2019. 100% Other Funds (PUC).

Funding is anticipated to be available in the following account 01-02-02-020510-1007, pending budget authorization:

<u>Account Number</u>	<u>Description</u>	<u>FY2018</u>	<u>FY2019</u>
571-500929	Pass Thru Grants	\$92,250.00	\$92,250.00

EXPLANATION

RSA 362-E established a Telecommunications Assistance Program to be administered and implemented by the Governor's Commission on Disability. This program was set up to distribute emergency telecommunications equipment to eligible individuals, to teach, evaluate, and otherwise assist applicants in accordance with the Telecommunications Assistance Program.

A Request for Proposal was published in the state's Contract Postings Division from October 20, 2016 through December 30, 2016, and The Union Leader, November 2, 2016, November 9, 2016 & November 16, 2016, for this continuing program. NDHHS, 56 Old Suncook Road, Suite 6, Concord, NH was selected for this project through a competitive bid process.

The Commission received two proposals, Zambon Project Consulting LLC and Northeast Deaf and Hard of Hearing Services Inc. This proposal was reviewed by three (3) members of the

Telecommunications Committee, the Executive Director and a Commission member with program specific knowledge. Each proposal was rated based on a number of factors including ability to serve a wide range of individuals with disabilities and to provide in-kind services so that the bulk of the money could be used to purchase adaptive telecommunications equipment for eligible people with disabilities. As a result of this review, NDHHS proved best able to provide the most complete services to the widest range of people with disabilities in the opinion of the committee. The bid summary is attached.

Source of Funds: 100% Other Funds, from the telecommunications relay service trust fund established by the Public Utilities Commission.

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

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Charles Saia", written in a cursive style.

Charles J. Saia, Esq.,
Executive Director

Attachments:

Signed Agreement
RSA 362-E

**Governor's Commission on Disability
Evaluation Summary**

RFP – Gov Dis 2015-01

Bidder	Bidder's Address	Significance of Project: 120 Combined Points	Quality of Project Design: 120 Combined Points	Adequacy of Resources: 40 Combined Points	Evaluation of Project: 10 Combined Points	Quality of Services: 80 Combined Points	Total Combined Points: 400
Northeast Deaf and Hard of Hearing Services	57 Regional Drive, Concord, NH 03301	110	102	37	32	72	353
Zambon Project Consulting LLC	133 Colonial Drive, White River Junction VT 05001	125	75	35	10	60	305

Evaluation Committee

Mary Lane	Ms. Lane is an Education Consultant II employed with the Department of Education in Special Education. She has been a long time member of the TEAP Committee.
William Finn	Mr. Finn is employed as an Administrator for the NH Department of Education, Office of Services for Blind and Visually Impaired. Mr. Finn is a long standing member of the TEAP Committee, and is also a member of the Executive Steering Committee for the Governor's Commission on Disability, as well as, an Ex-Officio Member on the Governor's Commission on Disability.
Charles J. Saia Esq.	Mr. Saia is a licensed attorney and is employed as the Executive Director of the Governor's Commission on Disability
Michael Racette	Mr. Racette is employed as the Research & Information Specialist. Mr. Racette has a BA in Sociology and two technical certificates in the computer sciences. Mr. Racette has 30 plus years working in Health & Human Services.
Phyllis J. Allen	Ms. Allen is employed as the Business Administrator 1 and Grant Manager for the Governor's Commission on Disability.

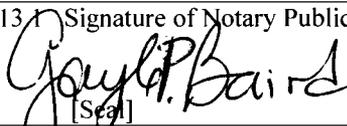
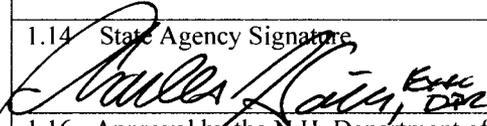
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name GOVERNOR'S COMMISSION ON DISABILITY		1.2 State Agency Address 121 SO FRUIT ST STE 101 CONCORD NH 03301	
1.3 Contractor Name NORTHEAST DEAF & HARD OF HEARING SERVICES INC.		1.4 Contractor Address 56 OLD SUNCOOK RD STE 6 CONCORD NH 03301	
1.5 Contractor Phone Number 603-224-1850	1.6 Account Number 01-02-020510-1007-571-500929	1.7 Completion Date JUNE 30, 2019	1.8 Price Limitation ***184,500.00***
1.9 Contracting Officer for State Agency CHARLES J. SAIA, EXECUTIVE DIRECTOR		1.10 State Agency Telephone Number 603-271-2773	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory SUSAN WOLF-DOWNES, EXECUTIVE DIRECTOR	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Merrimack</u> On <u>April 24, 17</u> , before the undersigned officer, personally appearing <u>Susan Wolf-Downes</u> identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that <u>she</u> executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace 			
1.13.2 Name and Title of Notary or Justice of the Peace GAYLE P. BAIRD, ACCOUNTANT			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory CHARLES J. SAIA, EXECUTIVE DIRECTOR	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>Josune M. Sargent</u> On: <u>5/16/17</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			



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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

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

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

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

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

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

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

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

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

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

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

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

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

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

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

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

EXHIBIT A

SERVICES

1. For the period beginning July 1, 2017 or upon Governor and Council Approval, whichever is later, Contractor will maintain a telecommunications equipment assistance program that will enable qualified persons in New Hampshire to access emergency telephone service through the use of telecommunications equipment assistance. To provide access to those persons who, without appropriate equipment, would not be able to use the telecommunication services effectively and thus would be unable to access public safety programs. As a part of the outreach function, applications will be made widely available to ensure that those qualified to be equipment recipients have the opportunity to apply.
2. Contractor shall endeavor to identify the program on all of its literature as the Telecommunications Equipment Assistance Program (TEAP), with a further reference to the NH Governor's Commission on Disability as the Administrator, when applicable. Contractor may refer to its own entity as the servicer of the program.
3. Contractor shall reference on the equipment that it is the "Property of the NH Governor's Commission on Disability" unless due to the nature, size and such features of the equipment such reference is not feasible.
4. Contractor shall maintain an application process, as approved by the State.
5. Contractor shall maintain a distribution process, as approved by the State.
6. Contractor shall maintain a complaint resolution process, as approved by the State.
7. Contractor shall maintain a State wide outreach program, as approved by the State.
8. The Contractor shall assess the ability of the individual to use the equipment or device and provide training as needed within 30 days of providing the device/equipment to the individual. Contractor shall maintain individual reports and a log of all assessments and trainings. The log, and its contents, shall be approved by the State, and shall be presented to the State upon request.
9. The Contractor shall conduct a survey of all recipients of telecommunications equipment and/or individual services to assess customer satisfaction with the program, the Contractor and equipment. The survey shall be done at least annually, and the results of the survey

shall be provided to the State. The survey questions, as formulated by the Contractor, shall be approved by the State prior to dissemination.

10. Contractor understands that cellular phones (of any type), smart phones (of any type), tablets, laptops, or any other similar devices are not part of the TEAP. Should the contractor wish to distribute any of the afore-mentioned devices, then the Contractor must make a written request to the State, and the Contractor must receive the express written authorization from the State prior to distribution.
11. Contractor shall provide to the State a comprehensive annual report of the TEAP, for the periods covering July 1, 2017 to June 30, 2018, and July 1, 2018 to June 30, 2019. The annual report must contain, among other matters, a thorough narrative describing the activities of the program, a director's report, and a budget (including a balance sheet, income statement, etc.). The State, in its sole discretion, may amend the contents of the annual reporting requirements at any time. The annual reports must be delivered to the State by September 1, 2018 and 2019, with 7 hard copies.
12. Contractor shall designate one of its full time employees to implement the program and act as the primary liaison between it and the State.
13. Contractor shall provide the State a monthly status report in addition to the on-going contract between Contractor and the State. This shall describe the work completed during the preceding month. The monthly report shall delineate equipment provided specific to the disability(ies) of those being served and geographic distribution. Contractor may submit reports less frequently only if approved by the State. All status reports shall be in accessible formats. The State, in its sole discretion, may amend the contents of reporting requirements at any time.
14. Contractor shall maintain a detailed inventory report of all equipment ordered, distributed, retained or returned, as well as all paid invoices. Contractor shall deliver the inventory reports to the State on a monthly basis. The State, in its sole discretion, may amend the inventory reporting requirements at any time.
15. Contractor shall be available for audits as determined by the State.
16. Contractor understands that all communications and documents, including but not limited to logs, reports, applications, brochures, etc. must be in electronic format, that are accessible to screen reading software.

17. As applicable, Contractor shall perform all requirements as contained in the Request for Proposal (RFP DIS 2017-01) and the Proposal presented by Contractor dated December 30, 2016.

EXHIBIT B

CONTRACT PRICE/METHOD OF PAYMENT/TERMS OF PAYMENT

1. The total reimbursement for program expenses payable to the Contractor shall not exceed \$184,500.00 (\$92,250.00 is available for each State fiscal year period), disbursed on September 30, December 31, March 31, and June 30 of each State of New Hampshire Fiscal Year. It is understood by the parties that the State is under no obligation to disburse any funds to Contractor unless the State has received its revenue for the program from the Public Utilities Commission.

EXHIBIT C

ADDITIONAL PROVISIONS

2. Pursuant to the Code of Administrative Rules Section 311.07(a)(6)(g), this contract cannot be modified in any respect without prior approval by the Governor and Council. Contractor shall maintain a General Liability Policy in the amount of One Million Dollars (\$1,000,000.00) and an Exception Umbrella Policy in the amount of One Million Dollars (\$1,000,000.00), which names the State of New Hampshire as the certificate holder or loss payee.

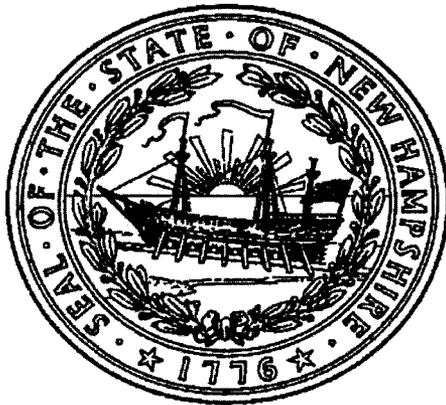
State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that NORTHEAST DEAF AND HARD OF HEARING SERVICES, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on April 28, 2000. 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: 344894



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 24th day of April A.D. 2017.

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

William M. Gardner
Secretary of State



Northeast Deaf and Hard of Hearing Services, Inc.

Resolution

I, Norman Lafond, hereby certify that I am the duly elected Chairman of Northeast Deaf and Hard of Hearing Services, Inc. I hereby certify that a vote was taken on July 10, 2014 authorizing Susan Wolf-Downes, Executive Director, to sign all documents required to execute a contract with the State of New Hampshire's Department of Education.

I further certify that said vote has not been amended or repealed and remains in full force and effect as of this date, April 24, 2017.

Signature: *Norman Lafond*
Norman Lafond, Chair

Date: 4/24/17
April 24, 2017

Signature: *Susan Wolf-Downes*
Susan Wolf-Downes, Executive Director

Date: 4/24/17
April 24, 2017



NDHHS

Northeast Deaf and
Hard of Hearing Services, Inc.

57 Regional Drive Unit D, Concord, NH 03301

603-224-1850 Voice, 603-968-5889 VP

603-856-0242 Fax, 603-224-0691 TTY

www.ndhhs.org

Telecommunication Equipment Assistance Program Program Coordinator

POSITION PURPOSE:

New Hampshire Telecommunication Equipment Assistance Program provides accessible telecommunication equipment for New Hampshire applicants with disabilities. NH-TEAP coordinator is responsible for providing information and instruction to individuals, businesses, community groups and government agencies regarding the use of the equipment program.

Job responsibilities may include but not limited to:

- Provide overall program management
- Manage selection of equipment
- Supervise equipment inventory and record keeping
- Ensure that technical questions regarding equipment is provided
- Prepare quarterly and annual narrative reports
- Evaluate and update program procedures
- Efficient in ensuring effective program management of the database
- Ensure completion of pending applications with missing information
- Ensure that appropriate equipment is provided in a timely manner
- Provide outreach services and presentations

Education and Outreach:

- Provide public presentations on TEAP
- Prepare training materials for TEAP
- Distribute TEAP statewide
- Work cooperatively with other organizations to assist in the distribution of equipment and application materials

Qualifications:

- Knowledgeable about services provided by the State of NH, federal government, and private social service agencies.
- Has a valid driver's license
- Excellent organizational, communication and interpersonal skills
- Some knowledge of American Sign Language is preferred
- Proficiency in Microsoft Word, Excel, Access and Power Point
- Bachelor's degree in human service related field

Please submit three letters of references and Resume to:

Northeast Deaf and Hard of Hearing Services, Inc.
Attn: Susan Wolf-Downes, Executive Director
In response to NH TEDP position opening
57 Regional Drive Unit D
Concord NH 03301

Updated 3/11/15

Susan Wolf-Downes, MS
Northeast Deaf and Hard of Hearing Services, Inc.
57 Regional Drive, Unit D
Concord, New Hampshire 03301
swolf-downes@ndhhs.org

Executive Director - Northeast Deaf and Hard of Hearing Services, Inc. Manage an organization was established in April 2001 to serve the Deaf, Hard of Hearing, Late Deafened and Deaf/Blind communities. Act as liaison with the New Hampshire State Legislature on issues related to the Deaf, Hard of Hearing, Late Deafened, Oral Deaf, Deaf/Blind and individuals who have multiple disabilities in addition to hearing loss. Oversight the centralize organization related to hearing loss issues. Provide advocacy and presentations to state, schools, hospitals, and private agencies to inform them about NDHHS services. Search for funding sources to provide continued financial support for the center. Provide supervision and support for 9 FT staff members, 3 PT part-time and several outsource positions. Plan and oversee community services including but not limited to the following:

- Communication Access Services (Interpreter & CART referral)
- Emergency Medical Interpreter Services (EMIS)
- Service Coordination/Advocacy
- Information Referral and Service Coordination
- Services for Deaf and Hard of Hearing Students
- NH Telecommunication Equipment Distribution Program
- I-Connect Program Equipment Distribution Program for D/B
- Relay New Hampshire
- Family Sign Language
- Equipment and Materials Loan Program
- Outreach Information

Program Specialist - Verizon Center for Customers with Disabilities (VCCD), Marlboro, MA 1995 to 2001

- Outreach Coordinator for the Verizon Equipment Distribution Program for all Disabilities:
 - Equipment Program & Services/Products Presentations
 - Outreach Cost Analysis
 - Interpreter Services
- Conduct Public Relations activities for Verizon
- Provide staff support for Residential Customer Service Center
- Represent Verizon to various Deaf and disability groups and organizations
- Deliver training on Deaf and Disabled customers to new Verizon Representatives at VCCD
- Provide presentations to various consumer groups and Verizon customers
- Network / consult with various key departments within Verizon to ensure provision of optimum services to all customers within New England and New York
- Knowledge and operation of CPE (Customer Premise Equipment) network

Outreach Manager - N.E. Telephone Dual Party Relay Services, Marlboro, MA 1991-1995

- Assisted in development and creation of dual party relay services as mandated by passage of Massachusetts Senate 390, which established requirements for provision of such services as well as equipment distribution and E911 services.
- Provided initial training for current management team and New England Telephone Operator Services
- Develop new and additional training materials for new hires
- Served on the Maine Advisory Board Council 1993-1997

Independent Living Skills Specialist - Center for Living and Working, Worcester, MA. 1988 - 1991.

- Conducted advocacy and skills training for Deaf children and adults
- Advocacy with clients in court systems
- Certified Deaf Interpreter

American Sign Language and Deaf Culture Consultant 1984 to 1991

- Occasional volunteer interpreter
- Training to agencies and residence serving Deaf clients with cognitive impairments
- Communication evaluation and training for Deaf clients with cognitive impairments
- Relay interpreting in medical and mental health settings
- American Sign Language Instructor at various Universities, Colleges and Community Education programs
- Provided Deaf Culture workshops

EDUCATION:

- **Masters of Science in Management** - New England College May-2006
- **Bachelor of Science in Management** - Lesley University, Cambridge, MA May - 2000
- **Associate of Arts and Sciences in Business** - Rochester Institute of Technology / National Technical Institute for the Deaf
Rochester, NY May - 1971

PROFESSIONAL ACTIVITIES:

Affiliations:

- State Rehabilitation Council (SRC) (current)
- Chairperson for Statewide Independent Living Center (SILC) (current)
- Board of Trustees for New England Home for the Deaf (NEHD) (current)
- National Registry of Interpreters (current)
- Formerly Chair and now Board of Trustees for Our Deaf Sisters' Center (OSDC)
- Former Membership Chair Disability Issues Awareness Leaders (Verizon)
- Alpha Sigma Alpha Sorority
- Mass State Associate of the Deaf
- NH State Associate for the Deaf
- National Association for the Deaf

Achievements:

- 2012 St. Mary's School for the Deaf Distinguished Award (June, 2012)
- Nominated for Citizen of the Year (December 2010)
- Executive Director's Award from New Hampshire Association for the Deaf (June, 2007)
- One of the 10 finalists for the Robert Wood Foundation Award (May, 2006)
- One of the 4 nominated for New Hampshire Athena Award (4/19/06)
- State of New Hampshire Craig R. Benson Governor-CITATION Award (11/21/03)
- 2003 R.I.T. Alumni Distinguished Award (10/10/03)
- 2003 SMSD AA Hall of Fame (Leadership Award) (6/28/03)

- 2002 Co-Master of Ceremony, Deaf Women United Conf. (DWU)
- 2001 First Executive Director for the State of NH
- 2001 Lady of Ceremony, Miss Deaf Massachusetts Pageant
- 2000 Allies Planning Team 5th year (my role as a facilitator)
- 1998 Champion Award of the Year - Quota Club District 35
- 1998 Co-chair Allies Conference
- 1994 MSAD Vice President (2 years)
- 1994 NYNEX (now known as Verizon) Chairman's Team Award for Quality
- 1994 Chairperson-Mass. State Association for the Deaf, Interpreter Task Force
- 1990 Woman of the Year - Quota Club District 29

Presenter:

- On going speaker for Quota, Lions, Rotary Clubs, Hospitals and Businesses
- Moderator ASLTA (American Sign Language Teacher Association) (March 22 2003)
- DWU Co-Presenter on Domestic Violence (November 2002)
- 100th Anniversary for New England Home for the Deaf (Master of Ceremony, November 2001)
- Flying Hands, Links Art Program / Fundraising (Co-Master of Ceremony, April 2001)
- Miss Massachusetts Pageant (Master of Ceremony, April 2001)
- Verizon Jane Doe Event, Boston, MA (October, 2000)
- Telecommunication for the Deaf International Conference, Anchorage, Alaska, Boston, MA, Washington, DC
- National Association for the Deaf Conference, Knoxville, TN
- New Hampshire State Association for the Deaf Conference, Manchester, NH
- Massachusetts State Association for the Deaf Conference, Boston, MA
- Massachusetts Commission for the Deaf and Hard of Hearing event, MA
- Maine State Association event, Baxter, ME
- St. Mary's School for the Deaf - 30th Anniversary Alumni Reunion, Buffalo, NY
- Disability Issues Awareness Leaders (Verizon) Disability Event, New York City, NY
- Archbishop Ryan Memorial Institute School for the Deaf / 75th Anniversary, Philadelphia, PA

References:

Furnished upon request

BRIANNA CAMERON

NH-TEAP COORDINATOR

QUALIFICATIONS PROFILE

Dynamic, results-driven, and performance-focused professional, offering hands-on experience in interpreter services, staff relations, administrative support, and general management. Interested to pursue an engaging position in various fields to proactively utilize skills and expertise honed from years of technical and clerical background. Equipped with well-defined communication skills, oral and written; able to communicate fluently in English and American Sign Language (ASL). Noted as proactive team player and member displaying high professional standards for corporate demeanor and professional conduct.

EDUCATION

Bachelor of Science in Sign Language Interpretation (with Honors): 2014
University of New Hampshire at Manchester | Manchester, NH

Bachelor of Arts in English (with Honors): 2014
University of New Hampshire | Durham, NH

CERTIFICATIONS AND LICENSES

NHICS Certified | DOE Vocational Rehabilitation Program for the Deaf and Hard of Hearing | August 2015
Licensed Interpreter | Board of Licensure of Interpreters for the Deaf and Hard of Hearing | October 2015

FUNCTIONAL SKILLS WITH EXPERIENCE

LANGUAGE INTERPRETATION AND TRANSLATION

- Demonstrated passion and great interest in sign language translation and interpretation settings as a result of successfully completing bachelor's degree in Sign Language Interpretation, as well as Interpreter Training Program, at the University of New Hampshire at Manchester.
- Participated at various American Sign Language (ASL) Clubs particularly at University of New Hampshire at Manchester and University of New Hampshire in Durham, New Hampshire.
- Served as an American Sign Language (ASL) teacher's assistant (TA) for the entire academic year 2011-2012 at UNH Durham.
- Acted as a volunteer ASL TA for summer session 2013 at UNH Durham.

HUMAN RELATIONS | PEOPLE DEVELOPMENT

- Established and cultivated professional working relationships with all customers, colleagues, and supervisors built on trust, communications, and professional approach.
- Performed various administrative tasks, which included preparing and filing paperwork; inspecting key vehicle; rendering excellent customer service; and accomplishing clerical duties companywide.

NOTABLE ACCOMPLISHMENTS:

- ✓ Earned recognition from the management and colleagues as a highly organized and fast learner for outstanding organizational aptitudes and quality customer service.
- ✓ Attended various conferences and workshops related to Interpretation and the Deaf Community.
- ✓ Acquired a Class B Commercial Driver's License (CDL) which drove performance improvements at University Transportation Services at Durham, New Hampshire; consequently achieving excellent driving record.
- ✓ Took part in the key university's Undergraduate Research Conference (URC) in April 2012 for the Medieval Literature class.

EMPLOYMENT HISTORY

NH-TEAP Program Coordinator | Northeast Deaf and Hard of Hearing Services, Inc., Concord, NH | 2014-Present
Bus Driver | University Transportation Services, Durham, NH | 2009-2014
Cashier | Shaw's Supermarkets, Merrimack, NH | 2005-2010

TECHNICAL ACUMEN

Microsoft Office Suite (Outlook, Access, Word, PowerPoint, and Excel) | Internet Applications

Gayle P. Baird

Experience

Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS), Concord NH 05/2015 – Present

Accountant / Human Resources / Payroll

Perform highly complex budgetary work as well as complex and diverse administrative duties involving fiscal, budgetary, personnel/payroll, and purchasing management necessary for general function of multiple projects within the organization. Additional tasks include: Accounts Payable and Receivable processing, grant and contract tracking and review, HR Policies and Procedures documentation, and supervision of staff.

NH Governor's Commission on Disability, Concord NH 12/2007 – 05/2015

Accountant I / Human Resources / Payroll

Perform complex budgetary work as well as diverse administrative duties to include personnel and payroll, project contract oversight, purchasing and accounts receivable management necessary for general function of multiple organizational codes. Handled federal and state contracts as well as developed tracking for same.

NH Governor's Commission on Disability, Concord NH 06/2005 – 12/2007

Senior Accounting Technician

Review, process, and report Accounts Payable and Receivable as well as budget creation, employee management, A/R & A/P, grants, strategic planning organization, commission member tracking, purchasing and inventory control, and payroll.

NH Governor's Commission on Disability, Concord NH 09/2004 – 06/2005

Secretary II

Supervision of other employees doing related or similar work, including scheduling, time, accuracy, performance appraisal, discipline, and recommending interviewing, hiring or terminating.

ProTemps, Concord NH 02/2004 - 09/2004

Temporary Accounting Staff to Pembroke Academy

Douglas, Leonard & Garvey, PC, Concord NH 11/2002 - 02/2004

Bookkeeper

To merge two functioning but outdated accounting packages into a new system. Responsible for all data entry such as A/R & A/P and payroll.

Lavallee/Brensinger, PA, Manchester NH 07/1993 – 11/2002

Administrative Assistant

Confidential Correspondence; format and proof all correspondence, architectural specifications, and dictation for staff, update and create master documents, reports, templates, and forms. Backup assistant for data entry such as A/R & A/P.

BONHAM (BankOne NH Asset Management, a section of the FDIC taking receivership of 13 banks in NH), Concord NH

ORE File Library Supervisor

04/1992 - 07/1993

Developed an organizational library, trained and supervised 2 staff and volunteers, generated reports and audits regarding data collection and distribution of properties.

Gayle P. Baird

BONHAM (BankOne NH Asset Management, a section of the FDIC taking receivership of 13 banks in NH), Concord NH

Database Manager and Admin Assistant II

07/1991 - 04/1992

Addressed the growing list of received properties managed by various banks and processed by various loan officers.

Office Specialists, Manager & Central NH Employment, Laconia, NH

Temp Secretary & Admin Assist to real estate, Financial, Legal Firms 03/1991 – 06/1991

Education

Franklin Pierce University, Concord, NH - Working on Bachelor of Science in Business Management and Accounting (2 courses from Certificate) Ongoing

SoNH - HR Certificate Program 08/2008

SoNH – Certified Public Supervisor Program 06/2006

SoNH – Certified Public Supervisor Program Tune-up 09/2008

Justice of the Peace, NH Current, Expires 10/03/2017

Notary, NH Current, Expires 11/14/2017

Littleton High School, Littleton, MA – Business/Office Program 06/1971

Paul Baravella

Operations Manager - NDHHS

Objective: To maintain a rewarding, productive and consistent position within an organization where I can further my experience with American Sign Language, the interpreting field and the Deaf community. I benefit the organization by being a reliable and compassionate employee.

Education: **Massasoit Community College** **2005-2008**

Associates Degree Liberal Arts 3.8 GPA

- American Sign Language 1, 2
- Honors English
- Honors Ethics

Bristol Community College **2008-2009**

- Pursued courses in Deaf studies
- American Sign Language 3, 4
- Member of Deaf studies club

University of New Hampshire Manchester **2009-2012**

- Bachelor's Degree in ASL/English Interpretation
- Completed a course in Microsoft Word, Excel and Powerpoint

Computer Skills:

- Efficiently and quickly mastered use of different operating systems including Jordan's Order Management System and Jiffy Lube Purchase Order Systems
- Experienced with Microsoft Windows, Word, PowerPoint, Excel
- Intermediate hardware, software and network management skills.

Volunteer Work:

- I've volunteered at Deaf Inc. in Taunton, Ma from the summer of '08 to the summer of '09. During that time, my responsibilities were to make outbound calls for charitable donations or to request information for consumers, file office paperwork, make copies, basic repair work around the office, setting up for and helping organize events, and miscellaneous tasks that may arise.
- During my time at Bristol Community College, I was part of a team who organized and held a Deaf Awareness Week event and ASL club fundraiser.

Employment Experience:

Northeast Deaf and Hard of Hearing Services

7/15-Current

Operations Manager; Program Coordinator

- IT maintenance and security
- Website development and implementation
- Accounts receivable and credit card spending tracking
- Coordinating the Family Sign Language Program and Deafblind Equipment Program
- Direct Supervisor to Front Desk and Staff Support employees
- Resolve interoffice problems including those related to staff, consumers and technology
- Fundraising efforts including annual letter, auction and other opportunities
- Direct assistance to the Director and Accountant

Northeast Deaf and Hard of Hearing Services

4/11-7/15

I&R Specialist; Administrative Assistant; Program Coordinator

- Answer all incoming mediums of communication including phone, video phone, email, TTY and fax.
- Create and maintain multiple databases including incoming donations and payments, available resources, and community contacts.
- Distribute information and resources via mail, email, phone, video phone and internet forums.
- Create, format, edit, and distribute forms and documents for staff members.
- Provide support to the Deaf and Hard of Hearing Education Initiative Project:
 - Provide staff support at educational trainings and workshops
 - Preparation of materials for trainings as well as information packets for families, educators and the community related to the education of children and youth with hearing loss
 - Additional tasks as needed to assist with the DHHEIP
 - Provide information and referrals to families, educators and the community regarding services for Deaf and Hard of Hearing children and youth.
- General office staff support including support to the Executive Director and NH-TEDP coordinator
- Coordinator for Family Sign Language Program and Deaf-Blind Equipment Distribution Program

Uno's Chicago Restaurant

9/09-8/15

Server

- Multi-task and coordinate with coworkers to deliver the highest customer satisfaction possible
- Remain organized and efficient in a fast-paced environment
- Seat, serve and attend to customer needs.
- Inform customers of products and promotions
- Prepare and deliver food and beverage items
- Work as a team to maintain a clean and sanitary workplace

Jordan's Furniture**8/07-7/09**

Clearance Sales Associate

- Provide first class customer service to assist customers with purchases and inform them of product options
- Extensive use of several different computer programs for inventory and point-of-sale purposes
- Up-sell warranty and product protection plans
- Assemble and prepare furniture for sale
- Position furniture on the sales floor in a professional manner to entice sales
- Work as a team with co-workers to produce a safe professional environment

Jiffy Lube**1/07-6/07**

Customer Service Advisor/Lube Technician

- Asked customers pertinent questions to better assist them with their purchase decision
- Entered customer information and product selection into the computer program
- Provided information on products offered by the company to the customer
- Informed co-workers of customers requests
- Performed technical maintenance on customer vehicles
- Maintained a safe work environment

World Wide Enterprise**4/04-9/05**

Warehouse Laborer

- Safely managed machinery and operated forklift
- Selected and packaged customer orders in preparation for delivery
- Delivered special ordered/ emergency goods to customers using a company vehicle
- Assisted customers with order inquiries and product information
- Standard warehouse duties including shop maintenance, sweeping, opening and closing facilities
- Organized products in an efficient and safe manner inside a large warehouse

DANA MOZZONI

Front Desk / Information and Referral Specialist - NDHHS

SKILLS & ABILITIES

- Work well under pressure
- Strong Customer Service Skills
- Multitasker
- Team player
- Eager and willing to learn new job skills

EXPERIENCE

PET CARE PROFESSIONAL- DANA'S PAWSITIVE PET CARE

Summer 2016- current

Running positive doggy day care out of home and or at client's home: customer service, scheduling, returning phone calls, arrange to meet client's, dog training, and pet services.

WAIT STAFF-MILLY'S TAVERN

Summer 2013- Winter 2015

Responsible for greeting customers, taking orders, ensuring customer satisfaction

CAREGIVER- IN HOME

Winter 2014- Spring 2014

Caregiver for an elderly gentleman. Responsibilities included: Running errands, meal planning, cooking, socializing, accompanying him on outings and overall supervision.

RECEPTIONIST/TOUR GUIDE/RETAIL SALES AND BOOKING AGENT AT SACO BOUND

Summer May 2009- Summer August 2012

In charge of making camping reservations along with canoe and kayak rentals. Sold items to customers and gave promotional sales pitches. Additional responsibilities included: answering and returning phone calls in a timely manner, cleaning the shop and making sure every boat was washed and accounted for at the end of the day.

Commercial/Catalog/Print Model at NEMG

2012-2015

Hired for several Matrix hair shows, a Fidelity commercial, a part in a movie called *Thinking with Richard*, a model documentary called *You Should Be a*

Model and multiple live commercial modeling including, Glotronkia 5k,
Ducati motorcycle shows, etc

EDUCATION

ASSOCIATE'S DEGREE FROM SOUTHERN NEW HAMPSHIRE UNIVERSITY 2014–
GPA: 3.8

CURRENTLY PURSUING BACHELOR'S DEGREE- AMERICAN SIGN LANGUAGE
INTERPRETATION-GPA: 3.6

ACCOMPLISHMENTS

Field advocate for the AFSP (Clay Hunt Suicide Prevention Act signed into
law), Peer Mentor for freshman students at SNHU, 3rd place trophy for
Fashion /Print/Runway competition- IMTA July 2014, Vocal Jazz State
Champ of 2012, All Maine State High School Choir 2011-2012

Christopher E. Hartling

Profile

Multi-Faceted Management Professional with proven success leading and strengthening business operations where building long-term relationships, leading and motivating teams and individuals, and delivering outstanding customer service were key to success.

- **General Management and Leadership**

Acquired in-depth, hands-on management experience through 15+ years leading all aspects of a successful retail, wholesale and consulting business. Experienced in a broad range of business functions, including operations, finance/budgeting, P&L management, sales, purchasing, administration, and staffing. Expert in analyzing existing operations and identifying/implementing the necessary strategies to vastly improve performance and drive growth.

✓ *Revitalized a small family-owned business, transforming it into the industry leader in New England.*

- **Relationship Building**

Established long-term, profitable relationships with customers and business partners based on interpersonal skills, responsiveness, and exceptional service. Record of success is largely attributable to influencing, building consensus, motivating, and communicating with employees, vendors, and customers at all levels.

✓ *Established long-term relationships and won competitive contracts with decision-makers at Fortune 500 companies, as well as hundreds of government entities, non-profits, and educational institutions.*

- **Customer Service Focus**

Successful working with both consumer and business customers. Earned an excellent reputation for delivering products and services on time and to customer requirements.

✓ *Received Verizon's "Vendor Excellence Award" for consistently offering exemplary customer service to disabled telephone users.*

- **General Management Qualifications**

P&L Management • Operations Management • Sales & Service Management • Business Development
Revitalization & Change Leadership • Staff Hiring & Management • Scheduling / Resource Allocation
Purchasing • Vendor Relations • Negotiations (Supplier, Customer, Bank) • Public Speaking

Professional Experience

HARTLING COMMUNICATIONS INCORPORATED – Burlington, MA • 1992 to Present

General Manager

Assumed role of General Manager for a family-owned business and grew it into the largest New England reseller of products and services (retail and wholesale) for people with hearing loss. Products include assistive listening devices, telephone amplifiers, text telephones, and signaling devices.

- Broad scope of responsibility encompasses staffing, sales/business development, procurement, inventory control, budgeting and forecasting, contract negotiations, customer service, equipment troubleshooting, processes and policies, and regulatory compliance.
- Hire and supervise a staff of 2-6 in sales, accounting, customer service, installation and shipping/receiving.
- Provide consulting services to business clients on equipment and methods for accommodating employees and customers with disabilities.
- Manage direct sales to end users and develop business/negotiate contracts with corporations, hospitals, non-profit organizations, universities, federal agencies, and state agencies in MA, ME and NH.
- Develop and manage referral relationships with MA Commission for the Deaf and Hard of Hearing, audiologists and other medical providers.

Selected Results:

- ✓ **Boosted sales over 500% in first year to \$500,000 and to \$900,000/year at peak.** Took business to the next level by expanding geographically from local to regional and expanding customer base to include corporate and agency contracts.
- ✓ **Established relationships with federal government agencies, state agencies in MA, ME and NH, and municipalities to win contracts worth over \$2 million.** Obtained placement on bidding lists for contracts, responded successfully to RFP requests, and delivered proposals. Established a reputation as the "go-to" company for organizations such as the IRS, MA Rehabilitation Commission, NH/ME/RI/VT Vocational Rehab Services, MA Judicial System, MA State House, MA Dept. of Environment Protection, MA Dept. of Public Health, MA Dept. of Social Services, MA Dept. of Revenue, and most municipalities in the region.
- ✓ **Networked and cultivated relationships with major decision makers at companies, hospitals and universities of all sizes resulting in long-term contracts.** Accounts include Verizon, Fidelity Investments, SunLife Insurance, Charles Schwab, Merrill Lynch, John Hancock, numerous hospitals, and most major public and private colleges and universities in New England.
- ✓ **Recognized as longest running vendor in Verizon's "Specialized Customer Equipment Program."** Prepared RFP response, presented proposal, and won and held contract worth \$6 million since 1992.

Volunteer Experience

Town of Burlington, MA

Town Meeting Representative • 2006 – Present
Member, Ways and Means Committee • 2008 – Present
Member, School Budget Subcommittee • 2008 – Present

Knights of Columbus, Town of Burlington, MA

Member • 2001 – Present

Organized and led fundraiser for Exceptional Children's Fund; managed 5 volunteers. Key member of committee that organized an evening-out event which raised enough funds to cover all out-of-pocket medical expenses for a local child with Leukemia.

Massachusetts Telephone Relay Advisory Board

Member • 2002 – Present

Work toward enhancing accessibility of telephone service for people with hearing loss in MA.

Burlington Pop Warner

Board of Directors Member • 2008 – Present

Education / Additional

Bentley College – Waltham, MA

Graduate Coursework in Business Management and Ethics (1996)

University of Massachusetts – Amherst, MA

Bachelor of Arts, Business Administration (1992)
Completed internship assignment at ADP Payroll Services

Training:

Basics of ADA
Sign Language I and II

Frequent speaker on topics relating to accommodations for people with disabilities; presented at numerous chambers of commerce, trade shows, professional associations and healthcare facilities.