



67 mac

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES
BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
Commissioner

Diane Langley
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9203 1-800-351-1888
Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 1, 2015

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health & Human Services (DHHS), Division of Community Based Care Services, Bureau of Elderly and Adult Services, to exercise a renewal option to an existing agreement with Granite United Way (Vendor 160015-B001), 22 Concord Street Floor 2, Manchester, NH, 03101, for the continuation of system support Administration for the Refer 7 database that is used by the Department and its contractors to provide Information and Referral services to citizens in New Hampshire, by increasing the price limitation by \$69,611 from \$89,220 to an amount not to exceed \$158,831, and extending the completion date from June 30, 2015 to June 30, 2016, effective July 1, 2015 or date of Governor and Council approval, whichever is later. 42% Federal and 58% General Funds.

Funds to support this request are anticipated to be available in the following accounts in State Fiscal Years 2016, 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.

05-95-48-481010-78720000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

SFY	Class/Object	Class Title	Activity Number	Amount
2015	570-500928	Family Care Giver	48130316	\$15,197
2016	570-500928	Family Care Giver	48130316	\$21,001
			Total	\$36,198

05-95-48-481010-89250000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAID SERVICES GRANTS

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	48130461	\$9,804
2016	102-500731	Contracts for Prog Svc	48130461	\$4,000
			Total	\$13,804

05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICES BLOCK GRANT

SFY	Class/Object	Class Title	Activity Number	Amount
2015	545-500387	Information & Referral Contracts	48130205	\$10,295
2016	545-500387	Information & Referral Contracts	48130205	\$10,295
			Total	\$20,590

05-95-48-481010-95650000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	48130291	\$24,020
2016	102-500731	Contracts for Prog Svc	48130291	\$24,020
			Total	\$48,040

05-95-48-481510-61800000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT & COUNSELING

SFY	Class/Object	Class Title	Activity Number	Amount
2015	550-500398	Assessment and Counseling	48130280	\$10,295
2016	550-500398	Assessment and Counseling	48130280	\$10,295
			Total	\$10,500

05-95-49-49050000-29850000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIV OF COMMUNITY BASED CARE SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM BIP

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	49053316	\$19,609
			Total	\$19,609

EXPLANATION

Approval of this Amendment will allow the Department to continue to provide for the continuation of system support Administration for the Refer 7 database that is used by the Department and its contractors to provide Information and Referral services to citizens in New Hampshire.

The Contractor will ensure that the information in the database is updated and maintained in accordance with the National Alliance for Information and Referral Standards, and ensure information reflects the full range of Medicaid long term services and supports so that citizens of New Hampshire have accurate and reliable information. The Contractor will train additional Department staff and other contractors in the skills needed to utilize the Refer 7 database to better serve their clients as well as enhance and expand Refer 7 database business operating standards.

The Department and the New Hampshire ServiceLink Contractors use the Refer 7 database as a tool to provide Information, Referral and Options Counseling services to citizens in New Hampshire in accordance with the Alliance for Information and Referral Services (AIRS). The AIRS Resource Database standards require that the Information and Referral (I&R) service providers develop, maintain, use and disseminate an accurate, up-to-date resource database that contains information about available community resources including details about the services they provide and the conditions under which services are available.

This Contractor was selected through a competitive bid process.

The original Agreement and Governor and Council letter contains an option to renew the contract for up to two additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council. The Department and the Contractor have agreed to extend the contract for one additional year.

Should Governor and Executive Council decide not to authorize this request, New Hampshire citizens who directly benefit and utilize the Refer 7 resources may not be able to access accurate, consistent, comprehensive and unbiased information on the full range of long term services and supports targeted to all populations and income levels. Additionally, it is likely the Department's development of the No Wrong Door approach to serving its customers and training additional Department staff and other contractors in the skills needed to utilize the Refer 7 database to better serve their clients will be delayed.

The Contractor's compliance with the contract requirements will be monitored by the Department through reporting and a work plan.

Area Served: Statewide

Source of Funds:

42% federal funds from:

- Medicaid, CFDA #93.778, FAIN #NH20144;
- Administration for Children & Families, Social Services Block Grant; CFDA #93.667, FAIN # G1301NHSOSR;

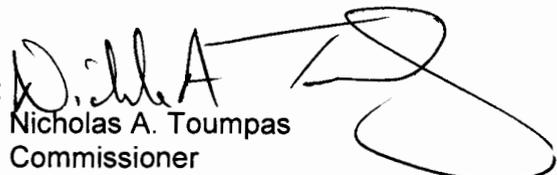
- Administration for Community Living, Family Caregiver Support Title III E, CFDA #93.052, FAIN #14AANHT3FC;
- Centers for Medicare & Medicaid Services, State Health Insurance Assistance Program; CFDA #93.324, FAIN #90SA0030100;
- Centers for Medicare & Medicaid Services, Balancing Incentive Program, CFDA #93.778, FAIN #051205NHBIPP.

58% general funds

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

Respectfully submitted,


Diane Langley
Director

Approved by: 
Nicholas A. Toumpas
Commissioner



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

June 5, 2015

Nicholas A. Toumpas, Commissioner
Department of Health and Human Services
State of New Hampshire
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into an amendment with Granite United Way, 22 Concord Street, Floor 2, Manchester, NH 03101, for the continuation of system support administration for the Refer 7 database as described below and referenced as DoIT No. 2015-058A.

The purpose of this agreement is to enable the Granite United Way to continue to service the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services with system support administration for the Refer 7 database that is used by the Department and its contractors to provide information and referral services to citizens in New Hampshire. This agreement includes funding for \$69,611, increasing the total funding amount from \$89,220 to \$158,831, and extending the completion date from June 30, 2015 to June 30, 2016, effective July 1, 2015 or date of Governor and Council approval whichever is later.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet", with a stylized flourish extending to the right.

Denis Goulet

DG/mh
Contract #2015-058

cc: Leslie Mason, DoIT



**State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Refer 7 Database System Support Administrator Contract**

This first Amendment to the Refer 7 Database System Support Administrator contract (hereinafter referred to as "Amendment #1") dated April 30, 2015, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Granite United Way (hereinafter referred to as "the Contractor"), a nonprofit corporation with a place of business at 22 Concord Street, Floor 2, Manchester, NH, 03101.

WHEREAS, pursuant to an agreement approved by the Governor and Executive Council on September 17, 2014 (item #11) (hereinafter referred to as the "Contract"), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, the State and the Contractor have agreed to make changes to the scope of work, payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to the Agreement (section 18 of the General Provisions of the Form P-37), and Exhibit C-1 Paragraph 4, the Department reserves the right to extend the completion date of the contract for up to two years to be exercised by mutual agreements by the parties, upon availability of funding, acceptable performance of the Statement of Work, the Agreement may be modified or amended only by written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, the Department and the Contractor agree to extend the program by one year and increase the price limitation; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties agree as follows:

1. Except as specifically amended and modified by the terms and conditions in this Amendment #1, the obligations of the parties shall remain in full force and effect in accordance with the terms and conditions set forth in the Contract as referenced above.
2. Amend General Provisions (Form P-37), Block 1.7 Completion Date, by extending the date to June 30, 2016.
3. Amend General Provisions (Form P-37), Block 1.8 Price Limitation, to read: \$158,831.
4. Amend General Provisions (Form P-37), Block 1.9 Contracting Officer for State Agency to read: Eric Borrin, Director of Contracts and Procurement.
5. Amend General Provisions (Form P-37), Block 1.10 State Agency Telephone Number to read: (603) 271-9558.
6. Delete in its entirety paragraph 13 of Exhibit A, Scope of Services.



**New Hampshire Department of Health and Human Services
Refer 7 Database System Support Administrator**

7. Amend Exhibit B, Methods and Conditions Precedent to Payment paragraph 5 by striking:
 5. Reimbursement for expenditures shall be in accordance with the approved line item budget shown in Exhibit B-1. Allowable costs and expenses shall be determined by the Department in accordance with applicable state and federal laws and regulations.

and inserting in its place:

 5. Reimbursement for expenditures shall be in accordance with the approved budgets shown in Exhibit B-1 and Exhibit B-2. Allowable costs and expenses shall be determined by the Department in accordance with applicable state and federal laws and regulations.

8. Add Exhibit B-2.
9. Delete in its entirety Standard Exhibit G, Certification Regarding the Americans with Disabilities Act Compliance, and replace with Exhibit G, 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
Refer 7 Database System Support Administrator**

This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

6/3/15
Date

for Marilee Mhan
Diane Langley
Director

Granite United Way

6/2/15
Date

[Signature]
NAME Patrick Tufts
TITLE President

Acknowledgement:

State of NH, County of Grafton on 6/2/15, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Terrah Hussey - Notary
Name and Title of Notary or Justice of the Peace
[Signature]





**New Hampshire Department of Health and Human Services
Refer 7 Database System Support Administrator**

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

6/8/15
Date

[Signature]
Name: Miguel A. Lopez
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit B-2

BUDGET FORM

**New Hampshire Department of Health and Human Services
COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD**

Bidder Name: Granite United Way

Budget Request for: Refer 7 Database System Support Administrator
Name of Program

Budget Period: 7/1/15 to 6/30/16

	Direct	Indirect	Total	Allocation Method for Indirect Costs
1. Total Salary/Wages	\$ 47,630	\$ 4,763	\$ 52,393	
2. Employee Benefits	\$ 12,342	\$ 1,235	\$ 13,577	
3. Consultants			\$ -	
4. Equipment:			\$ -	
Rental			\$ -	
Repair and Maintenance			\$ -	
Purchase/Depreciation			\$ -	
5. Supplies:			\$ -	
Educational			\$ -	
Lab			\$ -	
Pharmacy			\$ -	
Medical			\$ -	
Office	\$ 800	\$ 80	\$ 880	
6. Travel	\$ 1,200	\$ 120	\$ 1,320	
7. Occupancy			\$ -	
8. Current Expenses			\$ -	
Telephone	\$ 660	\$ 66	\$ 726	
Postage			\$ -	
Subscriptions			\$ -	
Audit and Legal			\$ -	
Insurance			\$ -	
Board Expenses			\$ -	
9. Software			\$ -	
10. Marketing/Communications			\$ -	
11. Staff Education and Training	\$ 650	\$ 65	\$ 715	
12. Subcontracts/Agreements			\$ -	
13. Other (specific details mandatory):			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL	\$ 63,282	\$ 6,329	\$ 69,611	

Indirect As A Percent of Direct

10.0%



**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

PT

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:

6/2/15
Date


Name: Pamela Tufts
Title: President

Exhibit G

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

Contractor Initials

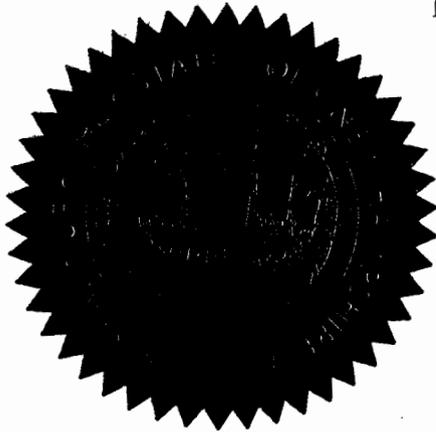
PT

6/2/15

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 Granite United Way is a New Hampshire nonprofit corporation formed March 30, 1927. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 9th day of April, A.D. 2015

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

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

I, K. Mark Primeau, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Granite United Way.
(Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of
the Agency duly held on May 28, 2015:
(Date)

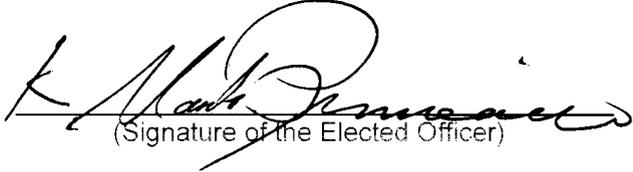
RESOLVED: That the President and CEO
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to
execute any and all documents, agreements and other instruments, and any amendments, revisions,
or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of
the 2nd day of June, 2015.
(Date Contract Signed)

4. Patrick Tufts is the duly elected President and CEO
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

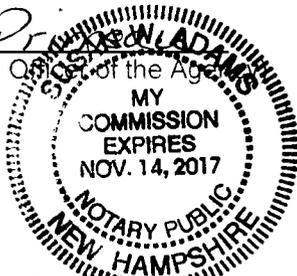

(Signature of the Elected Officer)

STATE OF NEW HAMPSHIRE

County of Belknap

The forgoing instrument was acknowledged before me this 2nd day of June, 2015.

By K. Mark Primeau
(Name of Elected Officer of the Agency)




(Notary Public/Justice of the Peace)

Commission Expires: 11/14/2017



Granite United Way

LIVE UNITED

MISSION STATEMENT

Granite United Way's mission is to improve the quality of people's lives by bringing together the caring power of communities.

Granite United Way

Wenimook County
45 South Main Street
Concord, NH 03301
603.224.2595

Seaboard Region
22 Concord Street
Manchester, NH 03101
603.625.6839

North Country
P.O. Box 311
Littleton, NH 03561
603.444.1555

Northern Region
961 Main Street
Berlin, NH 03570
603.752.5343

Upper Valley
21 Technology Drive
W. Lebanon, NH 03784
603.298.6799

Central Region
363 South Main St.
Laconia, NH 03246
603.737.1121

White Village
258 Highland Street
Plymouth, NH 03264
603.536.3720

Carroll County United
440A White Mtn. Highway
Tamworth, NH 03885
603.323.8139

GRANITE UNITED WAY

FINANCIAL REPORT

MARCH 31, 2014

CONTENTS

	Page
INDEPENDENT AUDITOR'S REPORT.....	1
FINANCIAL STATEMENTS	
Statement of financial position.....	2
Statement of activities and changes in net assets.....	3
Statement of functional expenses.....	4
Statement of cash flows.....	5
Notes to financial statements.....	6-16
INDEPENDENT AUDITOR'S REPORT ON THE SUPPLEMENTARY INFORMATION.....	17
SUPPLEMENTARY INFORMATION	
Supplementary schedules of community impact awards to qualified partner agencies and emerging opportunity grants.....	18-26



NATHAN WECHSLER & COMPANY
PROFESSIONAL ASSOCIATION
CERTIFIED PUBLIC ACCOUNTANTS & BUSINESS ADVISORS

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors
Granite United Way
Manchester, New Hampshire 03101

We have audited the accompanying statement of financial position of Granite United Way as of March 31, 2014, and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

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

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Granite United Way as of March 31, 2014, and the results of its operations, changes in net assets, functional expenses, and cash flows for the year then ended, in conformity with accounting principles generally accepted in the United States of America.

Nathan Wechsler & Company

Concord, New Hampshire
July 15, 2014

**GRANITE UNITED WAY
STATEMENT OF FINANCIAL POSITION
March 31, 2014**

	ASSETS				Total
	Unrestricted	Campaign	Temporarily Restricted Endowment	Permanently Restricted	
CURRENT ASSETS					
Cash	\$ 871,128	\$ 113,380	\$ -	\$ -	\$ 984,508
Prepaid and reimbursable expenses	87,643	-	-	-	87,643
Rent receivable	8,370	-	-	-	8,370
Grants receivable	-	11,743	-	-	11,743
Contributions receivable, net of allowance for uncollectible contributions \$586,094	-	3,312,819	-	-	3,312,819
<i>Total current assets</i>	967,141	3,437,942	-	-	4,405,083
OTHER ASSETS					
Property and equipment, net	1,524,431	-	-	-	1,524,431
Investments	979,722	-	30,384	100,397	1,110,503
Beneficial interest in assets held by others	-	-	1,703,853	-	1,703,853
<i>Total assets</i>	3,471,294	3,437,942	1,734,237	100,397	8,743,870
LIABILITIES AND NET ASSETS					
CURRENT LIABILITIES					
ALLOCATED ANNUAL CAMPAIGN SUPPORT DESIGNATED FOR FUTURE PERIODS					
Future allocations payable	\$ 2,753,608	\$ -	\$ -	\$ -	\$ 2,753,608
Donor-designations payable:					
Annual campaign	252,105	796,904	-	-	1,049,009
State of New Hampshire campaign	50,444	50,444	-	-	100,888
	3,056,157	847,348	-	-	3,903,505
Current maturities of long-term debt	10,733	-	-	-	10,733
Funds held for others	32,496	-	-	-	32,496
Grants payable	108,078	-	-	-	108,078
Accounts payable	60,166	-	-	-	60,166
Accrued expenses	116,667	-	-	-	116,667
Deferred revenue	142,815	-	-	-	142,815
<i>Total current liabilities</i>	3,527,112	847,348	-	-	4,374,460
LONG-TERM DEBT, less current maturities	261,430	-	-	-	261,430
COMMITMENTS (See Notes)					
NET ASSETS (DEFICIT):					
Unrestricted	(1,569,516)	-	-	-	(1,569,516)
Unrestricted, invested in property and equipment	1,252,268	-	-	-	1,252,268
<i>Total unrestricted net deficit</i>	(317,248)	-	-	-	(317,248)
Temporarily restricted	-	2,590,594	1,734,237	-	4,324,831
Permanently restricted	-	-	-	100,397	100,397
<i>Total net assets (deficit)</i>	(317,248)	2,590,594	1,734,237	100,397	4,107,980
<i>Total liabilities and net assets</i>	\$ 3,471,294	\$ 3,437,942	\$ 1,734,237	\$ 100,397	\$ 8,743,870

See Notes to Financial Statements.

GRANITE UNITED WAY

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS
Year Ended March 31, 2014

	Unrestricted	Temporarily Restricted		Permanently Restricted	Total
		Campaign	Endowment		
Support and revenues					
Support:					
Campaign revenue:					
Total contributions pledged	\$ -	\$ 6,925,752	\$ -	\$ -	\$ 6,925,752
Less donor designations	-	(1,551,774)	-	-	(1,551,774)
Less provision for uncollectible pledges	-	(296,346)	-	-	(296,346)
Add prior years' excess provision for uncollectible pledges taken into income in current year	200,450	-	-	-	200,450
<i>Net campaign revenue</i>	200,450	5,077,632	-	-	5,278,082
Sponsors and other contributions	1,605	218,133	-	-	219,738
Grant revenue	-	227,207	-	-	227,207
Homeless Service Center contributions	-	79,912	-	-	79,912
In-kind contributions	43,218	-	-	-	43,218
Program contributions	-	18,438	-	-	18,438
<i>Total support</i>	245,273	5,621,322	-	-	5,866,595
Other revenue:					
Administrative fees	140,730	-	-	-	140,730
Returned grant	10,000	-	-	-	10,000
Rental income	68,521	-	-	-	68,521
Miscellaneous income	5,278	-	-	-	5,278
<i>Total support and revenues</i>	469,802	5,621,322	-	-	6,091,124
Net assets released from restrictions for satisfaction of program and time restrictions	5,860,912	(5,860,912)	-	-	-
	6,330,714	(239,590)	-	-	6,091,124
Expenses:					
Program services:					
Allocated to agencies	2,960,117	-	-	-	2,960,117
Other program services	1,930,988	-	-	-	1,930,988
Support services:					
Management and general	877,275	-	-	-	877,275
Fundraising	699,328	-	-	-	699,328
<i>Total expenses</i>	6,467,708	-	-	-	6,467,708
<i>Decrease in net assets before other activities</i>	(136,994)	(239,590)	-	-	(376,584)
Other activities:					
Increase in value of beneficial interest in trusts, net of fees \$10,655	-	-	110,998	-	110,998
Realized and unrealized gains on investments	6,189	-	3,889	-	10,078
Investment income	102,712	-	3,343	-	106,055
<i>Total other activities</i>	108,901	-	118,230	-	227,131
Decrease in unrestricted net assets	(28,093)	-	-	-	(28,093)
Increase (decrease) in temporarily restricted net assets	-	(239,590)	118,230	-	(121,360)
<i>Net increase (decrease) in net assets</i>	(28,093)	(239,590)	118,230	-	(149,453)
Net assets (deficit), beginning of year	(289,155)	2,830,184	1,616,007	100,397	4,257,433
<i>Net assets (deficit), end of year</i>	\$ (317,248)	\$ 2,590,594	\$ 1,734,237	\$ 100,397	\$ 4,107,980

GRANITE UNITED WAY

STATEMENT OF FUNCTIONAL EXPENSES

Year Ended March 31, 2014

	Other program services	Management and general	Fundraising	Total
Salaries and wages	\$ 903,530	\$ 534,742	\$ 405,666	\$ 1,843,938
Payroll taxes	67,089	39,706	30,122	136,917
Employee fringe benefits	88,819	52,566	39,878	181,263
Employer 403(b) contribution	34,854	20,628	15,649	71,131
<i>Total salaries and related benefits</i>	<u>1,094,292</u>	<u>647,642</u>	<u>491,315</u>	<u>2,233,249</u>
Occupancy	130,449	35,472	26,505	192,426
211 expenses	116,148	-	-	116,148
Other program services (See Note 13)	101,378	-	-	101,378
Telephone, communications and technology	43,066	24,232	18,106	85,404
Volunteer income tax assistance expenses	73,830	-	-	73,830
Homeless service center expenses	70,090	-	-	70,090
United Way Worldwide dues	32,462	19,212	14,575	66,249
Publications, printing and campaign expenses	-	-	66,103	66,103
Grant expenses-Drug Free Grants	54,425	-	-	54,425
Supplies and office expense	25,772	15,253	11,571	52,596
Travel	22,297	12,186	9,106	43,589
In-kind expenses	21,177	12,533	9,508	43,218
Professional services	-	41,445	-	41,445
Conferences, training and meetings	18,100	10,712	8,126	36,938
Insurance	15,734	9,312	7,064	32,110
Special events	14,947	2,746	2,051	19,744
Other dues and awards	9,363	5,542	4,204	19,109
Postage	6,557	3,881	2,944	13,382
Miscellaneous	6,552	3,877	2,941	13,370
Investment fees	5,959	3,527	2,676	12,162
Community needs assessment	11,834	-	-	11,834
Community impact expenses	6,369	-	-	6,369
<i>Total expenses before interest and depreciation</i>	<u>1,880,801</u>	<u>847,572</u>	<u>676,795</u>	<u>3,405,168</u>
Interest expense	5,860	3,468	2,631	11,959
Depreciation	44,327	26,235	19,902	90,464
<i>Total functional expenses</i>	<u>\$ 1,930,988</u>	<u>\$ 877,275</u>	<u>\$ 699,328</u>	<u>\$ 3,507,591</u>

GRANITE UNITED WAY

STATEMENT OF CASH FLOWS

Year Ended March 31, 2014

CASH FLOWS FROM OPERATING ACTIVITIES

Decrease in net assets	\$ (149,453)
Adjustments to reconcile decrease in net assets to net cash used in operating activities:	
Realized and unrealized gain on investments	(10,078)
Depreciation	90,464
Prior years' excess provision for uncollectible pledges	(200,450)
Increase in rent receivable	(8,370)
Decrease in prepaid and reimbursable expenses	17,697
Decrease in contributions receivable	424,109
Increase in grants receivable	(11,743)
Increase in value of beneficial interest in assets held by others	(110,998)
Decrease in allocated annual campaign	(640,730)
Increase in funds held for others	2,396
Increase in grants payable	83,078
Decrease in accounts payable	(2,681)
Increase in accrued expenses	1,235
Decrease in deferred revenue	(9,337)
<i>Net cash used in operating activities</i>	<u>(524,861)</u>

CASH FLOWS FROM INVESTING ACTIVITIES

Purchase of property and equipment	(168,929)
Proceeds from sale of investments	454,149
Purchase of investments	(229,217)
<i>Net cash provided by investing activities</i>	<u>56,003</u>

CASH FLOWS USED IN FINANCING ACTIVITIES

Repayments of long-term debt	<u>(10,078)</u>
<i>Net decrease in cash</i>	(478,936)

Cash, beginning of year	<u>1,463,444</u>
<i>Cash, end of year</i>	<u><u>\$ 984,508</u></u>

SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION

Cash payments for:	
Interest expense	\$ 11,960

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Note 1. Nature of Activities

Granite United Way (the "United Way") was formed on July 1, 2010, as the result of a merger of four local not-for-profit entities - Heritage United Way, Inc., United Way of Merrimack County, North Country United Way and Upper Valley United Way. All of these entities shared the common goal to raise and distribute funds for the community's needs. This merger allows for shared resources and reduction in overhead in order to increase impact in the communities the United Way serves.

On February 1, 2012, the United Way acquired the assets and assumed the liabilities of United Way of Northern New Hampshire. On January 1, 2013, the United Way acquired the assets and assumed the liabilities of Lakes Region United Way.

The United Way conducts annual campaigns in the fall of each year to support hundreds of local programs primarily in the subsequent year while the State Employee Charitable Campaign, managed by the United Way, is conducted in May and June. Campaign contributions are used to support local health and human services programs, collaborations and to pay the United Way's operating expenses. Donors may designate their pledges to support a region of the United Way, a Community Impact area, other United Ways or to any health and human service organization having 501(c)(3) tax-exempt status. Amounts pledged to other United Ways or agencies are included in the total contributions pledged revenue and as designations expense. The related amounts receivable and payable are reported as an asset and liability in the statement of financial position. The net campaign results are reflected as temporarily restricted in the accompanying statement of activities, as the amounts are to be collected in the following year. Prior year campaign results are reflected as net assets released from restrictions in the current year statement of activities and changes in net assets.

Net campaign results are allocated to partner programs and other organizations at the completion of each campaign. For the year ended March 31, 2014, the United Way committed community impact grants amounted to \$2,960,117. This amount, less amounts paid to partner programs are reflected as future allocations payable and grants payable amounting to \$2,753,608 and \$108,078, respectively, in the accompanying statement of financial position. Additionally, the United Way invested \$470,445 in other initiatives and community collaborations and \$1,551,774 was allocated directly to agencies through donor designated pledges.

Note 2. Summary of Significant Accounting Policies

Basis of accounting: The financial statements of the United Way have been prepared on the accrual basis. Under the accrual basis revenues and gains are recognized when earned and losses are recognized when incurred. The significant accounting policies followed are described below to enhance the usefulness of the financial statements to the reader.

Estimates and assumptions: The United Way prepares its financial statements in accordance with generally accepted accounting principles. Management uses estimates and assumptions in preparing financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenue and expenses. Accordingly, actual results could differ from those estimates.

Cash and cash equivalents: For purposes of reporting cash flows, the United Way considers all highly liquid debt instruments purchased with a maturity of three months or less to be cash equivalents. The United Way had no cash equivalents at March 31, 2014.

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Basis of presentation: The United Way accounts for contributions received in accordance with the FASB Accounting Standards Codification topic for revenue recognition (FASB ASC 958-605) and contributions made in accordance with FASB ASC 958-720-25 and FASB ASC 958-310. In accordance with FASB ASC 958-605-25, contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support, depending on the existence or nature of any donor restrictions. In addition, FASB ASC 958-310 requires that unconditional promises to give (pledges) be recorded as receivables and recognized as revenues.

The United Way adheres to the Presentation of Financial Statements for Not-for-Profit Organizations topic of the FASB Accounting Standards Codification (FASB ASC 958-205). Under FASB ASC 958-205, the United Way is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. Descriptions of the three net asset categories are as follows:

Unrestricted net assets include both undesignated and designated net assets, which are the revenues not restricted by outside sources and revenues designated by the Board of Directors for special purposes and their related expenses.

Temporarily restricted net assets include gifts and pledges for which time restrictions or donor-imposed restrictions have not yet been met and donor designations payable associated with uncollected pledges. Temporarily restricted net assets also include the beneficial interest in assets held by others and the accumulated appreciation related to permanently restricted endowment gifts, which is a requirement of FASB ASC 958-205-45.

Permanently restricted net assets include gifts which require, by donor restriction, that the corpus be invested in perpetuity and only the income or a portion thereof be made available for program operations in accordance with donor restrictions.

Contributions receivable: Campaign pledge contributions are generally paid within one year. The United Way provides an allowance for uncollectible pledges at the time campaign results are recorded. Provisions for uncollectible pledges have been recorded in the amount of \$296,346 for the campaign year ended March 31, 2014. The provision for uncollectible pledges was initially calculated at 4.5% of the current year total pledges for the year end March 31, 2014 and subsequently adjusted as necessary. During the year ended March 31, 2014, the provision for uncollectible pledges was reduced from 6% to 4.5% of total current year pledges based on management's evaluation of individual accounts and collection history.

Investments: The United Way's investments in marketable equity securities and all debt securities are reported at their fair value based upon quoted market prices in the accompanying statement of financial position. Unrealized gains and losses are included in the changes in net assets in the accompanying statement of activities. The United Way's investments do not have a significant concentration of credit risk within any industry, geographic location, or specific location.

Deferred revenue: The United Way charged a 10% administrative fee on the State Campaign designations and 18% on most other designations for the year ended March 31, 2014. These administrative fees are recognized in the post campaign years, as this is the year they are available to offset administrative expenses. The administrative fees on the State Campaign are accrued on an estimated basis, but are earned on actual payments received.

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Donated goods and services: Contributed services are recognized when the services received would typically need to be purchased if they had not been provided by donation or require specialized skills and are provided by individuals possessing those skills. Various types of in-kind support, including services, gift certificates, materials and other items, amounting to \$43,218 have been reflected at fair value in the financial statements for the year ended March 31, 2014.

A substantial number of volunteers have donated significant amounts of their time in United Way's program services; however, the value of this contributed time is not reflected in the accompanying financial statements since the volunteers' time does not meet the criteria for recognition.

Functional allocation of expenses: The cost of providing the various programs and other activities has been summarized on a functional basis in the statement of activities and changes in net assets. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

Property and equipment: Property and equipment are included in unrestricted net assets and are carried at cost if purchased and fair value if contributed. Maintenance, repairs and minor renewals are expensed as incurred, and renewals and betterments are capitalized. The United Way capitalizes additions of property and equipment in excess of \$1,000.

Depreciation of property and equipment is computed using the straight-line method over the following useful lives:

	Years
Building and building improvements.....	5-31½
Leasehold improvements	15
Furniture and equipment	3-10

Concentrations of credit risk: Financial instruments which potentially subject the United Way to concentrations of credit risk consist primarily of contributions receivable, substantially all of which are from individuals, businesses, or not-for-profit organizations. Concentrations of credit risk are limited due to the large number of donors comprising the United Way's donor base. As a result, at March 31, 2014, the United Way does not consider itself to have any significant concentrations of credit risk with respect to contributions receivable.

In addition, the United Way maintains cash accounts with several financial institutions insured by the Federal Deposit Insurance Corporation up to \$250,000. Amounts included in cash in excess of federally insured limits were approximately \$433,000 at March 31, 2014.

Income taxes: The United Way is exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code. The United Way is also exempt from state income taxes by virtue of its ongoing exemption from federal income taxes. Accordingly, no provision for income taxes has been recorded in the accompanying financial statements.

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

The United Way has adopted the provisions of FASB AC 740 Accounting for Uncertainty in Income Taxes. Accordingly, management has evaluated the United Way's tax positions and concluded the United Way had maintained its tax-exempt status, does not have any significant unrelated business income and had taken no uncertain tax positions that require adjustment or disclosure in the financial statements. With few exceptions, the United Way is no longer subject to income tax examinations by the U.S. Federal or State tax authorities for tax years before 2011. Also included are filings for United Way of Northern New Hampshire and Lakes Region United Way prior to their acquisitions on February 1, 2012 and January 1, 2013, respectively.

Note 3. Fair Value Measurements

The Fair Value Measurements Topic of the FASB Accounting Standards Codification (FASB ASC 820-10) establishes a fair value hierarchy that prioritizes the inputs to valuation techniques used to measure fair value. The hierarchy gives the highest priority to unadjusted quoted prices in active markets for identical assets or liabilities (Level 1 measurements) and the lowest priority to measurements involving significant unobservable inputs (Level 3 measurements).

The three levels of the fair value hierarchy are as follows:

- Level 1 - inputs are unadjusted, quoted prices in active markets for identical assets at the measurement date. The types of assets carried at Level 1 fair value generally are securities listed in active markets. The United Way has valued their investments listed on national exchanges at the last sales price as of the day of valuation.
- Level 2 - inputs are based upon quoted prices for similar instruments in active markets, quoted prices for identical or similar instruments in markets that are not active, and model-based valuation techniques for which all significant assumptions are observable in the market or can be corroborated by observable market data for substantially the full term of the assets or liabilities.
- Level 3 - inputs are generally unobservable and typically reflect management's estimates of assumptions that market participants would use in pricing the asset or liability. The fair values are therefore determined using model-based techniques that include option-pricing models, discounted cash flow models, and similar techniques.

Financial assets carried at fair value on a recurring basis consist of the following:

	Level 1	Level 2	Level 3
Money market funds	\$ 45,378	\$ 22,315	\$ -
Mutual funds:			
Domestic equity	167,200	-	-
International equity	9,272	-	-
Fixed income	256,045	-	-
Other	48,584	-	-
Fixed income funds	498,258	-	-
Municipal bonds	-	21,151	-
Corporate bonds	-	45,547	-
Beneficial interest in assets held by others	-	-	1,703,853
<i>Total</i>	<u>\$ 1,024,737</u>	<u>\$ 89,013</u>	<u>\$ 1,703,853</u>

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

	Beneficial interest in assets held by others
<i>Balance, April 1, 2013</i>	\$ 1,592,855
Total unrealized gains, net of fees included in changes in temporarily restricted endowment net assets	<u>110,998</u>
<i>Balance, March 31, 2014</i>	<u>\$ 1,703,853</u>
Amount of unrealized gains, net of fees attributable to change in unrealized gains relating to assets still held at the reporting date included in the statement of activities and changes in net assets	<u>\$ 110,998</u>

All assets have been valued using a market approach, except for the beneficial interest in assets held by others, and have been consistently applied. The market approach uses prices and other relevant information generated by market transactions involving identical or comparable assets. Prices may be indicated by pricing guides, sales transactions, market trades, or other sources. The fair value of investments in money market funds is based upon the net asset values determined by the underlying investments in which the funds invest.

The beneficial interest in assets held by others is valued using the income approach. The value is determined by calculating the present value of future distributions expected to be received, which approximates the value of the trust's assets at March 31, 2014.

GAAP requires disclosure of an estimate of fair value for certain financial instruments. The United Way's significant financial instruments include cash and other short-term assets and liabilities. For these financial instruments, carrying values approximate fair value.

Note 4. Property and Equipment

Property and equipment, at cost, at March 31, 2014, amounted to:

Land, buildings and building improvements	\$ 1,813,402
Leasehold improvements	5,061
Furniture and equipment	<u>337,910</u>
<i>Total property and equipment</i>	2,156,373
Less accumulated depreciation	<u>(631,942)</u>
<i>Total property and equipment, net</i>	<u>\$ 1,524,431</u>

The United Way is currently in the process of selling its building in Laconia, New Hampshire. Although the building is on the market for sale, it is still being used by the United Way. The building's carrying value amounted to \$264,921 at March 31, 2014.

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Note 5. Endowment Funds Held by Others

Agency endowed funds: The United Way is a beneficiary of various agency endowment funds at The New Hampshire Charitable Foundation. Pursuant to the terms of the resolution establishing these funds, property contributed to The New Hampshire Charitable Foundation is held as separate funds designated for the benefit of the United Way. In accordance with its spending policy, the Foundation may make distributions from the funds to the United Way. The distributions are approximately 4.03% of the market value of each fund per year. The estimated value of the future distributions from the funds is included in these financial statements as required by FASB ASC 958-605, however, all property in the fund was contributed to The New Hampshire Charitable Foundation to be held and administered for the benefit of the United Way.

The United Way received \$61,909 from the agency endowed funds during the year ended March 31, 2014.

Designated funds: The United Way is also a beneficiary of two designated funds at The New Hampshire Charitable Foundation. Pursuant to the terms of the resolution establishing these funds, property contributed to The New Hampshire Charitable Foundation is held as a separate fund designated for the benefit of the United Way. In accordance with its spending policy the Foundation makes distributions from the funds to the United Way. The distributions are approximately 4.03% of the market value of the fund per year. These funds are not included in these financial statements, since all property in these funds was contributed to The New Hampshire Charitable Foundation to be held and administered for the benefit of the United Way.

The United Way received \$3,980 from the designated funds during the year ended March 31, 2014. The market value of these fund's assets amounted to approximately \$109,500 as of March 31, 2014.

Note 6. Long-term Debt

The long-term debt at March 31, 2014 consisted of the following:

4.25% mortgage financed with a local bank. The note is due in monthly installments of principal and interest of \$1,837 through December 2031. The note is collateralized by the United Way's building located in Laconia, NH.	\$ 272,163
Less portion payable within one year	10,733
<i>Total long-term debt</i>	<u>\$ 261,430</u>

The scheduled maturities of long-term debt at March 31, 2014 were as follows:

<u>Year Ending March 31,</u>	
2015	\$ 10,733
2016	11,198
2017	11,683
2018	12,190
2019	12,718
Thereafter	213,641
<i>Total</i>	<u>\$ 272,163</u>

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Note 7. Funds Held for Others

As of March 31, 2014, the United Way held funds for others for the following projects:

Concord Multicultural Project Fund	\$	18,721
Get Moving Manchester		1,798
Mayor's Prayer Breakfast		7,392
City of Concord Dog Park		3,606
Better Together		979
<i>Total</i>	<u>\$</u>	<u>32,496</u>

Note 8. Endowment Funds and Net Assets

The United Way adheres to the Other Presentation Matters section of the Presentation of Financial Statements for Not-for-Profit Organizations topic of the FASB Accounting Standards Codification (FASB ASC 958-205-45). FASB ASC 958-205-45 provides guidance on the net asset classification of donor-restricted endowment funds for a nonprofit organization that is subject to an enacted version of the Uniform Prudent Management of Institutional Funds Act (UPMIFA). FASB ASC 958-205-45 also requires additional disclosures about an organization's endowment funds (both donor-restricted endowment funds and board-designated endowment funds) whether or not the organization is subject to UPMIFA.

The State of New Hampshire enacted UPMIFA effective July 1, 2008, the provisions of which apply to endowment funds existing on or established after that date. The United Way's endowment consists of three individual funds established for youth programs, Whole Village and general operating support. Its endowment includes both donor-restricted endowment funds and funds designated by the Board of Directors to function as endowments. As required by GAAP, net assets associated with endowment funds, including those funds designated by the Board of Directors, are classified and reported based on the existence or absence of donor-imposed restrictions.

The Board of Directors of the United Way has interpreted UPMIFA as allowing the United Way to appropriate for expenditure or accumulate so much of an endowment fund as the United Way determines to be prudent for the uses, benefits, purposes and duration for which the endowment fund is established, subject to the intent of the donor as expressed in the gift instrument.

As a result of this interpretation, the United Way classifies as permanently restricted net assets (a) the original value of gifts donated to the permanent endowment, (b) the original value of subsequent gifts to the permanent endowment, and (c) accumulations to the permanent endowment made in accordance with the direction of the applicable donor gift instrument at the time the accumulation is added to the fund. The remaining portion of the donor-restricted endowment fund that is not classified in permanently restricted net assets is classified as temporarily restricted net assets until those amounts are appropriated for expenditure by the United Way in a manner consistent with the standard of prudence prescribed by UPMIFA. In accordance with UPMIFA, the United Way considers the following factors in making a determination to

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

appropriate or accumulate donor-restricted endowment funds: (1) the duration and preservation of the various funds, (2) the purposes of the donor-restricted endowment funds, (3) general economic conditions, (4) the possible effect of inflation and deflation, (5) the expected total return from income and the appreciation of investments, (6) other resources of the United Way, and (7) the investment policies of the United Way.

Investment Return Objectives, Risk Parameters and Strategies: The United Way has adopted investment policies, approved by the Board of Directors, for endowment assets for the long-term. The United Way seeks to achieve an after-cost total real rate of return, including investment income as well as capital appreciation, which exceeds the annual distribution with acceptable level of risk. Investment risk is measured in terms of the total endowment fund; investment assets and allocations between asset classes and strategies are managed to not expose the fund to unacceptable level of risk.

Spending Policy: The United Way does not currently have a spending policy for distributions each year as they strive to operate within a budget of their current Campaign's income.

Endowment net asset composition by type of fund as of March 31, 2014 is as follows:

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
Donor-restricted endowment funds	\$ -	\$ 30,384	\$ 100,397	\$ 130,781
Board-designated endowment funds	8,765	-	-	8,765
	<u>\$ 8,765</u>	<u>\$ 30,384</u>	<u>\$ 100,397</u>	<u>\$ 139,546</u>

Changes in the endowment net assets as of March 31, 2014 are as follows:

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
Endowment net assets, March 31, 2013	\$ 8,280	\$ 23,152	\$ 100,397	\$ 131,829
Investment return:				
Investment income	224	3,343	-	3,567
Net appreciation (realized and unrealized)	261	3,889	-	4,150
Total investment return	<u>485</u>	<u>7,232</u>	<u>-</u>	<u>7,717</u>
Endowment net assets, March 31, 2014	<u>\$ 8,765</u>	<u>\$ 30,384</u>	<u>\$ 100,397</u>	<u>\$ 139,546</u>

(continued on next page)

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Income from permanently restricted net assets at March 31, 2014 is available for the following purposes:

General operations	\$	14,930
Youth programs		11,467
General operations of Whole Village		74,000
<i>Total permanently restricted net assets</i>	<u>\$</u>	<u>100,397</u>

Temporarily restricted net assets at March 31, 2014 consisted of support and other unexpended revenues and represent the following:

Drug-Free Communities Support Program	\$	69,279
Contributions receivable related to campaigns		3,312,819
Designations payable to other agencies and United Ways		(847,348)
Volunteer income tax assistance program		33,802
Other programs		3,571
Berlin area direct services		18,471
Agency endowed funds at the New Hampshire Charitable Foundation		1,703,853
Portion of perpetual endowment funds subject to time restriction under UPMIFA		30,384
<i>Total temporarily restricted net assets</i>	<u>\$</u>	<u>4,324,831</u>

At March 31, 2014, the Board of Directors has designated net assets amounting to \$54,539 which are of funds set aside to meet the emerging opportunity needs of the community as they arise.

Note 9. Grant Revenue

The United Way has been awarded grants for the Drug-Free Communities Support Program. The United Way received \$178,748 for the year ended March 31, 2014 under the Drug-Free Communities Support Program and expenditures, including salaries and benefits, amounted to \$121,363 for the year ended March 31, 2014. Unexpended grant funds for which income has been received cumulatively under the grant totaled \$69,279 as of March 31, 2014. Of the total unexpended grant funds, \$57,536 has been included as temporarily restricted cash at March 31, 2014 in the statement of financial position. These funds are required to be held in a separate bank account. The remaining balance of \$11,743 has been included as temporarily restricted grants receivable at March 31, 2014.

Note 10. Pension Fund

The United Way sponsors a tax-deferred annuity plan qualified under Section 403(b) of the Internal Revenue Code, whereby electing employees contribute a portion of their salaries to the plan. For the year ended March 31, 2014, the United Way contributed \$71,131 to employees participating in the plan.

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Note 11. Lease Commitments

During the year ended March 31, 2011, the United Way entered into an operating lease agreement for office space in Manchester, New Hampshire. The original term of the lease is for five years and has an option to renew for two additional five-year terms. The terms of the lease require monthly payments of \$2,373. The rent will be increased by 2% annually on each anniversary date of the lease. The lease also requires the United Way to pay its share of other costs such as taxes, maintenance and insurance amounting to \$500 per month.

Total rent expense related to this lease amounted to \$36,120 for the year ended March 31, 2014.

The United Way leases a copy machine under the terms of an operating lease. The lease matured on October 1, 2014. The lease expense amounted to \$1,261 for the period of April 1, 2014 through October 1, 2014. The United Way began a new operating lease for a copy machine on October 1, 2014 with a term of 60 months. The monthly lease payment amount is \$170. The lease expense amounted to \$1,018 for the period of October 1, 2014 through March 31, 2014.

The United Way's future minimum lease commitments are as follows:

<u>Year ending March, 31</u>	
2015	\$ 39,373
2016	8,276
2017	2,036
2018	2,036
2019	1,018
	<u>\$ 52,739</u>

Note 12. Commitments

The United Way does not own the land on which their building in Laconia, New Hampshire is located. The United Way is part of a condominium association to which they pay quarterly dues that fund certain maintenance costs. For the year ended March 31, 2014, the dues amounted to \$3,060.

The United Way rents space in the building which they own and occupy to twelve non-affiliated, non-profit organizations. The monthly lease payments range from \$125 to \$1,495 per month. For the year ended March 31, 2014, the rental income amounted to \$57,654. The United Way also provides space at no charge to one tenant in the Plymouth, New Hampshire building for affordable childcare services in support of its mission to provide services, support and resources to develop strong families, confident parents and healthy children.

GRANITE UNITED WAY

NOTES TO FINANCIAL STATEMENTS

Note 13. Other Program Services

Other program services included in the accompanying statement of functional expenses included expenses for the following programs from the year ended March 31, 2014:

Women's Leadership Council	\$	26,634
Youth Venture Program expenses		4,994
Northern NH direct client services		8,857
Other program services		5,306
Financial Stability Program		14,970
Concord Plan to End Homelessness/Family Shelter		2,300
Whole Village Family Resource Center		7,711
Bring It Program		25,366
Carroll County United		1,419
Curcuru Community Service Fund		1,451
Lakes Region Public Access		2,370
<i>Total</i>	<u>\$</u>	<u>101,378</u>

Note 14. Payment to Affiliated Organizations and Related Party

The United Way paid dues to United Way of Worldwide. The United Way's dues paid to this affiliated organization aggregated \$66,249 for the year ended March 31, 2014.

The United Way is reimbursed for services provided to United Ways of New Hampshire. The total amount that was billed to United Ways of New Hampshire for services amounted to approximately \$227,705 for the year ended March 31, 2014. At March 31, 2014, \$16,932 is due to United Way from United Ways of New Hampshire which is included in prepaid and reimbursable expenses in the accompanying statement of financial position.

In addition, the United Ways of New Hampshire operates the 211 program. The United Way paid dues amounting to \$116,148 to the United Ways of New Hampshire for the 211 program for the year ended March 31, 2014.

Note 15. Subsequent Events

The United Way has evaluated subsequent events through July 15, 2014, the date which the financial statements were available to be issued, and have not evaluated subsequent events after that date. No subsequent events were identified that would require disclosure in financial statements for the year ended March 31, 2014.

**INDEPENDENT AUDITOR'S REPORT
ON THE SUPPLEMENTARY INFORMATION**

To the Board of Directors
Granite United Way
Manchester, New Hampshire 03101

Our audit was made for the purpose of forming an opinion on the basic financial statements taken as a whole. The supplementary schedules of community impact awards to qualified partner agencies and emerging opportunity grants by region is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

Nathan Wechsler & Company

Concord, New Hampshire
July 15, 2014

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
 PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
 MERRIMACK COUNTY REGION
 Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Blueberry Express Day Care	\$ 30,000
Boys and Girls Clubs of Greater Concord	25,000
Child & Family Services:	
Adolescent Substance Abuse	14,000
Camp Spaulding	20,000
Day Treatment	8,000
Family Counseling	28,000
Parent Plus & Concord Connections	13,000
Circle Program	8,000
Community Action Program:	
CAP-Headstart	15,000
CAP-Meals on Wheels	40,000
CAP-Rural Transportation	10,000
CAP-Senior Companion	10,000
CAP-WIC	5,000
Community Bridges:	
Early Supports & Services	17,500
Partners in Health	5,000
Concord Family YMCA:	
Child Development Center	30,000
Summer Camp Program	15,000
Crisis Center of Central NH	20,000
Girls, Inc. of NH - Empowerment and Prevention	15,000
Health First Family Care Center	22,000
Lutheran Social Services	7,500
Mayhew Program	10,000
Merrimack Valley Day Care	80,000
NH Legal Assistance	50,000

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
 PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
 MERRIMACK COUNTY REGION (CONTINUED)
 Year Ended March 31, 2014

	<u>Community Impact Awards</u>
NH Pro Bono Referral System	\$ 16,000
Penacook Community Center:	
Child, Youth and Families	40,000
Phoenix House	16,300
Pittsfield Youth Workshop	27,000
Riverbend Community Mental Health - Emergency Services	75,000
Second Start:	
Adult Education	24,000
Alternative High School	8,000
First Start	10,000
The Friends Program:	
Emergency Housing	35,000
Foster Grandparents	15,000
Youth Mentoring Program	40,000
Tiny Twisters Childcare Center	20,000
VNA of Franklin	4,168
	<u>\$ 828,468</u>
	<u>Emerging Opportunity Grants</u>
Concord Coalition to End Homelessness	\$ 35,000
Showing of American Winter film (homelessness)	5,008
	<u>\$ 40,008</u>

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
NORTH COUNTRY REGION
Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Boys and Girls Club of the North Country - After School Program	\$ 8,000
Child and Family Services - Parenting Plus	3,500
Copper Cannon Camp	4,000
Belknap-Merrimack County Community Action Program - WIC	1,500
Grafton County Senior Citizens:	
Aging Services	8,000
RSVP Bone Builders	2,961
ServiceLink	1,500
NH Legal Assistance	3,000
Northern Human Services	2,500
	<hr/>
	\$ 34,961
	<hr/> <hr/>

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
 PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
 UPPER VALLEY REGION
 Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Alice Peck Day Memorial Hospital	\$ 12,000
Child & Family Services of NH:	
Family Counseling	27,000
Foster Care Recruitment	9,500
Prevention & Intervention	22,000
Child Care Center in Norwich	11,000
Child Care Resource	1,500
Community Action Program - Belknap-Merrimack Counties - WIC	2,000
Copper Cannon Camp	1,000
Cover Home Repair	37,900
Dismas of Vermont	18,900
Girls Inc. of NH	7,000
Global Campuses Foundation	7,500
Good Neighbor Health/Red Logan Dental Clinic - Free Medical and Dental Care	22,000
Grafton County Senior Citizens Council:	
Chore Corps	1,700
Helping to Stretch Older Adults' Incomes	14,000
ServiceLink	3,000
RSVP Bone Builders	1,050
Green Mountain Children's Center	25,000
HIV/HCV Resource Center	5,780
Lake Sunapee Region VNA & Hospice - Pediatrics	9,000
Maple Leaf Children's Center	2,000
NH Legal Assistance	9,500
NH Pro Bono	3,500
Prevent Child Abuse Vermont	5,000
Safeline, Inc.	10,500

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
 PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
 UPPER VALLEY REGION (CONTINUED)
 Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Second Wind Foundation:	
Community Education & Advocacy	\$ 12,000
Turning Point Recovery Center	17,771
Willow Grove	16,000
Special Needs Support Center of the Upper Valley:	
Art Lab	3,000
Educational Advocacy	12,000
Romano Afterschool Program	4,000
Southeastern Vermont Community Action	31,018
Springfield Family Center - Lunch at Home	20,000
The Family Place-Child Advocacy Center	11,250
The Children's Center of the Upper Valley	21,000
The Mayhew Program	4,000
Upper Valley Haven:	
Community Services Program	23,000
Shelter Services Program	20,000
Valley Court Diversion Program:	
Restorative Justice in Schools	4,000
Court Diversion Program	15,000
Visiting Nurse Association and Hospice of VT & NH - Maternal and Child Health	10,000
West Central Behavioral Health - Halls of Hope	16,000
Willing Hands-Feeding Hungry Neighbors	12,000
WISE:	
Crisis Intervention & Support Services	13,440
Emergency Shelter & Housing	4,320
Prevention & Community Education	5,050
	<u>\$ 544,179</u>
	<u>Emerging Opportunity Grants</u>
COVER Home Repair - Home Repair Program	\$ 4,000
Global Campuses Foundation	4,000
Upper Valley Haven: Upper Valley Strong	7,500
Dismas House	5,000
Spark Community Center	5,000
Southeastern VT Community Action: Springfield Warming Shelter	3,000
	<u>\$ 28,500</u>

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
SOUTHERN REGION
Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Big Brother Big Sisters of Greater Manchester - One-to-One Mentoring	\$ 2,500
Boys & Girls Club of Greater Derry - Youth Guidance & Development Program	33,200
Boys & Girls of Greater Manchester - Youth Development & Guidance	81,500
Boys & Girls of Salem - Before and After School Enrichment	5,000
Child & Family Services of NH:	
Adolescent Substance Abuse and Family Counseling	40,000
Parenting Plus, Manchester Region	8,250
Teen Services, Southern Region	45,000
City Year New Hampshire - Whole School Whole Child	24,500
Community Action Program-Senior Companion Program	3,000
Community Caregivers of Greater Derry - Volunteer Caregiving Program	10,000
Easter Seals New Hampshire, Inc.:	
Child Development & Family Resource Center	89,200
Family Support Services	11,250
Family Promise of Greater Rockingham County - Interfaith Hospitality Network	15,000
Girls Inc. of NH-Empowerment and Prevention Programs	31,500
Granite Pathways - Granite Pathways Operations	15,000
Greater Derry Community Health Services	33,000
Harbor Homes Inc.	10,000
Manchester Community Health Center:	
Behavioral Health Integration Program	61,900
Manchester Community Resource Center - Skills Training and Employment	9,000
Media Power Youth-Media Literacy for Healthy Choices	5,700
NeighborWorks Greater Manchester:	
Real Estate Development & Community Services	10,000
Regional Home Ownership Center	5,000
NH Catholic Charities	75,000
NH Legal Assistance-Civil Legal Aid for Low-Income and Elderly	40,000
NH Pro Bono-Referral	8,000

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
 PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
 SOUTHERN REGION (CONTINUED)
 Year Ended March 31, 2014

	Community Impact Awards
Rockingham Nutrition & Meals on Wheels - Meals on Wheels	\$ 45,000
Serenity Place - Crisis Services & Transitional Living Program	35,400
St. Joseph Community Services Inc. - Meals on Wheels and Community Dining	30,000
The CareGivers Inc. - CareGivers Caring Cupboard	8,000
The Friends Program-Foster Grandparent Program	6,900
Mayhew Program	13,400
The Mental Health Center of Greater Manchester - Bedford Counseling Assoc.	32,200
The Salvation Army Manchester:	
Youth Center	25,000
Saturday Teen Night Program	12,000
The Upper Room A Family Resource Center:	
GED Options	12,000
Greater Derry Juvenile Diversion Program	3,750
Adolescent Wellness Program (AWP)	9,000
Teen Information for Parenting Success (TIPS)	5,600
The Way Home-Steps to Success in Safe, Affordable Housing	38,500
The Webster House	9,000
YMCA of Greater Manchester:	
YMCA Start	11,250
YMCA Stay	25,500
YWCA New Hampshire - Victim Services	70,000
	<u>\$ 1,065,000</u>
	Emerging Opportunity Grants
SEE Science Center	\$ 10,000
Manchester Community Health Center	100,000
	<u>\$ 110,000</u>

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
NORTHERN REGION
Year Ended March 31, 2014

	<u>Community Impact Awards</u>
Androscoggin Valley Home Care Services	\$ 3,000
Child and Family Services	1,000
Community Action Program	750
Coos County Family Health Services	2,000
Copper Cannon Camp	2,000
Helping Hands North, Inc	3,250
Holiday Center	2,500
NH Children's Trust	1,500
NH Legal Assistance	1,500
Northern Human Services	5,000
Tri County Community Action Program:	
Coos County RSVP	500
Homeless Programs	1,830
Transportation	1,000
White Mountain Community College:	
Assisting People in Transition	1,670
Child Development Center	1,000
	<u>\$ 28,500</u>

GRANITE UNITED WAY

SUPPLEMENTARY SCHEDULE OF COMMUNITY IMPACT AWARDS TO QUALIFIED
PARTNER AGENCIES AND EMERGING OPPORTUNITY GRANTS
CENTRAL REGION
Year Ended March 31, 2014

	Community Impact Awards
	<hr/>
Appalachian Mountain Teen Project	\$ 10,000
Belknap County Economic Development Council	25,000
Boys and Girls Club of the Lakes Region	20,000
Family Resource Center (Wrap Around)	35,000
Health First Family Clinic	42,500
Laconia Area Land Trust	35,000
Lakes Region Child Care	60,000
New Beginnings	2,000
Pemi Youth Center	25,000
Salvation Army	25,000
	<hr/>
	\$ 279,500
	<hr/> <hr/>
	Emerging Opportunity Grant
	<hr/>
NH Jobs of America's Graduates	\$ 1,000
	<hr/> <hr/>

2015 Board of Directors

William D. Bedor, CPA (Bill)

Secretary

North Country Campaign Chair & Community Impact Chair

Bedor Management & Investments, Inc.

Dean J. Christon

Southern Region Community Impact Chair

Executive Director, New Hampshire Housing Finance Authority

Jason Cole

Attorney, Devine Millimet & Branch PA

Gordon Ehret

Upper Valley Community Impact Chair

Operations Leader, Hypertherm, Inc.

Julia Griffin

Town Manager, Town of Hanover

Stephen Hackley (Steve)

Senior Vice President, Greater Boston Region, Comcast

Heather Lavoie

President, Geneia

Maryann McCormack

Central Region Community Impact Chair

John Mercier

Executive Vice President/Senior Lender, Primary Holdings, LLC

Heidi Nadeau

Merrimack County Community Impact Chair

Executive Vice President and Chief Financial Officer, H.L. Turner Group, Inc.

Janet Nickerson
Northern Human Services

Nannu Nobis
Secretary
CEO, Nobis Engineering

Sean Owen
GUW Marketing Chair
President & CEO, wedü

Steven Paris, MD
Medical Director, Dartmouth-Hitchcock Manchester

Mark Primeau
Chairman of the Board of Directors
President, Bank of New Hampshire

Joseph Purington
Vice President, NH Electric Field Operations, Eversource Energy

Ronald Reed
Vice President, Lincoln Financial Group

Jeffery Savage
President & CEO, Franklin Savings Bank

James Scammon
Executive Vice President, Granite Group Benefits, LLC

Cathleen Schmidt (Cathy)
Executive Director and CEO, McLane, Graf, Raulerson & Middleton P.A.

Gary Shirk
Resource Development Chair
Vice President and Director of Operations,

Evan Smith
President, Hypertherm, Inc.

Rodney Tenney
Merrimack County Office
Local Community Impact Chair

Anna Thomas
Southern Region Community Impact Chair
Deputy Public Health Director, Manchester Health Department

Patrick Tufts
President & CEO, Granite United Way

Jeremy Veilleux
Treasurer
Principal, Baker | Newman | Noyes

Alexander J. Walker, Jr.
Immediate Past Chair
Catholic Medical Center

Steven C. Webb
Southern Region Campaign Chair
Market President – New Hampshire, TD Bank

Professional Profile

I am a high energy, very optimistic management professional with exceptional interpersonal and communication skills with a successful background in customer service.

Skills Summary

- Strong customer service background
- Data management and research
- Staff Management
- Call Center Management
- Public Presentations
- Project Management

Professional Experience

2-1-1 New Hampshire – Manchester, NH

November, 2007 - Present

Program Director

- Manage 24/7 inbound information and referral call center serving those in need of assistance connecting to local, state, and federal human service resources such as housing, food, clothing, heat, medical and mental health care, drug and alcohol treatment, and legal assistance.
- Train and supervise all call center staff
- Monitoring of call volume and preparation of reports on community needs statewide
- Maintain quality customer service standards with both consumers and service providers
- Oversee 2-1-1 NH website
- Work with United Ways of NH on marketing and fund development initiatives
- Provide outreach to the public, community, and state agencies and organizations
- Develop program procedures
- Service inbound 2-1-1 callers as needed

Community Services Council of New Hampshire/NH Helpline – Pembroke, NH June, 2004- July, 2006

AIRS Certified Information & Referral Specialist

- Responsible for answering calls, assessing the callers need and providing information in a timely and efficient manner
- Operated a multi-line phone system, as well as TTY for callers in need of social service and basic living necessity resources
- Researched and updated resource information into the Helpline Resource Database
- Serviced callers of the NH Homeless Hotline in need of information and referral to shelter, transportation and other needed services
- Recorded abuse and neglect reports and coordinated foster care placements for DCYF during overnight hours
- Answered for all of the domestic violence agencies statewide to provide crisis intervention

USI New England - Manchester, NH

August, 2001 – March, 2004

Administrative Assistant

- Managed, filed, and scanned all processed documents into a customized imaging system
- Provided front desk reception, including operating the multi-line switchboard
- Completed assigned projects in a professional and timely fashion
- Multi-tasked successfully on a daily basis

Oxford Health Plans-Hooksett, NH

February, 1999 – July, 2001

Provider & Member Service Associate

- Answered inbound calls from providers and health plan members.
- Resolved inquiries from providers and members regarding benefits, medical authorizations, policies, procedures, and protocols
- Consistently maintained and exceeded Oxford's standards and Quality Assurance scores for quality customer service
- Proficiently operated multiple databases and phone lines to efficiently answer caller inquiries

PC & Mac Connection – Keene, NH

May, 1996 – July, 1998

Inbound Sales Associate

- Responsible for servicing inbound computer hardware and software sales calls
- Advised customers on the appropriate software and hardware for their needs
- Utilized a combination of databases to process sales orders
- Consistently provided quality customer service to all callers

Education

KEENE STATE COLLEGE – Keene, New Hampshire
Bachelor of Science, Graphic & Art Design 1998

UNIVERSITY COLLEGE OF RIPON & YORK ST. JOHN – York, England
International Exchange Program, 1997

Tina M. Ricketts

Summary:

Ten years of public interaction experience, extensive experience utilizing specialized software, strong organizational skills, and problem solving skills.

Education:

Jan 1998 - Feb 2000 University of Houston, Houston TX

- Majored in Psychology

Jan 1996 - Dec 1997 University of Texas of the Permian Basin, Odessa TX

- Majored in Psychology and Sociology

Aug 1995 - Dec 1995 Stephen F. Austin State University, Nacogdoches, TX

- Majored in Psychology and Spanish

Graduated 1995 Galena Park High School Galena Park, TX

- Honors diploma
- Graduated Magna Cum Laude - 15th of 265

Career Experience:

2-1-1NH

PO Box 211

Manchester, NH 03105

Associate Director and Resource Database Manager

10/15/07 - Present

Obtained Alliance of Information and Referral Systems (AIRS) certification -

CIRS (Certified Information and Referral Specialist) and CRS certification

(Certified Resource Specialist)

Responsibilities include:

- Responsible for maintaining information for over 1900 agencies offering nearly 3000 services
- Research new resources within the community and enter in database.
- Review existing resources for validity
- Created and maintain an internal website for team information sharing
- Attend conferences and trainings to broaden knowledge base and network

City of Odessa, TX

119 W 4th

Odessa, TX 79762

Public Safety Communications Dispatcher III

11/2003 - 7/2007

Responsibilities included:

- Answering incoming calls to E911, Police Department Administration, and Fire Department Administration lines for a city with an estimated population of 93,000
- Proficient in the use of Emergency Medical Dispatch card set with quality assurance scores in the high 90's to 100
- Highly familiar with fire apparatus
- Certified fire dispatch trainer
 - Dispatched and tracking of medical helicopter
 - Created training manual for dispatch of medical helicopter

OneTravel.com

Airline Contract Manager

- Began at entry level and quickly proceeded up through 6 levels of promotions
- Took on full control of entering and maintaining airline contract database
- Produced weekly reports for high level executives detailing status of contracts and sales figures.
- Tested software thoroughly before release to public
- Answered customer service emails and phone calls and arbitrated disputes and resolved complaints
- Fulfilled sweepstakes packages and coordinated trips for winners
- Represented company on training trips to Nice, France, Houston, TX and Miami
- Brought back new technology and innovations for online operations.

PAULA R. NINIVAGGI

SUMMARY and ACCOMPLISHMENTS

- Developer and editor of the monthly electronic Disability Information and Resource Newsletter; distributed to thousands of people statewide, regionally, and nationally.
- Receives accolades on helpfulness of newsletter and resources from: educators, families, Hispanic Network, National Institute of Health, National Alliance on Mental Illness-New Hampshire, Parent Information Center, Service Link, Veterans, people with disabilities and more.
- Extensive knowledge of community, state, and national disability, benefits, employment, health, independent living, mental health, and other programs and services.
- Strong analytical, communication, creative thinking, customer service, decision making, marketing, organization, and problem solving skills.
- Extensive skills and experience with: Excel, Word, databases, email applications, the Internet, social media, and website content, development, and maintenance.
- Able to work independently and collaboratively in a team-based environment.
- Graduate, Leadership New Hampshire, Class of 2009.
- Collaborator with the New Hampshire Chapter of the National Alliance on Mental Illness's (NAMINH) on creation of SIDE by SIDE for Independent Living; now a national model program.
- Improved the Disability Seminar series by: increasing the number of speakers, attendees, quality of, and satisfaction with the seminars.
- Volunteer work: Foster Adoptive Parents Resource Guide, Cultural Diversity Task Force, and more.

EXPERIENCE

PROGRAM LIAISON - New Hampshire Statewide Independent Living Council (SILC), Concord, NH, 2006 - present

- Developer and editor of the monthly Disability Information and Resource Newsletter; distributed to thousands of people statewide, regionally, and nationally.
- Successfully developed model communication dissemination outreach plan.
- Presented, exhibited, and developed Resource Guide on Disaster Preparedness.
- Created and disseminated resource guides on: Back to School, Healthy Living, Mental Health, and Transition.
- Developing online resource guide with the NH Council Developmental Disabilities.
- Increased the number of collaborators with the SILC, including culturally diverse agencies and communities.
- Maintaining ongoing database of: children, community, disability, education, employment, grants, mental health, veterans, federal and state programs, and other resources.
- Develops and disseminates quickly information related to disasters and emergencies.
- Ensuring compliance and contractual requirements in accordance with federal and state rules and regulations.
- Preparing reports on various items related to the SILC.
- Responding to questions and requests for information from: people with disabilities, agencies serving people with disabilities, providers, families, and the general public.
- Researching, reviewing, and reporting on legislation and policies affecting persons with disabilities.
- Providing data and statistical analysis.

OLMSTEAD COORDINATOR - Division of Behavioral Health, State of New Hampshire, 2002 - 2006

- Established and maintained positive working relationship with bureau staff, contractors, consumers, mental health agencies, providers, and the general public.
- Participated in New Hampshire Olmstead and Mental Health planning initiatives.
- Participated in various training and technical assistance forums including ones on: workforce retention, policy framework, housing, financing community based long-term care, and budgetary dynamics.

- Gave presentations to the New Hampshire Older Adult Mental Health Planning and Advisory Council.
- Coordinated annual New Hampshire Adult Mental Health Planning and Advisory Council retreat.
- Actively participated in accomplishing the mandates of the New Hampshire Mental Health Planning and Advisory Council to review the state's comprehensive mental health plan, monitor and evaluate the statewide system of mental health services, and advocate for consumers of mental health services and their families.
- Member of the Real Choices Council, New Hampshire Adult Mental Health Planning and Advisory Council, and the Nursing Home Transition Workgroup.
- Developing training sessions for mental health consumers and families on disability rights.

CUSTOMER SERVICE REPRESENTATIVE - Oxford Health Plans, Hooksett, NH, 1997 – 2002

- Answered over 90 requests for information daily utilizing time management, communication, and problem solving skills.
- Troubleshoot claim problems and benefit issues.
- Interpreted and educated peers, patients, and health care providers on medical and payment policies.
- Provided complete and accurate details on medical and regulatory policies and benefits.
- Proactive promotion of benefits and services to patients and providers.
- Conducted in-services and trained new employees.
- Received awards for achieving 100 percent in quality of information, accuracy of information, and communication skills. Awards for top performance. Accolades from peers, patients and providers on professionalism and problem solving abilities.

MEDICAL RECORDS MANAGER - Manchester Community Health Center, Manchester, NH, 1994 – 1997

- Responsible for maintaining over 6,000 records.
- Establish clinical document flow system.
- Improved efficiency of office.
- Selected as a facilitator for the Total Quality Management process.
- Co-chaired Medical Records Committee.

DRG SPECIALIST - Lowell General Hospital, Lowell, MA, January - September 1994

- Captured data to ensure accuracy and optimal reimbursement using automated systems.
- Accurately coded and abstracted medical records utilizing highly specialized nomenclatures.
- Properly sequenced diagnoses and procedures for optimum reimbursement.

CASE MANAGER - Brookside Hospital, Nashua, NH, 1988 – 1992

- Reduced insurance denials with an appeal success rate of 80%.
- Improved documentation and regulatory/Medicare compliance through monitoring and staff education.
- Prepared for surveys with resulting minimal deficiencies through automated data collection.
- Provided technical assistance.
- Served as liaison between staff and insurance companies.

EDUCATION

Bachelor of Science, Degree in Business - Southern New Hampshire University, Manchester, NH
Associates Degree, Health Information - Tidewater Community College, Virginia Beach, VA

References provided upon request.

CONTRACTOR NAME

Key Personnel

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Patrick Tufts	President and CEO		0%	\$0
William Sherry	Chief Operating Officer		0%	\$0
Cindy Read	Chief Financial Officer		0%	\$0
Jennifer Pitre	Vice President of Resource Development		0%	\$0

3
SR

11 MTT



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas
Commissioner

Diane Langley
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9203 1-800-351-1888

Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 14, 2014

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

572 Federal funds
436 General funds

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to enter into an Agreement with Granite United Way (Vendor #160015-B001), 22 Concord Street Floor 2, Manchester, NH 03101 for the provision of system support Administration for the Refer 7 database that is used by the Department and its contractors to provide Information and Referral services to citizens in New Hampshire, in an amount not to exceed \$89,220, effective September 3, 2014 or date of Governor and Council approval, whichever is later through June 30, 2015.

Funds to support this request in State Fiscal Year 2015 are available in the following accounts. The contract provides the Department the authority to adjust amounts within the price limitation without further approval from the Governor and Executive Council.

05-95-48-481010-78720000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

SFY	Class/Object	Class Title	Activity Number	Amount
2015	570-500928	Family Care Giver	48130316	\$15,197
			Sub Total	\$15,197

05-95-48-481010-89250000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, MEDICAID SERVICES GRANTS

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	48130461	\$9,804
			Sub Total	\$9,804

05-95-48-481010-9255 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SOCIAL SERVICES BLOCK GRANT

SFY	Class/Object	Class Title	Activity Number	Amount
2015	545-500387	Information & Referral Contracts	48130205	\$10,295
			Sub Total	\$10,295

05-95-48-481010-95650000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, SERVICELINK

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	48130291	\$24,020
			Sub Total	\$24,020

05-95-48-481510-61800000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, MEDICAL SERVICES, LTC ASSESSMENT & COUNSELING

SFY	Class/Object	Class Title	Activity Number	Amount
2015	550-500398	Assessment and Counseling	48130280	\$10,295
			Sub Total	\$10,295

05-95-49-490510-29850000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIV OF COMMUNITY BASED CARE SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM BIP

SFY	Class/Object	Class Title	Activity Number	Amount
2015	102-500731	Contracts for Prog Svc	49053316	\$19,609
			Sub Total	\$19,609
			Grand Total	\$89,220

EXPLANATION

The purpose of this agreement is to provide the Department with System Support Administration for the Refer 7 database used by the Department and its contractors to provide Information and Referral services for long term care supports and services to citizens in New Hampshire. The services of a System Support Administrator will ensure that the information in the database is updated and maintained in accordance with the National Alliance for Information and Referral Standards, and ensure information reflects the full range of Medicaid long term services and supports so that citizens of New Hampshire have accurate and reliable information. As the Department develops the No Wrong Door approach to serving its customers, the System Support Administrator will train additional Department staff and other contractors in the skills needed to utilize the Refer 7 database to better serve their clients as well as enhance and expand Refer 7 database business operating standards.

The Refer 7 Database is a searchable web-based resource that is available to the citizens of New Hampshire that provides information about the names of agencies who provide long term services and supports in the community, the specific types of services they offer and the conditions under which those services are typically available. Additionally, the Department and its contractors use the Refer 7 database to document calls/contacts, demographics options counseling activity, contact and client follow up activities, case notes, and person centered action plans. Refer 7 also documents performance tracking, quality performance monitoring, as well as the ability to track client records and to generate reports.

This contract was competitively bid. On July 16, 2014, the Department issued a Request for Applications to solicit vendors to provide Refer 7 database System Support Administration. The Request for Applications was available on the Department of Health and Human Services' website from July 16, 2014 through July 31, 2014. There were 3 applications submitted. (See attached Summary of Applications).

The applications were evaluated by a team of Department of Health and Human Services employees with knowledge of the program requirements for the Bureau of Elderly and Adult Services and with knowledge of the Refer 7 database system and the deliverables identified in the Request for Applications. The team also included staff with significant business and management expertise. The team selected Granite United Way.

The attached contract calls for the provision of these services effective Governor and Executive Council approval through June 30, 2015 and reserves the Department's right to extend the agreement for up to two (2) years, based upon mutual agreement by the parties and the satisfactory delivery of services, continued availability of supporting funds, and Governor and Executive Council approval.

Should Governor and Executive Council decide not to authorize this request, New Hampshire citizens who directly benefit and utilize the Refer 7 resources may not be able to access accurate, consistent, comprehensive and unbiased information on the full range of long term services and supports targeted to all populations and income levels. Additionally, it is likely the Department's development of the No Wrong Door approach to serving its customers and training additional Department staff and other contractors in the skills needed to utilize the Refer 7 database to better serve their clients will be delayed.

The Contractor's compliance with the contract requirements will be monitored by the Department through reporting and a work plan.

Area Served: Statewide

Source of Funds:

57% federal funds from:

- Medicaid, CFDA #93.778, FAIN #NH20144;
- Administration for Children & Families, Social Services Block Grant; CFDA #93.667, FAIN # G1301NHSOSR;
- Administration for Community Living, Family Caregiver Support Title III E, CFDA #93.052, FAIN #14AANHT3FC;
- Centers for Medicare & Medicaid Services, State Health Insurance Assistance Program; CFDA #93.324, FAIN #90SA0030100;
- Centers for Medicare & Medicaid Services, Balancing Incentive Program, CFDA #93.778, FAIN #051205NHBIPP.

43% general funds

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

Respectfully submitted,


Diane Langley
Director

Approved by: 
Nicholas A. Toumpas
Commissioner

SUMMARY OF APPLICATIONS
Request for Applications (RFA) # 15-DHHS-DCBCS-BEAS-RFA-07
Refer 7 Database System Support Administrator

Applicant	Select	Non Select
Granite United Way Manchester, NH	X	
Rebecca May The Villages, FL		X
Tina M. Ricketts Manchester, NH		X

Review Committee

Name	Title
Wendi Aultman	Program Specialist IV
Kelley Capuchino	Medicaid Policy Analyst
Brenda Marcoux	Business Systems Analyst



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Steven J. Kelleher
Acting Commissioner

August 25, 2014

Nicholas Toumpas, Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Granite United Way of Manchester, NH as described below and referenced as DoIT No. 2015-058.

The purpose of this contract is to provide system support of the Refer 7 database used by the Department's elderly and adult programs to provide information and referral services to citizens of New Hampshire. The funding amount is \$89,220, and the contract term commences upon Governor and Executive Council approval and extends through June 30, 2015.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council.

Sincerely,

A handwritten signature in cursive script that reads "Steven J. Kelleher".

Steven J. Kelleher

SJK/ltn
RFP 2015-058

cc: Wendi Aultman, DHHS
Leslie Mason, DoIT

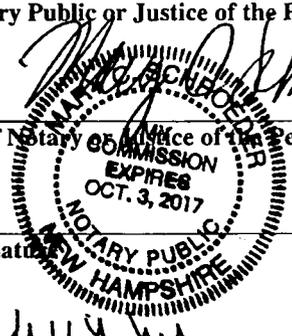
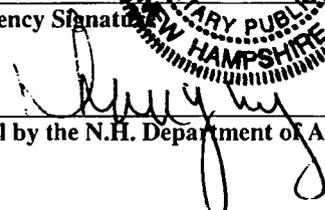
Subject: Refer 7 Database System Support Administrator

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 Stree Concord NH 03301	
1.3 Contractor Name Granite United Way		1.4 Contractor Address 22 Concord Street, Floor 2 Manchester NH 03101	
1.5 Contractor Phone Number 603-625-6939	1.6 Account Number See Exhibit B	1.7 Completion Date June 30, 2015	1.8 Price Limitation \$89,220.
1.9 Contracting Officer for State Agency Wendi Aultman		1.10 State Agency Telephone Number 603-271-9068	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Patrick M. Tufts, President and CEO	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Hillsborough</u> On <u>8/15/14</u> 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] 			
1.13.2 Name and Title of Notary Public or Justice of the Peace Diane Langley, Director			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Diane Langley, 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) By: <u>M.K. Brown</u> On: <u>Aug 19, 2014</u>			
1.18 Approval by the Governor and Executive Council 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, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("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. 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.

Contractor Initials: *BT*
Date: *6-13-2014*

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 consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written 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 \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance 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 fifteen (15) 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

Contractor Initials: PT
Date: 8-13-2014

certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) 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.

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. Purpose: The Contractor shall provide System Support Administration for the Refer 7 Database.
2. Definitions:
 - 2.1. Alliance for Information and Referral (AIRS): A consortium of National Information and Referral agencies developed standards to provide information and referral to individuals.
 - 2.2. The Balancing Incentive Program (BIP) is a discretionary grant awarded to the Department by the Centers for Medicare and Medicaid Services (CMS). It is intended to assist the State to rebalance the disparity between the amount of Medicaid funding for institutional long term services and supports and home and community based ones by encouraging the development of home and community based infrastructure changes such as the No Wrong Door access model, conflict-free case management and standardized assessments.
 - 2.3. Long Term Services and Supports (LTSS): These are home and community-based services provided to individuals support their level of independence in the home and community
 - 2.4. No Wrong Door (NWD): The NWD approach operationally involves a wide array of agencies and organizations in the Options Counseling Program so it can effectively reach and serve a broad range of populations. These population groups include older adults, people with physical disabilities of all ages, people with intellectual and developmental disabilities, and individuals interested in planning and/or paying for their LTSS needs.
 - 2.5. Refer7 Database:
 - 2.5.1. The database is owned by the Department.
 - 2.5.2. It is a searchable web-based resource that is available to the citizens of New Hampshire that provides information about the names of agencies who provide long term services and supports in the community, the specific types of services they offer and the conditions under which those services are typically available.
 - 2.5.3. The database is used by the Department and its contractors to document calls/contacts, demographics options counseling activity, contact and client follow up activities, case notes, and person centered action plans. Refer 7 also documents performance tracking, quality performance monitoring, as well as the ability to track client records and to generate reports.
 - 2.6. Users:
 - 2.6.1. Users are citizens (the public) who access the Refer 7 Database described in section 2.5.2.
 - 2.6.2. Users are the Department's staff, the Department's contractors and other parties or agencies identified by the Department that use the Refer 7 database as defined in Section 2.5.3 above.
 - 2.6.3. The Refer 7 Database System Support Administrator Contractor shall be considered a User to carry out the purposes of this Agreement.
3. The System Support Administration services are as follows, but not limited to:
 - 3.1. Assess and identify areas of improvement in using the Refer 7 database such as but not limited to the business operating standards, the skill level of the Users (defined in Section 2.6.2) as in Section 3.5, in using the Refer 7 database, and the Departments monitoring process to ensure AIRS standards are met.

[Handwritten Signature]



- 3.1.1. Within sixty (60) days of the effective date of the contract, the applicant shall provide the recommendations for improvement to the Department.
- 3.1.2. Upon review and approval of the improvements by the Department, the applicant shall complete a workplan as part of Section 1.13.8 outlining the tasks necessary to make the improvements.
- 3.2. Provide technical assistance that supports all the Refer 7 database program functions used by Users (defined in Section 2.6.1 and 2.6.2) statewide.
 - 3.2.1. Be available to the Users for on-call telephone technical assistance for forty (40) hours a week, Monday through Friday, between the hours of 8:30 am to 4:30 pm;
- 3.3. Revise the existing Refer7 database policies, training manuals, and tip sheets as instructed by the Department;
 - 3.3.1. Expand existing Refer7 policies by ensuring all populations and all payers are identified and included according to Balancing Incentive Program (BIP) requirements.
 - 3.3.2. Ensure the full range of Community Long Term Services and Supports (LTSS) options for all populations and all payers are integrated into the policy manuals and tip sheets.
- 3.4. Ensure that the Citizens of New Hampshire have access to accurate and timely information about the full range of LTSS based on their individual needs and preferences and ability to pay found in the Refer 7 database. The Contractor will:
 - 3.4.1. Update and Maintain on a continuing basis and according to the Alliance for Information and Referral standards (AIRS), current information in the Refer 7 database about services offered by human service agencies in New Hampshire by:
 - 3.4.1.1. Confirming accuracy and the completeness of information that currently resides in the Refer 7 database;
 - 3.4.1.2. Establishing contact with new agencies and obtaining detailed information about their program;
 - 3.4.1.3. Obtaining information on organizations that provide long term support services;
 - 3.4.1.4. Ensure the information available in Refer7 reflects the full range of Medicaid LTSS options available in the state according to BIP requirements;
 - 3.4.1.5. Coordinating final database inclusion/exclusion decisions and informing the service provider; and
 - 3.4.1.6. Entering the information into the Refer 7 database.
- 3.5. Assess and identify skills needed by the Users (as defined in Section 2.6.2) to use the Refer 7 Database.
 - 3.5.1. Report to the Department the needs of the users;
 - 3.5.2. Develop training sessions to train new users and needs for existing users
 - 3.5.3. Develop a training schedule of dates and locations;
 - 3.5.4. The training and the schedule shall be reviewed and approved by the Department within 90 days of contract effective date;
 - 3.5.5. Perform the training and provide training materials for all users of Refer7.
 - 3.5.6. In partnership with the Department staff and contractors, develop training for users including BIP Partners who will use the searchable database and Refer7 tools made available to them through BIP.
- 3.6. Convene a Refer 7 database user workgroup.

21
8-13-2014



- 3.6.1. Facilitate the workgroup to identify system and user problems and provide recommended solutions to the Department.
- 3.6.2. User workgroup must include a member of the BIP Stakeholder Committee.
- 3.7. Create reports and mailing lists as requested by the Department.
- 3.8. Create a paper service directory with agency names, contact information and services.
- 3.9. Manage and assure proper user accessibility according to user roles and policies
- 3.10. Monitor the quality of the data entered into the system by the Users (as defined in Section 2.6.2).
- 3.11. Identify and communicate to the Users (as defined in Section 2.6.2) the additions and updates the Department makes to the Refer 7 database.
- 3.12. Reporting Requirements will be a component of the work plan.
- 3.13. The Contractor shall:
 - 3.13.1. Complete training by the Department on the Refer 7 database in within thirty (30) days of the effective date of the contract.
 - 3.13.2. Comply with the AIRS standards;
 - 3.13.3. Work forty (40) hours per week as directed by the Department;
 - 3.13.4. Of the total hours worked during the contract period, the Contractor shall work up to 390 hours on activities that support the No Wrong Door (NWD) Balancing Incentive Program (BIP) efforts as outlined in this scope of work.
 - 3.13.5. Sign and comply with the State of New Hampshire, Office of Information Technology Computer Use Agreement and the Refer 7 System User Confidentiality Agreement.
 - 3.13.6. Complete and submit a record of all activities completed and time worked each week to include identifying specific activities related to BIP deliverables and tasks to the Department.
 - 3.13.7. Provide the Department with a monthly report showing all agency, site, and service profiles and fields added to or updated in the refer 7 database including the date of the activity.
 - 3.13.8. Provide the Department with a detailed project plan to complete the scope of work, within 90 days of contract effective date. The work plan shall identify the deliverables, how the deliverables will be completed, who will complete the deliverables, and timelines for completion of the deliverables. The Contractor shall use a work plan template as instructed by BEAS.
 - 3.13.8.1. During the course of this contract period it may be necessary to revise or modify the deliverables and the work plan referred to above to meet the primary objectives defined by the federal grantor. BEAS will work with the Contractor to develop a revision that takes into consideration resources and timelines for completion. The above-mentioned work plan to be developed will be adjusted accordingly, but in no case will timelines extend beyond the grant award period and or contract period.
4. Staffing

The Contractor agrees to adhere to the following staffing requirements:

 - 4.1. Provide sufficient staff to perform all tasks specified in this Agreement. The Contractor shall maintain a level of staffing necessary to perform and carry out all of the functions, requirements, roles, and duties in a timely fashion.
 - 4.2. The Contractor shall verify and document that all staff and volunteers have appropriate training, education, experience, certifications, and licenses, and orientation to fulfill the

PT



- responsibilities of their respective positions. Staff providing the direct work shall maintain AIRS certification and Certified Resource Specialist Certification.
- 4.3. The Contractor shall keep up-to-date personnel and training records and documentation of all individuals requiring licenses and/or certifications. The Contractor shall develop a Staffing Contingency Plan and shall submit its written Staffing Contingency Plan to DHHS within thirty days of approval of the Contract Agreement. The plan shall include but not be limited to:
- 4.3.1. The process for replacement of personnel in the event of loss of key personnel or other personnel during the period of this Agreement;
 - 4.3.2. A description of how additional staff resources will be allocated to support this Agreement in the event of inability to meet any performance standard;
 - 4.3.3. A description of time frames necessary for obtaining staff replacements;
 - 4.3.4. An explanation of the Contractor's capabilities to provide, in a timely manner, staff replacements/additions with comparable experience; and
 - 4.3.5. The method of bringing staff replacements/additions up-to-date regarding this Agreement.
5. E-Studio Electronic Information System
The Contractor shall be required to use BEAS' E-Studio electronic information system. E-Studio is BEAS' primary vehicle for uploading important information concerning time-sensitive announcements, policy releases, administrative rule adoptions, and other critical information. Contractor shall identify all of the key personnel who need to have E-Studio accounts to ensure that information from BEAS can be shared with the necessary agency staff. There is no cost to the contractor for BEAS to create an E-Studio account and no limit on the number of staff an agency identifies to have access to E-Studio. Contractor shall ensure that their E-Studio account(s) are kept current and that BEAS is notified when a staff member is no longer working in the program so his/her account can be terminated.
6. Criminal Background and Adult Protective Service Registry Checks
- 6.1. Contractor shall conduct a New Hampshire criminal background check if a potential applicant for employment or volunteer, funded under this contract, may have client contact.
 - 6.2. Contractors which are licensed, certified or funded by the DHHS shall meet the requirements of RSA 161-F: 49, which requires the submission of the name of a prospective employee who may have client contact, for review against the State Adult Protective Service Registry.
7. Grievance and Appeals
The Contractor must maintain a system for tracking, resolving, and reporting complaints regarding its services, processes, procedures, and staff. The Contractor shall have grievance system in place that includes a grievance process and any grievances filed are to be available to DHHS upon request. At a minimum the process shall include the following:
- 7.1. Name of person,
 - 7.2. type of service,
 - 7.3. date of written grievance,
 - 7.4. nature/subject of the grievance,
 - 7.5. who in the agency reconsiders agency decisions,
 - 7.6. what are the issues that can be addressed in the grievance process, and how consumers are informed of their right to appeal or file grievances.



8. Privacy and Security of Information
DHHS is the designated owner of all data and shall approve all access to that data. The Contractor shall not have ownership of State data at any time. The Contractor shall be in compliance with privacy policies established by governmental agencies or by state or federal law. Privacy policy statements may be developed and amended from time to time by the State and will be appropriately displayed on the State portal. The Contractor shall provide sufficient security to protect the State and DHHS data in network, transit, storage and cache. In the event of breach, the contractor shall notify the Department within one day from the date of breach.
9. Culturally and Linguistically Appropriate Standards of Care
The Contractor will 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.
10. Compliance with Laws and Regulations
Services and Administration of the program services shall be provided in accordance with the applicable federal and state laws, rules, policies and regulations adopted by the Department of Health and Human Services currently in effect, and as they may be adopted or amended during the contract period.
11. Contract Monitoring
The Contractor shall:
 - 11.1. Ensure the Department has access sufficient for monitoring of contract compliance requirements as identified in OMB Circular A-133.
 - 11.2. Ensure the Department is provided with access that includes but is not limited to:
 - a) Data
 - b) Financial records
 - c) Scheduled access to Contractor work sites/locations/work spaces and associated facilities.
 - d) Unannounced access to Contractor work sites/locations/work spaces and associated facilities.
 - e) Scheduled phone access to Contractor principals and staff
 - f) Timely unscheduled phone response by Contractor principals and staff.
12. Financial Integrity Maintenance
 - 12.1. Financial Reporting Requirements: In addition to the requirement for Contractor to provide annual audited financial statements, the Contractor agrees to provide quarterly to the State, within thirty (30) days from the last day of the quarter, interim Balance Sheet and Profit and Loss Statements for the Contractor to including separate statements for related parties. A quarter is defined as a period of: July 1 to September 30, October 1 to December 31, January 1 to March 31, and April 1 to June 30. All statements must be certified by an officer of the reporting entity.
 - 12.2. Corrective Action and or Termination: If after review of the contractor submitted information, and based on the following risk assessment, the State at its sole discretion, may:
 1. Require a corrective action plan for identified deficiencies, or
 2. Terminate the contract for reasons of risk to continued operation, services, or deliverables as required by the terms of the contract.



- 12.3. Absence of Risk Conditional Termination: This section does not negate any rights the State may have relative to the contract.
- 12.4. Risk Assessment Process:
The State will analyze financial information provided by Contractor. Such analysis will include calculation of the ratios set forth in Table A. The weighted average of the ratios is used to calculate a risk score as follows:
- Low Risk: 70% and Above
 - Moderate Risk: From 26% to 69%
 - High Risk: 25% and Below
- 12.5. Weighted Average: The process for the scoring is
1. Calculate the individual ratio for the Contractor
 2. Divide Contractor ratio by the benchmark to determine percentage above or below benchmark
 3. Multiply Contractor percentage by "Percentage Weight of Risk Score"
 4. Add the scores for the ratios as determined for each ratio in Steps 1 to 3.
- 12.6. The State will provide, upon request, the Risk calculations for the Contractor.

Table A - Risk Analysis Assessment Ratios Matrix						
Category	Name of Ratio	Description	How It Is Calculated	What the Ratio Measures	Benchmark	Percentage of Total Risk Assessment
Liquidity	Current Ratio	This ratio compares the Current Assets with the Current Liabilities.	CURRENT ASSETS / CURRENT LIABILITIES	This ratio measures the Liquidity of an organization. A ratio equal to or higher than the benchmark is considered favorable. The benchmark is expressed as a ratio, and represents 15% of the total risk assessment value.	1.0:1	10.0%
Liquidity	Days Expense in Working Capital	This ratio calculates the number of day's expense that the working capital can support.	(CURRENT ASSETS - CURRENT LIAB) / ((REVENUE - OPERATING INCOME - DEPRECIATION) /365)	This ratio measures the Liquidity of an organization. A ratio equal to or higher than the benchmark is considered favorable. The benchmark is expressed in "number of days" and represents	30	10.0%



Table A - Risk Analysis Assessment Ratios Matrix

Category	Name of Ratio	Description	How it Is Calculated	What the Ratio Measures	Benchmark	Percentage of Total Risk Assessment
				15% of the total risk assessment value.		
Liquidity	Days of Revenue In Accounts Receivable	This ratio calculates the number of days of revenue that are in accounts receivable.	(ACCOUNTS RECEIVABLE) / (REVENUE/365)	This ratio measures the performance of the accounts receivable function and the timeliness of revenue collection. A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed in days.	30	10.0%
Operating Results	Return on Equity	This ratio is a representation of the increase or decrease in net assets from the prior year.	INCREASE IN NET ASSETS / NET ASSETS	This ratio measures the Operating Results of an organization. A ratio equal to or higher than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 10% of the total risk assessment value.	5%	10.0%



Table A - Risk Analysis Assessment Ratios Matrix

Category	Name of Ratio	Description	How it is Calculated	What the Ratio Measures	Benchmark	Percentage of Total Risk Assessment
Operating Results	Operation Income to Revenue	This ratio compares the current year's operating income with the current year's revenue.	OPERATING INCOME / REVENUE	This ratio measures the Operating Results of an organization. A ratio equal to or higher than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 10% of the total risk assessment value.	3%	10.0%
Operating Results	Cash Flow % of Revenue	This ratio calculates the company's cash flow as a percentage of revenue.	(INCREASE IN NET ASSETS + DEPRECIATION) / REVENUE	This ratio measures the Operating Results of an organization. A ratio equal to or higher than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 10% of the total risk assessment value.	2%	10.0%
Leverage	Debt to Equity	This ratio compares total debt to equity.	(TOTAL ASSETS - NET ASSETS)/NET ASSETS	This ratio measures Leverage (Relative Debt Level). A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed as a ratio and represents 5% of the total risk	0.7:1	5.0%



Table A - Risk Analysis Assessment Ratios Matrix

Category	Name of Ratio	Description	How it is Calculated	What the Ratio Measures	Benchmark	Percentage of Total Risk Assessment
				assessment value.		
Leverage	Long Term Debt to Equity	This ratio compares long term debt to equity.	LONG TERM DEBT / NET ASSETS	This ratio measures Leverage (Relative Debt Level). A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 5% of the total risk assessment value.	100%	5.0%
Leverage	Debt Ratio	This ratio compares total debt to total assets.	(TOTAL ASSETS - NET ASSETS)/TOTAL ASSETS	This ratio measures Leverage (Relative Debt Level). A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 10% of the total risk assessment value.	50%	10.0%
Reserves	Cash Flow to Total Debt	This ratio compares cash flow to total debt.	(OP. SURPLUS + DEPRECIATION) / (TOTAL ASSETS - NET ASSETS)	This ratio measures Reserves. A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed as a percentage and represents 10% of the total risk assessment value.	5%	10.0%



Table A - Risk Analysis Assessment Ratios Matrix

Category	Name of Ratio	Description	How it is Calculated	What the Ratio Measures	Benchmark	Percentage of Total Risk Assessment
Reserves	Days Expense in Available Net Assets	This ratio calculates the number of day's expense that the net assets of the company can support.	NET ASSETS / ((REVENUE - OPERATING INCOME - DEPRECIATION) /365)	This ratio measures Reserves. A ratio equal to or lower than the benchmark is considered favorable. The benchmark is expressed in "number of days" and this represents 10% of the total risk assessment value.	90	10.0%
						100.0%

13. Agreement Elements

The Agreement between the parties shall consist of the following: General Provisions (P-37), Exhibit A Scope of Services, Exhibit B Purchase of Services, Exhibit B-1, Exhibit C Special Provisions, Exhibit C-1 Additional Special Provisions, Exhibit D Certification Regarding Drug-Free Workplace, Exhibit E Certification Regarding Lobbying, Exhibit F Certification Regarding Debarment, Suspension and Other Responsibility Matters, Exhibit G Certification Regarding the American's With Disabilities Act Compliance, Exhibit H Certification Regarding Environmental Tobacco Smoke, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement, Exhibit J Certification Regarding The Federal Funding Accountability and Transparency Act Compliance. In the event of any conflict or contradiction between or among the Agreement documents, the documents shall control in the above order of precedence.



Method and Conditions Precedent to Payment

1. The State shall pay the Contractor an amount not to exceed the Price Limitation, block 1.8, of the General Provisions (P-37) of this Agreement for the services provided and the expenses incurred by the Contractor pursuant to Exhibit A, Scope of Services.
2. The Contractor will submit invoices on forms provided by the Department
3. Payment for said services shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this agreement. Payment shall be made as follows:
The Contractor will submit an invoice by the tenth 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.

The invoice must be submitted to:

Laurie Heath
Department of Health and Human Services
Bureau of Elderly and Adult Services
129 Pleasant Street
Concord, NH 03301

4. The Contractor will have forty-five (45) days from the end of the contract period to submit to the Department final invoices for payment. Any adjustments made to a prior invoice will need to be accompanied by supporting documentation.
5. Reimbursement for expenditures shall be in accordance with the approved line item budget shown in Exhibit B-1. Allowable costs and expenses shall be determined by the Department in accordance with applicable state and federal laws and regulations.
6. The Contract is funded with funds from the following Catalog of Federal Domestic Assistance (CFDA) #'s, for the provision of services pursuant to Exhibit A, Scope of Services:
 - #93.778, Federal Agency Department of Health and Human Services, Medicaid;
 - #93.667, Federal Agency Department of Health and Human Services, Administration for Children & Families, Social Services Block Grant;
 - #93.052, Federal Agency Department of Health and Human Services, Administration for Community Living, Family Caregiver Support Title III E;
 - #93.324, Federal Agency Department of Health and Human Services, Centers for Medicare & Medicaid Services, State Health Insurance Assistance Program;
 - #93.778, Federal Agency Department of Health and Human Services; Centers for Medicare & Medicaid Services, Balancing Incentive Program
- 6.1. The Contractor agrees to provide the services in Exhibit A, Scope of Services, in compliance with the funding requirements.



Exhibit B

7. The General provisions (P-37) Section 1.6 Account Numbers are as follows:

Grant	State Account Number
New Hampshire Family Caregiver Support Title III E	05-95-48-481010-78720000-570-500928
State Health Insurance Assistance Program	05-95-48-481010-89250000-102-500731
Social Services Block Grant	05-95-48-481010-92550000-545-500387
New Hampshire State General Funds	05-95-48-481010-95650000-102-500731
Medicaid	05-95-48-481510-61800000-550-500398
Balancing Incentive Program	05-95-49-490510-29850000-102-500731

8. The Contractor shall comply with the necessary steps established by the Department for making payments to vendors using Electronic Funds Transfer (EFT).
9. The DHHS may require certain payments returned to the State of New Hampshire if: 1) the final reconciliation of the payments made by BEAS under this agreement show that the payments exceeded the actual units served; 2) services are not being provided in accordance with the requirements and scope of services in Exhibit A; and 3) Should BEAS choose to execute the right to terminate the contract agreement as stated in Exhibit C-1 Additional Special Provisions.
10. Review of the State Disallowance of Costs: At any time during the performance of the Services, and upon receipt of required reports, or Contractor Site Review Reports, the State may review costs incurred by the Contractor and all payments made to date. Upon such review the State shall disallow any costs incurred that are not determined to be allowable or are determined to be served to ineligible clients and shall, by written notice specifying the disallowed costs, inform the Contractor of any such disallowance. If the State disallows costs for which payment has not yet been made, it shall refuse to pay such costs.

Exhibit B-1

BUDGET FORM

**New Hampshire Department of Health and Human Services
COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD**

Bidder Name: Granite United Way

Budget Request for: Refer 7 Database System Support Administrator
(Name of RFP)

Budget Period: Effective date of contract - June 30, 2015

1. Total Salary/Wages	\$ 50,877	\$ 5,088	\$ 55,965
2. Employee Benefits	\$ 13,072	\$ 1,307	\$ 14,379
3. Consultants	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -
Educational	\$ 1,000	\$ 100	\$ 1,100
Lab	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -
Office	\$ 2,200	\$ 220	\$ 2,420
6. Travel	\$ 2,300	\$ 230	\$ 2,530
7. Occupancy	\$ -	\$ -	\$ -
8. Current Expenses	\$ -	\$ -	\$ -
Telephone	\$ 660	\$ 66	\$ 726
Postage	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ 5,000	\$ 500	\$ 5,500
11. Staff Education and Training	\$ 6,000	\$ 600	\$ 6,600
12. Subcontracts/Agreements	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
TOTAL	\$ 81,109	\$ 8,111	\$ 89,220

Indirect As A Percent of Direct

10.0%



**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.

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

New Hampshire Department of Health and Human Services
Exhibit G



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: Granite United Way

8-13-2014
Date

Paul Tuttle
Name:
Title: President & CEO