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# New Hampshire
# Governor's Commission on Disability

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

April 15, 2021

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

## REQUESTED ACTION

Authorize the Governor's Commission on Disability (GCD), to enter into an agreement with New Hampshire Association for the Blind, Trade Name Future In Sight (vendor number 154156-B001), of Concord, NH, in an amount not to exceed $182,768.00 for the distribution of telecommunications equipment for the period beginning July 1, 2021 or upon Governor & Council approval, whichever is later, through June 30, 2023. 100% Other funds (PUC).

Funds are anticipated to be available in the State Fiscal Year 2022 & 2023, upon the availability and continued appropriation of funds in the future operating budget in the following account: Telecommunications Assistance.

| Account Number | Description | FY2022 | FY2023 |
|---|---|---|---|
| 01-02-02-020510-10070000-571-500929 | Pass Thru Grants | $90,806.00 | $91,962.00 |

## EXPLANATION

RSA 362-E establishes a Telecommunications Equipment Assistance Program (TEAP) to be administered and implemented by the Governor's Commission on Disability. This program was promulgated to distribute telecommunication equipment to eligible individuals and to teach, evaluate, and otherwise assist applicants in accordance with the Telecommunications Equipment Assistance Program.

A Request for Proposal was published on the state's Contract Posting Division and The Union Leader, on January 18, January 25, and February 1, 2021, for this continuing program. New Hampshire Association for the Blind, Trade Name Future In Sight (FIS) was selected for this project through a competitive bid process.

The GCD received two (2) proposals, one from Northeast Deaf and Hard of Hearing Services Inc., and one from FIS. Both proposals were reviewed by the GCD's TEAP Committee consisting of three commission members, the GCD's Business Administrator, and the GCD's Executive Director. Each proposal was rated based on a number of factors including the ability to serve a wide range of individuals with disabilities and to provide in-kind services so that an acceptable amount of the funds available could be used to purchase adaptive telecommunications equipment for eligible people with disabilities. As a result of this review, FIS proved best able to provide the most complete service to the widest range of people with disabilities in the opinion of the TEAP committee. The bid summary is attached.

The TEAP Committee further determined that FIS's proposal embodies a very competitive rate, which reflects the cost of delivering holistic, high quality, professional, direct services to New Hampshire residents. Moreover, the bid of FIS was lower than the other bidder and the amount of in-kind supports and services to be delivered by FIS was noteworthy.

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

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

Respectfully submitted,

Charles J. Saia, Exec. Dir.

Charles J. Saia
Executive Director

Attachments:
Signed Agreement
RSA 362-E
CHAPTER Gcd 300

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

| RFP – SFY 2022/2023 | | | | | | | |
|---|---|---|---|---|---|---|---|
| Bidder | Bidder's Address | Significance of Project: 120 Combined Points | Quality of Project Design: 120 Combined Points | Adequacy of Resources: 40 Combined Points | Evaluation of Project: 10 Combined Points | Quality of Services: 80 Combined Points | Total Combined Points: 400 |
| Northeast Deaf and Hard of Hearing Services, Inc. | 56 Old Suncook Rd Concord, NH 03301 | **66** | **45** | **30** | **30** | **39** | **210** |
| New Hampshire Association for the Blind, Trade Name Future In Sight | 25 Walker St Concord NH 03301 | **84** | **87** | **30** | **30** | **57** | **288** |

**Evaluation Committee**

| | | |
|---|---|---|
| **Charles J. Saia** | | Mr. Saia is employed as the Executive Director of the Governor's Commission on Disability and is a licensed NH attorney. |
| **Michael Racette** | | Mr. Racette is a GCD Commission member since 09/09/2016. Mr. Racette has a BA in Sociology and two technical certificates in the computer sciences. Mr. Racette has 30 plus years working in Health & Human Services. |
| **Carolann Wais** | | Ms. Wais is a GCD Commission member since 03/27/2019. Beginning as a special education teacher in the late 60's, Ms. Wais advanced to serve two New Hampshire districts as Assistant Superintendent. At the Moore Center, she later took on the title of case manager and served through 2016 as legislative liaison for adults with developmental disabilities. |
| **Paul M. Kelley** | | Mr. Kelley is a GCD Commission member since 08/01/2017. Mr. Kelley is the Town of Seabrook Moderator, a member of the Seabrook Housing Authority, and the former Director of the New Hampshire Racing & Charitable Gaming Commission. |
| **Phyllis J. Harrington** | | Mrs. Harrington is employed as the Business Administrator 1 and Grant Manager for the Governor's Commission on Disability. |

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

## AGREEMENT

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

## GENERAL PROVISIONS

**1. IDENTIFICATION.**

| | | | |
|---|---|---|---|
| 1.1 State Agency Name<br>**GOVERNOR'S COMMISSION ON DISABILITY** | | 1.2 State Agency Address<br>**54 REGIONAL DRIVE SUITE 5**<br>**CONCORD NH 03301-8502** | |
| 1.3 Contractor Name<br>**NH ASSOCIATION FOR THE BLIND**<br>**TRADE NAME FUTURE IN SIGHT** | | 1.4 Contractor Address<br>**25 WALKER STREET**<br>**CONCORD NH 03301** | |
| 1.5 Contractor Phone Number<br>**603-224-4039** | 1.6 Account Number<br>**01-02-020510-1007000** | 1.7 Completion Date<br>**JUNE 30, 2023** | 1.8 Price Limitation<br>**$182,768.00** |
| 1.9 Contracting Officer for State Agency<br>**CHARLES J. SAIA, EXECUTIVE DIRECTOR** | | 1.10 State Agency Telephone Number<br>**603-271-2773** | |
| 1.11 Contractor Signature<br>Date: 3/31/2021 | | 1.12 Name and Title of Contractor Signatory<br>**DAVID S. MORGAN**<br>**PRESIDENT & CEO** | |
| 1.13 State Agency Signature<br>Date: 04/02/2021 | | 1.14 Name and Title of State Agency Signatory<br>**CHARLES J. SAIA**<br>**EXECUTIVE DIRECTOR** | |
| 1.15 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)*<br>By: Director, On: | | | |
| 1.16 Approval by the Attorney General (Form, Substance and Execution) *(if applicable)*<br>By: On: 4/7/21 | | | |
| 1.17 Approval by the Governor and Executive Council *(if applicable)*<br>G&C Item number: G&C Meeting Date: | | | |



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

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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



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**8. EVENT OF DEFAULT/REMEDIES.**

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

**9. TERMINATION.**

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

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

**10. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.**

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

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

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

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

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

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

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

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the



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Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

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

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

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

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

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

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

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

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

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

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



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## EXHIBIT A

## SPECIAL PROVISIONS

1. None.

## EXHIBIT B

## SCOPE OF SERVICES

1. For the period beginning July 1, 2021 or upon Governor and Council Approval, whichever is later, Contractor will maintain a telecommunications equipment assistance program that will enable qualified persons in New Hampshire to access emergency telephone service through the use of telecommunications equipment assistance. To provide access to those persons who, without appropriate equipment, would not be able to use the telecommunication services effectively and thus would be unable to access public safety programs. As a part of the outreach function, applications will be made widely available to ensure that those qualified to be equipment recipients have the opportunity to apply.

2. Contractor shall endeavor to identify the program on all of its literature as the Telecommunications Equipment Assistance Program (TEAP), with a further reference to the NH Governor's Commission on Disability as the Administrator, when applicable. Contractor may refer to its own entity as the servicer of the program.

3. Contractor shall reference on the equipment that it is the "Property of the NH Governor's Commission on Disability" unless due to the nature, size and such features of the equipment such reference is not feasible.

4. Contractor shall maintain an application process, as approved by the State.

5. Contractor shall maintain a distribution process, as approved by the State.

6. Contractor shall maintain a complaint resolution process, as approved by the State.

7. Contractor shall maintain a State wide outreach program, as approved by the State.

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8. The Contractor shall assess the ability of the individual to use the equipment or device and provide training as needed within 30 days of providing the device/equipment to the individual. Contractor shall maintain individual reports and a log of all assessments and trainings. The log, and its contents, shall be approved by the State, and shall be presented to the State upon request.

9. The Contractor shall conduct a survey of all recipients of telecommunications equipment and/or individual services to assess customer satisfaction with the program, the Contractor and equipment. The survey shall be done on a rolling basis, and the results of the survey shall be provided to the State each quarter of the State Fiscal Years. The survey questions, as formulated by the Contractor, shall be approved by the State prior to dissemination.

10. Contractor shall provide to the State a comprehensive annual report of the TEAP, for the periods covering July 1, 2021 to June 30, 2022, and July 1, 2022 to June 30, 2023. The annual report must contain, among other matters, a thorough narrative describing the activities of the program, a director's report, and a budget (including a balance sheet, income statement, etc.). The State, in its sole discretion, may amend the contents of the annual reporting requirements at any time. The annual reports must be delivered to the State by September 1, 2022 and 2023, with 7 hard copies.

11. Contractor shall designate one of its full time employees to implement the program and act as the primary liaison between it and the State.

12. Contractor shall provide the State a monthly status report in addition to the on-going contract between Contractor and the State. This shall describe the work completed during the preceding month. The monthly report shall delineate equipment provided specific to the disability(ies) of those being served and geographic distribution. Contractor may submit reports less frequently only if approved by the State. All status reports shall be in accessible formats. The State, in its sole discretion, may amend the contents of reporting requirements at any time.

13. Contractor shall maintain a detailed inventory report of all equipment ordered, distributed, retained or returned, as well as all paid invoices. Contractor shall deliver the inventory reports to the State on a monthly basis. The State, in its sole discretion, may amend the inventory reporting requirements at any time.

14. Contractor shall be available for audits as determined by the State.

15. Contractor understands that all communications and documents, including but not limited to logs, reports, applications, brochures, etc. must be in electronic format, that are accessible to screen reading software.

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16. As applicable, Contractor shall perform all requirements as contained in the Request for Proposal (RFP TEAP SFY 2022-2023) and the Proposal presented by Contractor dated February 12, 2021.

## EXHIBIT C

## CONTRACT PRICE/METHOD OF PAYMENT/TERMS OF PAYMENT

1. The total reimbursement for program expenses payable to the Contractor shall not exceed $182,768.00 ($90,806.00 is available for SFY 2022 and $91,962.00 is available for SFY 2023), disbursed on September 30, December 31, March 31, and June 30 of each State of New Hampshire Fiscal Year. It is understood by the parties that the State is under no obligation to disburse any funds to Contractor unless the State has received its revenue for the program from the Public Utilities Commission.

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**Attachment No. 1**

# TITLE XXXIV
# PUBLIC UTILITIES

## CHAPTER 362-E
## TELECOMMUNICATIONS EQUIPMENT ASSISTANCE PROGRAM

### Section 362-E:1

**362-E:1 Definitions.** – In this chapter:
I. "Commission" means the governor's commission on disability established in RSA 275-C.
II. "Telecommunications equipment assistance" means a teletypewriter or other telecommunications equipment used by a qualified person to conduct telephone communications.
III. "Telecommunications relay service" means a service transmitting messages and information between a person using standard telephone equipment for spoken communications and a qualified person using telecommunications equipment assistance.
IV. "Qualified person" means a person who is unable to reasonably use standard telephone equipment due to a disability, such as being deaf, hard of hearing, speech impaired, paraplegic, or unable to use his or her arms.

**Source.** 1996, 240:1. 1999, 337:4. 2002, 219:9, eff. July 1, 2002.

### Section 362-E:2

**362-E:2 Administration.** – The commission shall administer the telecommunications equipment assistance program and shall implement the program by contract with one or more entities.

**Source.** 1996, 240:1. 1999, 337:5, eff. Jan. 2, 2000.

### Section 362-E:3

**362-E:3 Duties.** – The commission shall:
I. Establish:
(a) A program that will enable qualified persons in New Hampshire to access telephone service through the use of telecommunications equipment assistance.
(b) Eligibility criteria, which shall include ability to pay. The telecommunications equipment assistance program shall pay the full costs for persons whose income levels do not exceed 200 percent of the federal poverty level guidelines published in the Federal Register, exclusive of disability-related expenses.
(c) Guidelines for verifying the applicant's impairment and eligibility.
(d) Limits on equipment availability.
II. Contract services for:

(a) Distributing equipment.
(b) Teaching applicants how to use or access any adaptive equipment.
(c) Evaluating the needs of an applicant in the applicant's customary environment.
(d) Providing assistance to applicants with selection, design, fit, application, and other issues related to the use of assistive devices.
III. Consult with the New Hampshire Telecommunications Relay Services Advisory Board on methods to enhance the current telecommunications relay service and increase accessibility.
IV. Perform any other functions necessary to implement the provisions of this chapter.

**Source.** 1996, 240:1. 1999, 337:6, eff. Jan. 2, 2000; 337:7, eff. Jan. 2, 2000.

## Section 362-E:4

**362-E:4 Cooperation.** – The commission may cooperate with any local, state, or federal agency or any private organization necessary to implement the provisions of this chapter.

**Source.** 1996, 240:1, eff. July 1, 1996.

## Section 362-E:5

**362-E:5 Rulemaking.** – The commission shall adopt rules, pursuant to RSA 541-A, relative to:
I. Eligibility criteria.
II. Procedures for the verification of an applicant's impairment and eligibility.
III. Limits on equipment availability.
IV. The proper administration of this chapter.

**Source.** 1996, 240:1. 1999, 337:8, eff. Jan. 2, 2000.

## Section 362-E:6

**362-E:6 Funding.** – The telecommunications equipment assistance program shall be funded in an amount not to exceed $96,000 annually from the telecommunications relay service trust fund established by the public utilities commission.

**Source.** 1996, 240:1. 1999, 337:9, eff. Jan. 2, 2000.

## Section 362-E:7

**362-E:7 Annual Report.** – The governor's commission on disability shall file a report which shall include the number of persons assisted, all sources of funding, and the total amount disbursed under this chapter. Such report shall be submitted annually to the governor and council, the senate president, the speaker of the house and the science, technology and energy committee, on or before October 1.

**Source.** 1996, 240:1, eff. July 1, 1996.

# Attachment No. 2

## CHAPTER Gcd 300 TELECOMMUNICATIONS EQUIPMENT ASSISTANCE PROGRAM

### PART Gcd 301 PURPOSE

Gcd 301.01 Purpose. These rules implement RSA 362-E and the telecommunications equipment assistance program of the governor's commission on disability. The program serves New Hampshire residents who are unable readily to use a standard wire telephone due to being deaf, hard of hearing, speech impaired, paraplegic, or unable to use his or her arms. It assists program participants by providing financial and practical assistance in the acquisition and use of communication devices enabling the ability to access telecommunication emergency services.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

### PART Gcd 302 DEFINITIONS

Gcd 302.01 Definitions.

(a) "Certifying professional" means, as appropriate to the disability in question, any physician, physician's assistant, optometrist, audiologist, otolaryngologist, speech-language pathologist, nurse or nurse practitioner licensed to practice in any state, or a counselor in the bureau of vocational rehabilitation of this state.

(b) "Commission" means the governor's commission on disability established by RSA 275-C:2.

(c) "Contractor" means any agency, company, organization, individual or group of individuals with whom the commission contracts to carry out the provisions of RSA 362-E:3, II.

(d) "Device" means any mechanical or electrical adaptation for a wire telephone or any mechanism to be used in connection with or in place of a wire or wireless telephone.

(e) "Home" means a single-family home, an apartment, a rental unit, a condominium or, in the case of a person residing in a nursing home or other long-term care facility, the person's room in such nursing home or facility.

(f) "Household" means a family unit whose members are related by birth, marriage, civil union relationship, or adoption and who share a common home.

(g) "New Hampshire resident" means an individual whose main domicile is within New Hampshire.

(h) "Telecommunications Equipment Assistance Program (TEAP)" means the program providing telecommunications equipment assistance established by the commission pursuant to RSA 362-E:3, I(a).

(i) "Vendor" means any retailer, wholesaler, distributor or other provider of equipment from which a person participating in TEAP has ordered a device and received the device ordered.

(j) "Voice carry over phone" means a telephone with a digital readout used in conjunction with the services of New Hampshire relay.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-12-12

New. #10340, eff 5-17-13

PART Gcd 303 ELIGIBILITY FOR PARTICIPATION IN TEAP AND APPLICATION PROCESS

Gcd 303.01 Eligibility for Participation in TEAP. Participation in the TEAP program shall be limited to those persons who:

(a) Are New Hampshire residents;

(b) Have at least one of the disabilities set forth in Gcd 303.02;

(c) Either meet the income eligibility standard for full financial assistance set forth in Gcd 304.04 (a) or pay half the cost of any device received through the program; and

(d) Either have wire or wireless telephone service or, before receiving a device through the program, have arranged for such service or for the installation of equipment permitting such service and submitted as proof of the arrangement a copy of the bill for the service or the installation.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.02 Disability Basis for Participation. The disabilities forming the basis for participation in TEAP shall be:

(a) Deafness;

(b) Being hard of hearing;

(c) Speech impairment; or

(d) Other inability, by reason of a physical, vision, hearing or speech disability, readily to use a standard telephone.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.03 Application Requirements. An applicant for participation in TEAP shall:

(a) Furnish the information called for by the application form described in Gcd 303.04;

(b) Provide the verification and dated signature required by Gcd 303.05;

(c) Submit the completed application form and the completed certification of disability described in Gcd 303.06; and

(d) Either have voice over internet protocol, wired or wireless telephone service or the necessary equipment permitting the use of such service available at the time of application or intend to arrange for such service or installation before receiving a device.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.04 Application Form. An applicant for participation in TEAP shall provide the following information on the application form:

(a) The applicant's name;

(b) The applicant's residential and e-mail addresses;

(c) The numbers by which the applicant can be reached by telephone, TTY or fax, or email;

(d) By checking one of 2 boxes labeled "yes" and "no", indicate whether:

(1) The applicant has a disability that makes use of a standard telephone difficult;

(2) The applicant has attached to the application the certification of disability described in Gcd 303.06;

(3) The applicant lives in New Hampshire;

(4) The applicant at the time of application has telephone service or, if not, is able to obtain telephone service;

(5) The applicant receives or is eligible for any of the following programs:

a. Senior companion program;

b. Aid to the needy blind (ANB);

c. Food stamp program;

d. State-funded childcare;

e. Meals on wheels;

f. Elderly nutrition program;

g. Aid to the permanently and totally disabled (APTD);

h. Medical assistance (Medicaid);

i. State fuel assistance;

j. Temporary Assistance to Needy Families (TANF);

k. Headstart;

l. Women, Infants and Children Program (WIC); and

(6) The applicant meets the income eligibility standard for full financial assistance or alternatively the applicant is over the income eligibility limit for full financial assistance and

agrees to reimburse the program for 50 per cent of the cost of equipment approved and ordered.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.05 Verification, Signature and Dating of the Application. An applicant for participation in TEAP shall sign and date a statement preprinted on the application form which declares that, to the best of the applicant's knowledge, all information contained in the application is correct and true.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.06 Certification of Disability. An applicant for participation in TEAP shall submit or arrange to be submitted on the applicant's behalf a certification of disability by providing the following information on a form provided by TEAP:

(a) The applicant's name;

(b) The applicant's disability;

(c) The name, address and telephone number of an appropriate professional certifying that the applicant has a disability;

(d) The signature of such certifying professional to a statement preprinted on the form which declares that he or she certifies that the applicant has a disability that makes it difficult or impossible to use a standard telephone; and

(e) The date of signing by the certifying professional.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 303.07 Procedure for Processing Applications.

(a) Applications shall be reviewed for completeness in the order that they are received.

(a) An application found to be complete shall be dated and signed by a commission member or a representative of the contractor to indicate its status as complete.

(b) An applicant shall receive written notification of the following decisions within 30 days after the application has been found to be complete:

(1) The decision on the applicant's eligibility to participate in the program; and

(2) The decision on the applicant's eligibility for full financial assistance.

(d) An applicant who has been denied participation in the program or full financial assistance shall have the option to reapply if the applicant's relevant circumstances should change.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

PART Gcd 304 OPERATION OF THE TEAP PROGRAM

Gcd 304.01 Entitlements of Participants in the Program. A participant in the TEAP program shall be entitled to:

(a) Evaluation in the participant's customary environment of the participant's equipment needs for ready communications using a wireline or wireless telephone;

(b) A professional communications evaluation, if necessary to determine with accuracy the participant's equipment needs for communications using a wireline or wireless telephone;

(c) Assistance with the selection, design, fit, application and use of one or more devices that meet the participant's equipment needs as determined pursuant to (a) or (b) above;

(d) Receipt of one or more such devices covered for at least one year by a warranty against defect; and

(e) Financial assistance with the cost of one or more such devices in accordance with Gcd 304.04.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 304.02 Ownership of Devices and Responsibilities of Recipients of Devices.

(a) Devices received by participants at no cost to the participants shall be the property of the commission.

(b) Recipients of devices shall return the devices to the commission or contractor when:

(1) The recipient(s) no longer need them; or

(2) The recipient(s) change their residency so that they are no longer residents of New Hampshire.

(c) There shall be no refund to participants who have paid half the cost of devices when such devices are returned to the commission or contractor pursuant to (b) above.

(d) Recipients of devices shall be responsible for the purchase of batteries, printer paper, and any other supplies necessary for their operation or use.

(e) Recipients of devices shall return to the vendor for free repair or replacement any device that fails during the warranty period.

(f) Recipients of devices shall be responsible for the maintenance and repair of devices when their warranty has expired.

(g) Recipients of devices shall be responsible for the payment of the monthly phone bills and all other charges incurred.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 304.03 Limitation on Devices Distributed to Participants.

(a) There shall be no distribution of a newer model or improved version of a device already distributed to a program participant for a period of 4 years following the first distribution of the device to the participant.

(b) If 2 or more devices meet the equipment needs of a program participant equally well, the program shall distribute to the participant the least costly of the devices.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

Gcd 304.04 Financial Assistance.

(a) To the extent that funds are available, program participants shall be eligible for full financial assistance with the full cost of any devices they receive through the program if:

(1) Their adjusted gross income as reported for federal income tax purposes, less disability-related annual expenses, does not exceed 200 per cent of the applicable federal poverty level published in the current Federal Register, pursuant to RSA 362-E:3, I(b); or

(2) They are claimed as dependents on the federal income tax return of another person or persons and the adjusted gross income of such person or persons, less the program participant's disability-related annual expenses, does not exceed 200 per cent of the applicable federal poverty level published in the current Federal Register.

(b) To the extent that funds are available, program participants who are not eligible under (a) above for full financial assistance shall be eligible for financial assistance in the amount of 50 per cent of the cost of any devices they receive through the program.

(c) If funds for financial assistance are unavailable, persons eligible to participate in the program shall be placed on a waiting list for financial assistance in the order in which their applications for participation were found to be complete.

Source. #7636, eff 1-30-02, EXPIRED: 1-30-10

New. #10128, INTERIM, eff 5-16-12, EXPIRED: 11-13-12

New. #10340, eff 5-17-13

# 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 NEW HAMPSHIRE ASSOCIATION FOR THE BLIND is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on November 10, 1933. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **63495**

Certificate Number: **0005322916**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 29th day of March A.D. 2021.

William M. Gardner
Secretary of State

# 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 FUTURE IN SIGHT is a New Hampshire Trade Name registered to transact business in New Hampshire on January 25, 2017. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **763739**

Certificate Number: **0005322917**

IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 29th day of March A.D. 2021.

William M. Gardner

Secretary of State

FUTURE IN SIGHT

**New Hampshire Association for the Blind**
**(dba Future In Sight)**

**RESOLUTION**

I, Dina Beaulieu, hereby certify that I am the duly elected and acting Secretary of New Hampshire Association for the Blind, a New Hampshire non-profit corporation doing business as Future In Sight (the "Corporation",) and hereby certify as follows:

I hereby certify that a vote of the Board of Directors of the Corporation was duly recorded the **9th** day of **February 2021**, at which time every member of the board of directors consented in writing as prescribed in the Bylaws of the New Hampshire Association for the Blind, and the following resolution was adopted by a majority of the consents received, and as of the date hereof, has not been rescinded or modified:

> "RESOLVED that the following employees of the Corporation:
>
> **David S. Morgan, President & CEO** is fully authorized and empowered to sign all documents required to execute a contract with the State of New Hampshire's Governor's Commission on Disability.

This resolution shall stay in effect until further notice.

IN WITNESS WHEREOF, the undersigned has executed and delivered this Certificate on the 9th, day of February, 2021.

| | | | |
|---|---|---|---|
| | 2/9/21 | | 2/9/2021 |
| **Secretary** | **Date** | **Witness** | **Date** |

NHASSOC-03 DBEAUDOIN

# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 2/5/2021

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

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

PRODUCER
Davis & Towle Morrill & Everett, Inc.
115 Airport Road
Concord, NH 03301

CONTACT NAME:
PHONE (A/C, No, Ext): (603) 225-6611 FAX (A/C, No): (603) 225-7935
E-MAIL ADDRESS:

| INSURER(S) AFFORDING COVERAGE | NAIC # |
|---|---|
| INSURER A : The Hanover Insurance Companies | 22292 |
| INSURER B : Granite State Health Care & Human Services Self Insured Group | |
| INSURER C : | |
| INSURER D : | |
| INSURER E : | |
| INSURER F : | |

INSURED
NH Association for the Blind DBA Future in Sight
25 Walker Street
Concord, NH 03301

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS | |
|---|---|---|---|---|---|---|---|---|
| A | X COMMERCIAL GENERAL LIABILITY | | | ZDVA782163 | 11/1/2020 | 11/1/2021 | EACH OCCURRENCE | $ 1,000,000 |
| | CLAIMS-MADE X OCCUR | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | $ 100,000 |
| | | | | | | | MED EXP (Any one person) | $ 10,000 |
| | | | | | | | PERSONAL & ADV INJURY | $ 1,000,000 |
| | GEN'L AGGREGATE LIMIT APPLIES PER: | | | | | | GENERAL AGGREGATE | $ 3,000,000 |
| | POLICY PRO-JECT LOC | | | | | | PRODUCTS - COMP/OP AGG | $ Included |
| | OTHER: | | | | | | PROFESSIONAL LI | $ 1,000,000 |
| A | AUTOMOBILE LIABILITY | | | AWVA782191 05 | 11/1/2020 | 11/1/2021 | COMBINED SINGLE LIMIT (Ea accident) | $ 1,000,000 |
| | ANY AUTO | | | | | | BODILY INJURY (Per person) | $ |
| | OWNED AUTOS ONLY / SCHEDULED AUTOS | | | | | | BODILY INJURY (Per accident) | $ |
| | X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY | | | | | | PROPERTY DAMAGE (Per accident) | $ |
| | | | | | | | | $ |
| A | X UMBRELLA LIAB X OCCUR | | | UHVA782448 05 | 11/1/2020 | 11/1/2021 | EACH OCCURRENCE | $ 1,000,000 |
| | EXCESS LIAB CLAIMS-MADE | | | | | | AGGREGATE | $ |
| | DED X RETENTION $ 0 | | | | | | Aggregate | $ 1,000,000 |
| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | | | HCHS20200000226 | 2/1/2020 | 2/1/2021 | PER STATUTE / OTH-ER | |
| | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: Y | N/A | | | | | E.L. EACH ACCIDENT | $ 500,000 |
| | If yes, describe under DESCRIPTION OF OPERATIONS below | | | | | | E.L. DISEASE - EA EMPLOYEE | $ 500,000 |
| | | | | | | | E.L. DISEASE - POLICY LIMIT | $ 500,000 |

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

CERTIFICATE HOLDER

Governor's Commission on Disability
54 Regional Drive, Suite 5
Concord, NH 03301

CANCELLATION

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

AUTHORIZED REPRESENTATIVE
Donna P. Beaudoin


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**Granite State Healthcare and Human Service Trust**

PO Box 4197
Concord, NH 03302-4197

**Issue Date: Jan 11, 2021**

This certificate is issued as a matter of information only and confers no rights upon the certificate holder.

This certificate does not amend, extend or alter the coverage afforded by the policies below.

# Certificate of Insurance

## Certificate Holder

Nathalie Fortier
NH Association For The Blind dba Futur
25 Walker Street
Concord, NH 03301

## Companies Affording Coverage

**Company Letter A** Granite State HC&HS Trust

**Company Letter B** Midwest Employers Casualty Corp.

This policy is effective at 12:00 am on 02/01/2021, and will expire at 12:01 am on 02/01/2022.

This policy will automatically be renewed unless notified by either party by October 1st of any fund year.

## Coverages

This is to certify that the Workers' Compensation and Employer's Liability Insurance has been issued to the insured named above for the policy period indicated, not withstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain, the insurance afforded by the policies described herein is subject to all the terms, exclusions and conditions of such policies.

| Type of Insurance/Carrier | Policy Number | Effective Date | Expiration Date | LIMITS | |
|---|---|---|---|---|---|
| **A: Workers' Compensation & Employer's Liability** | | | | | |
| | | | | E.L. Each Accident | $1,000,000 |
| Granite State HC&HS Trust | HCHS20210000414 | 02/01/2021 | 02/01/2022 | E.L. Disease-Pol Limit | $1,000,000 |
| | | | | E.L. Disease-Each Emp | $1,000,000 |
| **B: Excess Insurance** | | | | Workers' Compensation | Statutory |
| | | | | Employer's Liability | $1,000,000 |
| Midwest Employers Casualty Corp. | EWC009477 | 02/01/2021 | 02/01/2022 | | |

## Description of Operations

☐ Officers Excluded

## Member

Nathalie Fortier
NH Association For The Blind dba Futur
25 Walker Street
Concord, NH 03301

## Cancellation

Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the certificate holder named to the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

The LAWSON GROUP
Thinking. Without the Box.

Authorized Representative — Jan 11, 2021 Date

# DAVID S. MORGAN

## EXECUTIVE PROFILE

***Healthcare, Rehabilitation, & Education, Transformational Leader, Entrepreneur, Consummate Management Executive & Quintessential Generalist, Organizational Change Agent, Resource Development & Fundraising, Manufacturing/Operations Turnaround Specialist, Innovator & New Product Introduction, Performance Improvement Expert, Talented Leader & Passionate Developer of People, Subject Matter Expert & Consultant***

## PROFESSIONAL EXPERIENCE

**President & CEO**
**Future In Sight (www.futureinsight.org)**
Entrepreneurial Nonprofit providing healthcare, education, rehabilitation, training and case management resources to help transform the lives of 5,000 children and adult who lives with disabilities.

**Successes & Results:**

- Grew a nonprofit serving over 5,000 individuals with disabilities 5-fold (1,100 to 5,000+) in 4 years, doubling earned revenue to achieve program sustainability while innovating and expanding a range of education and rehabilitation services for infants & toddlers, school age children and higher education, adults in employment settings, and seniors
- Built dynamic team to manage and deliver a full range of social worker, case management, occupational therapy reimbursable services to thousands of seniors across NH
- Rebranded the organization, radically expanding it marketing & outreach efforts and public profile.
- Led far-reaching research that is innovating the field - exploring the emerging and unmet needs of school age children and seniors and translating research into innovative new programs that both expanded our reach and generated new earned revenue.
- Partnered with major nonprofits and corporations to triple our service to children and radically expand living and thriving programming for seniors.
- Incorporated technology to inform the future of our practice and innovate the blindness field.

**Vice President, Perkins School for the Blind (www.perkins.org)**
**General Manager, Perkins Products** 2005-2015
*$75M School for the Blind, international NGO, and ($12M) technology firm in assistive technology serving visual impairment and learning disabilities.*

**Successes & Results:**

- Led Perkins rebranding, international advancement and fundraising for foundation and technology work, member of the Online Learning Committee, International Advisory Committee, and Ecommerce Committee. Member of the international Braille Consortium.
- Provide student technology assessment, accessibility consulting and online services with students, adults, disability professional and online education platforms such as Harvard's EdX.
- Thought leader in Braille education. Transforming Braille education technology and learning pedagogy with the introduction of the Perkins SMART Brailler and learning apps.
- Transformed sustainable products division from single product company to $15M professional services and technology firm serving educators and individuals with visual impairment throughout New England, across the U.S, and in 175 countries. Export achievement award from U.S. Department of Commerce.
- Conceptualized and launched transformation innovation strategy that launched new assistive technologies for the blind, entry into uncontested competitive space, and a 5x growth in revenue and operating income – electro-mechanical, electronic technology included motion control, MS CE platform, literacy software content & apps, voice-over- technology and Braille Capture Technology. Awarded 2014 MassTLC Distinguished Leader Award, 2014 SBANE Innovation Award, Innovator of the Year 2012.
- Led successful purchase and merger of assistive technology consulting, training, & Distribution Company in BVI – grew to $5M in revenue in three years. Secure strategic partnership with Apple generating $2M in revenue annually.

**Successes & Results:**

- Created and launched National Deaf-Blind Equipment Distribution 37-state federal program to develop and provide Deaf-blind equipment technology generating $3M in annual revenue.
- Partnered with Ministries of education in Saudi Arabia to raise $10M over five years to support education programs, online learning, and assistive technology throughout the Kingdom.

**PRESIDENT / VICE PRESIDENT ENGINEERING & OPERATIONS** 2000-2005
**Laurier, Inc. (Division of BE Semiconductor) (www.BESI.com)**
Londonderry, NH*$24 Million U.S. Semiconductor Automation Equipment Company and Leading Manufacturer of Flip Chip and Die Sortin*

Top-ranking executive with full P&L accountability for all aspects of business including strategic planning, operations, manufacturing, R&D, engineering, software, applications, product development, marketing, sales, supply chain, quality, safety, staffing and customer relations.

- Merged two culturally diverse and geographically disparate (NJ and NH) businesses and integrated their key divisions into a single streamlined, high-performance, financially disciplined organization. As President, replaced two CEOs and a GM.
- Delivered as high as 55% improvement in margins by reducing cost of product production by $35,000 per unit.
- Maintained neutral cash flow position during period of turbulent change and preserved liquidity position despite downturn in the industry.
- Tripled sales — from $8 million to $24 million — by capturing new business/relationships and leveraging the brands and competitive positioning of the former Laurier, Inc. and RD Automation companies. Salvaged relationship and won $5 million order from major LED customer by improving product performance and reliability by as much as 200%.
- Boosted shipments 300% — from <$1 million p/month to nearly $3 million p/month — by eliminating a production bottleneck.
- Improved inventory turns from two to five through the combination of aggressive lead-time management, and implementation of demand flow technology and supply chain management principles.

**CHIEF OPERATING OFFICER** 1998 to 2000
**Bostomatic Corporation (agie-charmilles.com)** Boston, MA
*$30 Million Division of Agie-Charmilles Group ($800 Million Swiss Company) Specializing in Manufacturer, Sales and Service of State-of-the-Art High-Speed Machining Centers for Aerospace, Telecom, Technology and Tool & Die Industries*

Member of the leadership team for the parent company (Agie-Chamilles Group) Full P&L responsibility; operations, manufacturing, engineering, product development, purchasing, materials, inventory, technical/customer support, finance, HR and administration. Managed 10 professionals, 30 technical personnel and 60 production employees.

**Successes & Results:**

- Halted declining revenue, increased sales from $20 million to $30 million and delivered 20+% improvement in margins.
- Increased capacity 400% and tripled plant output by introducing lean manufacturing principles and demand flow methodologies.
- Contributed $15 million in new business with $7 million gross margin by leading the successful design, development and international rollout (Asian and European markets) of a new high-speed milling machine.
- Reduced inventory carrying costs by $2 million, tripled inventory turns and reduced order-to-ship cycles by 50% by implementing supply chain management techniques, strategic outsourcing solutions and Kanbans.
- Slashed lead times — from 20 weeks to 6-8 weeks — for manufacture of highly configured machine tools by implementing lean manufacturing methodologies, demand flow technology principles and outsourcing strategies. Streamlined production design and achieved aggressive reductions in lead times.
- Improved product quality (out-of-box defects) 50% by implementing ISO 9001 practices, improving corrective action processes and implementing web-based technical support systems.

**DIRECTOR OF OPERATIONS** 1996 to 1998
**Powerspan Corporation** Durham, NH
*$5+ Million Venture Capital-Funded Global Environmental Technology Startup Company Providing Sophisticated Clean Energy Technologies for the Electric Power Industry in the U.S., Canada and Eastern Europe.*
www.powerspan.com

**DIRECTOR OF ENGINEERING/MANUFACTURING/QUALITY** 1994 to 1996
**Aavid Thermal Technologies, Inc.** Concord, NH
*$200 million high-volume, vertically integrated manufacturer of electronic packages, heat sinks, heat spreader and liquid cooling devices for global transportation, automotive, electronics, electrical equipment, medical device and telecom industries.*
www.aavid.com

- Redesigned manufacturing operations to expand capacity including development of new methods, process flow, and Call Center Operations for electronic component sales and heat sink distribution.
- Developed expert system to build configured manufacturing process routings and bills-of-materials
- Implemented ISO-9001 Quality Management Systems and associated policy, procedures, and instructions

**MANAGER – INDUSTRIAL FACILITIES & SAFETY ENGINEERING, (also concurrent PLANT MANAGER tooling operations), Hitchiner Manufacturing, Co.,** 1990 to 1994

# EDUCATION

**Doctor of Management (ABD),** Organizational Leadership, University of Phoenix, 2004. *Focus: Applying Self-organizing Systems to Organization Change & Innovation.*

**MBA,** University of New Hampshire, Whittemore School of Business & Economics, 1993

**BS, Business Management,** Daniel Webster College, 1990

**Congressional Appointment,** U.S. Air Force Academy

## ADDITIONAL EDUCATION & CAREER DEVELOPMENT

**Additional Education & Memberships**
- NH Governor appointed State Rehabilitation Council (SRC) Member 2016-current
- New Futures, Board of Directors, 2018-2020
- Board of Director, Boston Architectural College, 2017-2019
- Design Museum Foundation, Board Member, 2017-2017
- Post Graduate Certificate, **"Leading Innovation"** Program, Tuck School at Dartmouth, 2012
- Board of Directors; Massachusetts Manufacturing Extension Partnership (MassMEP), New Hampshire MEP
- SBANE Committee Member – Tech and Innovation Sub Committee

**Highlights of Career Development — Technical & Managerial:**
- 2014 MassTLC (Technology Leadership Council) – Distinguished Leadership Award
- 2014 Winner SBANE Nonprofit Innovation Award
- 2013 "SMART Brailler" Patents
- 2013 Department of Commerce **President's "E" Award for Outstanding Achievement in Exports**
- 2013 FINALIST SBANE Innovation Award
- 2009, 2012 Award GOOD DESIGN award
- 2012 Mass Manufacturing Extension Partnership (MEP) "Growth & Innovation Award"
- 2012 - Awarded **Hilton Foundation Humanitarian Prize** for work on Brailler Literacy
- 2011 – Awarded the Perkins School for the Blind, **"Diversity Award"** for initiative to promote diversity in hiring practices
- 2010 – Awarded South Africa National Council for the Blind **"CEO Award"** for work on building Braille capacity in S. Africa

## PUBLICATIONS & PRESENTATIONS

2020 AER International, "Reassessing Evaluation Practices of Children with Vision Impairment"
2019 Chaired / Facilitated the National Conference in Atlanta on Vision, "Opening Space for the Future of Vision Loss"
2018 Cal. State University at Northridge (CSUN), "Design Human-Centered Services for Visually Impaired Adults
2015 Journal of Visual Impairment, "Using the Perkins SMART Brailler to Improve Learning Outcomes at the Florida BVI
2010-14 Various papers and presentations related to Braille Literacy
2012, 2013 Moderator and organizer of Innovation Seminar Series; "Unlocking the Levers of Growth"
2010 "Catalyzing Innovation in New Product Development & Organization Change" using Open Space Technology
2003 "Open-Space Applied to Cross-Cultural New Product Development," Open Space Institute
2003 "The Future of Ergonomics: Applying Process Control to Reduce Employee Exposure to Risk," Futurist Magazine, 2003

# SARAH B.E. MELASECCA

## EDUCATION

2002 Franklin Pierce College
*B.S., Business Management, graduated Summa Cum Laude*

## PROFESSIONAL EXPERIENCE

**2020 – Present** **Future In Sight, Concord NH**
***Director of Adult Services***

- Manage statewide Adult Services, including Social Work, Occupational Therapy and Volunteer Services as part of the Future In Sight Leadership Team.
- Supervise and evaluate Supervisor of Social Work and Supervisor of Occupational Therapy; lead program hiring and personnel management.
- Provide support and guidance for program service delivery teams, including caseload evaluation, thereby assuring the quality and consistency of service provision.
- Develop new programs and services as appropriate in response to community need; enhance existing programs in response to program evaluation.
- Seek funding and sponsorship opportunities; compose grant proposals as part of the Grants Committee; establish fee for service programs as appropriate.
- Ensure adherence to organizational and funder requirements; cultivate relationships with partners, vendors and funders.

**2012 – 2020** **Granite State Independent Living, Concord NH**
***Director of Independent Living Services***

- Directed statewide Independent Living Services, Access Modification, Transportation, and Benefits Counseling programs including funding allocation and supervision of service provision.
- Supervised and evaluated Associate Director of Benefits Counseling, Independent Living Services Manager and Transportation Manager; responsible for program hiring and personnel management.
- Provided support and guidance for program service delivery teams, to assure quality and consistency of service provision.
- Sought funding and sponsorship opportunities; composed proposals for Federal and private sector grants; established fee for service programs as appropriate.
- Ensured compliance with organizational and funder requirements, including preparing reports for Federal and private sector grants.

**2011 – 2012** **Granite State Independent Living, Concord NH**
***Independent Living Services Program Manager***

- Managed existing statewide Independent Living Services programs.
- Supervised and evaluated service delivery staff, assuring quality and consistency of service provision.
- Promoted use and awareness of GSIL services through outreach.
- Conducted program evaluation for measurable success, including consumer satisfaction surveys.
- Sought funding and sponsorship opportunities; composed proposals and reportsfor Federal and private grants.

**2007 – 2011** **Granite State Independent Living, Concord NH**

***Housing Program Manager***

- Developed, coordinated and conducted consumer educational programs in Homeownership and Financial Fitness.
- Provided 1:1 credit counseling, rental counseling and group education for persons with disabilities.
- Managed Housing program, including staff supervision, reporting and program success analysis.
- Searched for funding opportunities; composed proposals for Federal and private sector grants.
- Conducted outreach and educational presentations to professional and consumer groups.
- Managed EasyLiving Home Program; coordinated Coalition meetings and events.

**2004 – 2007** **Laconia Area Community Land Trust, Laconia NH**

***Homeownership Director***

- Managed Homeownership program, including reporting and program success analysis.
- Sought funding and sponsorship opportunities; composed proposals for Federal and private grants.
- Developed and coordinated educational programs for Homeownership and Financial Fitness.
- Provided one-on-one credit counseling and group education.
- Administered IDA Savings Program and related education and counseling.

**2003 – 2004** **New Hampshire Federal Credit Union, Concord NH**

***Mortgage Consultant/Consumer Loan Officer***

- Managed daily functions of the mortgage department.
- Counseled and coached homebuyers through the mortgage process.
- Member of the Community Outreach Committee.

**2002 – 2003** **First Colebrook Bank, Concord NH**

***Branch Manager/Assistant Vice President***

- Managed training, operations, and team development of customer service and teller staff.
- Increased customer base through business calling programs; maintained established customers through continuous quality service and planned customer appreciation events.
- Evaluated and approved consumer loans, including manufactured home and conventional mortgages.
- Maintained appearance and safety of branch facility and equipment through vendors and contractors.

**1999 – 2002** **First Colebrook Bank, Concord NH**

***Assistant Branch Manager/Assistant Vice President***

- Evaluated and approved consumer and mortgage loans.
- Planned and implemented all facets of a limited-service branch at a retirement community.

## PROFESSIONAL CERTIFICATIONS

- *Recovery Coach Academy, Connecticut Community For Addiction Recovery (2016)*
- *RENEW Facilitator Training Institute, UNH Institute on Disability/UCED (2016)*
- *Lean Yellow Belt Certification, NH Bureau of Education and Training (2015)*
- *Certified Aging-in-Place Specialist, National Association of Home Builders*

**NeighborWorks America® Certifications:**

- *Certificate of Professional Recognition in Homebuyer Education Training*
- *Certificate of Professional Recognition in Post Purchase Education Training*
- *Foreclosure Intervention and Default Counseling Certification*
- *Full-Cycle Lending Post Purchase Systems Certificate*
- *Homeownership Counseling Certification for Program Managers & Executive Directors*

# REGINA M. MATTRELLA, LICSW

## CAREER SUMMARY

Licensed Independent Clinical Social Worker with extensive experience in the clinical and home setting. Demonstrated ability to work collaboratively with various agencies to ensure that organizational objectives are met and state licensing and accreditation standards are followed. Management experience leading innovative teams. Consistently recognized for developing strong and productive relationships with clients, families and clinicians.

## PROFESSIONAL EXPERIENCE

FUTURE IN SIGHT, CONCORD, NH

**Supervisor of Adult Services** 2019-Present

Provide staff supervision to adult services professionals to promote team morale, ensure delivery of quality services and manage productivity.

- Participate in the development and implementation of client programs that promote the highest level of independence.
- Create a balance between completion of administrative tasks and the provision of direct services to clients.
- Provide education and training to various community service organizations regarding the services provided by Future In Sight.

**Social Worker** 2014-2019

Assist individuals that are visually impaired or legally blind to maintain the greatest level of independence and quality of life.

- Conduct assessments with clients to determine needs and develop individualized service plans to address all identified areas.
- Address the needs of the individual through collaboration with state agencies including Services for the Blind & Visually Impaired, Sight Services for Independent Living, Visiting Nurse Association and the Veterans Administration.
- Provide counseling services to individuals and family members impacted by vision loss.
- Advocate for the needs of clients and provide information on available resources in the community.

PLEASANT VIEW CENTER, CONCORD, NH

**Director of Social Services** 2013-2014

Served as a member of the interdisciplinary and management team of the center. Planned, developed, organized and directed the overall operation of the Social Services Department.

- Completed Psychosocial Assessments with each patient to identify social, emotional, psychological needs and strengths.
- Worked with patients, family members, and significant others to ensure an appropriate discharge plan was formulated.
- Collaborated with community resources and coordinated service delivery with providers such as VNA & Hospice, Durable Medical Providers, Meals on Wheels and mental health centers.
- Provided support and education to patients and their families regarding various issues including Advanced Directives, Dementia, Grief & Loss and Bereavement.

CASEY FAMILY SERVICES, CONCORD, NH 2009-2013

**Supervisor/Team Leader**

Served as a member of the Division management team, assisted in staff selection and participated in program development and budget management to achieve and maintain strategic goals of the agency.

- Planned and assigned work to staff within program area and monitored work to ensure timely achievement of work assignments.
- Ensured documentation and administrative assignments met all state licensing and accreditation standards.
- Provided weekly direct clinical case supervision with staff to ensure the highest quality of work and the best possible outcome for each case.

**Social Worker** 1999-2009

Worked collaboratively with the Division of Children, Youth and Families to identify, develop and maintain permanent foster or adoptive homes for children who experienced abuse or neglect.

- Developed, updated and monitored treatment plans for children and families in collaboration with members of the team in order to achieve optimal outcomes for permanency.
- Provided emergency crisis intervention that resulted in fewer psychiatric hospitalizations for children and adolescents served by the agency.
- Functioned as a liaison between Casey Family Services and other community-based organizations to facilitate collaboration and ultimately improve service delivery model.
- Provided counseling, support, advocacy and education to children and families that resulted in improved educational outcomes, comprehensive mental health services and greater stability in the family unit.

**EDUCATION/MEMBBERSHIP**

MSW, University of New Hampshire, Durham, NH

Certificate, Advanced Clinical Supervision, Smith College, Northampton, MA

Member of the National Association of Social Workers since 1999

Member of the Northeast Association for Education & Rehabilitation since 2014

# Jennifer Morgan

**Focused, dedicated and compassionate professional with 22+ years of experience with a proven knowledge of case management. Extremely organized and enjoy working with a multidisciplinary team.**

## EXPERIENCE

**Future In Sight**, Concord, NH — *Case Worker/Case Manager*

**March 2000 - PRESENT**

- Working with adult and senior clients with dual sensory impairment (vision and hearing), serving on a multidisciplinary treatment team
- Assessing and referring clients for Low Vision Services, Assistive Technology Services, Vision Rehabilitation Services, Occupational Therapy, and Orientation and Mobility Instruction
- Working collaboratively with VA Medical Centers, VNA Agencies, Dept of Education/Vocational Rehabilitation, Medicaid CFI Program
- Assessing and training clients on accessible landline telephone equipment for the Governor's Commision on Disability/NH TEAP
- Overseeing peer facilitated, peer support groups and adaptive recreational programs
- Providing telephonic and face-to-face case management services and helping clients get connected to other community resources

## EDUCATION

University Of Massachusetts Lowell
Lowell, MA
Bachelor Of Arts (B.A.)
Psychology
Sociology
May 1998

## Professional Development

**Low Vision in Older Adults: Foundations of Rehabilitation**

Lighthouse Guild

3/2020

**Low Vision Strategies:Guide to Working with Low Vision Clients**

Allied Health Education

3/2020

## CERTIFICATION

**HIPAA 12/2020**

**The Moore Center**, Manchester, NH — *Case Manager*

**September 1998 - March 2000**

- Worked with clients with developmental disabilities and dually diagnosed with mental health illness
- Conducted client assessments, developed client service plans, working with a multidisciplinary team
- Worked closely with state and city social service programs
- Provided case management services and parenting /life skills instruction

## REFERENCES

Available upon request

## PROFESSIONAL MEMBERSHIP

**NE/AER**

Association for Education and Rehabilitation of the Blind and Visually Impaired

Brianne Stone

## EXPERIENCE

2017-Present Future in Sight Concord, NH

*Case Worker*

- Meet with new clients and perform social work intakes.
- Provide clients with case management services.
- Facilitate peer support groups.

2015-2017 Southern NH University Manchester, NH

*College for America Learning Coach*

- Provided students with a primary and reliable point of contact, built relationships and coached students through onboarding, their education, program changes and graduation.
- Guided students in planning a program path, setting and maintaining pace and developing a support network.
- Directed students to resources within and outside the SNHU community.

2012-2015 Allenstown School District Allenstown, NH

*Business Manager*

- Created and managed multi-million dollar school budgets through collaboration with Principals, Teachers and SAU staff.
- Managed school checking accounts, bank deposits, and reconciliations.

2007-2012 Pembroke Academy Pembroke, NH

*Business Teacher*

- Developed and implemented curriculum and lesson plans for students.
- Taught a variety of classes including Personal Finance, Computer Applications, Business Math and Communications.
- Counseled students with college and career planning.

## EDUCATION

2003-2006 Southern New Hampshire University Manchester, NH

B.S., Business Education.

# Beth A. Daisy

## EDUCATION

- Graduate Certificate in Assistive Technology — University of New Hampshire, May 2019
- Master of Science, Occupational Therapy — University of New Hampshire, Dec 2018
- Graduate Certificate, Aviation Safety Officer — Naval Postgraduate School, June 2001
- Bachelor of Arts (With Distinction), Biological Sciences — Cornell University, May 1997

## PROFESSIONAL EXPERIENCE

**FUTURE IN SIGHT,** Concord, NH – Supervisor of Occupational Therapy — Jan 2020 – Present

- Supervise 3 other occupational therapists and provide guidance and recommendations for occupational therapy practices and policies.
- Provide direct services by evaluating client needs, developing goals in conjunction with the client, designing treatment plans, teaching skills and techniques for participation in activities, and recommending and/or adapting specific equipment.
- Coordinate with providers and professionals and make referrals for other services to meet client needs.

**NORTHEAST REHABILITATION HOSPITAL NETWORK,** Salem, NH – Inpatient OT — Jul 2019 – Sept 2020

- Developed and implemented appropriate plans of care and discharge goals based on thorough assessment incorporating all aspects of patient limitations and goals, and potential discharge environment.
- Engaged patients in meaningful, age appropriate, and goal directed activities and demonstrated creative problem solving as evidenced through numerous treatment approaches for each identified problem area.
- Provided training and education for patients, caregivers, and families on self-care activities, post-surgical precautions, use of durable medical equipment, assistive technology, compensatory techniques, home modifications, and home-exercise programs.

**FIT TO GARDEN**, Newmarket, NH – Program Developer/Occupational Therapist — Aug 2018 - Present

- Developed a novel occupational therapy and assistive technology focused gardening program for community dwelling older adults implemented between Jan-May 2020. www.FitToGardenProgram.com
- Collaborated with UNH faculty, UNH Cooperative Extension, occupational therapists, master gardeners, and community stakeholders for needs assessment and curriculum development.

**UNH DEPARTMENT OF OCCUPATIONAL THERAPY**, Durham, NH – Adjunct Faculty — Aug 2018 – May 2020

- For 3 semesters, supervised 13 UNH OT graduate students providing occupational therapy group interventions to older adults and stroke survivors.

**AGING EXCELLENCE**, Portsmouth, NH – Personal Support Specialist — Aug 2018 – Jan 2020

- Provided personal care for adult clients to maintain independent living.

**UNH INSTITUTE ON DISABILITY**, Durham, NH – Assistive Technology Assistant — Aug 2018 – Jan 2019

- Provided training to approximately 20 rehabilitation professionals as well as 20 students with cerebral palsy and their families as part of a full day workshop in Trivandrum, Kerala, India.
- Fabricated wheelchair modifications for 8 students with cerebral palsy.

**KREMPELS CENTER**, Portsmouth, NH – Level IIB Fieldwork Intern — April 2018 - July 2018

- Facilitated 75 movement-based, cognitive, or creative expression groups for adults with brain injuries.
- Administered and interpreted assessments with clients including the Canadian Occupational Performance Measure (COPM), the Allen Cognitive Level Screen-5 (ACLS-5), and the Kitchen Task Assessment (KTA) to generate or modify client goals and match client with appropriate individualized treatment or groups.

# Beth A. Daisy

**WENTWORTH-DOUGLASS HOSPITAL**, Dover, NH – Level IIA Fieldwork Intern Jan 2018 - Mar 2018

- Evaluated and treated approximately 360 patients on the acute care and post-surgical floors at a community hospital with emphasis on increasing patient's abilities with activities of daily living (ADLs).
- Administered and interpreted approximately a dozen standardized assessments with patients including the Mini Mental Status Exam (MMSE), the Montreal Cognitive Assessment (MoCA), and the Developmental Test of Visual Perception – Third Edition (DTVP-3) on 110 patients to develop treatment plans and goals.
- Monitored patient progress for up to 10 patients daily, making necessary modifications to the treatment plan as needed and providing discharge recommendations to appropriate services or recommending discharge when skilled occupational therapy services were no longer indicated.

**AIR METHODS CORPORATION**, Payson, UT - EMS Helicopter Pilot Sept 2007 - July 2015

- Safely transported over 300 patients to appropriate hospitals in accordance with all applicable Federal Aviation Regulations (FARs), policies, and company directives.
- As Lead Pilot at the Payson, UT helicopter base for the University of Utah's Air Med Program, managed requirements for 4 pilots, 1 mechanic, and 1 aircraft.
- Taught 4 safety classes to medical crews, and flight coordinators as part of annual crew member training

**PAPILLON GRAND CANYON HELICOPTERS**, Tusayan, AZ – Tour Helicopter Pilot Dec 2006 – Sept 2007

- Safely flew approximately 600 Grand Canyon tour flights in accordance with all applicable Federal Aviation Regulations (FARs), policies, and company directives.
- Provided 4 safety training lectures and in-flight bad weather recovery procedures training for fellow pilots.

**UNITED STATES MARINE CORPS** – Pilot, Safety Officer, & Recruiter (Reserves) Nov 2006 - Jun 2018
(Active) May 1997 - Nov 2006

- Managed a staff of 60 Marines throughout the year-long planning cycle and at a week-long leadership camp for 200 high school students as the Executive Officer of Summer Leadership and Character Development Academy 2016 and 2017.
- Devised, implemented, and monitored 18-month training plans for 48 pilots and crew chiefs to address squadron needs and individual abilities and goals.
- Conducted safety investigations including root cause analysis and provided training on safety for aircrews

## PRESENTATIONS, AND PUBLICATIONS

Creating Low Cost Assistive Devices (presentation), Faculty and Student Development Workshop, Thirumala Devaswom Medical College, Alleppey, Kerala, India, Jan 14, 2019

Low Vision for the Generalist OT (webinar), NHOTA Annual Conference. Nov 10, 2020

Providing Client Centered Occupational Therapy for Veterans through Military Cultural Competency (presentation), NHOTA Special Interest Section, Portsmouth Regional, Hospital, Nov 5, 2018

Sexuality: The OT's role in addressing sexual functioning (presentation), UNH Department of Occupational Therapy, Guest Lecturer, Nov 2018 and Oct 2020

Treating Veterans with PTSD: When they are not being seen for PTSD (presentation), Wentworth-Douglass Hospital, OT In-Service Presentation, Mar 23, 2018

## CERTIFICATIONS AND LICENSES

Occupational Therapist Registered OTR® Certification #418674, NBCOT
New Hampshire Occupational Therapist License #2880
Certified Aging in Place Specialist (CAPS), National Association of Home Builders and AOTA
Basic Life Support for Healthcare Providers

# DENISE CARUSO

## PROFESSIONAL SUMMARY

History of being a capable, client focused professional promoting effective communication and service. Continually increasing knowledge in the low vision field in order to provide independence through technology, devices and training.

## SKILLS

- Client assessment and analysis
- Working with clients with multiple disabilities (deaf/hard of hearing, mobility and cognitive disabilities)
- Organizational skills are emphasized for clients
- Low vision assessment with training
- iPhone/iPad education
- Report writing
- Self-motivated
- Microsoft office applications

## WORK HISTORY

**Low Vision & Rehabilitation Therapist,** 09/2011 to Current

**Future In Sight** – Concord, NH

- Instruct clients in the efficient use of remaining vision with optical/ non-optical devices and assistive technology.
- Low vision assessment includes vision history, low vision history, eccentric viewing, contrast sensitivity testing and its functional effects, confrontational visual field testing and interpretation, amsler grid testing with distance and near acuity testing.
- Assessing needs based on secondary disabilities (deaf/hard of hearing, mobility and cognitive disabilities)
- Determination of appropriate aids and devices to reach client goals.
- Currently working with a national program (iCanConnect) that provides telecommunication equipment to eligible individuals with combined vision and hearing loss.

**Independent Low Vision Consultant**, 03/2001 to 09/2001

**Self** – Portland, ME

- Performed patient testing and low vision assessments for ophthalmologists and optometrists within their practice.

**Ophthalmic Technician**, 08/1987 to 11/1999

**Eyesight Ophthalmic Services** – Portsmouth, NH

- Measured and recorded visual acuity and color vision testing.
- Performed lensometry and sit-lamp examinations.
- Operated ophthalmic equipment for patient eye examinations and prepared patients for examinations and surgeries.
- Explained pre- and post-operative procedures to patients and carefully reviewed surgical plans.
- Instilled anesthetic drops and assisted in laser treatments and minor procedures.

**Dispensing Optician**, 02/1987 to 09/1987

**Franklin Block Opticians** – Portsmouth, NH

- Helped clients try on and select new frames and recommended lens options to meet specific needs.
- Completed facial measurements such as temple length, bridge size and vertex distance.
- Adjusted frames to fit patient faces by bending and shaping with hands, tools and heat.
- Prepared work orders outlining all specifications for new lenses and frames.

## EDUCATION

Low Vision Training
**The Lighthouse Guild** - New York, NY
Coursework in low vision assessments and Vision Rehabilitation

Marketing
**University of Pittsburgh** - Greensburg, PA

Marketing
**Westmoreland County Community College** - Youngwood, PA

## CERTIFICATIONS

Certified Ophthalmic Assistant (COA) through the Joint Commission of Allied Health Personnel in Ophthalmology (JCAHPO)

Low Vision Certificate (JCAHPO)

Stephanie Hurd, AT Specialist

## SUMMARY

# RESUME

I have worked for Future In Sight in numerous capacities since 2007, which have provided me the opportunity to build upon my professional growth, knowledge of aspects of Future In Sight development as well as direct services. Public presentations and committee work are just some of the ways in which I have served, in continuing to build awareness, create strong community relationships, fund raise, and advance the mission and purpose of the organization. In the area of direct services, I have coordinated volunteers, who are matched with clients; provided one on one assistive technology evaluations and training; develop and instruct technology workshops; and provide youth and adult activities on a regular basis. My vast experience with Future In Sight combined with my previous work and ongoing volunteer activities have led me to a place of understanding and supporting an organization with its overall purpose, as well as the nuances and services provided on a day to day basis. I am able to work both independently and in a group successfully to achieve desired outcomes, while maintaining a positive outlook and encouraging others.

## SKILLS and STRENGTHS

- Assistive Technology Specialist – Perkins School for the Blind; Carroll Center for the Blind
- Technology Evaluations
- Technology trainer
- Public speaking
- Communications; including written and verbal
- Social media; including Facebook, Twitter
- iOS and Android smart phones and tablets
- Assistive technology including Voiceover TalkBack and Jaws
- Wearable AT, such as Aira and Sunu band
- Smart Home technology, such as lighting, thermostats, and doorbells
- Amazon Alexa and Google Home
- Community engagement

## WORK HISTORY

**Future In Sight**
25 Walker St.
Concord, NH 03301
Assistive Technology Specialist
2020-present
Community Relations Coordinator2013-2020
Coordinator of Volunteer Services
2007-2013

BJ Hickman Magic Show Engagements
Dover, NH
bj@bjhickman.com
603-742-4010
Lead generator/sales/scheduler
2004-2006

Stephanie Hurd, AT Specialist

## EDUCATION AND TRAINING

United Way of the Greater Seacoast Pease
International Tradeport
112 Corporate Dr. Unit 3
Portsmouth, NH 03801
Certificate in Volunteer Coordination- 2008

Nashua Adult Education
Lake St.
Nashua, NH 03060
Certificate in Medical Transcription- 1994

University of Southern Maine
39 School St.
Gorham, ME 04038
Undergrad studies 1983-1988

York High School
1 Robert Stevens Dr.
York, ME 03909
College prep-
Graduated in 1983

## ACTIVITIES AND HONORS

Portsmouth Lions Club (past president, publicity chair, Lion of the year award)

National Federation of the Blind member

Middle St. Baptist Church (current worship band musician, member of the Christian Education board, past Sunday school teacher for 8 years, and past publicity committee member)

NH Association of Volunteer Administrators (received new coordinator of volunteer services award)

Named one of NH Top 10 Women of the Year

## INTERESTS

Music, writing, technology, waterskiing, and travel

# Jane D. Driscoll

## Senior Executive, Social Purpose Organizations

Accomplished leader who drives results through guiding communications, development, marketing, public relations, and program leadership for diverse organizations. Champion for change management and continuous improvement through the development and implementation of strategies, initiatives and programs that support organizational goals and mission. Passion for people and performance management with expertise in supporting the professional growth of diverse workforces through coaching and mentoring. Polished presenter and communicator with strengths in building partnerships designing operational programs and collaborating with key stakeholders to support an organization's mission.

**Key Expertise**

Communications & Marketing Strategy | Public/Community Relations | Partnership Development| Strategic Planning
Data-Driven Engagement Plans | Social Media Tactics/Marketing | Program Design & Leadership | Grant/Fund Management
Team Leadership & Development | Organizational Messaging | Cross-Functional Alignment | Workforce Development

## PROFESSIONAL EXPERIENCE

**FUTURE IN SIGHT NH** | Concord, NH **2019 – Present**

**VP OF DEVELOPMENT, MARKETING & COMMUNICATIONS**

Hired to serve in a multifaceted role, providing strategic leadership of marketing, communications and development operations for this $2.9M nonprofit that provides services for people who are blind or visually impaired. Integral member of senior leadership team working in conjunction with CEO to set the organization's strategy and direction for meeting the established mission. Guide the development and implementation of strategies, processes and programs to drive organizational awareness and communicate the mission to potential partners to secure funds and support a larger population of individuals who require services. Build, develop and direct the communications and marketing team through all daily operations.

- Assumed role soon after the rebranding of the 107 year old organization from NH Association of the Blind to Future in Sight.
- Helped strengthen the brand by tying current experience to organizational roots by naming the annual fund, the Emma Coolidge Weston Fund, after the organization's founder.
- Championed numerous development and fundraising efforts, realizing $600K+ in annual grants and funding from philanthropy foundations, individuals and corporations.
- Built a qualified team on a limited budget to manage the full development, marketing and communications function.
- Created and hired a Content and Communications Specialist, moving website management from outsourced model to in-house; resulted in development cost and recurring cost savings, while also improving website accessibility for people served.
- Shifted to collaborative culture, supporting messaging of enhanced model of care, with focus on impact.
- Spearheaded and executed marketing efforts, securing deeper partnerships with referral sources, including eye doctors and school districts.
- Redesigned social media campaigns, increasing organic follower growth on Facebook by 11%+ in one year. Refocused Twitter strategy to presenting critical issues for people who are blind or visually impaired, including accessibility, public policy and education issues, increasing followers by 28%.
- Navigated operational changes during COVID-19 pandemic, including transitioning to a remote workforce, and delivery of services and training though phone conversations and video conferencing.
- Restructured the organization's largest annual event, Walk for Sight, to meet new COVID restrictions; recruited existing and new sponsors for online event and virtual walks, which occurred across 20-days. Resulted in YOY successful net revenue raised despite flat number of teams, while also realizing an increase in sponsor satisfaction.

**GOODWILL INDUSTRIES OF NORTHERN NEW ENGLAND** | Portland, ME **2002 – 2019**

**SENIOR VICE PRESIDENT, ADVANCEMENT**

Progressed through roles of increased responsibility based on performance and contributions. Delivered executive-level leadership of communications, philanthropy, PR and crisis communications strategies to support the $79M organization's mission and goals. Provided guidance, mentoring and leadership for a team of up to 20, supporting philanthropy, public policy, volunteer engagement, marketing, communications, digital strategy and community relations functions. Key member of executive leadership team, supporting strategic planning for the 2K employee, 3 state organization, partnering with fellow leaders to influence strategy, introduce processes, and transform teams to drive brand awareness and growth.

- Led the development and start-up of Advancement department, combining development with communications, including creating and implementing processes to manage external facing initiatives; hired and developed team, growing from 4 to 12 over 2 years, increasing funds raised from $394K to 1.4M over last three years of service.
- Contributed to public policy efforts at both the state and federal level, representing the organization with congressional members; framed and presented legislative messaging on issues that would support Goodwill in fulfilling its mission.
- Collaborated with 20 fellow leaders on the drafting, rollout, adoption and enforcement of the Goodwill Citizen Behaviors initiative, which influenced how coworkers would interact with each other to create a positive, diversified workforce.
- Founding member of the Innovations Committee designed to create innovative and effective strategies generated from any employee for growing the business, expanding the organization's reach and achieving established goals.
- Participated in national initiatives, advocating for the organization and its employees. Instrumental in positioning Goodwill as a leader in the effort to eliminate the use of wage certificates, working closely with national leaders.
- Integral leader for a brand refresh initiative, contributing to the end-to-end process from RFP through agency selection, implementation and management.
- Developed and launched an effective communications strategy for the retail business, which incorporated multi-media campaigns on social media platforms such as Facebook, Twitter and Instagram, and Voice of the Customer initiatives.
- Aligned board Finance Committee with Philanthropy function to facilitate shift in board culture and increase focus on fundraising; educated board on benefits of fundraising and gained buy-in.
- Launched a new model of service delivery focused on overall agency goal, instead of each individual business units.
- Participated on numerous board committees, including Investment Committee and Quality Assurance Committee.
- Applied and selected to participate in the Executive Development Program; traveled with peers to different national locations to gain exposure to various executive elements of the organization, including board relations, finance, retail, workforce development and social enterprise models.
- Relocated to Manchester, NH for 2018-2019 to drive the launch of the Goodwill brand's presence in the new region.

## ADDITIONAL PROFESSIONAL HISTORY

**Consultant, Development & Community Relations Project Management** | Maine
Directed start-up development office for K-8 Catholic school. Managed PR efforts and planned conference for nonprofit organizations focused on helping teens with disabilities with transition to adulthood.

**Vice President, Gift Planning | United Way of Greater Portland** | Portland, ME
Forged and improved relationships with sponsors/partners to secure gifts to the endowment, including high-value gifts of $10K+. Interacted with financial and estate planning professionals, human service agencies, and donors. Planned Board Reunion events, managed grants and developed video and print promotional materials.

**Director of Development & Community Relations | Goodwill Industries of Northern New England** | Portland, ME
Promoted to senior leadership position based on contributions to the Workforce Development program. Built relationships to support the financial performance of the organizations. Managed special events, community and relations and internal/external communications. Directed retail marketing efforts, wrote copy and managed partnerships.

**Owner | Diet Center** | New Milford, CT
Owned and operated a nutritional franchise, overseeing all daily business operations.

## BOARD EXPERIENCE & COMMUNITY INVOLVEMENT

Former Member, Board of Directors; *Strategic Planning & Executive Search Committees* – **Maine Equal Justice Partners**
Former Member, Board of Directors – **Hour Exchange Portland**
Former Member, Board of Directors – **Hospice of Maine**

## EDUCATION & PROFESSIONAL DEVELOPMENT

UNIVERSITY OF MAINE – **Bachelor of Science, Child Development & Family Relations**

**Professional Development**

BOSTON COLLEGE CENTER FOR CORPORATE CITIZENSHIP – **Global Reporting Initiative G4**
GOODWILL INDUSTRIES INTERNATIONAL – **Executive Development Program**

# Margo Bowie

**Web Design, Marketing and Creative Leader**

Authorized to work in the US for any employer

## Work Experience

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### Marketing, Web & Communications

Future In Sight - Concord, NH
September 2019 to Present

As the Content and Communications Specialist I work effectively across the organization to support and promote the brand of Future In Sight and create mission-focused, high quality content for publication and distribution.

My role allows me to use my creative skills and technical knowledge to enhance the online capabilities of the organization, and provide new ways to connect with our audience and expand our reach.

Responsibilities include:

- Design, develop and maintain the Future In Sight website
- Continually create and publish content for web and print
- Strategize to grow audiences for referrals, volunteers and financial support
- Support outreach efforts that enhance volunteer recruitment initiatives
- Compose and publish the monthly e-newsletter and manage subscribers
- Optimize and manage Google (ad words) Grant
- Assure web content is accurate, accessible and up-to-date
- Utilize social media networks to drive traffic to the website
- Promote events using all available marketing channels
- Utilize photography and videography to add depth and variety to storytelling
- Manage and support a company-wide content publishing schedule
- Track online statistics and progress

### Web Designer/Developer - Owner

Maven Design & Development - Concord, NH
April 2019 to Present

Full service Web Design, Development and Hosting for all business types. We offer a broad variety of graphic design and creative services geared to elevate brand awareness and provide turn-key marketing resources for small businesses.

Strategic content marketing, SEO and keyword strategy for growth and lead generation. An emphasis on user interface design, e-commerce, accessibility needs, HIPAA compliance, customer workflow and user experience optimization.

### Marketing Manager

Advanced Kiosks / H32 Engineering - Concord, NH
June 2017 to June 2019

As Marketing Manager, I would oversee all marketing efforts for the organization while addressing a B2B international audience. I guided my department to implement marketing strategies that far exceeded goals for inbound lead generation and organic SEO positioning overall.

To meet consumer demands, I assembled a software team within my department to design, develop and deploy industry specific WordPress based kiosk software. Our team has also fueled the revenue stream for custom interface development for a wide variety kiosk projects.

My skills and achievements speak to an interesting blend of UI / UX, web development, marketing and project management strengths.

Responsibilities included:

- Written content creation, writing, editing and publishing
- Advertising, promotion and PR
- Video content creation, promotion and distribution
- SEO maintenance and keyword management
- Web design, development and maintenance
- Software development UI / UX support
- Inbound lead generation & marketing automation with Hub Spot
- Graphic design for web, print, signage and beyond
- Social media strategies for sales and marketing efforts
- Identify shows, events and speaking engagements
- Foster marketing partnerships and exchanges

Additionally, I managed a small team of freelance talent for various tasks and deadline driven projects. As a primary focus I coordinate targeted marketing campaigns with technical sales staff and provided market research to guide strategy and development.

I am a natural born multi-tasker, resourceful, pragmatic and very results oriented. I thrive in fast paced environments that rely upon creativity and know how to harness technology. I enjoy skill building and continue to evolve and meet new challenges head on!

### Marketing Director

MadgeTech, Inc - Warner, NH
2012 to June 2017

MadgeTech is a global B2B data logger and software manufacturer. Providing measurement instrumentation, monitoring and reporting tools for dozens of industries including the Food, Pharmaceutical, Agricultural and Energy sectors.

My primary role was to expand brand awareness, improve corporate image, develop dozens of marketing campaigns and enforce a complex strategy for revenue growth.

I worked closely and collaboratively with several other department heads to implement system improvements and increase efficiency at every level of the company.

As managing director for an in-house team of 6 direct reports, I was responsible for all projects and deliverables including:

• Web site design & development
• Product promotion and brand recognition
• Trade shows, events and speaking engagements worldwide
• Inbound lead generation and marketing automation
• Expansion of global channel partners and international marketing
• Coordinate with sales and engineering to guide product development
• Determine product life cycle stages, pricing and positioning
• Identify new applications and product needs for target markets
• Implementation and maintenance of Hubspot, Magento, WordPress and associated e-commerce tools
• Extremely successful SEO strategies for dozens of industry targets
• Evaluation of market potential and industry specific SWOT analysis
• Monitor data to identify trends, demands and ROI for each campaign
• Developed engagement with written content, PR distribution, video content development, social media, print collateral, direct mail and more
• Design and maintain multiple private label brands, logos, literature formats, label designs and packaging
• Ongoing design and specification updates for data sheets, sell sheets, brochures, trade show booth components, training videos and sales tools

Notable Achievements and Projects:

* Annual sales revenue growth from 5.5M to 9.75M over 4 years.
* International distributor representation growth from 55 to 120 worldwide.
* Brand elevation, complete redesign of product literature, labels & packaging.
* Implement and configure Hubspot marketing automation platform and CRM.
* Managed the design and launch of multiple industry specific co-brands.
* Launch and promotion of 30+ new products to market.

### New Media & Online Director

Concord Monitor / Newspapers of New England
2000 to 2012

Managed daily online operations for a family of six newspapers and 12+ websites. All web design, development, platform integration and SEO strategies produced and maintained in house.

• Responsible for vendor integration, system implementation and configuration to provide customer facing verticals and enhanced functionality.
• Managing the work flow, functionality and business strategy as it pertains to online advertising and editorial content.
• Tracking and organizing multiple projects simultaneously to achieve progress and meet deadlines.
• Responsible for the development, maintenance and support of work flow automation solutions.
• I personally developed and implemented a customer support and training program for the commercial printing division. This assisted hundreds of publishers and played a major role in doubling the revenue for that division.

Notable Achievements and Projects:

• Online News Paywall Implementation
• Self Serve Classified Ad System
• Photo Reprints Platform
• E-Mail Marketing & Customer Contests
• Autos Classified Vertical Implementation
• Jobs Classified Vertical Implementation
• Ad Serving System
• Meta Data Capture System
• Business Profiles Directory
• Taxonomy Standardization and Review

### Digital Prepress Manager

Laurel Tech, Educational Publishing - Hudson, NH
1998 to 2000

Responsible for digital production, page assembly and output of client materials going to film for press.

• Configured and maintained trapping stations and image setters.
• Implemented tracking and scripting procedures to improve company work flow.
• Created databases to support archival needs.
• Created graphics, image manipulation, document layout and imposition.
• Software and Hardware troubleshooting for Mac, Unix and PC platforms.

### Visual Effects / Color Grader

Digital Domain - Venice, CA
1995 to 1998

• Performed color assessment and correction to match digital segments to live footage used in motion pictures and commercials.
• Monitored consistency of the client's lab and film recording output.
• Preparing scripts to convert Ci neon files to RGB for other digital artists.
• C++, HTML, Javascript, and CGI scripting for internal web updates on Unix Based Silicon Graphics and Mac workstations using proprietary software.

Notable Achievements and Projects:

• The Fifth Element - Dir. Luc Besson | Bruce Willis, Milla Jovovich, Gary Oldman
• Titanic - Dir. James Cameron | Starring Leonardo DiCaprio, Kate Winslet, Billy Zane
• Chain Reaction - Dir. by Andrew Davis | Keanu Reeves, Morgan Freeman
• Island of Dr. Moreau - Dir. by John Frankenstein | Starring Marlon Brando, Val Kilmer
• Various TV spots for Dodge and Norelco

### Film Scanner Operator / Colorist

Digiscope Motion Picture Effects - Culver City, CA
1993 to 1995

Solely responsible for operation of Film Scanning Department. Digitizing, color correcting and outputting all elements for imagery.

- Compositing, retouching, animation and titles.
- Responsible for calibration and maintenance of all related equipment.

Notable Achievements and Projects:

- Equipped and operated a satellite studio for commercial digital product photography
- Cut Throat Island - Dir. Renny Harlin | Geena Davis, Matthew Modine, Frank Langela
- Theodore Rex - Dir. Jonathan R. Betel | Whoopi Goldberg, Armin Mueller-Stahl
- Independence Day - Dir. Roland Emmerich | Will Smith, Bill Pullman, Jeff Goldblum
- Hell raiser III - Dir. by Anthony Hickox, Clive Barker | Terry Farrell, Doug Bradley

## Education

**Graphic Design /Cinema**
Santa Monica College - Santa Monica, CA
1990 to 1994

## Skills

- Adobe Creative Suite (10+ years)
- Magento (8 years)
- Hubspot (3 years)
- Wordpress (8 years)
- Google Analytics (10+ years)
- Google Adwords (5 years)
- SEO (9 years)
- Press Releases (5 years)
- Email Marketing (8 years)
- Microsoft Office (10+ years)
- HTML (10+ years)
- CSS (3 years)
- Publishing (10+ years)
- Video Editing (2 years)
- Content Management Systems (10+ years)
- Graphic Design (10+ years)
- Trade Shows (5 years)
- Digital Marketing
- Marketing Automation
- B2B
- Ecommerce
- search engine optimization
- Marketing

- Indesign
- Illustrator
- Advertising
- Event Planning
- Salesforce
- Social Media Marketing
- Marketing Strategy
- Javascript
- PHP
- MYSQL