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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
***DIVISION OF LONG TERM SUPPORTS AND SERVICES***

Lori A. Shihinette  
Commissioner

Melissa A. Hardy  
Director

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November 15, 2022

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to enter into a contract with Granite State Independent Living (VC #155330), Concord, NH in the amount of \$800,000 for home modification and repair services for individuals ages 60 and older who are eligible through Title IIIB of the Older Americans Act, with the option to renew for up to four (4) additional years, effective upon Governor and Council approval through September 30, 2024. 85% Federal Funds. 15% General Funds.

Funds are available in the following accounts for State Fiscal Year 2023, and are anticipated to be available in State Fiscal Year 2024, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-48-481010-26380000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS; ELDERLY & ADULT SVCS DIV, GRANTS FOR SOCIAL SVC PROG, GENERAL FUND MATCH FOR ARPA**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2023	540-500382	Social Svs Contracts	48130619	\$300,000
2024	540-500382	Social Svs Contracts	48130619	\$500,000
			<b>Total</b>	<b>\$800,000</b>

**EXPLANATION**

The purpose of this request is develop, implement, and operate a program to provide approved home modifications and/or repairs at the residences of qualified and approved homeowners, ages 60 and older who are eligible through Title IIIB of the Older Americans Act of 1965 as amended through P.L. 114-144, enacted April 19, 2016, and are referred to the Contractor by the Department.

Approximately 250 individuals will be served during State Fiscal Years 2023 and 2024.

The Bureau of Elderly and Adult Services is seeking to contract with a provider to establish and manage a Home Modifications and Repairs Program for persons 60 years old and older in need ( Title IIIB eligible). The goal of the home modification program is to support older adults to remain in their homes.

The Contractor will provide services to older adults who are supported by Adult Protective Services and the New Hampshire Family Caregiver program, referred by the Department, by implementing a home modifications program to support independence, and to assist individuals to remain in their homes. Modifications and/or repairs can be related to simple safety features in the bathroom, or lever doorknobs throughout the house, to more extensive changes, such as widening doorways, or lowering light switches to wheelchair height.

The Department will monitor services by:

- Reviewing documentation from the Contractor pertaining to specific home modification projects, including records of consultations with referred homeowners.
- Reviewing monthly reports submitted by the Contractor, including a narrative summary of the status of each project in progress.
- Visiting homeowner worksites during and after completion of selected projects.

The Department selected the Contractor through a competitive bid process using a Request for Proposals (RFP) that was posted on the Department's website from August 25, 2022 through September 28, 2022. The Department received one (1) response that was reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.1 of the attached agreement, the parties have the option to extend the agreement for up to four (4) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval.

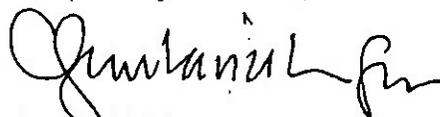
Should the Governor and Council not authorize this request, homeowners ages 60 and older who are eligible for home modification services through Title IIIB of the Older Americans Act may not be able to afford to make the necessary modifications to allow them to remain in their homes, and may be forced to seek housing in a nursing facility instead of ageing in place at their family residence.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #93.044, FAIN # 2101NHSSC6

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

Respectfully submitted,



Lori A. Shibinette

Commissioner

**New Hampshire Department of Health and Human Services  
 Division of Finance and Procurement  
 Bureau of Contracts and Procurement  
 Scoring Sheet**

**Project ID #** RFP-2023-BEAS-09-HOMEM

**Project Title** Home Modifications and Repairs Program Services

	<b>Maximum Points Available</b>	<b>Granite State Independent Living</b>
<b>Technical:</b>		
Intake Process (Q1)	20	18
Administrative Efficiency (Q2)	30	25
Subcontractor Selection Process (Q3)	30	30
Project Management (Q4)	30	28
Financial Management (Q5)	30	30
Reporting (Q6)	10	9
<b>Subtotal - Technical</b>	<b>150</b>	<b>140</b>
<b>Cost</b>		
Cost Proposal	100	60
<b>Subtotal - Cost</b>	<b>100</b>	<b>60</b>
<b>TOTAL POINTS</b>	<b>250</b>	<b>200</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<b>\$61,250</b>

<b>Reviewer Name</b>	<b>Title</b>
1. <u>Jennifer Rand</u>	<u>Finance Administrator</u>
2. <u>Tina Goulet</u>	<u>Program Specialist IV</u>
3. <u>Jean Crouch</u>	<u>Supervisor VII</u>

**Subject: Home Modifications and Repairs Program Services (RFP-2023-BEAS-09-HOMEM-01)**

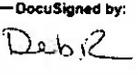
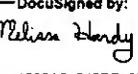
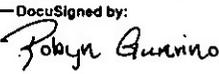
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Granite State Independent Living		1.4 Contractor Address 21 Chenell Drive Concord, NH 03301	
1.5 Contractor Phone Number 603-479-5006	1.6 Account Number 05-95-48-481010-26380000-540-500382	1.7 Completion Date 9/30/2024	1.8 Price Limitation \$800,000
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 11/15/2022		1.12 Name and Title of Contractor Signatory Deborah Ritcey President & CEO	
1.13 State Agency Signature DocuSigned by:  Date: 11/15/2022		1.14 Name and Title of State Agency Signatory Melissa Hardy Director, DLTSS	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 11/16/2022			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

**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.

**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

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.

**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT A**

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**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

1.1. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.2. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide the home modification and repair services in this Agreement to individuals ages 60 and older who are eligible through Title IIIB of the Older Americans Act of 1965 as amended through P.L. 114-144, enacted April 19, 2016, and referred to the Contractor by the Department.
- 1.2. The Contractor must ensure services are available statewide.
- 1.3. For the purposes of this Agreement, all references to days means business days, excluding state and federal holidays.
- 1.4. For the purposes of this Agreement, all references to business hours means Monday through Friday from 8:00 AM to 5:00 PM.
- 1.5. The Contractor must develop, implement, and operate a program to provide approved home modifications and/or repairs at the residences of qualified and approved homeowners, to be referred by the Department, that includes, but is not limited to:
  - 1.5.1. An intake process to receive referrals from the Department that includes, but is not limited to:
    - 1.5.1.1. Maintaining a list of referred individuals ("consumers"), and creating a record for each applicant in the Contractor's system.
    - 1.5.1.2. Following up on referrals, to be approved by the Department.
    - 1.5.1.3. Assessing the requested projects.
    - 1.5.1.4. Scheduling an intake meeting with the consumer at the consumer's home. Each intake meeting must occur no later than one week after the Contractor receives the referral. The Contractor must notify the Department in the event they are unable to schedule a meeting with a consumer within two weeks of receiving a referral.
    - 1.5.1.5. Notifying the Department of acceptance or rejection for each approved project request no less than two weeks receiving each referral.
  - 1.5.2. Identifying and retaining subcontractors to complete each approved project, including, but not limited to:
    - 1.5.2.1. Locating subcontractors who will provide quotes to provide services.
    - 1.5.2.2. Verifying subcontractor licenses as needed.
    - 1.5.2.3. Verifying that each subcontractor has, or is working to obtain, aging-in-place contractor certification from the National Association of Home Builders.
    - 1.5.2.4. Ensuring subcontractors schedule a visit at residences of consumers (worksites) and prepare estimates for the requested work.
    - 1.5.2.5. Facilitating the scheduling of work at each worksite with the homeowner and the subcontractor(s).

DS  
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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

- 1.5.2.6. Ensuring background checks are completed for each subcontractor employee working at a worksite, using the methods described in Paragraphs 1.72 and 1.73 below.
- 1.5.2.7. Ensuring subcontractors adhere to state and local licensing and permitting requirements.
- 1.5.2.8. Requiring subcontractors to provide no less than a one (1) year warranty on all materials and labor.
- 1.5.2.9. Monitoring work in progress.
- 1.5.2.10. Acting as a liaison between subcontractors and homeowners when necessary.
- 1.5.2.11. Arranging for the Department to visit worksites when requested by the Department.
- 1.5.2.12. Conducting a final walkthrough at each worksite, for all completed projects, with the subcontractor and homeowner.
- 1.5.2.13. Reviewing and retaining documents provided by subcontractors, including, but not limited to:
  - 1.5.2.13.1. Subcontractor licenses.
  - 1.5.2.13.2. Verifying each subcontractor has a current Certified Aging-in-Place Specialist (CAPS) designation from the National Association of Home Builders.
  - 1.5.2.13.3. Required insurance coverage.
  - 1.5.2.13.4. Professional references when required.
  - 1.5.2.13.5. Specifications and orders for materials.
  - 1.5.2.13.6. Building permits, when applicable.
  - 1.5.2.13.7. Warranties from subcontractors and manufacturers for materials and installation, when applicable.
- 1.5.2.14. Checking the United States/Department of Health and Human Services, Office of Inspector General's List of Excluded Individuals/Entities (LEIE) each month for each subcontractor actively working on a project.
- 1.5.3. Providing documentation to the Department's Administrative Appeals Unit when requested.
- 1.5.4. Testifying at hearings before the Department's Administrative Appeals Unit when required.
- 1.5.5. Developing a system to manage project funding that includes, but is not limited to:
  - 1.5.5.1. Submitting invoices to the Department that meet requirements set by the Department.

**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

- 1.5.5.2. Processing payment to suppliers, when necessary.
- 1.5.5.3. Processing payment to contractors.
- 1.6. The Contractor must provide all services in accordance with New Hampshire Administrative Rule He-E 502 Older Americans Act Services, as applicable.
- 1.7. For all Contractor employees, interns, volunteers, and any subcontractor employees, interns, and volunteers providing services under this Agreement, the Contractor shall, at its own expense, after obtaining a signed and notarized authorization from the individual(s) for whom information is being sought:
  - 1.7.1. Obtain at least two (2) references for the person;
  - 1.7.2. Submit the person's name for review against the Bureau of Elderly and Adult Services (BEAS) state registry maintained pursuant to RSA 161-F:49;
  - 1.7.3. Complete a criminal records check to ensure that the person has no history of:
    - 1.7.3.1. Felony conviction; or
    - 1.7.3.2. Any misdemeanor conviction involving:
      - 1.7.3.2.1. Physical or sexual assault;
      - 1.7.3.2.2. Violence;
      - 1.7.3.2.3. Exploitation;
      - 1.7.3.2.4. Child pornography;
      - 1.7.3.2.5. Threatening or reckless conduct;
      - 1.7.3.2.6. Theft;
      - 1.7.3.2.7. Driving under the influence of drugs or alcohol; or
      - 1.7.3.2.8. Any other conduct that represents evidence of behavior that could endanger the well-being of a consumer
- 1.8. The Contractor must participate in meetings with the Department on a monthly basis, or as otherwise requested by the Department.
- 1.9. The Contractor must participate in on-site reviews and worksite inspections conducted by the Department on an as-needed basis, or as otherwise requested by the Department.
- 1.10. The Contractor must facilitate reviews of files conducted by the Department on an as-needed basis, or as otherwise requested by the Department, that may include, but are not limited to:
  - 1.10.1. Time sheets.
  - 1.10.2. Records of consultations with homeowners referred to the Contractor by the Department.
  - 1.10.3. Travel records.
  - 1.10.4. Documents pertaining to home modification projects funded by this Agreement including, but not limited to:

**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

- 1.10.4.1. Permits.
- 1.10.4.2. Photographs.
- 1.10.4.3. Bills of Materials.
- 1.10.4.4. Estimates for project labor and materials.
- 1.10.4.5. Subcontracts with companies providing residential home repairs/ construction services.
- 1.10.4.6. Receipts for materials.
- 1.10.4.7. Progress reports.

**1.11. Staffing**

1.11.1. The Contractor must maintain a staff that includes, but is not limited to:

- 1.11.1.1. A Director of Community Services to:
  - 1.11.1.1.1. Oversee progress of each referral.
  - 1.11.1.1.2. Approve the disbursement of funds for each project.
- 1.11.1.2. No less than one (1) Information and Referrals Specialist (I&R) that:
  - 1.11.1.2.1. Receives referrals from the Department.
  - 1.11.1.2.2. Creates a record in the Contractor's database for the referral:
    - 1.11.1.2.2.1. Within no greater than two (2) days.
    - 1.11.1.2.2.2. That includes the homeowner's:
      - 1.11.1.2.2.2.1. Name;
      - 1.11.1.2.2.2.2. Address; and
      - 1.11.1.2.2.2.3. Description of the requested home modification.
    - 1.11.1.2.2.3. Description of the requested home modification.
- 1.11.1.3. No less than five (5) Independent Living Service Coordinators (ILSC) that, combined:
  - 1.11.1.3.1. Are able to provide coverage statewide.
  - 1.11.1.3.2. Process each referral, not to exceed fifteen referrals per month, including, but not limited to:
    - 1.11.1.3.2.1. Attempting to contact each referral no less than three (3) times, if necessary.
    - 1.11.1.3.2.2. Completing required documentation to initiate the project.
    - 1.11.1.3.2.3. Meeting with each homeowner within no less than 10 (ten) days of receiving the referral.
    - 1.11.1.3.3. Manage each project to conclusion, including:
      - 1.11.1.3.3.1. Soliciting pricing from subcontractors.

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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

- 1.11.1.3.3.2. Negotiating terms with subcontractors.
- 1.11.1.3.3.3. Overseeing day-to-execution.
- 1.11.1.3.3.4. Scheduling a final walkthrough at each worksite.
- 1.11.1.3.3.5. Obtaining a signed project completion form from each homeowner.

1.11.2. The Contractor must notify the Department in the event that an ILSC:

- 1.11.2.1. Stops working under this Agreement, for any reason; or
- 1.11.2.2. Is newly assigned to perform duties that require meeting with homeowners or visiting worksites.

**1.12. Reporting**

1.12.1. The Contractor must submit monthly reports to the Department on the 15th day of each month for activities during the previous month. Monthly reports must include, but are not limited to:

- 1.12.1.1. The total number of referrals received.
- 1.12.1.2. The number of projects approved.
- 1.12.1.3. A summary for each project in process.
- 1.12.1.4. The number of projects rejected after initial approval, with a narrative justification for each rejected project.
- 1.12.1.5. A narrative report that includes a detailed description of successes and challenges.

1.12.2. The Contractor may be required to provide other key data and metrics to the Department in a format specified by the Department.

**1.13. Performance Measures**

1.13.1. The Department will monitor Contractor performance by the Contractor's adherence to the following measures:

- 1.13.1.1. 95% percent of projects completed on time;
- 1.13.1.2. Average number of days to completion per project.

**2. Exhibits Incorporated**

- 2.1. The Contractor must use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties.
- 2.2. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit K, DHHS Information Security Requirements.
- 2.3. The Contractor must comply with all Exhibits D through K, which are attached hereto and incorporated by reference herein.

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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Federal Civil Rights Laws Compliance: Culturally and Linguistically Appropriate Programs and Services**

3.2.1. The Contractor must submit, within ten (10) days of the Agreement Effective Date, a detailed description of the communication access and language assistance services to be provided to ensure meaningful access to programs and/or services to individuals with limited English proficiency; individuals who are deaf or have hearing loss; individuals who are blind or have low vision; and individuals who have speech challenges.

**3.3. Credits and Copyright Ownership**

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

3.3.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use..

3.3.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.3.3.1. Brochures.

3.3.3.2. Resource directories.

3.3.3.3. Protocols or guidelines.

3.3.3.4. Posters.

3.3.3.5. Reports.

3.3.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**3.4. Operation of Facilities: Compliance with Laws and Regulations**

3.4.1. In the operation of any facilities for providing services, the Contractor must comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which must impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such

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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT B**

facility. If any governmental license or permit must be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Agreement the facilities must comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and must be in conformance with local building and zoning codes, by-laws and regulations.

3.4.2.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

4.1.3. Statistical, enrollment, attendance or visit records for each recipient of services, which records must include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.

4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts. If, upon review of the Final Expenditure Report, the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT C**

**Payment Terms**

1. This Agreement is funded by:
  - 1.1. 85% Federal funds, CARES Act for Supportive Services under Title III-B of the Older Americans Act , as awarded on May 3, 2021, by the U.S. Department of Health and Human Services, Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers, CFDA #93.044, FAIN 2101NHSSC6.
  - 1.2. 15% General funds.
2. For the purposes of this Agreement the Department has identified:
  - 2.1. The Contractor as a Subrecipient, in accordance with 2 CFR 200.331.
  - 2.2. The Agreement as NON-R&D, in accordance with 2 CFR §200.332.
3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, and shall be in accordance with the approved line items, as specified in Exhibit C-1, Budget through Exhibit C-2, Budget.
4. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 4.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 4.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 4.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 4.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 4.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.
  - 4.6. Is assigned an electronic signature, includes supporting documentation, and is emailed to [dhhs.beasinvoices@dhhs.nh.gov](mailto:dhhs.beasinvoices@dhhs.nh.gov) or mailed to:

Program Manager  
Department of Health and Human Services  
105 Pleasant Street  
Concord, NH 03301

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**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT C**

5. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
6. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
7. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
8. Audits
  - 8.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
    - 8.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
    - 8.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
    - 8.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
  - 8.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
    - 8.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
  - 8.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.

**New Hampshire Department of Health and Human Services  
Home Modifications and Repairs Program Services**

**EXHIBIT C**

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- 8.4. Any Contractor that receives an amount equal to or greater than \$250,000 from the Department during a single fiscal year, regardless of the funding source, may be required, at a minimum, to submit annual financial audits performed by an independent CPA if the Department's risk assessment determination indicates the Contractor is high-risk.
- 8.5. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services Complete one budget form for each budget period. Contractor Name: <i>Granite State Independent Living</i> Budget Request for: <i>Home Modifications and Repairs Program Services</i> Budget Period <i>SFY 2023</i> Indirect Cost Rate (if applicable) <i>8.25%</i>			
Line Item	Program Cost - Funded by DHHS	Program Cost - Contractor Share/ Match	TOTAL Program Cost
1. Salary & Wages	\$15,675	\$0	\$15,675
2. Fringe Benefits	\$5,988	\$0	\$5,988
3. Consultants	\$0	\$0	\$0
4. Equipment	\$0	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0	\$0
5.(e) Supplies Office	\$0	\$0	\$0
6. Travel	\$1,254	\$0	\$1,254
7. Software	\$0	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0	\$0
8. (b) Other - Education and Training	\$0	\$0	\$0
8. (c) Other - Other (please specify)			
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
9. Subcontracts	\$254,211	\$0	\$254,211
<b>Total Direct Costs</b>	<b>\$277,128</b>	<b>\$0</b>	<b>\$277,128</b>
<b>Total Indirect Costs</b>	<b>\$22,872</b>	<b>\$0</b>	<b>\$22,872</b>
<b>TOTAL</b>	<b>\$300,000</b>	<b>\$0</b>	<b>\$300,000</b>

New Hampshire Department of Health and Human Services Complete one budget form for each budget period. Contractor Name: <i>Granite State Independent Living</i> Budget Request for: <i>Home Modifications and Repairs Program Services</i> Budget Period: <i>SFY 2024</i> Indirect Cost Rate (if applicable): <i>8.31%</i>			
Line Item	Program Cost - Funded by DHHS	Program Cost - Contractor Share/ Match	TOTAL Program Cost
1. Salary & Wages	\$26,220	\$0	\$26,220
2. Fringe Benefits	\$10,016	\$0	\$10,016
3. Consultants	\$0	\$0	\$0
4. Equipment	\$0	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0	\$0
5.(e) Supplies Office	\$0	\$0	\$0
6. Travel	\$2,097	\$0	\$2,097
7. Software	\$0	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0	\$0
8. (b) Other - Education and Training	\$0	\$0	\$0
8. (c) Other - Other (please specify)			
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
<i>Other (please specify)</i>	\$0	\$0	\$0
9. Subcontracts	\$423,317	\$0	\$423,317
<b>Total Direct Costs</b>	<b>\$461,650</b>	<b>\$0</b>	<b>\$461,650</b>
<b>Total Indirect Costs</b>	<b>\$38,350</b>	<b>\$0</b>	<b>\$38,350</b>
<b>TOTAL</b>	<b>\$500,000</b>	<b>\$0</b>	<b>\$500,000</b>

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

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

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

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

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

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

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

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New Hampshire Department of Health and Human Services  
Exhibit D

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

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

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

Vendor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:

*Debi2*

Name: Deborah Ritcey

Title: President & CEO



New Hampshire Department of Health and Human Services  
Exhibit E

CERTIFICATION REGARDING LOBBYING

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

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

Programs (indicate applicable program covered):

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

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

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

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:

Debori

Name: Deborah Ritcey

Title: President & CEO

DS  
DR

Vendor Initials

11/15/2022

Date

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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New Hampshire Department of Health and Human Services  
Exhibit F

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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:  
*Debi R*  
Name: Deborah Ritcey  
Title: President & CEO

DS  
*DR*

Contractor Initials  
11/15/2022  
Date

New Hampshire Department of Health and Human Services  
Exhibit G



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

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

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

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

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

Exhibit G

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

Contractor Initials

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New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

Contractor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:  
*Debi R*  
Name: Deborah Ritcey  
Title: President & CEO

Exhibit G

Contractor Initials

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



New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

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

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

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

Contractor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:

Name: Deborah Ritcey

Title: President & CEO



New Hampshire Department of Health and Human Services

Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT**  
**BUSINESS ASSOCIATE AGREEMENT**

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

**(1) Definitions.**

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

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Date 11/15/2022



New Hampshire Department of Health and Human Services

Exhibit I

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

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

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

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Contractor Initials OS  
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Date 11/15/2022



New Hampshire Department of Health and Human Services

Exhibit I

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

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

**(3) Obligations and Activities of Business Associate.**

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

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

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

3/2014

Contractor Initials DK

Date 11/15/2022



## New Hampshire Department of Health and Human Services

## Exhibit I

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

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

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Contractor Initials

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11/15/2022  
Date

## New Hampshire Department of Health and Human Services



## Exhibit I

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

**(4) Obligations of Covered Entity**

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

**(5) Termination for Cause**

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

**(6) Miscellaneous**

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

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Contractor Initials DRDate 11/15/2022



New Hampshire Department of Health and Human Services

Exhibit I

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

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

Department of Health and Human Services

Granite State Independent Living

The State by:

Name of the Contractor

*Melissa Hardy*

*Debi R*

Signature of Authorized Representative

Signature of Authorized Representative

Melissa Hardy

Deborah Ritcey

Name of Authorized Representative  
Director, DLSS

Name of Authorized Representative

Title of Authorized Representative

President & CEO

Title of Authorized Representative

11/15/2022

11/15/2022

Date

Date

Contractor Initials DS  
DR

Date 11/15/2022



New Hampshire Department of Health and Human Services  
Exhibit J

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

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

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

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

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

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

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

Contractor Name: Granite State Independent Living

11/15/2022

Date

DocuSigned by:

*Deborah*

Name: Deborah Ritcey

Title: President & CEO

Contractor Initials

DS  
*DR*

Date 11/15/2022



New Hampshire Department of Health and Human Services  
Exhibit J

**FORM A**

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

- The UEI (SAM.gov) number for your entity is: DS1LEVPTQ9G1
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

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

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

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

NO  YES

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

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

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

Name: <u>Deborah Ritcey</u>	Amount: <u>190000</u>
Name: <u>Jill Bille</u>	Amount: <u>140000</u>
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____

# New Hampshire Department of Health and Human Services

## Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements.



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

**II. METHODS OF SECURE TRANSMISSION OF DATA**

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

**A. Retention**

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

- 1. Identify Incidents;
- 2. Determine if personally identifiable information is involved in Incidents;
- 3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
- 4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

# State of New Hampshire

## Department of State

### CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that GRANITE STATE INDEPENDENT LIVING is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on January 29, 1980. 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: 63257

Certificate Number: 0005880322



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 6th day of October A.D. 2022.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



**CERTIFICATE OF AUTHORITY**

I, Geoffrey Souther, hereby certify that:

1. I am a duly elected Clerk/Secretary/Officer of Granite State Independent Living.
2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on November 8, 2022, at which a quorum of the Directors/shareholders were present and voting.

**VOTED:** That Deborah Ritcey is duly authorized on behalf of Granite State Independent Living to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority **remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 11/10/2022

A handwritten signature in black ink, appearing to read "Geoffrey Souther", is written over a horizontal line.

Signature of Elected Officer  
Name: Geoffrey Souther  
Title: Secretary & Treasurer



Granite State  
Independent Living



Concord Main Office  
21 Chenell Drive  
Concord, NH 03301  
603.228.9680  
800.826.3700  
603.225.3304 (fax)  
[www.gsil.org](http://www.gsil.org)

## Mission Statement

Granite State Independent Living (GSIL) is a statewide nonprofit organization whose mission is to promote quality of life with independence for people with disabilities through advocacy, information, education, support, and transition services.

*Financial Statements*

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**GRANITE STATE INDEPENDENT LIVING**

**FOR THE YEAR ENDED  
SEPTEMBER 30, 2020  
AND  
INDEPENDENT AUDITORS' REPORT**

**GRANITE STATE INDEPENDENT LIVING**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED SEPTEMBER 30, 2020**

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**Leone,  
McDonnell  
& Roberts**

PROFESSIONAL ASSOCIATION

CERTIFIED PUBLIC ACCOUNTANTS

WOLFEBORO • NORTH CONWAY  
DOVER • CONCORD  
STRATHAM

To the Board of Directors of  
Granite State Independent Living  
Concord, New Hampshire

**INDEPENDENT AUDITORS' REPORT**

We have audited the accompanying financial statements of Granite State Independent Living (a New Hampshire nonprofit organization), which comprise the statements of financial position as of September 30, 2020, and the related statements of activities, cash flows, and functional revenue and expenses for the years then ended, and the related notes to the financial statements.

**Management's Responsibility for the Financial Statements**

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

**Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free from material misstatement.

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

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

**Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Granite State Independent Living as of September 30, 2020 and 2019, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

**Report on Summarized Comparative Information**

The financial statements of Granite State Independent Living as of September 30, 2019 were audited by other auditors whose report dated February 3, 2020, expresses an unmodified opinion on those statements. In our opinion, the summarized comparative information presented herein as of and for the year ended September 30, 2019, is consistent, in all material respects, with the audited financial statements from which it has been derived.

**Other Information**

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

**Other Reporting Required by Government Auditing Standards**

In accordance with *Government Auditing Standards*, we have also issued our report dated January 31, 2021 on our consideration of Granite State Independent Living's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Granite State Independent Living's internal control over financial reporting and compliance.

*Leone McDonnell & Roberts  
Professional Association*

Dover, New Hampshire  
January 31, 2021

**GRANITE STATE INDEPENDENT LIVING**  
**STATEMENT OF FINANCIAL POSITION**  
**SEPTEMBER 30, 2020**  
**(WITH COMPARATIVE TOTALS AS OF SEPTEMBER 30, 2019)**

	<b>ASSETS</b>			<b>2019</b>
	<b>Without Donor Restrictions</b>	<b>With Donor Restrictions</b>	<b>TOTAL</b>	
<b>CURRENT ASSETS</b>				
Cash and cash equivalents	\$ 4,657,730	\$ 34,942	\$ 4,692,672	\$ 3,533,475
Restricted cash	8,388	-	8,388	19,072
Accounts receivable, net	1,702,466	-	1,702,466	1,505,293
Prepaid expenses	126,556	-	126,556	360,266
Total current assets	<u>6,493,138</u>	<u>34,942</u>	<u>6,528,080</u>	<u>5,418,106</u>
<b>NONCURRENT ASSETS</b>				
Investments	828,828	196,487	1,025,315	1,004,586
Property and equipment, net	965,867	-	965,867	967,308
Total noncurrent assets	<u>1,794,695</u>	<u>196,487</u>	<u>1,991,182</u>	<u>1,971,894</u>
<b>TOTAL ASSETS</b>	<b>\$ 8,287,833</b>	<b>\$ 231,429</b>	<b>\$ 8,519,262</b>	<b>\$ 7,390,000</b>
<b>LIABILITIES AND NET ASSETS</b>				
<b>CURRENT LIABILITIES</b>				
Accounts payable	\$ 285,541	\$ -	\$ 285,541	\$ 96,877
Accrued payroll and related liabilities	953,137	-	953,137	809,850
Accrued expenses	206,116	-	206,116	279,890
Deferred revenue	317,409	-	317,409	151,019
Current portion of contracts payable	7,288	-	7,288	7,950
Total current liabilities	<u>1,769,491</u>	<u>-</u>	<u>1,769,491</u>	<u>1,345,686</u>
Contracts payable, net of current portion	-	-	-	7,288
Total liabilities	<u>1,769,491</u>	<u>-</u>	<u>1,769,491</u>	<u>1,352,974</u>
<b>NET ASSETS</b>				
Without donor restrictions	6,518,342	-	6,518,342	5,799,101
With donor restrictions:				
Time and purpose restricted	-	34,942	34,942	42,283
Perpetual endowment	-	196,487	196,487	195,642
Total net assets	<u>6,518,342</u>	<u>231,429</u>	<u>6,749,771</u>	<u>6,037,026</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 8,287,833</b>	<b>\$ 231,429</b>	<b>\$ 8,519,262</b>	<b>\$ 7,390,000</b>

See Notes to Financial Statements

**GRANITE STATE INDEPENDENT LIVING**

**STATEMENTS OF ACTIVITIES  
FOR THE YEAR ENDED SEPTEMBER 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE YEAR ENDED SEPTEMBER 30, 2019)**

	2020			2019 Total
	Without Donor Restrictions	With Donor Restrictions	Total	
<b>REVENUE AND SUPPORT</b>				
Grants	\$ 4,207,019	\$ 10,898	\$ 4,217,915	\$ 2,835,817
Public support	80,072	845	80,917	88,000
Special events, net	56,388	-	56,388	45,324
Program fees, net	15,056,022	-	15,056,022	15,482,774
Interest, net	5,229	-	5,229	11,548
Miscellaneous	4,239	-	4,239	6,859
Gain on sale of property	17,200	-	17,200	-
Investment income, net	43,713	-	43,713	36,016
Net assets released from restrictions	18,237	(18,237)	-	-
<b>Total revenue and support</b>	<b>19,488,119</b>	<b>(6,496)</b>	<b>19,481,623</b>	<b>18,506,138</b>
<b>EXPENSES</b>				
<b>Program Services</b>				
Long-term care	12,301,043	-	12,301,043	13,068,767
Community Economic Development	3,178,096	-	3,178,096	3,307,359
<b>Total program services</b>	<b>15,479,139</b>	<b>-</b>	<b>15,479,139</b>	<b>16,376,126</b>
<b>Supporting Services</b>				
General and Administrative	3,184,563	-	3,184,563	2,230,693
Fundraising	105,176	-	105,176	155,902
<b>Total supporting services</b>	<b>3,289,739</b>	<b>-</b>	<b>3,289,739</b>	<b>2,386,595</b>
<b>Total expenses</b>	<b>18,768,878</b>	<b>-</b>	<b>18,768,878</b>	<b>18,762,721</b>
<b>CHANGE IN NET ASSETS</b>	<b>719,241</b>	<b>(6,496)</b>	<b>712,745</b>	<b>(256,583)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>5,799,101</b>	<b>237,925</b>	<b>6,037,026</b>	<b>6,293,609</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 6,518,342</b>	<b>\$ 231,429</b>	<b>\$ 6,749,771</b>	<b>\$ 6,037,026</b>

**See Notes to Financial Statements**

**GRANITE STATE INDEPENDENT LIVING****STATEMENTS OF CASH FLOWS  
FOR THE YEARS ENDED SEPTEMBER 30, 2020 AND 2019**

	<u>2020</u>	<u>2019</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Change in net assets	\$ 712,745	\$ (256,583)
Adjustments to reconcile change in net assets to net cash and restricted cash from operating activities:		
Depreciation	219,619	278,014
Gain on sale of property	(17,200)	-
Realized loss (gain) on investments	21,706	(4,515)
Unrealized gain on investments	(49,672)	(16,176)
Restricted contributions	(845)	(1,710)
Decrease (increase) in assets:		
Accounts receivable	(197,173)	419,400
Prepaid expense	233,710	129,380
(Decrease) increase in liabilities:		
Accounts payable	188,664	(43,070)
Accrued payroll and related liabilities	143,287	(64,439)
Accrued expenses	(73,874)	(134,087)
Deferred revenue	166,390	32,825
	<u>1,347,357</u>	<u>339,039</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Sales of investments, net	7,237	-4,446
Proceeds from sale of property	17,200	-
Purchase of property and equipment	(218,178)	(13,665)
	<u>(193,741)</u>	<u>(9,219)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Proceeds from restricted contributions	845	1,710
Payments of contracts payable	(7,950)	(7,950)
	<u>(7,105)</u>	<u>(6,240)</u>
<b>NET INCREASE IN CASH, CASH EQUIVALENTS AND RESTRICTED CASH</b>	1,146,511	323,580
<b>CASH, CASH EQUIVALENTS AND RESTRICTED CASH, BEGINNING OF YEAR</b>	<u>3,552,547</u>	<u>3,228,967</u>
<b>CASH, CASH EQUIVALENTS AND RESTRICTED CASH, END OF YEAR</b>	<u>\$ 4,699,058</u>	<u>\$ 3,552,547</u>

See Notes to Financial Statements

**GRANITE STATE INDEPENDENT LIVING**  
**STATEMENT OF FUNCTIONAL EXPENSES**  
**FOR THE YEAR ENDED SEPTEMBER 30, 2020**  
**(WITH COMPARATIVE TOTALS FOR THE YEAR ENDED SEPTEMBER 30, 2019)**

	Program Service			Supporting Services			2020 Total	2019 Total
	Long-Term Care	Community Economic Development	Total Program Services	General and Administrative	Fundraising	Total Supporting Services		
Personnel expenses:								
Salaries and wages	\$ 9,735,223	\$ 1,819,910	\$ 11,555,133	\$ 1,955,188	\$ 63,581	\$ 2,018,769	\$ 13,573,902	\$ 13,210,825
Employee benefits	1,449,240	380,240	1,829,480	202,797	9,671	212,468	2,041,948	2,349,665
Payroll taxes	713,356	129,306	842,662	225,267	4,514	229,781	1,072,443	1,063,658
Building occupancy	87,228	158,046	245,274	145,351	4,196	149,547	394,821	413,036
Grants	12,969	374,525	387,494	-	-	-	387,494	370,424
Information technology	27,418	22,071	49,489	185,897	4,596	190,493	239,982	80,433
Depreciation	48,520	87,913	136,433	80,852	2,334	83,186	219,619	278,014
Professional fees	33,737	3,996	37,733	97,275	184	97,459	135,192	138,670
Travel	64,556	51,244	115,800	2,655	284	2,939	118,739	157,466
Office, printing, postage, and supplies	48,754	12,299	61,053	50,156	5,537	55,693	116,746	141,213
Miscellaneous	21,660	41,051	62,711	33,505	1,078	34,583	97,294	89,020
Insurance	-	21,975	21,975	66,882	-	66,882	88,857	88,221
Telephone	20,267	7,425	27,692	54,641	238	54,879	82,571	100,521
Advertising	28,915	11,120	40,035	8,269	4,991	13,260	53,295	92,196
Equipment lease and maintenance	130	2,341	2,471	46,982	98	47,080	49,551	48,503
Transportation	4,613	40,518	45,129	305	-	305	45,434	81,585
Professional development	1,948	7,494	9,442	10,090	131	10,221	19,663	7,441
Dues and subscriptions	2,234	3,626	5,860	10,553	1,459	12,012	17,872	18,348
Board of directors	-	-	-	4,260	-	4,260	4,260	4,990
Consultants	-	150	150	3,400	-	3,400	3,550	16,160
Meetings and events	67	174	241	127	2,249	2,376	2,617	8,352
Interpreter	208	2,049	2,257	-	-	-	2,257	3,184
Meals and entertainment	-	625	625	111	35	146	771	798
<b>Total functional expenses 2020</b>	<b>\$ 12,301,043</b>	<b>\$ 3,178,096</b>	<b>\$ 15,479,139</b>	<b>\$ 3,184,563</b>	<b>\$ 105,176</b>	<b>\$ 3,289,739</b>	<b>\$ 18,768,878</b>	
<b>Total functional expenses 2019</b>	<b>\$ 13,068,767</b>	<b>\$ 3,307,359</b>	<b>\$ 16,376,126</b>	<b>\$ 2,230,693</b>	<b>\$ 155,902</b>	<b>\$ 2,386,595</b>		<b>\$ 18,762,721</b>

See Notes to Financial Statements

## **GRANITE STATE INDEPENDENT LIVING**

### **NOTES TO FINANCIAL STATEMENTS FOR THE YEARS ENDED SEPTEMBER 30, 2020 AND 2019**

#### **1. ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Granite State Independent Living (the Organization), is a New Hampshire nonprofit corporation providing a wide range of services to improve the quality of life for individuals with disabilities in New Hampshire. This is accomplished through ensuring the availability of a broad range of services, advocacy efforts, and the establishment of social support. The Organization impacts lives through two primary service areas:

**Long-Term Care Program.** The Organization offers a variety of personal care service programs based on eligibility. Personal care attendants provide non-medical, hands-on assistance with activities of daily living for seniors and adults living with disabilities. A personal care worker helps individuals bathe, dress, eat, and navigate a range of other daily tasks. In addition to providing assistance with activities of daily living, personal care workers can assist with housekeeping chores, meal preparation, and medication management. Personal care services can be delivered in either a private home, residential care setting, or an individual's place of employment. The Organization also provides nursing facility transition services.

**Community Economic Development Program.** The Organization is committed to assisting seniors and consumers with disabilities so they can function well within their community and pursue personal goals, whether through employment or earning academic credit through youth transition programs. Options are discussed through a call to Information & Referral Program Service Coordinators, who help individuals set their goals. Services provided can include benefit planning, transportation, ASL referral, peer support, and access modification. Additional services offered may include placement, job coaching, and employment through the Ticket to Work Program.

#### **Basis of Accounting**

The accompanying financial statements have been prepared on the accrual basis of accounting.

#### **Basis of Presentation**

The financial statements of the Organization have been prepared in accordance with U.S. generally accepted accounting principles (US GAAP), which require the Organization to report information regarding its financial position and activities according to the following net asset classifications:

**Net assets without donor restrictions** – Net assets that are not subject to donor-imposed restrictions and may be expended for any purpose in performing the primary objectives of the Organization. These net assets may be used at the discretion the Organization's management and board of directors.

**Net assets with donor restrictions** – Net assets subject to stipulations imposed by donors and grantors. Some donor restrictions are temporary in nature; those restrictions will be met by actions of the Organization or by passage of time. Other donor restrictions are perpetual in nature, whereby the donor has stipulated the funds be maintained in perpetuity.

Donor restricted contributions are reported as increases in net assets with donor restrictions. When restriction expires, net assets are reclassified from net assets with donor restrictions to net assets without donor restrictions in the statement of activities.

As of September 30, 2020 and 2019, there were donor restricted net assets of \$231,429 \$237,925, respectively.

### **Cash and Cash Equivalents**

All cash and highly liquid financial instruments with original maturities of three months or less, and which are neither held for nor restricted by donors for long-term purposes, are considered to be cash and cash equivalents. Cash and highly liquid financial instruments restricted for permanent endowment or other long-term purposes are excluded from this definition.

The following table provides a reconciliation of cash and restricted cash reported within the statements of financial position that sum to the total in the statements of cash flows as of September 30, and is comprised of the following components:

	<u>2020</u>	<u>2019</u>
Cash and cash equivalents	\$ 4,692,672	\$ 3,533,475
Restricted cash	<u>6,386</u>	<u>19,072</u>
Total cash	<u>\$ 4,699,058</u>	<u>\$ 3,552,547</u>

### **Accounts Receivable**

Accounts receivable consist primarily of noninterest-bearing accounts due for services and programs. The allowance for uncollectible accounts receivable is based on historical experience, an assessment of economic conditions and a review of subsequent collections. Accounts receivable are written off when deemed uncollectible.

### **Revenue and Revenue Recognition**

Revenue is recognized when earned. Program service fees and payments under cost-reimbursement contracts received in advance are deferred to the applicable period in which the related services are performed or expenditures are incurred, respectively.

### **Investments**

The Organization carries investments in marketable securities with readily determinable fair values and all investments in debt securities at their fair values in the Statement of Financial Position. Unrealized gains and losses are included in the change in net assets in the accompanying Statement of Activities.

**Property and Depreciation**

Property and Equipment additions over \$1,000 are recorded at cost, if purchased, or if donated, at estimated fair value on the date received. Material assets with a useful life in excess of one year are capitalized. Depreciation is provided for using the straight-line method over the estimated useful lives of the related assets as follows, or in the case of capitalized leased assets or leasehold improvements, the lesser of the useful life or the asset or the lease term:

Buildings	40 years
Leasehold improvements	5 to 40 years
Furniture, fixtures and equipment	3 to 5 years
Vehicles	5 years

Costs for repairs and maintenance are expensed when incurred and betterments are capitalized. Assets sold or otherwise disposed of are removed from the accounts, along with the related accumulated depreciation and any gain or loss is recognized.

The carrying values of property and equipment are reviewed for impairment whenever events or circumstances indicate that the carrying value of an asset may not be recoverable from the estimated future cash flows expected to result from its use and eventual disposition. When considered impaired, an impairment loss is recognized to the extent carrying value exceeds the fair value of the asset. There were no indicators of asset impairment for the year ended September 30, 2020 and 2019.

**Fair Value of Financial Instruments**

Accounting Standards Codification No. 825 (ASC 825), *Disclosures of Fair Value of Financial Instruments*, requires the Organization to disclose fair values for its financial instruments. The Organization's financial instruments consist of cash and cash equivalents, restricted cash, accounts receivable, prepaid expenses, accounts payable, accrued payroll and related liabilities, accrued expenses and deferred revenue. The carrying value for all such instruments, considering the terms, approximates fair value at September 30, 2020 and 2019. The fair values of investments are measured using a fair value hierarchy, which prioritizes the inputs used in measuring fair values (see **Note 10**):

**Contributions**

Contributions are recognized when received. All contributions are reported as increases in net assets without donor restrictions unless use of the contributed asset is specifically restricted by the donor. Amounts received that are restricted by the donor to use in future periods or for specific purposes are reported as increases in net assets with donor restrictions. Unconditional promises with payments due in future years have an implied restriction to be used in the year the payment is due and, therefore are reported as net assets with donor restrictions until the payment is due unless the contribution is clearly intended to support activities of the current fiscal year. Conditional promises, such as matching grants, are not recognized until they become unconditional, that is, until all conditions on which they depend are substantially met.

### **Gifts-in-Kind Contributions**

The Organization periodically receives contributions in a form other than cash or investments. Contributed property and equipment is recognized as an asset at its estimated fair value at the date of gift, provided that the value of the asset and its estimated useful life meets the Organization's capitalization policy. Donated use of facilities is reported as contributions and as expenses at the estimated fair value of similar space for rent under similar conditions. If the use of the space is promised unconditionally for a period greater than one year, the amount is reported as a contribution and an unconditional promise to give at the date of gift, and the expense is reported over the term of use. Donated supplies are recorded as contributions at the date of gift and as expenses when the donated items are placed into service or distributed.

The Organization benefits from personal services provided by a substantial number of volunteers. Those volunteers have donated significant amounts of time and services in the Organization's program operations and in its fundraising campaigns. However, the majority of the contributed services do not meet the criteria for recognition in the financial statements. Generally Accepted Accounting Principles allow recognition of contributed services only if (a) the services create or enhance nonfinancial assets or (b) the services would have been purchased if not provided by contribution, require specialized skills, and are provided by individuals possessing those skills.

### **Grant Revenue**

Grant revenue is recognized when qualifying costs are incurred for cost-reimbursement grants or contracts or when a unit of service is provided for performance grants. Grant revenue from federal agencies is subject to independent audit under the Office of Management and Budget's, *Uniform Guidance*, and review by grantor agencies. The review could result in the disallowance of expenditures under the terms of the grant or reductions of future grant funds. Based on prior experience, the Organization's management believes that costs ultimately disallowed, if any, would not materially affect the financial position of the Organization.

### **Summarized Financial Information**

The financial statements include certain prior-year summarized comparative information in total but not by net asset class. Such information does not include sufficient detail to constitute a presentation in conformity with accounting principles generally accepted in the United States of America. Accordingly, such information should be read in conjunction with the Organization's financial statements for the year ended September 30, 2019, from which the summarized information was derived.

### **Accrued Earned Time**

The Organization has accrued a liability for future compensated leave time that its employees have earned and which is vested with the employee. Accrued earned time amounted to \$190,007 and \$182,914 at September 30, 2020 and 2019, respectively.

### **Advertising Costs**

Advertising costs are expensed as incurred and are reported in the Statements of Activities and Statement of Functional Expenses.

### **Income Taxes**

The Organization is exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code and qualifies for charitable contributions deductions. The Internal Revenue Service has determined the Organization to be other than a private foundation within the meaning of Section 501(a).

The Organization is required to file a Return of Organization Exempt from Income Taxes (Form 990) with the IRS. In addition, the Organization is subject to income tax on net income that is derived from business activities that are unrelated to its exempt purpose. In fiscal year 2020, the Organization was not subject to unrelated business income tax and did not file an Exempt Organization Business Income Tax Return (Form 990-T) with the IRS.

Management has evaluated the Organizations tax positions and concluded that the Organization has maintained its tax-exempt status and has taken no uncertain tax positions that would require adjustment to the financial statements. The Organization is no longer subject to income tax examinations by the United States Federal or State tax authorities prior to 2017.

### **Functional Allocation of Expenses**

The costs of providing the various services and other activities have been summarized on a functional basis. Natural expenses are defined by their nature, such as salaries, rent, supplies, etc. Functional expenses are classified by the type of activity for which expenses are incurred, such as management and general and direct program costs. Expenses are allocated by function using a reasonable and consistent approach that is primarily based on function and use. Expenses that relate solely to the functional categories are directly charged, however, there are certain expenses that are allocated. Personnel expenses, including salaries and wages, employee benefits, and payroll taxes, are allocated based on time and effort estimates. Building occupancy costs are allocated on a square footage basis.

### **Estimates**

The preparation of the financial statements in conformity with Generally Accepted Accounting Principles requires estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates, and those differences could be material.

### **Financial Instruments and Credit Risk**

Deposit concentration risk is managed by placing cash with financial institutions believed to be creditworthy. At times, amounts on deposit may exceed insured limits or include uninsured investment in money market funds. To date, no losses have been experienced in any of these accounts. Credit risk associated with receivables considered to be limited due to high historical collection rates and because substantial portions of the outstanding amounts are due from governmental agencies supportive of the Organization's mission. Investments are made by diversified investment managers whose performance is monitored by the Fiscal Committee of the Board of Directors. Although the fair values of investments are subject to fluctuation on a year to year basis, the Fiscal Committee believes that the investment policies and guidelines are prudent for the long-term welfare of the Organization.

### New Accounting Pronouncements

During the year ended September 30, 2020, the Organization adopted the provisions of FASB ASU 2018-08, *Clarifying the Scope and the Accounting Guidance for Contributions Received and Contributions Made* (Topic 958). This accounting standard is meant to help not-for-profit entities evaluate whether transactions should be accounted for as contributions or as exchange transactions and, if the transaction is identified as a contribution, whether it is conditional or unconditional. ASU 2018-08 clarifies how an organization determines whether a resource provider is receiving commensurate value in return for a grant. If the resource provider does receive commensurate value from the grant recipient, the transaction is an exchange transaction and would follow the guidance under ASU 2014-09 (FASB ASC Topic 606). If no commensurate value is received by the grant maker, the transfer is a contribution. ASU 2018-08 stresses that the value received by the general public as a result of the grant is not considered to be commensurate value received by the provider of the grant. Results for reporting the year ending September 30, 2020 are presented under FASB ASU 2018-08. The comparative information has not been restated and continues to be reported under the accounting standards in effect in those reporting periods. There was no material impact to the financial statements as a result of adoption. Accordingly, no adjustment to opening net assets was recorded.

## 2. LIQUIDITY AND AVAILABILITY

The following represents the Organization's financial assets as of September 30, 2020 and 2019:

	<u>2020</u>	<u>2019</u>
Financial assets at year end:		
Cash and cash equivalents	\$ 4,692,672	\$ 3,533,475
Accounts receivable, net	1,702,466	1,505,293
Investments	<u>1,025,315</u>	<u>1,004,586</u>
Total financial assets	<u>7,420,453</u>	<u>6,043,354</u>
Less amounts not available to be used within one year:		
Net assets with donor restrictions:		
Time and purpose restrictions not expected to be met in less than one year	(34,942)	(42,283)
Perpetual endowment	<u>(196,487)</u>	<u>(195,642)</u>
Total amount not available within one year	<u>(231,429)</u>	<u>(237,925)</u>
Financial assets available to meet general expenditures over the next twelve months	<u>\$ 7,189,024</u>	<u>\$ 5,835,884</u>

Endowment funds consist of donor-restricted endowments. Income from donor-restricted endowments is available for general use. The portion of endowment funds that are perpetual in nature are not available for general expenditure.

The organization regularly monitors liquidity required to meet its operating needs and other contractual commitments, while also striving to maximize the investment of its available funds. In addition to financial assets available to meet general expenditures over the next year, the organization operates with a balanced budget and anticipates collecting sufficient revenue to cover general expenditures not covered by donor-restricted resources.

As part of the liquidity management plan, the Organization also has a \$1,000,000 revolving line of credit available to meet cash flow needs. See Note 7.

**3. RESTRICTED CASH**

The Organization is the fiscal sponsor for Transport NH, an advocacy organization currently seeking exempt status as an organization described in IRC Section 501(c)(3).

**4. ACCOUNTS RECEIVABLE**

Accounts receivable consist of the following at September 30, 2020:

	<u>Receivable</u>	<u>Allowance</u>	<u>Net</u>
Medicaid	\$ 774,234	\$ -	\$ 774,234
Other	965,725	(37,493)	928,232
Total	<u>\$ 1,739,959</u>	<u>\$ (37,493)</u>	<u>\$ 1,702,466</u>

Accounts receivable consist of the following at September 30, 2019:

	<u>Receivable</u>	<u>Allowance</u>	<u>Net</u>
Medicaid	\$ 737,680	\$ -	\$ 737,680
Title VII	28,406	-	28,406
Other	740,662	(1,455)	739,207
Total	<u>\$ 1,506,748</u>	<u>\$ (1,455)</u>	<u>\$ 1,505,293</u>

**5. INVESTMENTS**

The following is a summary of investments at September 30:

	<u>Fair Value</u>	<u>2020 Cost</u>	<u>Unrealized Gain (Loss)</u>
Exchange-traded funds	\$ 120,524	\$ 115,405	\$ 5,119
Mutual funds	167,172	144,129	23,043
U.S. Treasury obligations	95,264	95,125	139
U.S. Corporate bonds	399,202	389,572	9,630
U.S. Common stock	243,153	202,317	40,836
Total	<u>\$ 1,025,315</u>	<u>\$ 946,548</u>	<u>\$ 78,767</u>

		<u>2019</u>	
	<u>Fair Value</u>	<u>Cost</u>	<u>Unrealized Gain (Loss)</u>
Exchange-traded funds	\$ 119,476	\$ 108,970	\$ 10,506
Mutual funds	151,327	149,278	2,049
U.S. Treasury obligations	184,985	185,206	(221)
U.S. Corporate bonds	313,130	313,870	(740)
U.S. Common stock	<u>235,668</u>	<u>212,167</u>	<u>23,501</u>
Total	<u>\$ 1,004,586</u>	<u>\$ 969,491</u>	<u>\$ 35,095</u>

Interest rate risk is the risk that changes in the market interest rates will adversely affect the fair value of an investment. Generally, the longer the maturity of the investment, the greater the sensitivity of its fair value to changes in market interest rates.

The organizations investment policy states that not more than 10% (at cost) of the investment portfolio may be invested in the securities of any one issue, with the exception of the U.S. Government or its agencies. The maximum amount invested in the securities of issuers in the same industry shall not be more than 25% (at cost) of the portfolio.

#### 6. PROPERTY, EQUIPMENT AND DEPRECIATION

Property, equipment and vehicles consisted of the following as of September 30, 2020 and 2019:

	<u>2020</u>	<u>2019</u>
Land	\$ 69,198	\$ 69,198
Buildings and Improvements	1,473,974	1,386,907
Furniture, fixtures, and equipment	1,045,689	1,029,239
Vehicles	<u>632,525</u>	<u>667,912</u>
	3,221,386	3,153,256
Less accumulated depreciation	<u>(2,255,519)</u>	<u>(2,185,948)</u>
Property and equipment, net	<u>\$ 965,867</u>	<u>\$ 967,308</u>

Depreciation expense for the years ended September 30, 2020 and 2019 was \$219,619 and \$278,014 respectively.

#### 7. BANK LINE OF CREDIT

The Organization has a \$1,000,000 revolving line of credit agreement with a bank, secured by all assets. Borrowings under the line bear interest at the bank's LIBOR Advantage rate plus 3.50%, with a floor of 5.00%, adjusted monthly. Interest only payments are required monthly with the principal payable on demand. At September 30, 2020 and 2019, the Organization had no outstanding balance on the line of credit and did not draw on the line during fiscal year 2020.

**8. CONTRACTS PAYABLE**

During fiscal year 2016, the Organization entered into a lease agreement for a new Nashua office location. The Organization was required to make leasehold improvements which were paid in full by the lessor. As part of the terms of the agreement, the Organization is required to pay the lessor \$663 per month, in addition to the base rent, for the improvements performed by the lessor. At September 30, 2020 the outstanding balance was \$7,288 and is expected to be paid in full during the year ended September 30, 2021.

**9. ENDOWMENT FUNDS**

The Organization's endowment consists of individual funds established by donors to provide funding for specific activities and general operations. New Assets associated with endowment funds are classified and reported based on the existence or absence of donor-imposed restrictions.

The Board of Directors has interpreted the New Hampshire Uniform Prudent Management of Institutional Funds Act (UPMIFA) as requiring the preservation of the fair value of the original gift as of the gift date of the donor-restricted endowment funds, unless there are explicit donor stipulations to the contrary. At September 30, 2020, there were no such donor stipulations. As a result of this interpretation, net assets with donor restrictions are classified as (a) the original value of gifts donated to the endowment, (b) the original value of subsequent gifts donated to the endowment (including contributions receivable net of discount and allowance for doubtful accounts), and (c) accumulations to the endowment made in accordance with the direction of the applicable donor gift instrument at the time the accumulation is added. Donor restricted amounts not retained in perpetuity are subject to appropriation for expenditure by the Organization in a manner consistent with the standard of prudence prescribed by UPMIFA. The following factors were considered in making a determination to appropriate or accumulate donor-restricted endowment funds:

- The duration and preservation of the fund.
- The purposes of the Organization and the donor-restricted endowment fund;
- General economic conditions.
- The possible effect of inflation and deflation.
- The expected total return from income and the appreciation of investments.
- Other resources of the Organization.
- The investment policies of the Organization.

**Investment and Spending Policies**

The Organization has adopted investment and spending policies for the investment funds that attempt to provide a predictable stream of funding for operations while seeking to maintain the purchasing power of the investment assets. Over time, long term rates of return should be equal to an amount sufficient to maintain the purchasing power of the investment assets, to provide the necessary capital to fund the spending policy, and to cover the costs of managing the investment funds. The target minimum rate of return is the Consumer Price Index plus 5% on an annual basis. Actual returns in any given year may vary from this amount. To satisfy this long-term rate-of-return objective, the investment portfolio is structured on a total-return approach through which

Investment returns are achieved through both capital appreciation (realized and unrealized) and current yield (interest and dividends). A significant portion of the funds are invested to seek growth of principal over time, or unless the Organization needs to access for immediate need, with Board approval.

The investment fund spending-rate formula is used to determine the maximum amount to spend from the investment fund each year. The rate, determined and adjusted from time to time by the Board of Directors, is applied to the average fair value of the investment fund investments for the prior 12 quarters at December 31 of each year to determine the spending amount for the upcoming year. In establishing this policy, the long-term expected return on the investment fund was considered, the rate set with the objective of maintaining the purchasing power of the investment fund over time.

**Funds with Deficiencies**

Due to market conditions, the fair value of assets associated with individual donor restricted endowment funds may fall below the level that the donor or UPMIFA requires the Organization to retain as a fund of perpetual duration. There were no deficiencies at September 30, 2020 and 2019.

Changes in endowment net assets for the year ended September 30, 2020 are as follows:

	<b><u>Perpetual Endowment</u></b>
Endowment net assets, beginning of year	\$ 195,642
Contributions	<u>845</u>
Endowment net assets, end of year	<u>\$ 196,487</u>

**10. FAIR VALUE MEASUREMENTS**

*FASB Accounting Standard Codification 820 "Fair Value Measurements"* provides a definition of fair value which focuses on an exit price rather than an entry price, establishes a framework in generally accepted accounting principles for measuring fair value which emphasizes that fair value is a market-based measurement, not an entity-specific measurement, and requires expanded disclosures about fair value measurements. In accordance with *FASB ASC 820*, the Organization may use valuation techniques consistent with market, income and cost approaches to measure fair value. As a basis for considering market participant assumptions in fair value measurements, *ASC Topic 820* establishes a fair value hierarchy, which prioritizes the inputs used in measuring fair values. The hierarchy gives the highest priority of Level 1 measurements and the lowest priority to Level 3 measurements. The three levels of the fair value hierarchy under *ASC Topic 820* are described as follows:

**Level 1** - Inputs to valuation methodology are quoted prices available in active markets for identical investments as of the reporting date.

**Level 2** - Inputs to the valuation methodology are other than quoted market prices in active markets, which are either directly or indirectly observable as of the reporting date, and fair value can be determined through the use of models or other valuation methodologies.

**Level 3** - Inputs to the valuation methodology are unobservable inputs in situations where there is little or no market activity for the asset or liability and the reporting entity makes estimates and assumptions related to the pricing of the asset or liability including assumptions regarding risk.

The following is a description of the valuation methodologies used for assets at fair value. There have been no changes in the methodologies used at September 30, 2020.

*Government obligations:* Valued using pricing models maximizing the use of observable inputs for similar securities.

*Non-government obligations:* Consist of corporate bonds that are valued using pricing models maximizing the use of observable inputs for similar securities. This includes basing value on yields currently available on comparable securities of issuers with similar credit ratings.

*Common stocks:* Valued at the closing market price on the stock exchange where they are traded (primarily the New York Stock Exchange).

*Mutual funds and Exchange traded funds:* All actively traded mutual funds and exchange traded funds are valued at the daily closing price as reported by the fund. These funds are required to publish their daily net asset value (NAV) and to transact at that price. All mutual funds and exchange traded funds held by the Organization are open-end mutual funds that are registered with the Securities and Exchange Commission.

	<u>2020</u>			
	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
Exchange traded funds	\$ 120,524	\$ -	\$ -	\$ 120,524
Mutual funds	167,172	-	-	167,172
U.S. Treasury obligations	-	95,264	-	95,264
U.S. Corporate bonds	-	399,202	-	399,202
U.S. Common stock	<u>243,153</u>	<u>-</u>	<u>-</u>	<u>243,153</u>
Total investments	<u>\$ 530,849</u>	<u>\$ 494,466</u>	<u>\$ -</u>	<u>\$ 1,025,315</u>

	<u>2019</u>			
	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
Exchange traded funds	\$ 119,476	\$ -	\$ -	\$ 119,476
Mutual funds	151,327	-	-	151,327
U.S. Treasury obligations	-	184,985	-	184,985
U.S. Corporate bonds	-	313,130	-	313,130
U.S. Common stock	<u>235,668</u>	<u>-</u>	<u>-</u>	<u>235,668</u>
<b>Total investments</b>	<b><u>\$ 506,471</u></b>	<b><u>\$ 498,115</u></b>	<b><u>\$ -</u></b>	<b><u>\$ 1,004,586</u></b>

**11. NET ASSETS WITH DONOR RESTRICTION**

Net assets with donor restrictions are comprised of the following at September 30, 2020 and 2019:

	<u>2020</u>	<u>2019</u>
Time and purpose restricted		
Access modification program	\$ 10,396	\$ 18,016
Advocacy activities	5,661	5,161
Community economic development program	6,790	6,790
IMPACCT program	<u>12,095</u>	<u>12,316</u>
Total time and purpose restricted	34,942	42,283
Perpetual endowment	<u>196,487</u>	<u>195,642</u>
<b>Total</b>	<b><u>\$ 231,429</u></b>	<b><u>\$ 237,925</u></b>

Net assets were released from donor restrictions by incurring expenses satisfying the restricted purpose or the occurrence of the passage of time as follows for the years ended September 30, 2020 and 2019:

	<u>2020</u>	<u>2019</u>
Subject to expenditure for specified purpose:		
Access modification program	\$ 18,016	\$ 47,199
Advocacy activities	-	64
IMPACCT program	<u>221</u>	<u>1,242</u>
Total time and purpose restricted	<b><u>\$ 18,237</u></b>	<b><u>\$ 48,505</u></b>

**12. RETIREMENT PLAN**

The Organization provides a tax-deferred annuity plan qualified under Section 403(b) of the Internal Revenue Code. All salaried employees working 30 or more hours a week and are 21 years of age or older may participate in the plan. The Organization matches up to 100% of employee contributions to the plan, to a maximum of 6% of salaries, depending on the years of service. The Organization contributed \$82,171 and \$114,166 for the years ended September 30, 2020 and 2019, respectively.

**13. OPERATING LEASES**

The Organization leases office space under the terms of non-cancellable lease agreements that are scheduled to expire at various times through 2024. The Organization also rents additional facilities on a month to month basis. Rent expense under these agreements, which is included in building occupancy in the Statement of Functional Expenses, totaled \$173,090 and \$221,856 for the years ended September 30, 2020 and 2019, respectively.

The Organization also leases office equipment under non-cancellable lease agreements that are scheduled to expire at various times through 2022. Equipment rental expense, which is included in equipment lease and maintenance in the Statement of Functional Expenses, totaled \$45,715 and \$45,616 for the years ended September 30, 2020 and 2019, respectively.

Estimated future minimum lease payments on the above leases are as follows:

<u>Year Ending</u> <u>September 30</u>	<u>Amount</u>
2021	\$ 150,279
2022	73,356
2023	64,952
2024	<u>47,784</u>
Total	<u>\$ 336,371</u>

**14. CONCENTRATIONS OF RISK**

A material part of the Organization's revenue is dependent upon government sources, the loss of which would have a materially adverse effect on the Organization. During the years ended September 30, 2020 and 2019, Medicaid accounted for 70% and 75%, respectively, of total revenues and 46% and 49%, respectively, of total accounts receivable. The State of New Hampshire contracts with managed care organizations to reimburse the Organization as a provider of services rendered.

**15. RECLASSIFICATION**

Certain amounts and accounts from the prior year's financial statements were reclassified to enhance comparability with the current year's financial statements.

**16. LONG TERM CARE STABILIZATION PROGRAM**

In response to COVID-19, in April 2020, the State of New Hampshire established the Long Term Care Stabilization (LTCS) Program to provide stipends to certain front line Medicaid providers. The program was developed to incentivize these direct care workers to remain in or rejoin this critical workforce and continue to provide high quality care to vulnerable persons during the pandemic. Under the program, the New Hampshire Department of Employment Security (NHES) would distribute \$300 per week in stipends to eligible full time front line workers and \$150 per week in stipends to eligible part time front line workers. The funding for the LTCS Program was provided through the Coronavirus Relief Fund. During the year ended September 30, 2020, the Organization received grant revenue of \$1,123,800 and expended \$1,123,800 under the grant through payroll and fees for service.

**17. OTHER MATTERS**

The impact of the novel coronavirus (COVID-19) and measures to prevent its spread are affecting the Organization. The significance of the impact of these disruptions, including the extent of their adverse impact on the Organization's financial and operational results, will be dictated by the length of time that such disruptions continue and, in turn, will depend on the currently unknowable duration of the COVID-19 pandemic and the impact of governmental regulations that might be imposed in response to the pandemic. As of January 31, 2021, due to the measures put in place to prevent the spread of COVID-19 we are unable to estimate the future performance of the Organization.

**18. SUBSEQUENT EVENTS**

Subsequent events are events or transactions that occur after the statement of financial position date, but before financial statements are available to be issued. Recognized subsequent events are events or transactions that provide additional evidence about conditions that existed at the statement of financial position date, including the estimates inherent in the process of preparing financial statements. Nonrecognized subsequent events are events that provide evidence about conditions that did not exist at the statement of financial position date, but arose after that date. Management has evaluated subsequent events through January 31, 2021, the date the financial statements were available to be issued.

**GRANITE STATE INDEPENDENT LIVING**  
**SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS**  
**FOR THE YEAR ENDED SEPTEMBER 30, 2020**

<b>FEDERAL GRANTOR/ PASS-THROUGH GRANTOR/ PROGRAM TITLE</b>	<b>FEDERAL CFDA NUMBER</b>	<b>PASS THROUGH GRANTOR NUMBER</b>	<b>FEDERAL EXPENDITURES</b>	<b>PASSED TO SUBRECIPIENTS</b>
<b><u>U.S. DEPT. OF HEALTH AND HUMAN SERVICES</u></b>				
<b><u>Administration for Community Living</u></b>				
ACL Centers for Independent Living	93.432		\$ 973,814	
COVID-19 - ACL Centers for Independent Living	93.432		441,735	
			<u>1,415,549</u>	
<b><u>Administration for Community Living</u></b>				
Passed through State of NH Department of Education				
ACL Centers for Independent Living - State Grants	93.369	1058890	126,695	
Total U.S. Department of Health and Human Services			<u>\$ 1,542,244</u>	
<b><u>U.S. DEPARTMENT OF THE TREASURY</u></b>				
Passed through Governor's Office of Emergency Relief and Recovery				
COVID-19 Long Term Care Stabilization Program				
Coronavirus Relief Fund	21.019		\$ 1,123,800	
Total U.S. Department of the Treasury			<u>\$ 1,123,800</u>	
<b><u>SOCIAL SECURITY ADMINISTRATION</u></b>				
Social Security - Work Incentives Planning and Assistance Program	96.008		\$ 317,727	\$ 63,933
Total Social Security Administration			<u>\$ 317,727</u>	
Total expenditures of federal awards			<u>\$ 2,983,771</u>	<u>\$ 63,933</u>

**NOTE A - BASIS OF PRESENTATION**

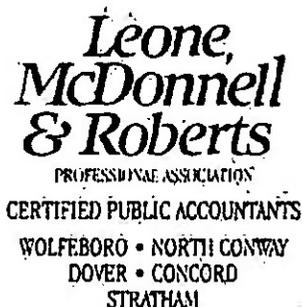
The accompanying schedule of expenditures of federal awards (the Schedule) includes the federal grant activity of Granite State Independent Living under programs of the federal government for the year ended September 30, 2020. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of Granite State Independent Living, it is not intended to and does not present the financial position, changes in net assets, or cash flows of Granite State Independent Living.

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

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in Uniform Guidance, where in certain types of expenditures are not allowable or are limited to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years.

**NOTE C - INDIRECT COST RATE**

Granite State Independent Living has elected to not use the 10-percent de minimis indirect cost rate allowed under Uniform Guidance.



**GRANITE STATE INDEPENDENT LIVING**

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL  
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON  
AN AUDIT OF FINANCIAL STATEMENTS PERFORMED  
IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

To the Board of Directors of  
Granite State Independent Living  
Concord, New Hampshire.

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Granite State Independent Living (a New Hampshire nonprofit organization), which comprise the statements of financial position as of September 30, 2020, and the related statements of activities, cash flows, and functional revenue and expenses for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated January 31, 2021.

**Internal Control Over Financial Reporting**

In planning and performing our audits of the financial statements, we considered Granite State Independent Living's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Granite State Independent Living's internal control. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audits we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

#### **Compliance and Other Matters**

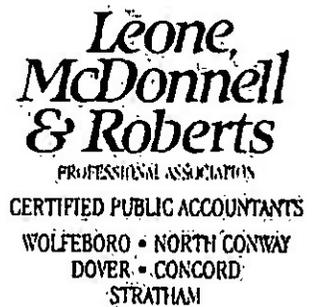
As part of obtaining reasonable assurance about whether Granite State Independent Living's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

#### **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

*Leone McDermott & Roberts*  
*Professional Association*

Dover, New Hampshire  
January 31, 2021



**GRANITE STATE INDEPENDENT LIVING**

**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE**

To the Board of Directors of  
Granite State Independent Living  
Concord, New Hampshire

**Report on Compliance for Each Major Federal Program**

We have audited Granite State Independent Living's compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Granite State Independent Living's major federal programs for the year ended September 30, 2020. Granite State Independent Living's major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

**Management's Responsibility**

Management is responsible for compliance with the requirements of laws, regulations, contracts, and grants applicable to its federal programs.

**Auditors' Responsibility**

Our responsibility is to express an opinion on compliance for each of Granite State Independent Living's major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America, the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirement, Cost Principles, and Audit Requirements of Federal Awards* (Uniform Guidance). Those standards and Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Granite State Independent Living's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Granite State Independent Living's compliance.

### Opinion on Each Major Federal Program

In our opinion, Granite State Independent Living complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended September 30, 2020.

### Report on Internal Control Over Compliance

Management of Granite State Independent Living is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Granite State Independent Living's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Granite State Independent Living's internal control over compliance.

*A deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*Leanne McDonnell & Roberts  
Professional Association*

Dover, New Hampshire  
January 31, 2021

**GRANITE STATE INDEPENDENT LIVING**

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS  
FOR THE YEAR ENDED SEPTEMBER 30, 2020**

**A. SUMMARY OF AUDITORS' RESULTS**

1. The auditors' report expresses an unmodified opinion on whether the financial statements of Granite State Independent Living were prepared in accordance with GAAP.
2. No significant deficiencies relating to the audit of the financial statements are reported in the *Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards*. No material weaknesses are reported.
3. No instances of noncompliance material to the financial statements of Granite State Independent Living, which would be required to be reported in accordance with Government Auditing Standards, were disclosed during the audit.
4. No significant deficiencies in internal control over major federal award programs are reported in the *Independent Auditors' Report on Compliance for Each Major Program and on Internal Control Over Compliance Required by Uniform Guidance*. No material weaknesses are reported.
5. The auditors' report on compliance for the major federal award programs for Granite State Independent Living expresses an unmodified opinion on all major federal programs.
6. There were no audit findings that are required to be reported in accordance with 2 CFR 200.516(a).
7. The program tested as a major program was: U.S. Department of the Treasury, Coronavirus Relief Fund, 21:019.
8. The threshold for distinguishing between Type A and B programs was \$750,000.
9. Granite State Independent Living was determined to be a low-risk auditee.

**B. FINDINGS – FINANCIAL STATEMENTS AUDIT**

None

**C. FINDINGS AND QUESTIONED COSTS-MAJOR FEDERAL AWARD PROGRAM AUDIT**

None

**GRANITE STATE INDEPENDENT LIVING**  
**SUMMARY SCHEDULE OF PRIOR AUDIT FINDINGS**  
**FOR THE YEAR ENDED SEPTEMBER 30, 2020**

**SOCIAL SECURITY ADMINISTRATION**

**FINDING 2019-001**

**Condition:** The Organization did not have written policies and procedures related to sub-recipient monitoring and management as required under Uniform Guidance. Further, sub-recipient agreements did not include certain elements required by Uniform Guidance.

**Recommendation:** The Organization should address the weaknesses noted above by implementing written policies and procedures related to sub-recipient monitoring and management, in order to comply with Uniform Guidance. Further, sub-recipient agreements should be amended to include elements required by the Uniform Guidance.

**Current Status:** Corrected.



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Concord, NH 03301  
603.228.9680  
800.826.3700  
603.225.3304 (fax)  
[www.gsil.org](http://www.gsil.org)

## 2022-2023 Board of Directors

### Executive Committee

Lorna Greer, Board Chair

Larry Smukler, Interim 1st. Vice Chair

Eric Schlepphorst, M.D., 2nd Vice Chair

Geoff Souther, Treasurer & Secretary

### Board Members

Ken Traum

Theo Vougias

Iris Polley

Dave Qualey

Kevin Ennis

Don McDonah, M.D

Grant Van Der Beken

Bruce Higginbotham

RESUMES

## ASHLEY PALMA

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Hill, NH 03243

### Summary

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Adaptable professional who demonstrates strong communication skills, while maintaining a high-level work ethic. Customer service oriented while continuing to manage employees, projects, tasks and large caseloads with above-and-beyond results.

### Experience

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*Granite State Independent Living*

*January 2022-Current*

*Director of Community Service*

*May 2022-Present*

- Oversee the five community programs; Transportation, Independent Living, Benefits Counseling, Ticket to Work Employment, and Peer Mentor & Support
- Accomplish department objectives by managing staff; planning and evaluating department activities
- Maintain staff by recruiting, hiring and training employees
- Approve time cards and payroll
- Write and apply for grants and continuous grant proposals
- Administer all federal and state grants we receive
- Gather and report data for federal and state grants

*Manager of Benefits Counseling*

- Accomplish department objectives by managing staff; planning and evaluating department activities
- Maintain staff by recruiting, hiring and training employees
- Develop and coordinate systems, policies and procedures
- Gather and report data for Social Security grant
- Write and apply for grants and continuous grant proposals
- Counseling Social Security Beneficiaries about the different types of benefits available
- Counseling of beneficiaries on their options for State of NH benefits and the effects employment have on their benefits
- Manage the active caseloads of beneficiaries and follow their cases for about a year
- Manage per month the caseload of 20-30 beneficiaries for information and referral help
- Use Microsoft Office products to enhance client experience and to execute high-level analysis
- Meet changing deadlines with different clients while maintaining a high-quality work

*June 2016-January 2022*

*Community Work Incentives Coordinator*

- Counseling Social Security Beneficiaries about the different types of benefits available
- Counseling of beneficiaries on their options for State of NH benefits and the effects employment have on their benefits
- Manage the active caseloads of beneficiaries and follow their cases for about a year
- Manage per month the caseload of 20-30 beneficiaries for information and referral help
- Use Microsoft Office products to enhance client experience and to execute high-level analysis
- Meet changing deadlines with different clients while maintaining a high-quality work
- Helped gather supporting data for program grants for the organization

*Community Works Transition Coordinator*

*June 2016-2017*

- Counseling Social Security Beneficiaries on employment opportunities
- Manage and schedule meetings with beneficiaries to show them incentives available
- Providing local high schools with resources and workshops revolving around transition
- Utilizing Microsoft Office products to enhance client experience.

*Concord School District*

*2014-2016*

*Educational Assistant*

- Worked one-on-one with preschool aged children who were diagnosed with Autism and other cognitive disorders
- Worked closely with therapists, teachers, families and students to gain academic knowledge, social skills and prepare for kindergarten
- Well-versed in classroom management and providing student support
- Worked in collaboration with leading teachers regarding student progress and behavior management

**Education**

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*Certification-Youth Work Incentive Practitioner*

*Cornell University*

*Master of Science- Healthcare Administration*

*Southern New Hampshire University*

*Bachelor of Arts- Biology*

*Franklin Pierce University*

*Minor in Psychology*

**Affiliations/Licenses**

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VCU-WIPA- Community Work Incentive Coordinator  
NH Apprenticeship Program-Youth Development Practitioner

Maryanne H.C. MacLeod  
Farmington, NH 03835

Recent Work Experience:

Granite State Independent Living, Concord, NH

April 2021--present

Independent Living and Employment Coordinator

Assist individuals with disabilities to achieve their independent living goals, including developing home access, housing, assistive technology and transportation opportunities.

Assist individuals with disabilities in preparing for, seeking and maintaining employment through the Ticket-to-Work and Vocational Rehabilitation programs.

Farmsteads of New England, Epping, NH

September 2017--March 2021

Employment and Transition Services Coordinator

Manage Employment Services, including job development, job coach training, employment database upkeep, employment contacts, consumer documents and similar. Train both consumers and job coaches on employment search techniques and strategies.

Manage School Transition Services, including supervision of Rehabilitation Assistants, assisting in the development of IEPs, billing, sales presentations, providing back up for RA's, transition planning, etc.

Mentor/DSP to individuals with various developmental disabilities to participate in the community, develop social connections and social skills, develop and enhance marketable work skills and dispositions. Developed ISA goals and implementation strategies.

One Sky Futures, Newmarket and Portsmouth, NH

August 2008-- August 2017

Director of Employment and Educational Services

Manage School Transition Services, Community Participation Services, Participant Directed and Managed Services, Supported Employment, Vocational Rehabilitation and Private Pay services for up to 30 individuals with disabilities.

Supervise, schedule and manage up to 28 Direct Support Providers, Rehabilitation Assistants and Job Coaches

Develop and implement Individualized Education Plans, Individualized Plans for Employment and Individualized Service Plans. Develop and create customized learning experiences to achieve individuals' goals. Comply with all state CPS (He-M 507) regulations and requirements for annual inspection.

Living Innovations Support Services, Greenland, NH

August 2003--July 2008

Program Manager

Manage Day Habilitation, Residential, and School Transition Services programming for up to 22 individuals with disabilities. Supervise up to 20 support providers.

Implement and assist in the development of customized service plans for students and adults with disabilities. Provide direct supports, when needed, for individuals served.

Atlantic Culinary Academy/Le Cordon Bleu (McIntosh College), Dover, NH

January 2001--July 2003

Chef Instructor/General Education Curriculum Coordinator

Responsible for developing and implementing general education curriculum in compliance with NEASC and American Culinary Federation certification requirements.

Instructor for: Culinary Math and Culinary Professional Development courses.

Advisor to multiple student organizations. Accuplacer advisor. Mentor.

#### Education and Training:

Basic Employment Services Certificate

Association of Community Rehabilitation Educators (ACRE), 2008

Master of Adult and Occupational Education (M.A.O.Ed)

University of New Hampshire, 2000

Graduate Certificate in Adult Education

University of New Hampshire, 2000

Bachelor of Arts in English

University of New Hampshire, 1992

Phi Beta Kappa; Magna Cum Laude; Burnham Scholarship Recipient

#### Personal Traits and Characteristics:

- Good sense of humor
- Compassionate and empathetic
- Responsible and dependable
- Strong and persistent advocate for those in need
- Yankee work ethic with a penchant for innovation

James B. Ganley

Bow, New Hampshire 03304

Summary:

A high energy change agent with many years of demonstrated success transforming people through motivation and goal setting, seeking a position in project management / directorship / promotions

Professional Experience:

NeuroRestorative                      Residential Team Leader      June 2019

98 Nottingham Road  
Deerfield, NH

Supervising direct support for traumatic brain injury clients in both the residential setting and in the community.

The Mental Health Center of Greater Manchester    health mentor    April 2018 – April 2019

1555 Elm Street  
Manchester, NH 03101

Offering personal coaching in health matters to local residents suffering from severe mental illness.

Gym Ganley Athletic Shapes    owner/consultant    1993 – Present  
Bow, New Hampshire

Providing fitness consulting services to corporate and private accounts in the area of health, wellness, and sports conditioning:

- 1 Designed and implemented custom, activity based one-on-one training based on experienced assessment.
- 2 Consulted with corporate accounts designing fitness areas and start up programs for full functionality of staff.
- 3 Authored and designed educational / incentive material via printed media and the Internet.
- 4 Trained and mentored competitive athletes in their training programs to meet exacting goals.
- 5 Participated in personal appearances as a guest speaker on the topics of nutrition, fitness, and fat loss for a



Keene, NH 03431

**Skot Jervis**

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**Objective** To secure a job that will allow me to assist people with disabilities with improving their lives.

**Work Experience** Granite State Independent Living  
21 Chenell Drive  
Concord, NH 03301

**Services coordinator** January 2002-Present

- Assisted numerous people with disabilities with overcoming barriers that restricted their independence. Including, but not limited to, home modifications, acquiring adaptive equipment, benefits enrollment, vehicle modifications, and peer support.
- Organized and/or participated in numerous outreach presentations in order to inform other agencies about the services Granite State Independent Living can offer the population they serve.

**Skills** I consider myself to be quite computer literate; skilled with Microsoft Office and easily adapt to new database/data entry systems as necessary.

**Interests** Photography, technology, exercise

**Education** Keene State College  
229 Main Street  
Keene, NH 03431  
Dates attended: 1999-2001  
Masters in Education  
School Guidance Counselor Certification

Keene State College  
229 Main Street  
Keene, NH 03431  
Dates attended: 1995-1999  
Bachelors in Elementary Special Education & Psychology

Central High School  
207 Lowell Street

Manchester, NH 03104  
Dates attended: 1983-1987

**References**

References available upon request

Heidi A. Clemmey, LCSW

Social Worker

Framingham, MA 01702

Dedicated Social Worker with over 20 years

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**Skills**

NASW Code of Ethics

Mental Health Assessments & Identifying needs of Program Development

Case Management

Skilled at facilitating attainment of program development & coordinating services in need

Community Outreach & Social Services

American Sign Language native signer

**Experiences:**

**Independent Living Service Coordinator Deaf Hard of Hearing Specialist**

**Granite State Independent Living, Manchester, NH**

Provide information and referral, advocacy, and direct services to people with disabilities. Promote independent living for people with disabilities in the communities in which you work. Participate in outreach activities to members of the general community: service providers, community organizations, individuals with disabilities and their families.

6/22-Present

**DHILS Independent Living Specialist**

**Center for Living Independent Work, Worcester, MA**

Provided Independent Living Services support with clients including peer mentor, problem solving, crisis intervention, advocacy tools, and information and referral sources.

6/16-11/16

**Outreach Specialist**

**New England Homes for the Deaf, Danvers, MA**

Oversee regional Deaf Senior Centers to ensure that the Deaf and Deafblind seniors have access to communication in their home region. Provided some outreach information resources that would enhance Deaf seniors for a better well-being.

8/14/-4/16

**DMH West Mass Case Manager**

**Department of Mental Health, Springfield, MA**

Assisted clients with intakes including orientation, paperwork, psychometric assessments, assessment review, service recommendations, and client-centered individualized service plans (ISPs) within established timeframes. Also provided individual case management sessions to increase the probability of service completion and effective life functioning. Duties include community linkages, use of standardized case management tools, and vocational and educational support.

11/13-3/14

**Parent Training Coordinator (Contract Employee)**

**Massachusetts Commission for the Deaf & Hard of Hearing, Boston, MA**

Provided advocacy training for families and professionals, coordinated hearing loss resources for parents and professionals, supported Individual Education Plan planning for Deaf/hard of hearing children and their families.

5/05-5/013

**Northeast Children Specialist**

**Massachusetts Commission for the Deaf & Hard of Hearing, Boston, MA**

Assisted parents in working with other public and private agencies provided consultation with educators and service providers about the special needs of children with hearing loss, identifiers needs and issues of children with hearing loss, provided information about hearing loss and made referrals to appropriate resources.1/02-3/05

**Mental Health Clinician**

**South Shore Mental Health Inc., Quincy, MA**

Provided individual psychotherapy and couple counseling.

8/00-7/01

**Family & Child Therapist**

**Community Counseling Center, Portland, ME**

Provided individual psychotherapy counseling with Deaf/hard of hearing children and their parents, provided school social work service at Governor Baxter School for the Deaf.

8/99-5/00

**School Social Work Intern**

**Model Secondary School for the Deaf (M.S.S.D.), Washington, D.C.**

Provide individual and group counseling for Deaf and Hard of Hearing students, participated in interdisciplinary team meetings to provide support services and coordinated educational/community workshops for MSSD students.

7/99-8/99

**Day Camp Teacher**

**South Shore Collaborative Education, Hingham, MA**

Supervised and Provided academic activities, field trips, art activities and outdoor activities for Deaf children ranging in age from 6 to 13.

2/97-5/97

**American Sign Language Instructor**

**Northeastern University, Boston, MA**

Taught students American Sign Language using the VISTA curriculum.

3/97-8/98

**Independent Living Skills Specialist**

**D.E.A.F. Inc, Allston, MA**

Advocated for clients in obtaining appropriate services & Trained clients to become independent and how to access resources.

3/96-11/96

**Senior Research Assistant**

**Rhode Island Commission for the Deaf/Hard of Hearing, Providence, RI**

Coordinated information/referrals to outreach to Deaf community and state agencies about Deaf resources availability and Provided the Deaf Awareness/Culture and Communication Access Training.

8/95-2/96

**Case Manager & Job Coach**

**Vocational Resources Inc., Providence, RI**

Trained Deaf mentally challenged consumers in various occupations & advocated for their rights under The Americans with Disabilities Act.

**EDUCATION:**

M.S. in Social Work, in May 2000

Gallaudet University, Washington, D.C.

B.S. in Social Work, in May 1995

Rochester Institute of Technology, Rochester, N.Y.

**AWARDS:**

Graduate President Scholars 1999  
MSW Program Award 1999 & 2000  
Alpha Sigma Theta 1991 & 1990  
Miss Deaf Connecticut 1991

**TRAINING:**

**Peer Mentor Interpreter Program**  
Northeastern University, Boston, MA

**IEP Advocate**  
Federation for Children with Special Needs, Boston, MA

**American with the Disabilities Act**  
Massachusetts Rehabilitation Commission, Boston, MA

**Shared Reading Project Parent Coordinator**  
Gallaudet University Northeast GURC

**Civil Rights Now-Working Together**  
Office of Civil Rights Region 1, Boston, MA

**Substance Abuse Treatment for Deaf & Hard of Hearing**  
MCDHH, Boston, MA

**Justice for Deaf Victims**  
Abused Deaf Women Advocacy Services, Seattle, WA

**ACTIVITIES:**

Deaf Autreat, Deaf Autism, MAKODA, FCSN, NASW, & Gallaudet Shareholder Task Force

**ACTIVITIES:**

Deaf Autreat, Deaf Autism, MAKODA, FCSN, NASW, & Gallaudet Shareholder Task Force

**Theresa M. Nordle, NIC**

*Nationally Certified ASL/English Interpreter, NH Lic.  
Manchester, NH 03104*

**RELEVANT EXPERIENCE**

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1983-1985	Claypit Hill Elementary School	Wayland, MA
	<i>Educational Interpreter/Tutor</i>	
1985-1989	Northern Essex Community College	Haverhill, MA
	<i>Staff Interpreter/Tutor, Post-Secondary</i>	
1989-1991	Memorial High School	Manchester, NH
	<i>Educational Interpreter/Tutor</i>	
1991-1998	Manchester School of Technology	Manchester, NH
	<i>Classroom Teacher, Alternative Education Program; Grant Writer</i>	
1998-2000	ATECH Services/ASSETT	Concord, NH
	<i>Educational Services Coordinator for students with disabilities, NH school districts</i>	
2000- 2004	Southern NH University	Manchester, NH
	<i>Full time ASL/English Interpreter, post-secondary;</i>	
2004 – 2006	Pembroke Academy	Pembroke, NH
	<i>Classroom Teacher/ ASL Interpreter</i>	
2005 – Present	Community Freelance Interpreter	NH and MA
	<i>Freelance ASL/English Interpreter in post-secondary, medical and community settings throughout NH and MA.</i>	
2008 – Present	Sorenson Communications	At-Home and Boston, MA
	<i>Video Relay Interpreter, Boston Center</i>	
2012 – 2016	Massachusetts Institute of Technology	Cambridge, MA
	<i>ASL/English Interpreter, Post-Secondary</i>	
2012 – Present	Granite State Independent Living	Manchester, NH
	<i>Staff ASL/English Interpreter; Classroom Facilitator; IL Services Coordinator</i>	
1980 – Present	Southern NH Skating Club	Manchester, NH
	<i>Professional Figure Skating Coach</i>	

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1979 -1982 University of New Hampshire  
*Undergraduate coursework, ITP, ASL/English Interpreting & Deaf Studies*

1982-1983 Front Range College, Westminster, CO  
*Undergraduate coursework, ITP, ASL/English Interpreting & Deaf Studies*

1983 A.S., Sign Language Interpreting and Deaf Studies , University of NH  
*National Interpreter Certification (NIC), RID – Expires 9/24*  
*Interpreting License, State of NH – Expires 9/25*

**Dawn M. Keddy**  
Berlin, NH 03570

**HIGHLIGHTS OF QUALIFICATIONS**

- Proficient in providing direct services, employment coaching, and referrals to program participants
- Compassionate in conversing with clients in delicate situations
- Skilled in explaining detailed information, instructions, and regulations
- Adept at interviewing and counseling, especially with regard to detailed procedures
- Efficient in examination, verification, and submission of specialized data
- Proficient at learning and utilizing proprietary software

**RELEVANT EXPERIENCE**

*Client Service*

- Provided employment coaching, counseling, and support
- Assisted participants in obtaining available resources
- Administered personality, career interest, and academic aptitude assessments
- Matched qualified clients with employers and placed participants in volunteer sites
- Provided guidance to acquire and submit proper forms, and follow procedures
- Maintained regular contact to address questions, concerns, or changes

*Introducing and Explaining Programs*

- Presented program orientations to program participants
- Provided individualized instructions for client participation
- Guided and supported participants through duration of contracts
- Identified, mediated, and resolved conflicts

*Outreach and Reporting*

- Submitted detailed and accurate weekly, bi-weekly, and monthly program reports
- Engaged in outreach services to communities, employers, and individuals
- Attended employer and partner meetings to market and present programs
- Drafted and executed volunteer and employment contracts
- Maintained contract reports and performed routine evaluations
- Initiated and participated in advisory meetings

**EMPLOYMENT HISTORY**

New Hampshire Job Corps	Admissions Counselor	03/2016 – Present
Tri-County CAP – Workplace-Success Career Center	Community Job Specialist/ On-the-Job Training Developer	04/2013 – 03/2016
Tri-County CAP – Transit	Dispatcher	12/2012 – 04/2013
Androscoggin Valley Hospital	Patient Access Representative	10/2010 – 02/2012
AFLAC Assurance Co. Inc.	Insurance Agent	06/2007 – 06/2008
Berlin City Chevy	Service Advisor/Warranty Rep	09/2006 – 05/2007

**KEY ADMINISTRATIVE PERSONNEL****NH Department of Health and Human Services****Contractor Name:** Granite State Independent Living**Name of Program:** Home Modifications and Repairs Program Services

<b>BUDGET PERIOD:</b>		<b>SFY 2023</b>		
<b>NAME</b>	<b>JOB TITLE</b>	<b>SALARY</b>	<b>PERCENT PAID FROM THIS CONTRACT</b>	<b>AMOUNT PAID FROM THIS CONTRACT</b>
Ashley Palma	Director of Community Services	\$65,000	5.00%	\$3,250.00
Maryanne MacLeod	IL Service Coordinator	\$46,000	5.50%	\$2,530.00
James Ganley	IL Service Coordinator	\$42,998	5.50%	\$2,364.89
Skot Jervis	IL Service Coordinator	\$43,310	5.50%	\$2,382.05
Heidi Clemmey	IL Service Coordinator	\$16,006	5.50%	\$880.33
Theresa Nordle	Staff Interpreter	\$32,646	5.50%	\$1,795.53
Dawn Keddy	IL Service Coordinator	\$49,000	5.05%	\$2,472.20
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				<b>\$15,675.00</b>

<b>BUDGET PERIOD:</b>		<b>SFY 2024</b>		
<b>NAME</b>	<b>JOB TITLE</b>	<b>SALARY</b>	<b>PERCENT PAID FROM THIS CONTRACT</b>	<b>AMOUNT PAID FROM THIS CONTRACT</b>
Ashley Palma	Director of Community Services	\$65,000	8.00%	\$5,200.00
Maryanne MacLeod	IL Service Coordinator	\$46,000	9.25%	\$4,255.00
James Ganley	IL Service Coordinator	\$42,998	9.25%	\$3,977.32
Skot Jervis	IL Service Coordinator	\$43,310	9.25%	\$4,006.18
Heidi Clemmey	IL Service Coordinator	\$16,006	9.25%	\$1,480.56
Theresa Nordle	Staff Interpreter	\$32,646	9.25%	\$3,019.76
Dawn Keddy	IL Service Coordinator	\$49,000	8.74%	\$4,281.20
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				<b>\$26,220.00</b>