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NH Governor's Commission on Disability
Christopher T. Sununu, Governor
Paul Van Blarigan, Chair
Charles J. Saia, Executive Director

April 18, 2023

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

REQUESTED ACTION

Authorize the Governor's Commission on Disability (GCD), to enter into an agreement with New Hampshire Association for the Blind, Trade Name Future In Sight (vendor number 154156-B001), of Concord, NH, in an amount not to exceed $181,006.00 for the distribution of telecommunications equipment, with two renewal options for two years each, for the period beginning July 1, 2023 or upon Governor & Council approval, whichever is later, through June 30, 2025. 100% Other funds (PUC).

Funds are anticipated to be available in the State Fiscal Year 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget in the following account: Telecommunications Assistance.

Account Number	Description	FY2022	FY2023
01-02-02-020510-10070000-571-500929	Pass Thru Grants	$90,503.00	$90,503.00

EXPLANATION

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

A Request for Proposal was published on the state's Contract Posting Division and The Union Leader, on December 14, December 21, and December 28, 2022, for this continuing program. New Hampshire Association for the Blind, Trade Name Future In Sight (FIS) was selected for this project through a competitive bid process.

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

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

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

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

Respectfully submitted,

Charles J. Saia
Executive Director

Attachments:
Signed Agreement
RSA 362-E
CHAPTER Gcd 300

Governor's Commission on Disability
Evaluation Summary

RFP – SFY 2024/2025							
Bidder	Bidder's Address	Significance of Project: 150 Combined Points	Quality of Project Design: 150 Combined Points	Adequacy of Resources: 50 Combined Points	Evaluation of Project: 50 Combined Points	Quality of Services: 100 Combined Points	Total Combined Points: 500
Northeast Deaf and Hard of Hearing Services, Inc.	56 Old Suncook Rd Concord, NH 03301	**120**	**90**	**25**	**40**	**75**	**350**
New Hampshire Association for the Blind, Trade Name Future In Sight	25 Walker St Concord, NH 03301	**140**	**150**	**50**	**40**	**90**	**470**

Evaluation Committee

Charles J. Saia Esq.	Mr. Saia is a licensed attorney and is employed as the Executive Director of the Governor's Commission on Disability. Voting Evaluator
Michael Racette	Mr. Racette is a GCD Commission member since 09/09/2016. Mr. Racette has a BA in Sociology and two technical certificates in the computer sciences. Mr. Racette has 30 plus years working in Health & Human Services. Voting Evaluator
Carolann Wais	Ms. Wais is a GCD Commission member since 03/27/2019. Beginning as a special education teacher in the late 60's, Ms. Wais advanced to serve two New Hampshire districts as Assistant Superintendent. At the Moore Center, she later took on the title of case manager and served through 2016 as legislative liaison for adults with developmental disabilities. Voting Evaluator
Paul M. Kelley	Mr. Kelley is a GCD Commission member since 08/01/2017. Mr. Kelley is the Town of Seabrook Moderator, a member of the Seabrook Housing Authority, and the former Director of the New Hampshire Racing & Charitable Gaming Commission. Voting Evaluator
Lorrie J. Ripley	Ms. Ripley is licensed as a LCMHC and is employed at the Governor's Commission on Disability as the Client Assistance Program Ombudsman/ADA Title Employment Specialist. Voting Evaluator
Stacey M. Dubia	Ms. Dubia has a Bachelor's degree in Accounting and is employed as the Business Administrator I and Grant Manager for the Governor's Commission on Disability. Non-Voting Evaluator

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

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name GOVERNOR'S COMMISSION ON DISABILITY		1.2 State Agency Address 54 REGIONAL DRIVE SUITE 5 CONCORD NH 03301-8502	
1.3 Contractor Name NH Association for the Blind dba\Future In Sight		1.4 Contractor Address 25 Walker Street, Concord, NH 03301	
1.5 Contractor Phone Number 603-224-4039	1.6 Account Unit and Class 01-02-020510-1007000 – 571	1.7 Completion Date JUNE 30, 2025	1.8 Price Limitation $181,006.00
1.9 Contracting Officer for State Agency CHARLES J. SAIA, EXECUTIVE DIRECTOR		1.10 State Agency Telephone Number 603-271-2773	
1.11 Contractor Signature Date: 3/20/23		1.12 Name and Title of Contractor Signatory Dr. Randy Pierce President & CEO	
1.13 State Agency Signature Date: 03/26/2023		1.14 Name and Title of State Agency Signatory CHARLES J. SAIA EXECUTIVE DIRECTOR	
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: 4/5/2023.	
1.17 Approval by the Governor and Executive Council *(if applicable)* G&C Item number:		G&C Meeting Date:	

Contractor Initials RP
Date 3/20/23

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, 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.

3.3 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. 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 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, 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 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

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 and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. 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 age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. 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 this Agreement and all rules, regulations and orders pertaining to 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 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

Contractor Initials MLA
Date 3/20/23

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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.

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) calendar 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) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure 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 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, 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.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 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. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. 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 State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

Contractor Initials BLP
Date 3/20/23

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 any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. 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 any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

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

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

19. CHOICE OF LAW AND FORUM.
19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. 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.
19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. 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.

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

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. 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.

26. 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.

Contractor Initials
Date 3/20/23

EXHIBIT A

SPECIAL PROVISIONS

1. Services will initially be provided through June 30, 2025 with the potential for two (2) two-year extensions contingent upon available funding and Governor and Executive Council (G&C) approval.

EXHIBIT B

SCOPE OF SERVICES

1. For the period beginning July 1, 2023 or upon Governor and Council Approval, whichever is later, Contractor will maintain a telecommunications equipment assistance program that will enable qualified persons in New Hampshire to access emergency telephone service through the use of telecommunications equipment assistance. To provide access to those persons who, without appropriate equipment, would not be able to use the telecommunication services effectively and thus would be unable to access public safety programs. As a part of the outreach function, applications will be made widely available to ensure that those qualified to be equipment recipients have the opportunity to apply.

2. Contractor shall perform regular and substantial outreach efforts to all individuals with a disability, including but not limited to individuals who have a physical disability or who are hard of hearing, deaf, deaf/blind, blind, low vison, etc.

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

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

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

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

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

RMc
3/23/23

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

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

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

11. Contractor shall provide to the State a comprehensive annual report of the TEAP, for the periods covering July 1, 2023 to June 30, 2024, and July 1, 2024 to June 30, 2025. The annual report must contain, among other matters, a thorough narrative describing the activities of the program, a director's report, and a budget (including a balance sheet, income statement, etc.). The State, in its sole discretion, may amend the contents of the annual reporting requirements at any time. The annual reports must be delivered to the State by September 1, 2024 and 2025, with 7 hard copies.

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

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

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

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

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

RJW
3/23/23

17. As applicable, Contractor shall perform all requirements as contained in the Request for Proposal (RFP TEAP SFY 2024-2025) and the Proposal presented by Contractor dated January 18, 2023.

EXHIBIT C

CONTRACT PRICE/METHOD OF PAYMENT/TERMS OF PAYMENT

1. The total reimbursement for program expenses payable to the Contractor shall not exceed $181,006.00 ($90,503.00 is available for SFY 2024 and $90,503.00 is available for SFY 2025), disbursed on September 30, December 31, March 31, and June 30 of each State of New Hampshire Fiscal Year. It is understood by the parties that the State is under no obligation to disburse any funds to Contractor unless the State has received its revenue for the program from the Public Utilities Commission.

RVS
3/23/23

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

Business ID: **763739**

Certificate Number: **0006087114**

IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 18th day of January A.D. 2023.

David M. Scanlan

Secretary of State

FUTURE
IN SIGHT

P: 603 224 4039
F: 603 224 4378
www.futureinsight.org

RESOLUTION

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

I hereby certify that a vote of the Board of Directors of the Corporation was duly recorded the 23rd day of December 2021, at which time every member of the board of directors consented in writing as prescribed in the Bylaws of the New Hampshire Association for the Blind, and the following resolution was adopted by a majority of the consents received, and as of the date hereof, has not been rescinded or modified:

"RESOLVED that the following employees of the Corporation:

Randy Pierce, President & CEO is fully authorized and empowered to sign all documents required to execute a contract with the State of New Hampshire's Governor's Commission on Disability.

This resolution shall stay in effect until further notice.

IN WITNESS WHEREOF, the undersigned has executed and delivered this Certificate on the 18th, day of April, 2023.

Chair of the Board of Directors

Witness

NHASSOC-03

DBEAUDOIN

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 4/5/2023

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

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

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

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

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

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

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			ZDVA782163	11/1/2022	11/1/2023	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,100,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 3,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ Included
	OTHER:							$
A	AUTOMOBILE LIABILITY			AWVA782191	11/1/2022	11/1/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB / X OCCUR			UHVA782448 07	11/1/2022	11/1/2023	EACH OCCURRENCE	$ 1,000,000
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$ 1,000,000
	DED X RETENTION $ 0							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			HCHS20220000562	1/1/2023	1/1/2024	X PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: Y	N/A					E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Workers Compenation Information
3A State: NH
Volunteers are excluded from coverage.

SEE ATTACHED ACORD 101

CERTIFICATE HOLDER

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

CANCELLATION

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

AUTHORIZED REPRESENTATIVE
Diane P. Beaudois

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AGENCY CUSTOMER ID: NHASSOC-03 DBEAUDOIN

LOC #: 1

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
Davis & Towle Morrill & Everett, Inc.		NH Association for the Blind DBA Future in Sight 25 Walker Street Concord, NH 03301
POLICY NUMBER SEE PAGE 1		
CARRIER SEE PAGE 1	NAIC CODE SEE P 1	EFFECTIVE DATE: SEE PAGE 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Description of Operations/Locations/Vehicles:
Professional Liability - Hanover Inurance Company
Policy Term 11/1/2022 to 11/1/2023
Policy # ZDVA782163
$1,000,000 per Occurrence
$3,000,000 Aggregate

With regard to Professional Liability, employees are included as insureds while performing duties related to the conduct of the Insured's organization.

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RANDY L. PIERCE

NON-PROFIT STRATEGY | STAKEHOLDER RELATIONS | TEAM LEADERSHIP & DEVELOPMENT

An energetic and visionary leader whose proven track record of achieving peak results through cohesive team building, compassionate communication and empowering a shared vision that has positively and substantially impacted citizens and leaders throughout the state of New Hampshire and beyond.

EXECUTIVE SUMMARY

- 12+ years of successfully leading and managing non-profits, creating solid fiscal strategies, and fiercely advocating for improved services, access, and resources for people who are blind and visually impaired. Recognized by peers and colleagues for inspiring and motivating teams and demonstrating strong and strategic problem-solving skills in traditionally resource-strained environments.
- Passionate about developing talent and helping people expand their scope of abilities and self-awareness through a range of professional coaching methods. Actively mentors 20 individuals including other non-profit chairs and C-Suite executives.
- Highly values being a candid, transparent, and analytical leader who possesses a deep technical aptitude in addition to core principles that center around interpersonal connections and empathy.
- Demonstrated ability to manage and navigate organizations through intense "sea change" and crises.
- Highly analytical and technically savvy; leverages technical background to evaluate and implement efficiencies through new assistive technology in hardware, screen readers, navigation, scanning, and identification on PC and IOS.

RELATED EXPERIENCE

Future In Sight | Concord, NH — 2021 – Present; 2008 – 2018

A 100+ year-old organization that provides NH citizens who are blind or visually impaired the education, training, and support they need and deserve.

President and CEO

- Establishes goals, objectives, and key performance measurements in collaboration with the Board of Directors, the management team, and other staff members as appropriate.
- Works with the CFOO to assess the competitive landscape for services provided and to ensure that FIS is well positioned financially to deliver quality programs.
- Organizes, motivates, and mentors internal team leaders to strategically grow the organization's impact, program services and fundraising capabilities.
- Drives business development and fundraising in collaboration with the Development Director, leveraging the Board as needed.
- Initiates, cultivates, and furthers relationships with the organization's portfolio of individual, foundation and corporate supporters. Identifies and builds relationships with revenue and referral sources.
- Provides strategic leadership and oversight for the administrative and operational functions of the organization.
- Assumes responsibility for the fiscal integrity of the organization. Ensures that financial resources are prudently directed and that FIS is in compliance with any applicable laws and regulations.
- Coordinates the development of a board approved annual budget with the CFOO.
- Represents the organization and serves as chief spokesperson publicly at events, conferences, and partnership meetings as well as with government agencies.

Board Chair (2015 – 2017) / Board Member (2008 – 2018)

- Provided support and guidance around development initiatives, client services, and advocacy.
- Also served on the Blind Awareness Walk Committee and Co-Chaired the Client Services Committee.

2020 Vision Quest, Nashua, NH — 2010 – Present

2020 Vision Quest inspires individuals to achieve their peak potential by illustrating key tools to build positivity and resilience. Funds raised support guide dog partnerships and crucial services for people who are blind & visually impaired.

Founder, President & Board Chair

- Founded organization and continues to manage a team of 18 volunteers, 50% of which are original team members who joined upon inception. Successfully raised over $750k in charitable donations through keynotes, event facilitation, donor relations, and corporate partnerships.
- Recruits, interviews, and trains mission-centered volunteers.
- Manages P&L, budget forecasting, grant opportunities, and donor relations.
- Presents 14+ keynotes per year at a variety of corporate and non-profit trainings, events, school presentations, and conferences.
- Oversees all Public Relations initiatives with both the press and community stakeholders who are directly impacted by the organization's efforts and initiatives.
- Personally, competes in various activities throughout the year (including running the Boston Marathon and Hiking Mount Kilimanjaro) to champion 2020 Vision Quest's mission, spread awareness, and increase access to potential donors.
- Familiar with medical billing and reimbursement trends; hands-on experience advocating and campaigning for more affordable access to necessary services.
- Creates mutually beneficial relationships within the business community.

Lions Club | Hudson, NH — 2008 – Present

A worldwide charitable society devoted to social and international service with a focus on supporting efforts to broaden resources for people who are blind and visually impaired.

President and Board Chair (2014 – 2015) / Member (2008 – Present)

- Serves as an active member of the largest Lions Club in the state. Led Club and Board from 2014 to 2015, and provided strategic direction, membership development opportunities, and fiscal oversight.

PROFESSIONAL ACHIEVEMENTS

Author "See You at the Summit"	2018
TEDx Springfield, MA "Social Risk Management"	2015
TEDx Amoskeag Millyard "Vision Beyond Sight"	2014

RECOGNITION & AWARDS

Awarded Honorary Doctorate of Humane Letters Degree from UNH-Manchester	2021
Recipient of the Spirit of NH Volunteer Award	2017
Recipient of the Jo Adcock Service Award	2016
Toastmasters International Speaker Award	2015
Received New England Emmy Award for Windows to the Wild "Hiking in the Dark" (NHPTV)	2015
Received UNH's Award of Excellence for Outstanding Achievement	2015
Featured in NH Magazine's "It" List	2012

EDUCATION

Honorary PHD in Humane Letters, University of New Hampshire | Manchester, NH	2021
B.S. in Electrical Engineering, University of New Hampshire | Durham, NH	1988

PERSONAL ACHIEVEMENTS

2x USABA National Marathon Champion	2014, 2017
Received 2nd Degree Black Belt	2011

Nathalie Fortier

OVERVIEW

Programmatic leadership & management. Planning & implementation of strategic goals. Expertise and experience with financial operations of the non-profit sector, as well as for-profit, with revenues up to $150M. Thorough understanding of GAAP; strong communication and interpersonal skills.

JOB EXPERIENCE

Chief Financial & Operating Officer 9/21 to Current
Chief Financial Officer 9/19 to 9/21
Vice President of Finance & Administration 5/14 to 9/19
Future In Sight, formally NH Association for the Blind, Concord, NH 5/14 to Current

- Implementation of strategic goals, performance management, and annual operating planning
- Oversight of company operations and employee productivity
- Build and maintain an inclusive team culture where team members thrive, and organizational outcomes are met
- Ensure effective recruiting, onboarding, professional development, performance management, and retention
- Adhere and enforce regulatory compliance
- Ensure ongoing programmatic excellence
- Continually assess relevance of current programs to community and client needs
- Collaborate on financial matters related to:
  - Program management · Strategic planning · Policy decisions · Organizational admin. and operations
- Serve as staff liaison to the Finance and Investment Committees of the Board of Directors
- Prepare/compile information for Board and Committee meetings
- Direct business and operational functions concerning account systems, procedures and internal control
- Oversee staff responsible for accounting processes, information technology and facilities
- Manage the annual budget process and maintain cost control
- Responsible for facility security, maintenance, and capital improvements
- Preparation of audited financial statements
- Ensure accurate and timely preparation of all regulatory filings
- Analyze viability of prospective funding proposals with philanthropy and program staff leaders
- Supervise and direct staff of accounting, facilities, technology, and general office operations

Director of Finance 7/08 to 5/14
University of New Hampshire School of Law, Concord, NH

- Supervise and direct accounts payable, accounts receivable and payroll
- Manage cash and investment accounts
- Analyze, coordinate and prepare annual budget
- Implement and maintain general ledger and system of internal controls
- Preparation of audited financial statements
- Ensure accurate and timely preparation of all regulatory filings
- Prepare/compile information for Board and Committee meetings
- Review, prepare and revise policies and procedures
- Collaborate with other department heads to ensure effective and efficient processes

Finance Manager 8/07 to 7/08
Crisp, Barrett & Uchida, PLLC, Concord, NH
Staff Accountant 10/04 to 8/07
George Colburn, CPA, Concord, NH
Finance Manager 9/05 to 12/06
Crisp & Associates, PLLC, Concord, NH
Cost Accountant 10/97 to 10/99

Nathalie Fortier

Payroll /AP/AR Manager 4/95 to 10/97

Meggitt Avionics, Inc, Manchester, NH 4/95 to 10/99

EDUCATION

Master of Science, Business Administration 2022

Bachelor of Science, Major in Accounting 1996

Southern New Hampshire University

Tara Dikeman, M.Ed., OT/L

EDUCATION

1997 **Master of Education in Occupational Therapy,**
Springfield College, Springfield, Massachusetts
1993 **Bachelor of Arts in Comparative Sociology,**
University of Puget Sound, Tacoma, Washington

MANAGERIAL EXPERIENCE

Director of Program Services
Future In Sight, Concord, NH
01/09/2023-present
My duties include:
Oversee the following programs
- Youth and Adult Service
- Volunteer Coordination

Project Management
Provide direct oversight of all program operational activities
Personnel Management
Assist in the development and oversight of program budgets
Assist in the procurement and management of contracts
Analysis of business processes and develop efficiencies to improve productivity and increase revenue

Health Program Manager
Department of Health Services- Sonoma County, California
01/04/2011-12/30/2022
My duties and skills include:
- Oversee and direct County of Sonoma- Public Health Department's Medical Therapy Program (MTP). The MTP provides occupational and physical therapy services and medical case management to children ages birth to 21.
  - Includes management of three licensed outpatient rehabilitation centers
- Provide direct oversight of all operational activities
- Development and oversight of the MTP budget
  - Assist in the coordination of budget preparation
  - Monitor and implement expenditures
  - Compile and submit financial reports
  - Maintain statistical records
  - Monitor and plan for appropriate staffing
  - Identifying current and future resource needs
  - Manage dual budget streams
  - Monitor supply chain operations
  - Monitor revenue streams
- Contract management

- Ensure HIPPA compliance
- Management of 25+ staff- including Occupational and Physical Therapists, Community Health Workers, Public Health Nurses, office support staff, and contracted physicians and other medical providers
- Provide regular staff training on inter-departmental procedures and operations, community resources, application of best practices, and promotion of continuous quality improvements.
- Firm grasp of project management and change management principles and practices
- Continuous quality improvement management- including analysis and planning for effective and efficient utilization of personnel, physical space and material resources
- Oversight of caseload management and clinical services
- Supervise the maintenance of complete and detailed department records
- Utilization review team member- performs utilization review to ensure quality care and to maintain exemplary service delivery and documentation practices that continuously meet state and federal guidelines
- Monitors performance of clinical providers and support staff – including the effective management of performance improvement plans
- Excellent understanding and management of disability accommodations and the interactive process
- Skilled in Microsoft Office, Visio and a variety of data bases related to tracking clinical and business processes outcomes
- Manage patient scheduling system- including oversight of provider productivity
  - Co-designed current patient scheduling and documentation system- resulting in decreased cancellation/no-shows and increased clinical providers productivity
- Perform work flow and business process analysis
  - Identify the need for workflow improvements
  - Collaborated with business process team to co-design and implement our current electronic workflow resulting in improved staff efficiency, improved client care, and a 20% increase in revenue
- Engage in regular process improvement/workflow analysis meeting to train supervisory and line staff to identify inefficiencies and develop further process improvements
- Interagency liaison to outside health care providers, educational and community-based service and support agencies involved in the collaborative care our client population
- Serve as community resource and content expert for public health staff including, nurses, social workers, physicians and other staff to promote improved quality of care and services for underserved and underrepresented populations.

ACADEMIC/TEACHING EXPERIENCE

Adjunct Faculty, Dominican University, San Rafael, California
9/15/10 to 12/30/10
Teaching pediatric practice lab for 1st and 2nd year occupational therapy students
My duties included:

- Supervising/advising students in educational, medical and community-based pediatric fieldwork experience

- Facilitating lecture/lab with emphasis on instruction in the use of standardized assessments, development of clinical observation skills, treatment planning, goal writing, and use of therapeutic media.
- Master's thesis review

CLINICAL EXPERIENCE

Occupational Therapist, St. Joseph's Home Care, Rohnert Park, California
10/01/10-12/15/10
Provide home-based occupational therapy services to adults.
Occupational Therapist, Accent Care Home Health, Petaluma, California
4/05/09 to 10/01/10
Provide home-based occupational therapy services to adults.
Occupational Therapist, California Children Services, Medical Therapy Unit, Department of Public Health City and County of San Francisco, California
1/4/99 to 8/01/05 and from 9/04/07 to 4/01/09
Provide direct and consultative occupational therapy services to children and adults
Occupational Therapist, Mission Hospital, Asheville, North Carolina
8/21/05-4/15/07
Provided direct services to neonates, infants, children and young adults (up to 21 years of age)
Mountain Children's Therapy, Inc, Asheville, North Carolina
8/21/05 to 8/05/06
Provided direct and consultative occupational therapy services to children birth to three.
Occupational Therapist, Consultant, San Francisco, California
4/1/99 to 8/01/05
Consulting focus:
- Provision of environmental and ergonomic assessments and recommendations in collaboration with the Department of Rehabilitation and other community-based organizations
- Adaptive/assistive device development and implementation
- Develop and facilitate school-based disability awareness workshops and discussion groups
- Provision of in-service training related to family-centered care and psychosocial intervention for children, adolescents, and young adults in school, post-secondary education and outpatient settings
- Provision of educationally-based occupational therapy assessments and interventions in San Francisco and Bay Area Schools
- Consultant for Kaiser Permanente's (Oakland) regional specialty clinics (Spina Bifida and Skeletal Dysplasia Clinics)- provided recommendations and training to client's, caregivers and the regional community-based program that provide care and support for the client
- Collaborate with community programs to provide adaptive activities and psychosocial support and services to meet the needs of individual's with developmental and physical differences.
- Promote community reintegration and skillful navigation of community resources to improve outcomes of clients with a wide range of disabilities

Private Practice, Occupational Therapist, San Francisco, California
9/15/00 to 8/01/05
Provided direct and consultative services to children and adults.

Pediatric Occupational Therapist, Holly Ridge Center Infant and Toddler Program, Bremerton, Washington
4/1/98 to 1/1/99
Provided direct and consultative services to children ages birth to three in a multi-disciplinary early intervention setting

Staff Occupational Therapist, Therapy Solutions, Inc., Edmonds, Washington, U.S.A.
10/25/97 to 3/20/98
Provided acute care services for adults with primary focus of community reintegration\

MEMBERSHIPS

Council for Professions Supplementary to Medicine (146022OT.29403)- OT licensure board in the U.K.

Licensure

California State Occupational Therapy License- active and in good standing
Washington State Occupational Therapy License- Inactive license- in good standing

COURSEWORK & ADDITIONAL TRAINING

- *The Supervisory Effectiveness Program Series 1- Leading People.* UC Davis Extension. February 18, 2014- Received certificate of satisfactory completion.
- *The Supervisory Effectiveness Program Series 2- Leading Processes.* UC Davis Extension. June 11, 2014. Received certificate of satisfactory completion.
- *Leadership Series: Success Strategies for Occupational Therapists.* July, 2013.

Beth A. Daisy

EDUCATION

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

PROFESSIONAL EXPERIENCE

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

- Supervised up to 5 occupational therapists while meeting or exceeding productivity standards for non-supervisors
- Facilitated Future In Sight earning regional recognition from NE/AER as a leader of blind/low vision service
- Spearheaded Future In Sight's Voter Training Efforts including making videos and hosting multiple training sessions throughout the state
- Contributed substantially to Future In Sight's planning and execution of 3 Silver Retreats

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

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

FIT TO GARDEN, Newmarket, NH – Program Developer/Occupational Therapist — Aug 2018 – May 2020

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

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

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

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

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

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

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

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

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

Beth A. Daisy

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

- Evaluated and treated approximately 360 patients on the acute care and post-surgical floors at a community hospital with emphasis on increasing patient's abilities with activities of daily living (ADLs).
- Administered and interpreted approximately a dozen standardized assessments and interpreted results of these assessments in order to develop and coordinate treatment plans and goals.
- Monitored patient progress for up to 10 patients daily, making necessary modifications to the treatment plan as needed and providing discharge recommendations to appropriate services or recommending discharge when skilled occupational therapy services were no longer indicated.

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

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

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

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

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

- Managed a staff of 60 Marines at a week-long leadership camp for 200 high school students as the Executive Officer of Summer Leadership and Character Development Academy 2016 and 2017.
- Devised, implemented, and monitored 18-month training plans for 48 pilots and crew chiefs to address squadron needs and individual abilities and goals.

PRESENTATIONS

Made AT at the Silver Retreats, Assistive Technology Makers' Fair: Making AT for All, Concord, NH, Sept 17, 2022

Low Vision for the Generalist Occupational Therapy Practitioner, New Hampshire Occupational Therapy Association Annual Conference, Nov 10, 2020

Creating Low Cost Assistive Devices (with Dr. Therese Willkomm), Faculty and Student Development Workshop, Thirumala Devaswom Medical College, Alleppey, Kerala, India, Jan 14, 2019

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

Sexuality: The OT's role in addressing sexual functioning, UNH Department of Occupational Therapy, Guest Lecturer, Nov 2018 and Oct 2019

CERTIFICATIONS AND LICENSES

Occupational Therapist Registered OTR® Certification #418674, NBCOT
New Hampshire Occupational Therapist License #2880
RESNA Certified Assistive Technology Professional #94903
Certified Aging in Place Specialist (CAPS), National Association of Home Builders and AOTA

Brianne Stone

EXPERIENCE

2017-Present Future in Sight Concord, NH

Client Care Supervisor

- Collaborates with our providers to facilitate effective provision of services as well as the integration of those services into the individual's and the family's lives.
- Provides supervision, guidance and direction to Client Care Coordinator/Business Office Assistant in daily operations and case management.
- Acts as liaison to management as it relates to practice operations, and successfully manages partner and provider relationships by championing expectations and addressing concerns.
- Facilitate peer support groups, provides consultations, conducts public education and in-service trainings.

2015-2017 Southern NH University Manchester, NH

College for America Learning Coach

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

2012-2015 Allenstown School District Allenstown, NH

Business Manager

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

2007-2012 Pembroke Academy Pembroke, NH

Business Teacher

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

EDUCATION

2003-2006 Southern New Hampshire University Manchester, NH

B.S., Business Education.

2023 Boston University Boston, MA
Case Management Certificate

2022 University of New Hampshire Manchester, NH
Leadership and Management Certificate

2021 Vision Education Seminars Elkins Park, PA
Low Vision Certificate

Stephanie Hurd, AT Specialist

SUMMARY

RESUME

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

SKILLS and STRENGTHS

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

WORK HISTORY

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

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

Stephanie Hurd, AT Specialist

EDUCATION AND TRAINING

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

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

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

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

ACTIVITIES AND HONORS

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

National Federation of the Blind member

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

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

Named one of NH Top 10 Women of the Year

INTERESTS

Music, writing, technology, waterskiing, and travel

Courtney Hoppe

Professional Experience

Director of Development, Marketing & Communications **3/2022 - present**
Future In Sight, a 501(c)(3) Non-Profit Organization | Concord, NH
Manages the team that oversees the fundraising and marketing efforts for the organization. Responsible for raising $900,000+ annually. Oversaw re-launch of website including information architecture.

Director – Strategic Marketing Services **8/2021 – 3/2022**
Polaris Direct | Hooksett, NH
Managed the development of omni-channel marketing campaigns for (and the relationships with) clients ranging from enterprise-level companies to non-profit organizations. Responsible for all project/campaign budgets and analytical reporting. Company representative at events, conferences, and in promotional videos. Other highlights: managed the team that executed all Polaris marketing including ad buys, updating social accounts and website, creating/deploying email blasts and press releases, producing and hosting videos, white paper creation, and the company newsletter. Lead content writer.

Director of Development & Marketing **8/2019 – 4/2021**
Headrest, Inc, a 501(c)(3) Non-Profit Organization | Lebanon, NH
Managed the fundraising and marketing efforts for the organization. Responsible for raising $600,000+ annually. Over-exceeded fundraising goal during first year in role. Other highlights include: managed the most successful Appeals in Headrest's history, which enabled the organization to upgrade its technology during COVID in order to launch telehealth services and for staff to work remotely where possible; secured $50,000 in grant funding to relaunch Headrest's website along with refreshed collateral materials; inception/hosting of "Virtual Lunch" promotional series and "Coffee With Clients" testimonial series; on-camera talent for Recovery Friendly Workplace "EAR" (Employee Assistance Resource) Program video; enhanced stewardship of donors and restructured donor database to provide the organization with more intelligent fundraising data; cultivated Board culture to increase participation in fundraising efforts.

Marketing Manager **6/2012 – 6/2019**
Coastal Pacific Wine & Spirits (CPWS) of New England, a Division of Southern Glazer's Wine & Spirits | Concord, NH
Managed the development and execution of the local marketing plans for the DIAGEO and Moet Hennessy (MHUSA) adult beverage portfolios throughout NH, VT and ME (the New England Control States). Responsible for managing a multi-million dollar A&P budget, ordering POS, working with a promo company to ensure events were executed to standard, maintaining media relationships, managing email blasts to educate accounts on Innovation products, and rallying the sales team behind national and local brand programming at General Sales Meetings (GSMs). Managed calendar of and facilitated all GSMs and Planning Meetings for market. Developed and pitched large-scale programs to the NH State Liquor Commission (NHSLC) to secure key floor display position and drive sales. Highlights: **Developed and activated a holiday Cause Program in 2012 which became a yearly national initiative for Crown Royal (see check presentation photo with NHSLC to right).** Created and managed acclaimed 360-degree programs for Bulleit Bourbon and the launch of Captain Morgan White Rum in NH, which had synergy between both the on- and off-premise and became national best practices for DIAGEO and CPWS. Managed the most successful bottle engraving program for Johnnie Walker Blue Label in all of the US. Key member of the team that won six (6) DIAGEO Golden Bar Awards and three (3) Spirit of the Year Awards from the NHSLC. Created and managed a Johnnie Walker Social Responsibility Program that won the 2017 Platinum Bar from DIAGEO.

Marketing Consultant **4/2011 – 5/2012**

NH Magazine (McLean Communications) | Manchester, NH

Identified/managed/developed print, internet marketing, and sponsorship opportunities for 100+ clients of New Hampshire Magazine, its specialty publications (NH Magazine's BRIDE, Destination NH, NH Magazine's Medical Directory, and NH Magazine's Holiday Gift Guide), and its premier events (Remarkable Women Breakfast, Best of NH Party, Top Doctors Reception, and Top Dentists Reception) within the Manchester/Concord territory. Included generating new business and maintaining existing business with a focus on outstanding customer service. Highlights: Responsible for $1 million in annual sales.

Product Support Group & Communications Manager **8/2007 – 10/2010**

***FIRST*® LEGO® League (FLL®) | Manchester, NH**

Led a team responsible for raising awareness of the FLL brand and the development of a yearly LEGO-based STEM Challenge for 9 to 14 year olds, which reached 500,000+ participants in 50+ countries. Core responsibilities included: selection of yearly "real world" scientific topic; recruiting a volunteer Challenge Advisory Team (CAT) and facilitating a workshop with the CAT to assist in designing the yearly Challenge; naming the Challenge, writing the coordinating tagline and teaser, and creating the promotional plan; creating the overall look and feel of the Challenge as it extends to the Challenge logo, promotional poster, Robot Game playing field, Research Project, Coaches' Handbook, and website; lead effort to target topic-related influencers to function as champions of the program. Other responsibilities included: maintaining and updating the @firstlegoleague Twitter account with a "behind the scenes" perspective, providing video content for the FLL YouTube Channel, and managing the correspondents assigned to the FLL Community Stories blog; content creation for the *FIRST* newsletter, Annual Report, and author of FLL Team email blasts; official emcee of the yearly FLL World Festival in Atlanta, Georgia, as part of the overall *FIRST* Championship, and producer of the FLL-specific Opening and Closing Ceremonies; writer/producer/talent of a yearly context setting/branding video, which was shown at 500+ Official Tournaments around the world each season. Other highlights: led a restructuring effort of the FLL website and wrote all content; launched FLL Webstore and designed FLL merchandise line to secure additional revenue; created an Excel-based project management tool to track deliverables and workflow of FLL staff.

Program Manager, Instructor **9/2005 – 7/2007**

MY TURN, Inc. – Nashua High School South | Nashua, NH

Responsible for the employment and life skill training of up to seventy "at risk" high school students, ages 14–21. Core responsibilities included: planning curriculum for and teaching classes; developing and maintaining relationships with local employers for job placement of students; providing counseling and academic tutoring as needed; arranging guest speakers from area businesses and colleges; arranging career exploration field trips, job shadowing and industry tours; preparing students to compete in annual Career & College Development Conference. Other responsibilities included: creating the overall look and feel of the 2006 fundraising gala as it extended to the invitation, "save the date" card, poster and other collateral; company representative and presenter at New Hampshire Expo, Rotary Club of Nashua West, Nashua Chamber of Commerce and other networking events. Highlight: won the "Team Attendance" Award at the 2006 MY TURN Career & Development Conference.

Promotions, Marketing & Non-Traditional Revenue (NTR) Director **9/2002 – 5/2005**

Cumulus Media – Newburgh/Poughkeepsie Market | Poughkeepsie, NY

Responsible for developing and executing promotions, contests and events for WPDH/WPDA (Rock), WRRV/WRRB (Alternative Rock), WCZX/WZAD (Adult Contemporary), WEOK/WALL (Radio Disney), WKXP (Country) and WKNY (Newstalk) radio stations. Core responsibilities included: overseeing community fundraising projects including Roof-A-Thon and Project Playground; managing promotions staff (up to 40 individuals); developing and implementing a training plan for promotions staff; developing and administering print and outdoor advertising campaigns for each station brand; writing press releases and coordinating press coverage; overseeing Database Marketing and Point of Influence Marketing programs; developing and executing NTR events and writing/producing coordinating on-air campaigns; conduct weekly Promotions/Department Head meeting with management staff; maintaining remote equipment, vehicle fleet, event calendars and premium items for each station brand. Other responsibilities included: representing company at networking events and career fairs; voicing client commercials.

Promotions & Marketing Director, On-Air Talent **9/2000 – 9/2002**

WDST-FM | Woodstock, NY

Responsible for developing and executing promotions, contests, events and concerts for the Adult Album Alternative (AAA) format. Core responsibilities included: managing promotions staff (up to 25 individuals); coordinating community involvement and charity efforts; designing and administering print and outdoor advertising campaigns; coordinating press coverage and maintaining earned media records; maintaining station website and listener database, including authoring "loyal listener" e-mail blasts; conducting weekly Promotions Meeting with management staff; maintaining remote equipment, vehicle fleet and premium items; overseeing employee rewards program. Other responsibilities included: voicetracking weeknight airshift using AudioVault system.

Publicity Coordinator, Production Assistant, On-Air Talent **3/1999 – 9/2000**

Time Warner Cable Channel 28 - Mid-Hudson System | Poughkeepsie, NY

Responsible for creating, producing and editing local origination television programs including "Poughkeepsie Live!" (1999 Cable Communicator Award) and "How To B!" (1999 Cable Communicator Award); producing and directing

public access programming. Other responsibilities included: primary studio digital editor (Avid MCXpress); designing/distributing promotional materials and coordinating press coverage.

On-Air Producer, Publicity Coordinator, On-Air Talent* **9/1997 – 9/1999**
WPDH-FM | Poughkeepsie, NY
Cast member of #1 morning radio show in the Hudson Valley region of New York. Responsible for voicing morning show promos, pre-produced bits and station commercials; representing station and morning show at promotional sevents; writing press releases and coordinating press coverage; coordinating morning show calendar, including booking in-studio celebrity guests and phone interviews with celebrities; conducting daily pre- and post- show prep meetings; answering listener e-mails and phone calls; developing station and morning show website; operating the control board while on air. Featured on five "Best of" compilation CDs (proceeds donated to charity).
* began as morning show intern in 1997 and hired fulltime in 1998.

Production Assistant **fall intern, 1997**
The Jim Henson Company Studio | New York, NY
Responsible for assisting with remote and in-studio shoots; Muppet grooming; puppeteer assistance; script research and development; administrative and accounting support; database maintenance; video duplication.

Production Assistant **summer employment, 1996**
Sanders, A Lockheed Martin Company (BAE) | Merrimack, NH
Responsible for assisting with remote and in-studio shoots; camera operation; video editing (using Matrox digital editing and Grass Valley linear editing systems); narration of corporate videos; script research and development; tape duplication and library organization; creation of website and on-line resources for video department.

Internet Specialist, Adult Education Instructor **9/1994 – 8/1997**
Marist College Academic Computing Department | Poughkeepsie, NY
Responsible for organizing and instructing faculty workshops on internet-classroom integration; representing Marist College as Chairperson of Diversity University conferences in New York, West Virginia and Connecticut; instructing word processing and internet classes for night students at the Adult Learning Annex in Fishkill, New York.

Other Points of Interest/Awards

- Host of 2019 New Hampshire Business Review (NHBR) "Best in Business" (BOB) Awards.
- 2017 DIAGEO Platinum Bar Award for Johnnie Walker Social Responsibility Program in NH. This is a national award and only one is given every year!
- Spirit of the Year Awards from the NH Liquor Commission for Crown Royal Maple (2012), Ciroc Amaretto (2013), Ciroc Pineapple (2014), Crown Royal Apple (2016), plus the Distillery of the Year Award for Crown Royal (2017).
- DIAGEO Golden Bar Awards for Tanqueray (2013), Off-Premise Excellence in Spirits (2013), Innovation Excellence in Spirits (2013), Innovation Excellence in Spirits (2014), Off-Premise Excellence in Spirits (2014), and Spirits Excellence – Core 3 + Ciroc (2015).
- Author of monthly "Evening Out" column for NH Magazine and various features as assigned. Included developing/pitching concepts, conducting interviews and research, photography, and copywriting (2012-2015). Read some of my columns!
- Host of the weekly "Out" segment on the Girard At Large radio program, 90.7-FM WLMW and streaming worldwide via girardatlarge.com. Included "being in the know" and maintaining reputation as Southern NH's "socialite" (2013-2015). Listen to some of my segments!
- Host of 2012 and 2013 Best of NH Party, as produced by NH Magazine. Watch a wrap-up video!
- Sat on the Board of Directors for the Manchester Animal Shelter and the Crimeline organization, both based in Manchester, NH (2013-2014).
- "Award of Recognition" from Dean Kamen, on behalf of the *FIRST* organization (2009).
- "Exemplary Worker Award" from MY TURN, Inc. - Southern New Hampshire Exemplary Worker Awards, presented by the Rotary Club of Nashua West (2006).
- Two Time "Award of Distinction" Winner – Cable Television Communicator Awards (1999).

Education

Marist College | Poughkeepsie, NY **class of 1998**
BA in Communication - Dean's List