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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HEALTH EQUITY

Lori A. Weaver
Commissioner

Reuben T. Hampton
Director

97 PLEASANT STREET, CONCORD, NH 03301-3857
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May 28, 2024

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, Office of Health Equity, to enter into a **Sole Source** contract with Ascentria Community Services, Inc., (VC#222201), Concord, NH, in the amount of \$770,786 to provide targeted refugee services to Office of Refugee Resettlement eligible individuals, with the option to renew for up to three (3) additional years, effective July 1, 2024, upon Governor and Council approval through September 30, 2026. 100% Federal Funds.

Funds are available in the following accounts for State Fiscal Year 2025, and are anticipated to be available in State Fiscal Years 2026 and 2027, 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.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the Contractor is one of four qualified providers that has an agreement with the United States Department of State to resettle families via the U.S. Refugee Program and has access to refugee demographic information necessary to perform these services. Through the federal contract, the Contractor develops and implements an integration plan for each refugee arriving in New Hampshire. The Contractor also possesses the cultural and linguistic expertise needed to serve the various refugee populations. The Department will present contracts with the other three federally approved providers as separate requests.

The purpose of this request is to provide healthcare and supportive services to Office of Refugee Resettlement eligible individuals resettled in the State for up to five (5) years from the date of arrival, including targeted services for Afghans resettled through Operation Allies Welcome, through the US Department of Homeland Security and Ukrainian humanitarian parolees displaced from the Russia-Ukraine War. The Contractor will provide the following services:

- Coordination Related to the Domestic Medical Exam – provides coordination of a comprehensive medical exam for new arrivals, including laboratory work, tuberculosis testing, immunizations, and a physical examination.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
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- Health Promotion Program - provides assistance with scheduling and coordinating medical and mental health appointments, an expanded orientation on the U.S. healthcare system, health education, wellness groups and healthcare provider education and training.
- School Impact Program - provides school related services to students and their families, from birth through age 18, including assistance with school enrollment, parent orientations to the American school system, and academic support.
- Ukrainian Support Services - provides support services to eligible Ukrainian individuals, including employment assistance, case management, skills training, English as a second language, assistance in applying for Employment Authorization Documents, housing and food assistance.
- Afghan Support Services - provides support services to eligible Afghan individuals, including employment assistance, case management, skills training, English as a second language, assistance in applying for Employment Authorization Documents, housing and food assistance.

Approximately 500 Office of Refugee Resettlement eligible individuals will be served annually.

The Department will monitor services by reviewing regular reports and performing in-person agency monitoring and file reviews to ensure the Contractor provide all required services.

As referenced in Exhibit A of the attached agreement, the parties have the option to extend the agreement for up three (3) 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 Office of Refugee Resettlement eligible individuals resettled in the State will not have access to foundational case management and economic support services that impact their ability to become self-sufficient and achieve sustained social and economic wellbeing.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.566, FAIN # 2401NHRCA, FAIN #2301NHRSSS-06, FAIN #2301NHRSSS-05, FAIN #2401NHRSSS-01

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

Respectfully submitted,



 Lori A. Weaver
Commissioner

DEPARTMENT OF HEALTH AND HUMAN SERVICES

FISCAL DETAILS SHEET

SS-2025-OHE-01-TARGE-01

05-95-95-950010-72090000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS,
 HHS:COMMISSIONERS OFFICE, OFFICE OF THE COMMISSIONER, REFUGEE SERVICES 100%
 Federal Funds

ASCENTRIA CASE COORDINATION 7/1/24 - 9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95070016	\$45,000.00
2026	102-500731	Contracts for Program Services	95070016	\$15,000.00
		Sub Total		\$60,000.00

ASCENTRIA AFGHAN HEALTH PROMOTION 10/1/24 - 9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072313	\$27,126.00
2026	102-500731	Contracts for Program Services	95072313	\$9,042.00
		Sub Total		\$36,168.00

ASCENTRIA REFUGEE HEALTH PROMOTION 10/1/24 - 9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072303	\$2,042.00
2026	102-500731	Contracts for Program Services	95072303	\$681.00
		Sub Total		\$2,723.00

ASCENTRIA ALL POPULATIONS HEALTH PROMO (UKR HP FUNDS) 10/1/24-9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072323	\$49,411.00
2026	102-500731	Contracts for Program Services	95072323	\$16,470.00
		Sub Total		\$65,881.00

ASCENTRIA REFUGEE HEALTH PROMOTION 10/1/24 - 9/30/26 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072403	\$46,875.00
2026	102-500731	Contracts for Program Services	95072403	\$62,500.00
2027	102-500731	Contracts for Program Services	95072403	\$15,625.00
		Sub Total		\$125,000.00

ASCENTRIA REFUGEE SCHOOL IMPACT 10/1/24 - 9/30/26 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072402	\$52,500.00
2026	102-500731	Contracts for Program Services	95072402	\$70,000.00
2027	102-500731	Contracts for Program Services	95072402	\$17,500.00
		Sub Total		\$140,000.00

ASCENTRIA AFGHAN SOCIAL SERVICES 10/1/24 - 9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072311	\$176,185.00
2026	102-500731	Contracts for Program Services	95072311	\$58,728.00
		Sub Total		\$234,913.00

ASCENTRIA UKRAINE SOCIAL SERVICES 10/1/24 - 9/30/25 Vendor #222201

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount
2025	102-500731	Contracts for Program Services	95072321	\$79,576.00
2026	102-500731	Contracts for Program Services	95072321	\$26,525.00
		Sub Total		\$106,101.00

Overall Total \$770,786.00

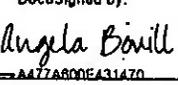
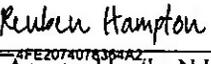
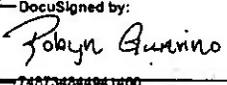
Subject: SS-2025-OHE-01-TARGE-01 (Targeted Refugee Services)

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 Ascentria Community Services, Inc.		1.4 Contractor Address 261 Sheep Davis Road A-1 Concord, NH 03301	
1.5 Contractor Phone Number 603-224-8111	1.6 Account Unit and Class TBD	1.7 Completion Date September 30, 2026	1.8 Price Limitation \$770,786
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:  AA77A80DE431A7D	6/7/2024 Date:	1.12 Name and Title of Contractor Signatory Angela Bovill President/CEO	
1.13 State Agency Signature DocuSigned by:  4FE207407636AA2	6/7/2024 Date:	1.14 Name and Title of State Agency Signatory Reuben Hampton Director, Office of Health Equity	
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:  742734244941400... On: 6/7/2024			
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, 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.

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 ^{DS}
Date 6/7/2024

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.

**New Hampshire Department of Health and Human Services
Targeted Refugee Services**

EXHIBIT A

Revisions to Standard Agreement Provisions

1. Revisions to Form P-37, General Provisions

1.1. Paragraph 3, Subparagraph 3.1, Effective Date/Completion of Services, is amended as follows:

3.1. Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2024 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by deleting subparagraph 3.3 in its entirety and replacing it as follows:

3.3. Contractor must complete all Services by the Completion Date specified in block 1.7. The parties may extend the Agreement for up to three (3) 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.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.5 as follows:

12.5. 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.

**New Hampshire Department of Health and Human Services
Targeted Refugee Services**

EXHIBIT B

Scope of Services

1. Statement of Work

1.1. The Contractor must provide Targeted Refugee Services to Office of Refugee Resettlement (ORR)-eligible individuals in this Agreement as follows:

- 1.1.1. Coordination Related to the Domestic Medical Exam;
- 1.1.2. Health Promotion Program;
- 1.1.3. School Impact Program;
- 1.1.4. Ukrainian Support Services;
- 1.1.5. Afghan Support Services; and

1.2. For the purposes of this Agreement, all references to days means business days, excluding state and federal holidays.

1.3. For the purposes of this Agreement, all references to business hours means Monday through Friday from 8am to 4pm.

1.4. Coordination Related to the Domestic Medical Exam

1.4.1. The Contractor must provide coordination related to the Domestic Medical Examination (DME) for ORR-eligible individuals (herein after, individuals) arriving to NH, including, but not limited to:

1.4.1.1. Reviewing and retaining a copy of each individual's I-94 Form, Asylee Grant Letter, and/or other available documents to determine eligibility.

1.4.1.2. Providing all available overseas and/or other available medical records for each individual, in a timely manner, to the health provider performing the DME prior to the initial scheduled appointment(s).

1.4.1.3. Explaining the purpose and benefits of the DME to ensure each individual understands:

1.4.1.3.1. The reason for each examination component; and

1.4.1.3.2. The assistance to be provided throughout the process.

1.4.1.4. Scheduling DMEs within 90 days of the individual's ORR determined service eligibility date for:

1.4.1.4.1. 100% of individuals with refugee status; and

1.4.1.4.2. 100% of ORR-eligible individuals other than refugees, who desire coordination related to the DME.

RB

**New Hampshire Department of Health and Human Services
Targeted Refugee Services**

EXHIBIT B

- 1.4.1.5. Scheduling all appointments that are in support of a comprehensive DME, including, but not limited to:
 - 1.4.1.5.1. Laboratory work.
 - 1.4.1.5.2. Tuberculosis testing.
 - 1.4.1.5.3. Screenings for:
 - 1.4.1.5.3.1. Lead;
 - 1.4.1.5.3.2. Mental health; and
 - 1.4.1.5.3.3. Other screenings as applicable.
 - 1.4.1.5.4. Immunizations.
 - 1.4.1.5.5. Physical examinations.
- 1.4.1.6. Scheduling each discrete 1st follow-up appointment resulting from the DME, that will occur within 90-days of service eligibility.
- 1.4.1.7. Ensuring access to, coordinating referrals for and scheduling any other needed 1st appointment follow-up care, within 90-days of service eligibility, including, but not limited to:
 - 1.4.1.7.1. Specialty healthcare.
 - 1.4.1.7.2. Mental health services.
 - 1.4.1.7.3. Dental services.
 - 1.4.1.7.4. Emergency care.
- 1.4.1.8. Ensuring prescription medications are picked up and that dosage instructions are understood by the individual.
- 1.4.1.9. Working with providers to ensure they understand and address the communication access needs of the individuals.
 - 1.4.1.9.1. If providers do not provide communication access, the Contractor must notify the Managed Care Organization and/or Medicaid, as appropriate, and the Department within 24 hours.
- 1.4.1.10. Ensuring transportation is provided to each DME and any follow-up appointment according to the following prioritization:
 - 1.4.1.10.1. Contractor-provided transportation;
 - 1.4.1.10.2. Arranging volunteer-provided transportation; and

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1.4.1.10.3. Arranging Medicaid transportation as a last resort.

- 1.4.2. The Contractor must assign one (1) Coordinator who has the following preferred qualifications:
 - 1.4.2.1. Experience working with refugees or immigrants;
 - 1.4.2.2. A bicultural/bilingual background;
 - 1.4.2.3. Current knowledge of the U.S. health care system; and
 - 1.4.2.4. Case management experience with an understanding of current case management best practices.
- 1.4.3. The Contractor agrees that once all components of the DME and associated follow-up described in Section 1.4.1.6. have been completed, at whichever time within 90-days of service eligibility, that any needed ongoing health case management services are provided under the Refugee Health Promotion Program.
- 1.4.4. Reporting
 - 1.4.4.1. The Contractor must submit on a monthly basis the Coordination of Domestic Medical Examination invoices, on a form provided by the Department.
 - 1.4.4.2. The Contractor must submit any de-identified, aggregate data indicators required by ORR related to the initial DME, as specified by the Department.

1.5. Health Promotion Program (Effective October 1, 2024)

- 1.5.1. The Contractor must provide health promotion program services and activities that promote the health and wellness of ORR-eligible individuals, who are within their first five (5) years of eligibility, including, but not limited to:
 - 1.5.1.1. Providing navigation and support services for medical, mental health, and dental care services, and building capacity within communities to address mental health needs.
 - 1.5.1.2. Providing targeted individual health outreach and home visiting, as needed.
 - 1.5.1.3. Providing opportunities to increase health literacy through expanded health orientation, and group health education as needed.
 - 1.5.1.4. Creating opportunities for social engagement to reduce isolation, including, but not limited to organizing wellness groups, as needed.

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1.5.1.5. Providing health provider training and education.

1.5.2. The Contactor must develop a plan to submit to the Department, within 30 days of the contract effective date, that details protocols of engagement for individuals and/or families throughout their five (5) year eligibility period, including, but not limited to:

1.5.2.1.1. Needs assessment.

1.5.2.1.2. Referrals and enrollment into appropriate services.

1.5.2.1.3. Contact made or attempted at six (6)-month intervals.

1.5.3. Navigation and Support Services for Medical, Mental Health, and Dental Care Services

1.5.3.1. The Contractor must provide navigation and support services to increase access to and reduce gaps in services related to medical, mental health, and dental care services for individuals who require care beyond the initial Domestic Medical Exam (DME) to ensure they are able to access and navigate complex health care systems, including, but not limited to:

1.5.3.1.1. Scheduling and coordinating medical and mental health appointments.

1.5.3.1.2. Assisting individuals with connecting to dental care by scheduling an initial appointment as soon as possible after arrival, including locating a primary dental care provider and/or a mobile clinic.

1.5.3.1.3. Accompanying individuals to medical, mental health and dental care appointments, as time permits.

1.5.3.1.4. Providing and/or facilitating the provision of transportation to and from appointments.

1.5.3.1.5. Assisting individuals to obtain appropriate health insurance.

1.5.3.2. The Contractor must work with the Managed Care Organizations and the designated Medicaid Dental Plan Administrator to identify appropriate medical, mental health, and dental care providers in order to mitigate gaps in service.

1.5.3.3. The Contractor must work with providers to ensure they

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understand and address the communication access needs of the individuals.

- 1.5.3.3.1. If providers do not provide communication access, the Contractor must notify the Managed Care Organization and/or Medicaid, as appropriate, and the Department within 24 hours.
- 1.5.3.4. The Contractor must provide uniform, continuous, and timely transition of coordination services related to the DME to navigation and support services immediately following completion of the DME and any first follow-up appointment(s) and/or on day 91 of eligibility, whichever is sooner, to ensure no gaps in services and continuity of care.
- 1.5.3.5. The Contractor must develop a plan of care for each individual receiving medical, mental health, and/or dental care navigation and support services including, but not limited to:
 - 1.5.3.5.1. A brief summary of the individual's health navigation and support needs.
 - 1.5.3.5.2. Clearly defined referrals to appropriate healthcare and/or insurance to sufficiently address the health needs of the individual being served.
 - 1.5.3.5.3. The identification of two (2) priority wellness goals.
- 1.5.4. Targeted Individual Health Outreach and Home Visiting
 - 1.5.4.1. The Contractor must conduct a minimum of one (1) home health visit, separate from and in addition to any home health visit related to coordination of the DME, as needed, to;
 - 1.5.4.1.1. Reinforce and clarify the information presented in the health orientation; and
 - 1.5.4.1.2. Address unique questions, issues and concerns.
 - 1.5.4.2. The Contractor must provide targeted individual health outreach, as needed, including, but not limited to providing resources such as translated written and/or audio/video materials.

1.5.5. Expanded Health Orientation

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- 1.5.5.1. The Contractor must conduct an expanded health orientation, defined as the topics outlined in Sections 1.5.5.1.1. through 1.5.5.1.11., with priority given to individuals who have been in the United States for two (2) years or less, and to those within the five (5) year eligibility period who either need a refresher or who never received an expanded health orientation. The Contractor must ensure the expanded health orientation includes the following topics:
- 1.5.5.1.1. Navigating the U.S. health care system.
 - 1.5.5.1.2. Health insurance, including Refugee Medical Assistance, expanded Medicaid, the Marketplace, and employer-based insurance.
 - 1.5.5.1.3. Privacy and consent laws.
 - 1.5.5.1.4. The right to language assistance in health care settings and the role of interpreters.
 - 1.5.5.1.5. Transportation options for medical appointments including, but not limited to:
 - 1.5.5.1.5.1. Public transportation training.
 - 1.5.5.1.5.2. Arranging Medicaid transportation.
 - 1.5.5.1.6. Understanding the different types of health care providers including, but not limited to:
 - 1.5.5.1.6.1. Primary care providers.
 - 1.5.5.1.6.2. Specialists.
 - 1.5.5.1.6.3. Pharmacists.
 - 1.5.5.1.7. Understanding the different types of health care and when, where and how to access each type including, but not limited to:
 - 1.5.5.1.7.1. Preventative.
 - 1.5.5.1.7.2. Urgent.
 - 1.5.5.1.7.3. Emergency.
 - 1.5.5.1.8. Understanding the availability of mental/behavioral health services, including, but not limited to treatment for substance use disorders, and when, where and how to access services.

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- 1.5.5.1.9. Scheduling, keeping and cancelling appointments.
- 1.5.5.1.10. What to bring to appointments.
- 1.5.5.1.11. Medication, including, but not limited to:
 - 1.5.5.1.11.1. The difference between prescribed medication and over-the-counter (OTT) medication.
 - 1.5.5.1.11.2. Refills.
 - 1.5.5.1.11.3. Dosage instructions.
 - 1.5.5.1.11.4. Side effects.
- 1.5.5.2. The Contractor must adapt the health orientation curriculum to accommodate the needs of newly-arriving populations, and modify the curriculum as needed, with approval from the Department.
- 1.5.5.3. The Contractor must administer pre- and post-assessments to all participants to determine if participants increased their knowledge of the U.S. health care system as a result of participating in an expanded health orientation.
- 1.5.5.4. The Contractor must maintain documentation of individuals who have received an expanded health orientation, including, but not limited to:
 - 1.5.5.4.1. The names of individuals who participate in an expanded health orientation.
 - 1.5.5.4.2. The topic(s) of orientation completed by each participant.
 - 1.5.5.4.3. The results of the pre- and post-assessments.
- 1.5.5.5. The Contractor must share orientation materials with the Department upon request.
- 1.5.6. Health Education
 - 1.5.6.1. The Contractor must provide health education, consisting of individual targeted health outreach and/or group health education session(s), as needed, solely or in collaboration with other organizations including, but not limited to:
 - 1.5.6.1.1. Providing group health education sessions.
 - 1.5.6.1.2. Identifying topics of concern for each of the various ORR-eligible populations and prioritize

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topics that are most urgent or relevant on an ongoing basis.

- 1.5.6.1.3. Coordinating and scheduling outside organizations and presenters to provide group health education sessions on topics within their area(s) of expertise, which may include the topics identified in Section 1.5.6.1.5. below.
- 1.5.6.1.4. Notifying individuals of class schedules.
- 1.5.6.1.5. Ensuring health education sessions include topics relevant to ORR-eligible populations including, but not limited to:
 - 1.5.6.1.5.1. Health insurance terms, coverage requirements and options, and the enrollment process.
 - 1.5.6.1.5.2. Disabilities including, but not limited to, autism.
 - 1.5.6.1.5.3. Women's health including, but not limited to, reproductive health and domestic violence.
 - 1.5.6.1.5.4. Men's health.
 - 1.5.6.1.5.5. Emotional wellness.
 - 1.5.6.1.5.6. Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) health.
 - 1.5.6.1.5.7. Oral health and hygiene.
 - 1.5.6.1.5.8. Vision health.
 - 1.5.6.1.5.9. Nutrition and benefits of exercise.
 - 1.5.6.1.5.10. Human Immunodeficiency Virus (HIV).
 - 1.5.6.1.5.11. Tuberculosis risk reduction.
 - 1.5.6.1.5.12. Fire safety.

1.5.6.2. The Contractor must administer and document pre- and post-assessments to all participants to determine if participants increased their knowledge of health education topics as a result of participating in individual/group health education.

1.5.7. Wellness Groups

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1.5.7.1. The Contractor must facilitate the provision of non-clinical interventions including, but not limited to wellness groups, as needed, that:

- 1.5.7.1.1. Promote wellness among target populations;
- 1.5.7.1.2. Reduce isolation;
- 1.5.7.1.3. Prevent suicide; and
- 1.5.7.1.4. Utilize an evidence-based curriculum and/or promising practice methods that may include, but are not limited to, Pathways to Wellness Community Adjustment Support Group Training Manual and Curriculum.

1.5.7.2. The Contractor must administer and document pre- and post-assessments to participants to determine if participants increased well-being as a result of participating in a wellness group.

1.5.8. Healthcare Provider Education

1.5.8.1. The Contractor must attend monthly meetings with the DME providers for the purpose of coordinating ongoing primary and/or specialty care.

1.5.8.2. The Contractor must develop and maintain relationships with a minimum of three (3) non-DME health care providers through:

- 1.5.8.2.1. Outreach and education; and
- 1.5.8.2.2. Presentations and training.

1.5.8.3. The Contractor must ensure relationships with health and mental health care providers focus on, but are not limited to:

- 1.5.8.3.1. Health needs and culture of ORR-eligible populations.
- 1.5.8.3.2. Barriers to care that may include, but are not limited to:
 - 1.5.8.3.2.1. Language.
 - 1.5.8.3.2.2. Cultural factors.
 - 1.5.8.3.2.3. Transportation issues.
- 1.5.8.3.3. National Standards for CLAS in healthcare.

1.5.8.4. The Contractor must develop, administer and document pre- and post-assessments to participants to determine if

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participants increased knowledge as a result of participating in an educational offering, presentation or training.

1.5.9. Staffing

1.5.9.1. The Contractor must ensure adequate staffing capacity to carry out the services specified in Section 1.5., including the following roles:

1.5.9.1.1. Health Case Manager(s); and

1.5.9.1.2. An Administrator with responsibilities including, but not limited to:

1.5.9.1.2.1. Oversight and supervision of the Health Case Manager(s).

1.5.9.1.2.2. Oversight of the reporting process to ensure all required reporting is complete and submitted to the Department in accordance with Section 1.5.10. Reporting.

1.5.10. Reporting

1.5.10.1. The Contractor must submit monthly Health Promotion Tracking Logs, or the data contained therein, in a format acceptable to the Department to ensure progress toward program deliverables which include, but are not limited to:

1.5.10.1.1. Demographic data for individuals receiving Health Promotion Program services, including:

1.5.10.1.1.1. Gender;

1.5.10.1.1.2. Date of birth; and

1.5.10.1.1.3. Immigration status.

1.5.10.1.2. Number and names of individuals receiving navigation and support services for medical care, including dental care.

1.5.10.1.3. Number and names of individuals receiving navigation and support services for mental health care.

1.5.10.1.4. Number and names of individuals with a developed plan of care.

1.5.10.1.5. Number and names of individuals with a completed plan of care [two (2) priority wellness goals met].

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- 1.5.10.1.6. Number and names of individuals receiving expanded health orientation and topic(s) covered.
 - 1.5.10.1.7. Number of individuals who have increased knowledge of the U.S. health care system as a result of participating in an expanded health orientation.
 - 1.5.10.1.8. Number and names of individuals receiving targeted health education and topic(s) covered.
 - 1.5.10.1.9. Number and names of individuals receiving a home visit.
 - 1.5.10.1.10. Number of individuals participating in group health education sessions and the topic(s) covered.
 - 1.5.10.1.11. Number of individuals who have increased knowledge as a result of participating in group health education.
 - 1.5.10.1.12. Number and names of individuals participating in a wellness group.
 - 1.5.10.1.13. Number of individuals who have increased wellbeing as a result of participating in a wellness group.
 - 1.5.10.1.14. Number of health providers receiving education or training.
 - 1.5.10.1.15. Number of health providers who have increased knowledge as a result of participating in education or training.
 - 1.5.10.1.16. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories.
- 1.5.10.2. The Contractor must submit semi-annual reports to the Department for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, or upon request by the Department. Semi-annual reports must include, but are not limited to:
- 1.5.10.2.1. Health Promotion Tracking Log for the semi-annual period.

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1.5.10.2.2. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories for the semi-annual period.

1.6. School Impact Program (Effective October 1, 2024)

1.6.1. The Contractor must provide culturally appropriate School Impact (SI) program services, statewide, to:

1.6.1.1. ORR-eligible students (herein students), who are up to age 18 through their high school graduation, and their families, who have been in the United States for less than five (5) years at the beginning of the school year; and

1.6.1.2. Local school district(s).

1.6.2. The Contactor must develop a plan to submit to the Department, within 30 days of the contract effective date, that details protocols of engagement for individuals and/or families throughout their five (5) year eligibility period, including, but not limited to:

1.6.2.1. Needs assessment.

1.6.2.2. Referrals and enrollment into appropriate services.

1.6.2.3. Contact made or attempted at six (6)-month intervals.

1.6.3. Student and Family Services

1.6.3.1. The Contactor must:

1.6.3.1.1. Prioritize students and their families who are within:

1.6.3.1.1.1. One (1) year of arrival, or who are experiencing school enrollment for the first time; and

1.6.3.1.1.2. The five (5) year eligibility period;

1.6.3.1.2. Provide comprehensive school orientations for students and their families including, but not limited to the following topics:

1.6.3.1.2.1. American school system, policies and procedures.

1.6.3.1.2.2. Advocacy services to obtain classroom support for students with academic or social challenges.

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- 1.6.3.1.2.3. Supportive services to students and parents on academic transitions (elementary to middle, middle to high school, high school to college), including connecting students to post-secondary guidance and career exploration.
- 1.6.3.1.2.4. Extracurricular and enrichment opportunities.
- 1.6.3.1.2.5. Understanding academic testing practices.
- 1.6.3.1.2.6. Understanding homework expectations.
- 1.6.3.1.2.7. Understanding how to interpret student reports, such as academic and disciplinary reports.
- 1.6.3.1.2.8. An introduction to post-secondary education options.
- 1.6.3.1.3. Provide enhanced registration services at the elementary, middle and high school levels including, but not limited to:
 - 1.6.3.1.3.1. Coordinating deliveries of backpacks and school supplies.
 - 1.6.3.1.3.2. Coordinating school tours.
 - 1.6.3.1.3.3. Facilitating the scheduling of any necessary tests as well as appointments with guidance departments.
 - 1.6.3.1.3.4. Coordinating transportation for school orientation tours;
- 1.6.3.1.4. Assist students and their families with school and after school program registration paperwork;
- 1.6.3.1.5. Assist students and their families with completing free and reduced lunch applications;
- 1.6.3.1.6. Work in partnership with the local school district(s), 21st Century (21C) after-school program(s), and other community partners to

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make referrals to after-school, mentoring, and summer programs;

1.6.3.1.7. Facilitate a minimum of two (2) leadership development opportunities for students which may include, but are not limited to:

1.6.3.1.7.1. Youth leadership summits.

1.6.3.1.7.2. Student-led mentoring; and

1.6.3.1.8. Provide case management and support services to students and their parents/families, which include, but are not limited to:

1.6.3.1.8.1. Access to health care services.

1.6.3.1.8.2. Access to mental health services.

1.6.3.1.8.3. Access to housing services and/or assistance.

1.6.3.1.8.4. Other Social Determinants of Health support services.

1.6.4. School District Services

1.6.4.1. The Contractor must collaborate with the local school district(s) to promote parents and teachers coming together in a relaxed atmosphere to foster relationship building.

1.6.4.2. The Contractor must work with the local school district(s) to ensure they understand and address the communication access needs of students and their families.

1.6.4.2.1. If the school districts do not provide communication access, the Contractor must notify the Department within 72 hours.

1.6.4.3. The Contractor must provide ongoing training and education to school personnel to promote the knowledge, skills and best practices necessary to ensure linguistic and cultural effectiveness when providing services to ORR-eligible student populations.

1.6.5. Staffing

1.6.5.1. The Contractor must ensure adequate staffing capacity to carry out the services specified in Section 1.6.

1.6.6. Reporting

1.6.6.1. The Contractor must submit semi-annual ORR-6 report data

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in accordance with ORR reporting requirements found here: <https://www.acf.hhs.gov/orr/form/report-forms>, in a format acceptable to the Department, for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, to ensure progress toward program deliverables.

1.7. Ukrainian Support Services (Effective October 1, 2024)

- 1.7.1. The Contractor must provide case management; supportive services related to health as needed; and employment support services, statewide, in this Agreement for ORR-eligible Ukrainians, as described in Section 1.7.2.
- 1.7.2. Pursuant to ORR, the Contractor must ensure individuals receiving services meet the following eligibility criteria:
 - 1.7.2.1. Ukrainian Humanitarian Parolees (UHPs), who are citizens or nationals of Ukraine, who the Department of Homeland Security (DHS) has paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department, due to urgent humanitarian reasons or for significant public benefit; or
 - 1.7.2.2. Non-Ukrainian individuals who last habitually resided in Ukraine, who DHS has paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department, due to urgent humanitarian reasons or for significant public benefit; or
 - 1.7.2.3. A spouse or child of an individual in Section 1.7.2.1. or 1.7.2.2. who is paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department; or
 - 1.7.2.4. A parent, legal guardian, or primary caregiver of an unaccompanied refugee minor or an unaccompanied child described in Section 1.7.2.1. or 1.7.2.2. who is paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department.

1.7.3. Case Management Services

- 1.7.3.1. The Contractor must provide case management services to assist individuals with succeeding in their new communities including, but not limited to:

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- 1.7.3.1.1. Assisting with housing-related issues.
- 1.7.3.1.2. Providing reasonable and necessary financial support for emergency short-term and long-term housing that is paid directly to the landlords by the Contractor, when sponsorships are no longer viable or as needed, after consulting with the Department.
- 1.7.3.1.3. Providing necessary food assistance.
- 1.7.3.1.4. Referring individuals to medical, mental health, and dental care services and other Social Determinants of Health support services, as appropriate.
- 1.7.3.1.5. Referring individuals to appropriate English for Speakers of Other Languages (ESOL) or vocational ESOL programs.
- 1.7.3.1.6. Assisting individuals with accessing and enrolling in mainstream public programs such as Women, Infants and Children Nutrition Program (WIC), Fuel Assistance and Head Start.
- 1.7.3.1.7. Identifying conveniently located, subsidized day care providers, as appropriate.
- 1.7.3.1.8. Assisting individuals with transportation needs, as needed, including direct payment for transportation such as fares and the leasing of vehicles by the Contractor for the purpose of transporting individuals to initial employment and other appointments.
- 1.7.3.1.9. Providing general cultural orientation about the U.S., with topics submitted to the Department for approval within ten (10) days of the contract effective.
- 1.7.3.1.10. Providing orientation for parents and students to American school systems, as needed.

1.7.4. Health Promotion Services

- 1.7.4.1. The Contractor must provide navigation and support services and activities that promote the health and wellness of ORR-eligible Ukrainians, as needed, who are within their first five (5) years of eligibility, including, but not limited to:

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- 1.7.4.1.1. Providing navigation and support services for medical, mental health, and dental care services, and building capacity within communities to address mental health needs.
- 1.7.4.1.2. Providing targeted individual health outreach and home visiting.
- 1.7.4.1.3. Providing opportunities to increase health literacy through expanded health orientation and group health education.
- 1.7.4.1.4. Creating opportunities for social engagement to reduce isolation, including, but not limited to organizing wellness groups.
- 1.7.4.1.5. Providing health provider training and education.
- 1.7.4.2. Navigation and Support Services for Medical, Mental Health, and Dental Care Services
 - 1.7.4.2.1. The Contractor must provide navigation and support services to increase access to and reduce gaps in services related to medical, mental health, and dental care services for Ukrainian individuals who require care beyond the initial Domestic Medical Exam (DME), as needed, to ensure they are able to access and navigate complex health care systems, including, but not limited to:
 - 1.7.4.2.2. :
 - 1.7.4.2.2.1. Scheduling and coordinating medical and mental health appointments.
 - 1.7.4.2.2.2. Assisting individuals with connecting to dental care by scheduling an initial appointment as soon as possible after arrival, including locating a primary dental care provider and/or a mobile clinic.
 - 1.7.4.2.2.3. Accompanying individuals to medical, mental health and dental care appointments, as time permits.

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- 1.7.4.2.2.4. Providing and/or facilitating the provision of transportation to and from appointments.
- 1.7.4.2.2.5. Assisting individuals to obtain appropriate health insurance.
- 1.7.4.2.3. The Contractor must work with the Managed Care Organizations and the designated Medicaid Dental Plan Administrator to identify appropriate medical, mental health, and dental care providers in order to mitigate gaps in service.
- 1.7.4.2.4. If providing navigation and support services, the Contractor must:
 - 1.7.4.2.4.1. Work with providers to ensure they understand and address the communication access needs of the individuals.
 - 1.7.4.2.4.1.1. If providers do not provide communication access, the Contractor must notify the Managed Care Organization and/or Medicaid, as appropriate, and the Department within 24 hours; and
 - 1.7.4.2.4.2. Develop a plan of care for each individual receiving medical, mental health, and/or dental care navigation and support services that includes:
 - 1.7.4.2.4.2.1. A brief summary of the individual's health navigation and support needs;
 - 1.7.4.2.4.2.2. Clearly defined referrals to appropriate

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healthcare and/or insurance to sufficiently address the health needs of the individual being served; and

1.7.4.2.4.2.3. The identification of two (2) priority wellness goals.

1.7.4.3. Targeted Individual Health Outreach

1.7.4.3.1. The Contractor must provide solely, or in collaboration with other organizations, individual targeted health outreach, as needed. If providing targeted individual health outreach, the Contractor must:

1.7.4.3.1.1. Identify topics of concern for Ukrainians and prioritize topics that are most urgent or relevant on an ongoing basis;

1.7.4.3.1.2. Ensure the targeted individual health outreach includes, but is not limited to resources such as translated written and/or audio/video materials which may include, but are not limited to:

1.7.4.3.1.2.1. Vaccine education.

1.7.4.3.1.2.2. Tuberculosis risks reduction.

1.7.4.3.1.2.3. Emotional wellness; and

1.7.4.3.1.3. Assist the Department's Tuberculosis Program with their outreach efforts to the Ukrainian community.

1.7.4.4. Expanded Health Orientation

1.7.4.4.1. The Contractor must conduct an expanded health orientation that is tailored to the specific needs of individuals, as needed, which may include the following topics:

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- 1.7.4.4.1.1. Navigating the U.S. health care system;
- 1.7.4.4.1.2. Health insurance, including Refugee Medical Assistance, expanded Medicaid, the Marketplace, and employer-based insurance;
- 1.7.4.4.1.3. Privacy and consent laws;
- 1.7.4.4.1.4. The right to language assistance in health care settings and the role of interpreters;
- 1.7.4.4.1.5. Transportation options for medical appointments including, but not limited to:
 - 1.7.4.4.1.5.1. Public transportation training.
 - 1.7.4.4.1.5.2. Arranging Medicaid transportation;
- 1.7.4.4.1.6. Understanding the different types of health care providers including, but not limited to:
 - 1.7.4.4.1.6.1. Primary care providers.
 - 1.7.4.4.1.6.2. Specialists.
 - 1.7.4.4.1.6.3. Pharmacists;
- 1.7.4.4.1.7. Understanding the different types of health care and when, where and how to access each type including, but not limited to:
 - 1.7.4.4.1.7.1. Preventative.
 - 1.7.4.4.1.7.2. Urgent.
 - 1.7.4.4.1.7.3. Emergency;
- 1.7.4.4.1.8. Understanding the availability of mental/behavioral health services, including, but not limited to treatment for substance use

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- disorders, and when, where and how to access services;
- 1.7.4.4.1.9. Scheduling, keeping and cancelling appointments;
- 1.7.4.4.1.10. What to bring to appointments; and
- 1.7.4.4.1.11. Medication, including, but not limited to:
 - 1.7.4.4.1.11.1. The difference between prescribed medication and over-the-counter (OTT) medication.
 - 1.7.4.4.1.11.2. Refills.
 - 1.7.4.4.1.11.3. Dosage instructions.
 - 1.7.4.4.1.11.4. Side effects.
- 1.7.4.4.2. The Contractor must administer pre- and post-assessments to all participants to determine if participants increased their knowledge of the U.S. health care system by participating in an expanded health orientation.
- 1.7.4.4.3. The Contractor must maintain documentation of individuals who have received an expanded health orientation, including, but not limited to:
 - 1.7.4.4.3.1. The names of individuals who participate in an expanded health orientation.
 - 1.7.4.4.3.2. The topic(s) of orientation completed by each participant.
 - 1.7.4.4.3.3. The results of the pre- and post-assessments.
- 1.7.4.4.4. The Contractor must share orientation materials with the Department upon request.
- 1.7.4.5. Health Education
 - 1.7.4.5.1. The Contractor must provide health education, consisting of individual targeted health outreach

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and/or group health education session(s), as needed, solely or in collaboration with other organizations. If providing health education, the Contractor must:

1.7.4.5.1.1. Provide group health education sessions;

1.7.4.5.1.2. Identify topics of concern and prioritize topics that are most urgent or relevant on an ongoing basis;

1.7.4.5.1.3. Coordinate and schedule outside organizations and presenters to provide group health education sessions on topics within their area(s) of expertise, which may include the topics identified in Section 1.7.4.5.1.5. below;

1.7.4.5.1.4. Notify individuals of class schedules; and

1.7.4.5.1.5. Ensure health education sessions include relevant topics including, but not limited to:

1.7.4.5.1.5.1. Health insurance terms, coverage requirements and options, and the enrollment process.

1.7.4.5.1.5.2. Disabilities including, but not limited to, autism.

1.7.4.5.1.5.3. Women's health including, but not limited to, reproductive health and domestic violence.

1.7.4.5.1.5.4. Men's health.

1.7.4.5.1.5.5. Emotional wellness.

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- 1.7.4.5.1.5.6. Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) health.
- 1.7.4.5.1.5.7. Oral health and hygiene.
- 1.7.4.5.1.5.8. Vision health.
- 1.7.4.5.1.5.9. Nutrition and benefits of exercise.
- 1.7.4.5.1.5.10. Human Immunodeficiency Virus (HIV).
- 1.7.4.5.1.5.11. Tuberculosis risk reduction.
- 1.7.4.5.1.5.12. Fire safety.

1.7.4.5.2. The Contractor must administer and document pre- and post-assessments to all participants to determine if participants increased their knowledge of health education topics as a result of participating in individual/group health education.

1.7.4.6. Wellness Groups

1.7.4.6.1. The Contractor must facilitate the provision of non-clinical interventions including, but not limited to wellness groups, as needed, to:

- 1.7.4.6.1.1. Promote wellness among the target population;
- 1.7.4.6.1.2. Reduce isolation; and
- 1.7.4.6.1.3. Prevent suicide.

1.7.4.6.2. If conducting wellness groups, the Contractor must facilitate a minimum of two (2) culturally and linguistically appropriate wellness groups each Contract year, utilizing an evidence-based curriculum and/or promising practice methods that may include, but are not limited to,

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Pathways to Wellness Community Adjustment
Support Group Training Manual and Curriculum.

- 1.7.4.6.3. The Contractor must administer and document pre- and post-assessments to participants to determine if participants increased well-being as a result of participating in a wellness group.

1.7.5. Employment Services

- 1.7.5.1. The Contractor must provide employment services that focus on job development, placement, retention and re-employment.
- 1.7.5.2. The Contractor must develop and maintain relationships with employers, including, but not limited to:
 - 1.7.5.2.1. Working with employers to assist with hiring and onboarding processes.
 - 1.7.5.2.2. Working with employers to develop employer-based training.
 - 1.7.5.2.3. Collaborating with existing governmental and private job development agencies.
- 1.7.5.3. The Contractor must develop employment support for each employable individual, including, but not limited to:
 - 1.7.5.3.1. Conducting employability assessments utilizing Department approved assessment instruments.
 - 1.7.5.3.2. Developing and maintaining a Family Self-Sufficiency Plan for families with at least one (1) employable adult.
 - 1.7.5.3.3. Developing and maintaining employment plans for each individual eligible for employment.
 - 1.7.5.3.4. Assisting individuals with developing resumes.
 - 1.7.5.3.5. Scheduling and arranging job interviews for employable individuals and assisting them with submitting job applications until they are employed.
 - 1.7.5.3.6. Providing referrals to support services.
 - 1.7.5.3.7. Providing transportation training to increase employability, as necessary.

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- 1.7.5.3.8. Ensuring communication access services are available to employers, as needed, for employment-related activities.
- 1.7.5.4. The Contractor must attend meetings with the Department as needed including, but not limited to:
 - 1.7.5.4.1. The quarterly Refugee Advisory Council meeting.
 - 1.7.5.4.2. The bi-weekly, or as otherwise scheduled by the Department, Employment Team meeting.
- 1.7.6. Reporting Requirements
 - 1.7.6.1. The Contractor must submit semi-annual ORR-6 report data in accordance with ORR reporting requirements found here: <https://www.acf.hhs.gov/orr/form/report-forms>, in a format acceptable to the Department, for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, to ensure progress toward program deliverables.
 - 1.7.6.2. If the Contractor provides Health Promotion services, the Contractor must submit monthly Health Promotion Tracking Logs, or the data contained therein, in a format acceptable to the Department to ensure progress toward program deliverables which include, but are not limited to:
 - 1.7.6.2.1. Demographic data for individuals receiving Health Promotion Program services, including:
 - 1.7.6.2.1.1. Gender;
 - 1.7.6.2.1.2. Date of birth; and
 - 1.7.6.2.1.3. Immigration status.
 - 1.7.6.2.2. Number and names of individuals receiving navigation and support services for medical care, including dental care.
 - 1.7.6.2.3. Number and names of individuals receiving navigation and support services for mental health care.
 - 1.7.6.2.4. Number and names of individuals with a developed plan of care.
 - 1.7.6.2.5. Number and names of individuals with a completed plan of care [two (2) priority wellness goals met].

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- 1.7.6.2.6. Number and names of individuals receiving expanded health orientation and topic(s) covered.
- 1.7.6.2.7. Number of individuals who have increased knowledge of the U.S. health care system as a result of participating in an expanded health orientation.
- 1.7.6.2.8. Number and names of individuals receiving targeted health education and topic(s) covered.
- 1.7.6.2.9. Number and names of individuals receiving a home visit.
- 1.7.6.2.10. Number of individuals participating in group health education sessions and the topic(s) covered.
- 1.7.6.2.11. Number of individuals who have increased knowledge as a result of participating in group health education.
- 1.7.6.2.12. Number and names of individuals participating in a wellness group.
- 1.7.6.2.13. Number of individuals who have increased wellbeing as a result of participating in a wellness group.
- 1.7.6.2.14. Number of health providers receiving education or training.
- 1.7.6.2.15. Number of health providers who have increased knowledge as a result of participating in education or training.
- 1.7.6.2.16. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories.
- 1.7.6.3. If the Contractor provides Health Promotion services, the Contractor must submit semi-annual reports to the Department for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, or upon request by the Department. Semi-annual reports must include, but are not limited to:
 - 1.7.6.3.1. Health Promotion Tracking Log for the semi-annual period.

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1.7.6.3.2. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories for the semi-annual period.

1.8. Afghan Support Services (Effective October 1, 2024)

1.8.1. The Contractor must provide case management; supportive services related to health as needed; and employment support services, statewide, in this Agreement for ORR-eligible Afghans, as described in Sections 1.8.2. through 1.8.3.

1.8.2. Pursuant to ORR, the Contractor must ensure individuals receiving services meet the following eligibility criteria:

1.8.2.1. Individuals who are citizens or nationals of Afghanistan paroled into the United States under section 212(d)(5) of the Immigration and Nationality Act within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department, due to urgent humanitarian reasons or for significant public benefit; or

1.8.2.2. A spouse or child of any individual described in Section 1.9.2.1., who is paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department; or

1.8.2.3. A parent or legal guardian of any individual described in Section 1.8.2.1., who is determined to be an unaccompanied child as defined by 6 U.S.C. § 279(g)(2), who is paroled into the United States within the timeframes determined by and in accordance with U.S. laws and regulations and/or as directed by the Department.

1.8.3. Pursuant to ORR, the Contractor must further ensure that those eligible for services:

1.8.3.1. Are an ORR beneficiary, as of the day before their initial parole expiration date, and;

1.8.3.2. Have submitted, as of the day before their initial parole expiration date, the following:

1.8.3.2.1. A re-parole application prior to the expiration of their initial period of parole;

1.8.3.2.2. An asylum application prior to the expiration of their initial period of parole; or

1.8.3.2.3. An adjustment of status application prior to the expiration of their initial period of parole.

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1.8.4. Case Management Services

- 1.8.4.1. The Contractor must provide case management services to assist individuals with succeeding in their new communities including, but not limited to:
 - 1.8.4.1.1. Assisting with housing-related issues.
 - 1.8.4.1.2. Providing reasonable and necessary financial support for emergency short-term and long-term housing that is paid directly to the landlords by the Contractor, when sponsorships are no longer viable or as needed, after consulting with the Department.
 - 1.8.4.1.3. Providing necessary food assistance.
 - 1.8.4.1.4. Referring individuals to medical, mental health, and dental care services and other Social Determinants of Health support services, as appropriate.
 - 1.8.4.1.5. Referring individuals to appropriate English for Speakers of Other Languages (ESOL) or vocational ESOL programs.
 - 1.8.4.1.6. Assisting individuals with accessing and enrolling in mainstream public programs such as Women, Infants and Children Nutrition Program (WIC), Fuel Assistance and Head Start.
 - 1.8.4.1.7. Identifying conveniently located, subsidized day care providers, as appropriate.
 - 1.8.4.1.8. Assisting individuals with transportation needs, as needed, including direct payment for transportation such as fares and the leasing of vehicles by the Contractor for the purpose of transporting individuals to initial employment and other appointments.
 - 1.8.4.1.9. Providing general cultural orientation about the U.S., with topics submitted to the Department for approval within ten (10) days of the contract effective.
 - 1.8.4.1.10. Providing orientation for parents and students to American school systems, as needed.

1.8.5. Health Promotion Services

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1.8.5.1. The Contractor must provide navigation and support services and activities that promote the health and wellness of ORR-eligible Afghans, as needed, who are within their first five (5) years of eligibility, including, but not limited to:

- 1.8.5.1.1. Providing navigation and support services for medical, mental health, and dental care services, and building capacity within communities to address mental health needs.
- 1.8.5.1.2. Providing targeted individual health outreach and home visiting.
- 1.8.5.1.3. Providing opportunities to increase health literacy through expanded health orientation and group health education.
- 1.8.5.1.4. Creating opportunities for social engagement to reduce isolation, including, but not limited to organizing wellness groups.
- 1.8.5.1.5. Providing health provider training and education.

1.8.5.2. Navigation and Support Services for Medical, Mental Health, and Dental Care Services

1.8.5.2.1. The Contractor must provide navigation and support services to increase access to and reduce gaps in services related to medical, mental health, and dental care services for Afghan individuals who require care beyond the initial Domestic Medical Exam (DME), as needed, to ensure they are able to access and navigate complex health care systems, including, but not limited to:

- 1.8.5.2.1.1. Scheduling and coordinating medical and mental health appointments.
- 1.8.5.2.1.2. Assisting individuals with connecting to dental care by scheduling an initial appointment as soon as possible after arrival, including locating a primary dental care provider and/or a mobile clinic.

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- 1.8.5.2.1.3. Accompanying individuals to medical, mental health and dental care appointments, as time permits.
- 1.8.5.2.1.4. Providing and/or facilitating the provision of transportation to and from appointments.
- 1.8.5.2.1.5. Assisting individuals to obtain appropriate health insurance.
- 1.8.5.2.2. The Contractor must work with the Managed Care Organizations and the designated Medicaid Dental Plan Administrator to identify appropriate medical, mental health, and dental care providers in order to mitigate gaps in service.
- 1.8.5.2.3. If providing navigation and support services, the Contractor must:
 - 1.8.5.2.3.1. Work with providers to ensure they understand and address the communication access needs of the individuals.
 - 1.8.5.2.3.1.1. If providers do not provide communication access, the Contractor must notify the Managed Care Organization and/or Medicaid, as appropriate, and the Department within 24 hours; and
 - 1.8.5.2.3.2. Develop a plan of care for each individual receiving medical, mental health, and/or dental care navigation and support services that includes:
 - 1.8.5.2.3.2.1. A brief summary of the individual's

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health navigation
and support needs;

1.8.5.2.3.2.2. Clearly defined referrals to appropriate healthcare and/or insurance to sufficiently address the health needs of the individual being served; and

1.8.5.2.3.2.3. The identification of two (2) priority wellness goals.

1.8.5.3. Targeted Individual Health Outreach

1.8.5.3.1. The Contractor must provide solely, or in collaboration with other organizations, individual targeted health outreach, as needed. If providing targeted individual health outreach, the Contractor must:

1.8.5.3.1.1. Identify topics of concern for Afghans and prioritize topics that are most urgent or relevant on an ongoing basis;

1.8.5.3.1.2. Ensure the targeted individual health outreach includes, but is not limited to resources such as translated written and/or audio/video materials which may include, but are not limited to:

1.8.5.3.1.2.1. Vaccine education.

1.8.5.3.1.2.2. Tuberculosis risks reduction.

1.8.5.3.1.2.3. Emotional wellness; and

1.8.5.3.1.3. Assist the Department's Tuberculosis Program with their outreach efforts to the Ukrainian community.

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1.8.5.4. Expanded Health Orientation

1.8.5.4.1. The Contractor must conduct an expanded health orientation that is tailored to the specific needs of individuals, as needed, which may include the following topics:

1.8.5.4.1.1. Navigating the U.S. health care system.

1.8.5.4.1.2. Health insurance, including Refugee Medical Assistance, expanded Medicaid, the Marketplace, and employer-based insurance.

1.8.5.4.1.3. Privacy and consent laws.

1.8.5.4.1.4. The right to language assistance in health care settings and the role of interpreters.

1.8.5.4.1.5. Transportation options for medical appointments including, but not limited to:

1.8.5.4.1.5.1. Public transportation training.

1.8.5.4.1.5.2. Arranging Medicaid transportation.

1.8.5.4.1.6. Understanding the different types of health care providers including, but not limited to:

1.8.5.4.1.6.1. Primary care providers.

1.8.5.4.1.6.2. Specialists.

1.8.5.4.1.6.3. Pharmacists.

1.8.5.4.1.7. Understanding the different types of health care and when, where and how to access each type including, but not limited to:

1.8.5.4.1.7.1. Preventative.

1.8.5.4.1.7.2. Urgent.

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1.8.5.4.1.7.3. Emergency.

1.8.5.4.1.8. Understanding the availability of mental/behavioral health services, including, but not limited to treatment for substance use disorders, and when, where and how to access services.

1.8.5.4.1.9. Scheduling, keeping and cancelling appointments.

1.8.5.4.1.10. What to bring to appointments.

1.8.5.4.1.11. Medication, including, but not limited to:

1.8.5.4.1.11.1. The difference between prescribed medication and over-the-counter (OTT) medication.

1.8.5.4.1.11.2. Refills.

1.8.5.4.1.11.3. Dosage instructions.

1.8.5.4.1.11.4. Side effects.

1.8.5.4.2. The Contractor must administer pre- and post-assessments to all participants to determine if participants increased their knowledge of the U.S. health care system by participating in an expanded health orientation.

1.8.5.4.3. The Contractor must maintain documentation of individuals who have received an expanded health orientation, including, but not limited to:

1.8.5.4.3.1. The names of individuals who participate in an expanded health orientation.

1.8.5.4.3.2. The topic(s) of orientation completed by each participant.

1.8.5.4.3.3. The results of the pre- and post-assessments.

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1.8.5.4.4. The Contractor must share orientation materials with the Department upon request.

1.8.5.5. Health Education

1.8.5.5.1. The Contractor must provide health education, consisting of individual targeted health outreach and/or group health education session(s), as needed, solely or in collaboration with other organizations. If providing health education, the Contractor must:

1.8.5.5.1.1. Provide group health education sessions;

1.8.5.5.1.2. Identify topics of concern and prioritize topics that are most urgent or relevant on an ongoing basis;

1.8.5.5.1.3. Invite, arrange for, and schedule outside organizations and presenters to provide group health education sessions on topics within their area(s) of expertise, which may include the topics identified in Section 1.8.5.5.1.5. below;

1.8.5.5.1.4. Notify individuals of class schedules; and

1.8.5.5.1.5. Ensure health education sessions include relevant topics including, but not limited to:

1.8.5.5.1.5.1. Health insurance terms, coverage requirements and options, and the enrollment process.

1.8.5.5.1.5.2. Disabilities including, but not limited to, autism.

1.8.5.5.1.5.3. Women's health including, but not limited to, reproductive

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- health and domestic violence.
- 1.8.5.5.1.5.4. Men's health.
- 1.8.5.5.1.5.5. Emotional wellness.
- 1.8.5.5.1.5.6. Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) health.
- 1.8.5.5.1.5.7. Oral health and hygiene.
- 1.8.5.5.1.5.8. Vision health.
- 1.8.5.5.1.5.9. Nutrition and benefits of exercise.
- 1.8.5.5.1.5.10. Human Immunodeficiency Virus (HIV).
- 1.8.5.5.1.5.11. Tuberculosis risk reduction.
- 1.8.5.5.1.5.12. Fire safety.
- 1.8.5.5.2. The Contractor must administer pre- and post-assessments to all participants to determine if participants increased their knowledge of health education topics as a result of participating in individual/group health education.
- 1.8.5.6. Wellness Groups
 - 1.8.5.6.1. The Contractor must facilitate the provision of non-clinical interventions including, but not limited to wellness groups, as needed, to:
 - 1.8.5.6.1.1. Promote wellness among the target population;
 - 1.8.5.6.1.2. Reduce isolation; and
 - 1.8.5.6.1.3. Prevent suicide.
 - 1.8.5.6.2. If conducting wellness groups, the Contractor must facilitate a minimum of two (2) culturally

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and linguistically appropriate wellness groups each Contract year, utilizing an evidence-based curriculum and/or promising practice methods that may include, but are not limited to, Pathways to Wellness Community Adjustment Support Group Training Manual and Curriculum.

- 1.8.5.6.3. The Contractor must administer pre- and post-assessments to participants to determine if participants increased well-being as a result of participating in a wellness group.

1.8.6. Employment Services

- 1.8.6.1. The Contractor must provide employment services that focus on job development, placement, retention and re-employment.
- 1.8.6.2. The Contractor must develop and maintain relationships with employers, including, but not limited to:
 - 1.8.6.2.1. Working with employers to assist with hiring and onboarding processes.
 - 1.8.6.2.2. Working with employers to develop employer-based training.
 - 1.8.6.2.3. Collaborating with existing governmental and private job development agencies.
- 1.8.6.3. The Contractor must develop employment support for each employable individual, including, but not limited to:
 - 1.8.6.3.1. Conducting employability assessments utilizing Department approved assessment instruments.
 - 1.8.6.3.2. Developing and maintaining a Family Self-Sufficiency plan for families with at least one (1) employable adult.
 - 1.8.6.3.3. Developing and maintaining employment plans for each individual eligible for employment.
 - 1.8.6.3.4. Assisting individuals with developing resumes.
 - 1.8.6.3.5. Scheduling and arranging job interviews for employable individuals and assisting them with submitting job applications until they are employed.
 - 1.8.6.3.6. Providing referrals to support services.

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- 1.8.6.3.7. Providing transportation training to increase employability, as necessary.
- 1.8.6.3.8. Ensuring communication access services are available to employers, as needed, for employment-related activities.
- 1.8.6.4. The Contractor must attend meetings with the Department as needed including, but not limited to:
 - 1.8.6.4.1. The quarterly Refugee Advisory Council meeting.
 - 1.8.6.4.2. The bi-weekly, or as otherwise scheduled by the Department, Employment Team meeting.
- 1.8.7. Reporting Requirements
 - 1.8.7.1. The Contractor must submit semi-annual ORR-6 report data in accordance with ORR reporting requirements found here: <https://www.acf.hhs.gov/orr/form/report-forms>, in a format acceptable to the Department, for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, to ensure progress toward program deliverables.
 - 1.8.7.2. If the Contractor provides Health Promotion services, the Contractor must submit monthly Health Promotion Tracking Logs, or the data contained therein, in a format acceptable to the Department to ensure progress toward program deliverables which include, but are not limited to:
 - 1.8.7.2.1. Demographic data for individuals receiving Health Promotion Program services, including:
 - 1.8.7.2.1.1. Gender;
 - 1.8.7.2.1.2. Date of birth; and
 - 1.8.7.2.1.3. Immigration status.
 - 1.8.7.2.2. Number and names of individuals receiving navigation and support services for medical care, including dental care.
 - 1.8.7.2.3. Number and names of individuals receiving navigation and support services for mental health care.
 - 1.8.7.2.4. Number and names of individuals with a developed plan of care.

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- 1.8.7.2.5. Number and names of individuals with a completed plan of care [two (2) priority wellness goals met].
 - 1.8.7.2.6. Number and names of individuals receiving expanded health orientation and topic(s) covered.
 - 1.8.7.2.7. Number of individuals who have increased knowledge of the U.S. health care system as a result of participating in an expanded health orientation.
 - 1.8.7.2.8. Number and names of individuals receiving targeted health education and topic(s) covered.
 - 1.8.7.2.9. Number and names of individuals receiving a home visit.
 - 1.8.7.2.10. Number of individuals participating in group health education sessions and the topic(s) covered.
 - 1.8.7.2.11. Number of individuals who have increased knowledge as a result of participating in group health education.
 - 1.8.7.2.12. Number and names of individuals participating in a wellness group.
 - 1.8.7.2.13. Number of individuals who have increased wellbeing as a result of participating in a wellness group.
 - 1.8.7.2.14. Number of health providers receiving education or training.
 - 1.8.7.2.15. Number of health providers who have increased knowledge as a result of participating in education or training.
 - 1.8.7.2.16. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories.
- 1.8.7.3. If the Contractor provides Health Promotion services, the Contractor must submit semi-annual reports to the Department for reporting periods October 1 – September 30 and March 31 – April 1 no later than 30 days after the end of each reporting period, or upon request by the Department. Semi-annual reports must include, but are not limited to:

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**New Hampshire Department of Health and Human Services
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- 1.8.7.3.1. Health Promotion Tracking Log for the semi-annual period.
- 1.8.7.3.2. Major accomplishments, new initiatives, challenges, emerging issues, and individual success stories for the semi-annual period.
- 1.8.8. Reporting
 - 1.8.8.1. The Contractor must submit semi-annual reports or as otherwise determined by the Department, in a format determined by the Department, including, but not limited to:
 - 1.8.8.1.1. Number of individuals served;
 - 1.8.8.1.2. Contract activities performed; and to the extent possible;
 - 1.8.8.1.3. Case outcomes.
- 1.9. The Contractor must ensure all required services described in this Agreement are:
 - 1.9.1. Person-centered;
 - 1.9.2. Trauma-informed;
 - 1.9.3. Strengths-based; and
 - 1.9.4. Culturally and Linguistically Appropriate (CLAS).
- 1.10. The Contractor must work with all service providers and employers to ensure they understand and address the cultural and communication access needs of individuals being served, and advocate on behalf of individuals to protect their civil rights and ensure access to services.
- 1.11. The Contractor must communicate any challenges related to the scope of services described in this Agreement in a timely manner to the Department and be available to meet as requested by the Department in order to:
 - 1.11.1. Review performance;
 - 1.11.2. Discuss current caseload and needed supports and services; and
 - 1.11.3. Identify and address challenges and barriers to providing services.
- 1.12. Notwithstanding Paragraph 8, Events of Default/Remedies and 9, Termination of the General Contract Provisions of this Agreement (P-37), the Contractor must develop and submit a corrective action plan for any performance measure(s) not on target to be achieved annually, in accordance with this Agreement, to the Department on a quarterly basis until such time all measure are achievable. The corrective action plan must include:
 - 1.12.1. The barrier(s) to achieving the measure(s) annually; and

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- 1.12.2. A detailed plan to achieve the measure(s) that must include, but is not limited to, a timeline.
- 1.13. The Contractor must actively and regularly collaborate with the Department to enhance contract management, improve results and adjust program delivery and policy based on successful outcomes.
- 1.14. The Contractor must maintain eligibility verification documents, case notes and progress reports in client files and make them available to the Department upon request.
- 1.15. The Contractor must participate in the Department's database or centralized data collection system if requested by the Department.
- 1.16. The Contractor must ensure staff participate in trainings on federal CLAS and civil rights laws compliance, including policies and procedures for handling discrimination complaints as provided by the Department.
- 1.17. The Contractor must participate in virtual or in-person meetings with the Department upon request, in addition to any meeting requirements described in the Statement of Work above:
- 1.18. General Reporting Requirements
- 1.18.1. The Contractor must submit a final program report to the Department no later than 30 days prior to the completion date of any Section described in this Agreement as identified by the Department or the entire contract, if requested by the Department.
 - 1.18.2. The Contractor may be required to provide other key data and metrics to the Department in a format specified by the Department.
- 1.19. Background Checks
- 1.19.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
 - 1.19.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
 - 1.19.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement; and
 - 1.19.1.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to

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RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.20. Confidential Data

- 1.20.1. The Contractor must meet all information security and privacy requirements as set by the Department and in accordance with the Department's Information Security Requirements Exhibit as referenced below.
- 1.20.2. The Contractor must ensure any individuals involved in delivering services through this Agreement contract sign an attestation agreeing to access, view, store, and discuss Confidential Data in accordance with federal and state laws and regulations and the Department's Information Security Requirements Exhibit. The Contractor must ensure said individuals have a justifiable business need to access confidential data. The Contractor must provide attestations upon Department request.

1.21. Privacy Impact Assessment

- 1.21.1. Upon request, the Contractor must allow and assist the Department in conducting a Privacy Impact Assessment (PIA) of its system(s)/application(s)/web portal(s)/website(s) or Department system(s)/application(s)/web portal(s)/website(s) hosted by the Contractor, if Personally Identifiable Information (PII) is collected, used, accessed, shared, or stored. To conduct the PIA the Contractor must provide the Department access to applicable systems and documentation sufficient to allow the Department to assess, at minimum, the following:
 - 1.21.1.1. How PII is gathered and stored;
 - 1.21.1.2. Who will have access to PII;
 - 1.21.1.3. How PII will be used in the system;
 - 1.21.1.4. How individual consent will be achieved and revoked; and
 - 1.21.1.5. Privacy practices.
- 1.21.2. The Department may conduct follow-up PIAs in the event there are either significant process changes or new technologies impacting the collection, processing or storage of PII.

1.22. Department Owned Devices, Systems and Network Usage

- 1.22.1. If Contractor End Users, defined in the Department's Information Security Requirements Exhibit that is incorporated into this Agreement, are authorized by the Department's Information Security Office to use

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a. Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, each End User must:

- 1.22.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.22.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
- 1.22.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.22.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department; and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.22.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.22.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.22.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.22.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.22.1.9. Agree when utilizing the Department's email system:
 - 1.22.1.9.1. To only use a Department email address assigned to them with a -ds "@ affiliate.DHHS.NH.Gov".

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1.22.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.22.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

CONFIDENTIALITY NOTICE: "This message may contain information that is privileged and confidential and is intended only for the use of the individual(s) to whom it is addressed. If you receive this message in error, please notify the sender immediately and delete this electronic message and any attachments from your system. Thank you for your cooperation."

1.22.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.22.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.22.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Agreement and annually thereafter.

1.22.1.10.3. Only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

1.22.1.11. Contractor agrees, if any End User is found to be in violation of any of the above terms and conditions, said End User may face removal from the Agreement, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.22.1.12. Contractor agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials, and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor agrees to

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notify the Department's Information Security Office or designee immediately.

1.22.2. Workspace Requirement

1.22.2.1. If applicable, the Department will work with Contractor, to determine requirements for providing necessary workspace and State equipment for its End Users.

1.23. Contract End-of-Life Transition Services

1.23.1. General Requirements

1.23.1.1. If applicable, upon termination or expiration of the Agreement the parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the Contractor to the Department and, if applicable, the Contractor engaged by the Department to assume the Services previously performed by the Contractor for this section the new Contractor shall be known as "Recipient"). Ninety (90) days prior to the end-of the contract or unless otherwise specified by the Department, the Contractor must begin working with the Department and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The Department shall provide the DTP template to the Contractor.

1.23.1.2. The Contractor must use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its End Users to the performance of such Services. This may include assistance with the secure transfer of records (electronic and hard copy), transition of historical data (electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure ("Internal IT Systems") of Contractor to the Internal IT Systems of the Recipient and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.

1.23.1.3. If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created to manage, track, and/or store Department Data in relationship to this contract said Tools will be inventoried and returned to the Department, along with the inventory document, once transition of Department Data is complete.

1.23.1.4. The internal planning of the Transition Services by the

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Contractor and its End Users shall be provided to the Department and if applicable the Recipient in a timely manner. Any such Transition Services shall be deemed to be Services for purposes of this Agreement.

1.23.1.5. Should the data Transition extend beyond the end of the Agreement, the Contractor agrees that the Information Security Requirements, and if applicable, the Department's Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the Department.

1.23.1.6. In the event where the Contractor has comingled Department Data and the destruction or Transition of said data is not feasible, the Department and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction, refer to the terms and conditions of the Department's DHHS Information Security Requirements Exhibit.

1.23.2. Completion of Transition Services

1.23.2.1. Each service or Transition phase shall be deemed completed (and the Transition process finalized) at the end of 15 business days after the product, resulting from the Service, is delivered to the Department and/or the Recipient in accordance with the mutually agreed upon Transition plan, unless within said 15 business day term the Contractor notifies the Department of an issue requiring additional time to complete said product.

1.23.2.2. Once all parties agree the data has been migrated the Contractor will have 30 days to destroy the data per the terms and conditions of the Department's Information Security Requirements Exhibit.

1.23.3. Disagreement over Transition Services Results

1.23.3.1. In the event the Department is not satisfied with the results of the Transition Service, the Department shall notify the Contractor, in writing, stating the reason for the lack of satisfaction within 15 business days of the final product or at any time during the data Transition process. The Parties shall discuss the actions to be taken to resolve the disagreement or issue. If an agreement is not reached, at any time the Department shall be entitled to initiate actions in accordance with the Agreement.

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2. Exhibits Incorporated

- 2.1. The Contractor must comply with all Exhibit D Federal Requirements, which are attached hereto and incorporated by reference herein.
- 2.2. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit E, DHHS Information Security Requirements.
- 2.3. 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 F, Business Associate Agreement, which has been executed by the parties.

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:
 - 3.2.1.1. A detailed description of the language assistance services, within ten (10) days of the Effective Date of the Agreement, 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;
 - 3.2.1.2. A written attestation, within 45 days of the Effective Date of the Agreement and annually thereafter, that all personnel involved the provision of services to individuals under this Agreement have completed, within the last 12 months, the Contractor Required Training Video on Civil Rights-related Provisions in DHHS Procurement Processes, which is accessible on the Department's website (<https://www.dhhs.nh.gov/doing-business-dhhs/civil-right-compliance-dhhs-vendors>); and

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3.2.1.3. The Department's Federal Civil Rights Compliance Checklist within ten (10) days of the Effective Date of the Agreement. The Federal Civil Rights Compliance Checklist must have been completed within the last 12 months and is accessible on the Department's website (<https://www.dhhs.nh.gov/doing-business-dhhs/civil-right-compliance-dhhs-vendors>).

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.

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} books.

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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.
- 4.1.4. Medical records on each patient/recipient of 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.
- 4.3. 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
Targeted Refugee Services

EXHIBIT C

Payment Terms

1. This Agreement is funded by:
 - 1.1. 100% Federal funds
 - 1.1.1. 8% Federal funds, ORR Refugee Cash & Medical Assistance (Coordination of DME), as awarded on November 8, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2401NHRCSMA.
 - 1.1.2. 5% Federal funds, Refugee Support Services and Set Asides (FFY23 Afghan RHP), as awarded on July 6, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2301-NHRSSS-06.
 - 1.1.3. 1% Federal funds, Refugee Support Services and Set Asides (FFY23 RHP Supplement), as awarded on May 12, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2301NHRSSS-05.
 - 1.1.4. 8% Federal funds, Refugee Support Services and Set Asides (FFY23 UKR RHP), as awarded on May 12, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN # 2301NHRSSS-05.
 - 1.1.5. 16% Federal funds, Refugee Support Services and Set Asides (FFY24 Refugee Health Promotion), as awarded on November 11, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2401NHRSSS-01
 - 1.1.6. 18% Federal funds, Refugee Support Services and Set Asides (FFY24 Refugee School Impact), as awarded on November 16, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2401NHRSSS-01.
 - 1.1.7. 30% Federal funds, Refugee Support Services and Set Asides (Afghan Base), as awarded on July 6, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2301NHRSSS-06.
 - 1.1.8. 14% Federal funds, Refugee Support Services and Set Asides (Ukraine Base), as awarded on July 6, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2301NHRSSS-06.
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.

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**New Hampshire Department of Health and Human Services
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EXHIBIT C

- 2.2. The Agreement as NON-R&D, in accordance with 2 CFR §200.332.
3. The Contractor must invoice for Health Promotion services in order as follows:
 - 3.1. Ukrainian Support Services if services are provided to eligible Ukrainians as described in Exhibit B, Scope of Services, Section 1.7.2.;
or
 - 3.2. Afghan Support Services if services are provided to eligible Afghans as described in Exhibit B, Scope of Services, Sections 1.8.2. through 1.8.3.;
and/or
 - 3.3. Health Promotion Program as described in Exhibit B, Scope of Services, Section 1.5.
4. 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 Exhibits C-1, Budget through Exhibit C-8 Budget.
5. 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:
 - 5.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
 - 5.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
 - 5.3. Identifies and requests payment for allowable costs incurred in the previous month.
 - 5.4. 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.
 - 5.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.
 - 5.6. Is assigned an electronic signature, includes supporting documentation, and is emailed to Laura.McGlashan@dhhs.nh.gov or mailed to:

Laura McGlashan
NH State Refugee Health Coordinator
97 Pleasant Street
Thayer Building
Concord, NH 03301

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**New Hampshire Department of Health and Human Services
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EXHIBIT C

6. 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.
7. 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.
8. 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.
9. Audits
 - 9.1. The Contractor must email an annual audit to dhhs.act@dhhs.nh.gov if any of the following conditions exist:
 - 9.1.1. 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.
 - 9.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b.
 - 9.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
 - 9.2. 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 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.
 - 9.2.1. 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.
 - 9.3. 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.

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EXHIBIT C

- 9.4. 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 upon request.
- 9.5. 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.

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Exhibit C-1 Budget
(Case Coordination)

New Hampshire Department of Health and Human Services Contractor Name: <i>Ascentria Community Services, Inc.</i> Budget Request for: <i>Targeted Refugee Services</i> Budget Period: <i>July 1, 2024 to September 30, 2025</i> Indirect Cost Rate (if applicable) 22.63% of Salary and Wages		
Line Item	SFY25 (July 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$32,230	\$8,300
2. Fringe Benefits	\$0	\$0
3. Consultants	\$0	\$0
4. Equipment		
Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$0	\$0
6. Travel	\$8,500	\$4,750
7. Software	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$0	\$0
8. (c) Other - Other (specify below)	\$0	\$0
<i>Other (please specify) Interpreters</i>	\$4,270	\$1,950
<i>Other (please specify) Professional Liability Insurance</i>	\$0	\$0
<i>Other (please specify) Telephone</i>	\$0	\$0
<i>Other (please specify) Audit</i>	\$0	\$0
<i>Other (please specify) Postage</i>	\$0	\$0
<i>Other (please specify) Equipment rental</i>	\$0	\$0
<i>Other (please specify) Occupancy</i>	\$0	\$0
9. Sub recipient Contracts	\$0	\$0
Total Direct Costs	\$45,000	\$15,000
Total Indirect Costs	\$0	\$0
Subtotals	\$45,000	\$15,000
TOTAL		\$60,000

Contractor Initials: DS
RB

Date: 6/7/2024

Exhibit C-2 Budget
(Afghan Health Promotion)

New Hampshire Department of Health and Human Services		
Contractor Name: <i>Ascentria Community Services, Inc.</i>		
Budget Request for: <i>Targeted Refugee Services</i>		
Budget Period: <i>October 1, 2024 to June 30, 2025</i>		
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>		
Line Item	SFY25 (October 1, 2024- June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$15,572	\$5,239
2. Fringe Benefits	\$2,492	\$995
3. Consultants	\$1	\$0
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$745	\$138
6. Travel	\$470	\$118
7. Software	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$0	\$0
8. (c) Other - Other (specify below)	\$0	\$0
<i>Other (please specify) Interpreters</i>	\$676	\$208
<i>Other (please specify) Professional Liability Insurance</i>	\$626	\$210
<i>Other (please specify) Telephone</i>	\$1,014	\$332
<i>Other (please specify) Audit</i>	\$175	\$54
<i>Other (please specify) Postage</i>	\$40	\$13
<i>Other (please specify) Equipment rental</i>	\$235	\$75
<i>Other (please specify) Occupancy</i>	\$1,557	\$474
9. Sub recipient Contracts	\$0	\$0
Total Direct Costs	\$23,602	\$7,856
Total Indirect Costs	\$3,524	\$1,186
Subtotals	\$27,126	\$9,042
TOTAL		\$36,168

Contractor Initials: DS
AB

Date: 6/7/2024

Exhibit C-3 Budget
(Refugee Health Promotion)

New Hampshire Department of Health and Human Services		
Contractor Name: <i>Ascentria Community Services, Inc.</i>		
Budget Request for: <i>Targeted Refugee Services</i>		
Budget Period: <i>October 1, 2024 - September 30, 2025</i>		
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>		
Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$995	\$302
2. Fringe Benefits	\$189	\$57
3. Consultants	\$1	\$0
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$161	\$75
6. Travel	\$75	\$0
7. Software	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$0	\$0
8. (c) Other - Other (specify below)	\$0	\$0
<i>Other (please specify) Interpreters</i>	\$0	\$0
<i>Other (please specify) Professional Liability Insurance</i>	\$17	\$9
<i>Other (please specify) Telephone</i>	\$96	\$17
<i>Other (please specify) Audit</i>	\$88	\$44
<i>Other (please specify) Postage</i>	\$20	\$10
<i>Other (please specify) Equipment rental</i>	\$75	\$57
<i>Other (please specify) Occupancy</i>	\$100	\$43
9. Sub recipient Contracts	\$0	\$0
Total Direct Costs	\$1,816	\$613
Total Indirect Costs	\$225	\$68
Subtotals	\$2,042	\$681
TOTAL		\$2,723

Contractor Initials: DS
AB

Date: 6/7/2024

Exhibit C-4 Budget
(Ukraine Health Promotion)

New Hampshire Department of Health and Human Services		
Contractor Name: <i>Ascentria Community Services, Inc.</i>		
Budget Request for: <i>Targeted Refugee Services</i>		
Budget Period: <i>October 1, 2024 to June 30, 2025</i>		
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>		
Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$27,531	\$9,202
2. Fringe Benefits	\$5,231	\$1,472
3. Consultants	\$1	\$1
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$1,895	\$600
6. Travel	\$470	\$141
7. Software	\$0	\$950
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$775	\$500
8. (c) Other - Other (specify below)		\$0
<i>Other (please specify) Interpreters</i>	\$780	\$208
<i>Other (please specify) Professional Liability Insurance</i>	\$1,101	\$300
<i>Other (please specify) Telephone</i>	\$2,028	\$137
<i>Other (please specify) Audit</i>	\$230	\$75
<i>Other (please specify) Postage</i>	\$61	\$20
<i>Other (please specify) Equipment rental</i>	\$325	\$140
<i>Other (please specify) Occupancy</i>	\$2,753	\$641
9. Sub recipient Contracts	\$0	\$0
Total Direct Costs	\$43,181	\$14,388
Total Indirect Costs	\$6,230	\$2,082
Subtotals	\$49,411	\$16,470
TOTAL		\$65,881

DS
AB

Contractor Initials: _____

6/7/2024

Date: _____

New Hampshire Department of Health and Human Services			
Contractor Name: <i>Ascentria Community Services, Inc.</i>			
Budget Request for: <i>Targeted Refugee Services</i>			
Budget Period: <i>October 1, 2024 to September 30, 2026</i>			
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>			
Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025- June 30, 2026)	SFY27 (July 1, 2026 - September 30, 2026)
1. Salary & Wages	\$29,366	\$39,155	\$9,789
2. Fringe Benefits	\$3,876	\$6,265	\$1,860
3. Consultants	\$1	\$1	\$1
4. Equipment			
Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$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	\$960	\$234	\$515
6. Travel	\$650	\$846	\$212
7. Software	\$0	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0	\$0
8. (b) Other - Education and Training	\$597	\$900	\$160
8. (c) Other - Other (specify below)			
<i>Other (please specify) Interpreters</i>	\$700	\$800	\$200
<i>Other (please specify) Professional Liability Insurance</i>	\$243	\$324	\$81
<i>Other (please specify) Telephone</i>	\$1,217	\$1,623	\$406
<i>Other (please specify) Audit</i>	\$24	\$32	\$8
<i>Other (please specify) Postage</i>	\$15	\$20	\$60
<i>Other (please specify) Equipment rental</i>	\$205	\$273	\$60
<i>Other (please specify) Occupancy</i>	\$2,375	\$3,167	\$60
9. Sub recipient Contracts	\$0	\$0	\$0
Total Direct Costs	\$40,229	\$53,639	\$13,410
Total Indirect Costs	\$6,646	\$8,861	\$2,215
Subtotals	\$46,875	\$62,500	\$15,625
		TOTAL	\$125,000

DS
AB

Contractor Initials: _____
Date: 6/7/2024

Exhibit C-6
(School Impact)

New Hampshire Department of Health and Human Services			
Contractor Name: <i>Ascentria Community Services, Inc.</i>			
Budget Request for: <i>Targeted Refugee Services</i>			
Budget Period: <i>October 1, 2024 to September 30, 2026</i>			
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>			
Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025- June 30, 2026)	SFY27 (July 1, 2026 - September 30, 2026)
1. Salary & Wages	\$34,983	\$46,644	\$11,661
2. Fringe Benefits	\$4,529	\$7,463	\$1,866
3. Consultants	\$1	\$1	\$1
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$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	\$358	\$225	\$56
6. Travel	\$1,409	\$1,409	\$352
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 (specify below)			
<i>Other (please specify) Interpreters</i>	\$400	\$533	\$178
<i>Other (please specify) Professional Liability Insurance</i>	\$150	\$200	\$50
<i>Other (please specify) Telephone</i>	\$468	\$624	\$156
<i>Other (please specify) Audit</i>	\$45	\$60	\$15
<i>Other (please specify) Postage</i>	\$15	\$20	\$10
<i>Other (please specify) Equipment rental</i>	\$225	\$300	\$75
<i>Other (please specify) Occupancy</i>	\$2,000	\$2,500	\$825
<i>Other (please specify) Occupancy</i>	\$0	\$0	\$0
Total Direct Costs	\$44,584	\$59,979	\$15,245
Total Indirect Costs	\$7,917	\$10,021	\$2,255
Subtotals	\$52,500	\$70,000	\$17,500
		TOTAL	\$140,000

DS
AB

Contractor Initials: AB
Date: 6/7/2024

Exhibit C-7 Budget
(Afghan Social Services)

New Hampshire Department of Health and Human Services		
Contractor Name: <i>Ascentria Community Services, Inc.</i>		
Budget Request for: <i>Targeted Refugee Services</i>		
Budget Period: <i>October 1, 2024 to June 30, 2025</i>		
Indirect Cost Rate (if applicable) <i>22.63% of Salary and Wages</i>		
Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$104,446	\$34,815
2. Fringe Benefits	\$16,711	\$6,615
3. Consultants	\$1	\$1
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$3,584	\$3,029
6. Travel	\$1,004	\$450
7. Software	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$1,000	\$1,000
8. (c) Other - Other (specify below)		
<i>Other (please specify) Interpreters</i>	\$676	\$520
<i>Other (please specify) Professional Liability Insurance</i>	\$2,089	\$324
<i>Other (please specify) Telephone</i>	\$1,170	\$406
<i>Other (please specify) Audit</i>	\$1,044	\$348
<i>Other (please specify) Postage</i>	\$100	\$33
<i>Other (please specify) Equipment rental</i>	\$1,567	\$522
<i>Other (please specify) Occupancy</i>	\$8,356	\$2,785
9. Subrecipient Contracts	\$0	\$0
Total Direct Costs	\$152,548	\$50,849
Total Indirect Costs	\$23,636	\$7,879
Subtotals	\$176,185	\$58,728
TOTAL		\$234,913

Contractor Initials: DS
AB

Date: 6/7/2024

Exhibit C-8 Budget
(Ukraine Social Services)

New Hampshire Department of Health and Human Services

Contractor Name: *Ascentria Community Services,, Inc.*

Budget Request for: *Targeted Refugee Services*

Budget Period: *October 1, 2024 to June 30, 2025.*

Indirect Cost Rate (if applicable) 14.49%

Line Item	SYF25 (October 1, 2024 - June 30, 2025)	SYF26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	\$44,494	\$14,831
2. Fringe Benefits	\$7,119	\$2,818
3. Consultants	\$1	\$1
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	\$0
5.(a) Supplies - Educational	\$0	\$0
5.(b) Supplies - Lab	\$0	\$0
5.(c) Supplies - Pharmacy	\$0	\$0
5.(d) Supplies - Medical	\$0	\$0
5.(e) Supplies - Office	\$531	\$2,734
6. Travel	\$500	\$167
7. Software	\$0	\$0
8. (a) Other - Marketing/Communications	\$0	\$0
8. (b) Other - Education and Training	\$354	\$0
8. (c) Other - Other (specify below)		
<i>Other (please specify) Interpreters</i>	\$676	\$225
<i>Other (please specify) Professional Liability Insurance</i>	\$890	\$310
<i>Other (please specify) Telephone</i>	\$1,170	\$400
<i>Other (please specify) Audit</i>	\$445	\$148
<i>Other (please specify) Postage</i>	\$100	\$40
<i>Other (please specify) Equipment rental</i>	\$667	\$308
<i>Other (please specify) Occupancy</i>	\$3,560	\$1,187
Other (please specify) Client Housing Assistance and basic needs	\$9,000	\$0
Total Direct Costs	\$69,507	\$23,169
Total Indirect Costs	\$10,069	\$3,356
Subtotals	\$79,576	\$26,526
Total Amount		\$106,101

Contractor Initials: DS
AB

Date: 6/7/2024

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION A: CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Contractor 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 CONTRACTORS 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 contractors (and by inference, sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a contractor (and by inference, 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 Agreement 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 Agreement. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of Agreements, 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 Contractor 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 Contractor'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 Contractor'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 Agreement 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 Agreement, 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;

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

-
- 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 contract officer on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected Agreement;
 - 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 Contractor may insert in the space provided below the site(s) for the performance of work done in connection with the specific Agreement.

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.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION B: CERTIFICATION REGARDING LOBBYING

The Contractor 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 Byrd Anti-Lobbying Amendment (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, loan, or cooperative agreement (and by specific mention 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, loan, or cooperative agreement (and by specific mention sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, see <https://omb.report/ocr/201009-0348-022/doc/20388401>
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, 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.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION C: 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 12689 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 Agreement, 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 Agreement 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 <https://www.govinfo.gov/app/details/CFR-2004-title45-vol1/CFR-2004-title45-vol1-part76/context>.
6. The prospective primary participant agrees by submitting this Agreement 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) <https://www.ecfr.gov/current/title-22/chapter-V/part-513>.

v1 6/23

Exhibit D
Federal Requirements

Contractor's Initials

Date 6/7/2024

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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 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 (Agreement) 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 (l)(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 (Agreement), 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 (Agreement).
14. The prospective lower tier participant further agrees by submitting this proposal (Agreement) 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.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION D: CERTIFICATION OF COMPLIANCE WITH FEDERAL REQUIREMENTS

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:

The Contractor will comply, and will require any subcontractors to comply, with any applicable federal requirements, which may include but are not limited to:

1. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200).
2. 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;
3. 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;
4. 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);
5. 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;
6. 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;
7. 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;
8. 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;
9. 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;
10. 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.
11. The Clean Air Act (42 U.S.C. 7401-7671q.) which seeks to protect human health and the environment from emissions that pollute ambient, or outdoor, air.

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Exhibit D
Federal Requirements

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12. The Clean Water Act (33 U.S.C. 1251-1387) which establishes the basic structure for regulating discharges of pollutants into the waters of the United States and regulating quality standards for surface waters.
13. Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) (41 U.S.C. 1908) which establishes administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.
14. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708) which establishes that all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).
15. Rights to Inventions Made Under a Contract or Agreement 37 CFR § 401.2 (a) which establishes the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

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

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex 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 Agreement, the Contractor agrees to comply with the provisions indicated above.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION E: 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 Agreement, 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.

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SECTION F: 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 \$30,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$30,000 or more. If the initial award is below \$30,000 but subsequent grant modifications result in a total award equal to or over \$30,000, 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 sub award 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 Entity Identifier (SAM UEI; DUNS#)
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.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

FORM A

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

1. The UEI (SAM.gov) number for your entity is: ER64HRTRKFY3
2. 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?

X NO YES

If the answer to #2 above is NO, stop here
If the answer to #2 above is YES, please answer the following:

3. 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:

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

Name: _____	Amount: _____

Contractor Name: Ascentria Care Alliance, Inc

6/7/2024
Date: _____

DocuSigned by:

 Name: Angela Bovill
 Title: President/CEO

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New Hampshire Department of Health and Human Services

Exhibit E

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

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DHHS Information Security Requirements

or misplacement of hardcopy documents, and misrouting of physical or electronic 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.

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DHHS Information Security Requirements

2. The Contractor must not disclose any Confidential Information in response to a 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.

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8. Open Wireless Networks. End User may not transmit Confidential Data via an open 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, antihacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.

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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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DHHS Information Security Requirements

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

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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

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/doi/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.

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- 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.
- 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;

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4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
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



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Exhibit F

BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement (Form P-37) ("Agreement"), and any of its agents who receive use or have access to protected health information (PHI), as defined herein, shall be referred to as the "Business Associate." The State of New Hampshire, Department of Health and Human Services, "Department" shall be referred to as the "Covered Entity," The Contractor and the Department are collectively referred to as "the parties."

The parties agree, to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191, the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162, and 164 (HIPAA), provisions of the HITECH Act, Title XIII, Subtitle D, Parts 1&2 of the American Recovery and Reinvestment Act of 2009, 42 USC 17934, et sec., applicable to business associates, and as applicable, to be bound by the provisions of the Confidentiality of Substance Use Disorder Patient Records, 42 USC s. 290 dd-2, 42 CFR Part 2, (Part 2), as any of these laws and regulations may be amended from time to time.

(1) Definitions

- a. The following terms shall have the same meaning as defined in HIPAA, the HITECH Act, and Part 2, as they may be amended from time to time:
 - "Breach," "Designated Record Set," "Data Aggregation," Designated Record Set," "Health Care Operations," "HITECH Act," "Individual," "Privacy Rule," "Required by law," "Security Rule," and "Secretary."
- b. Business Associate Agreement, (BAA) means the Business Associate Agreement that includes privacy and confidentiality requirements of the Business Associate working with PHI and as applicable, Part 2 record(s) on behalf of the Covered Entity under the Agreement.
- c. "Constructively Identifiable," means there is a reasonable basis to believe that the information could be used, alone or in combination with other reasonably available information, by an anticipated recipient to identify an individual who is a subject of the information.
- d. "Protected Health Information" ("PHI") as used in the Agreement and the BAA, means protected health information defined in HIPAA 45 CFR 160.103, limited to the information created, received, or used by Business Associate from or on behalf of Covered Entity, and includes any Part 2 records, if applicable, as defined below.
- e. "Part 2 record" means any patient "Record," relating to a "Patient," and "Patient Identifying Information," as defined in 42 CFR Part 2.11.
- f. "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.

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

- a. Business Associate shall not use, disclose, maintain, store, or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under the Agreement. Further, Business Associate, including but not

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limited to all its directors, officers, employees, and agents, shall protect any PHI as required by HIPAA and 42 CFR Part 2, and not use, disclose, maintain, store, or transmit PHI in any manner that would constitute a violation of HIPAA or 42 CFR Part 2.

- b. Business Associate may use or disclose PHI, as applicable:
I. For the proper management and administration of the Business Associate;
II. As required by law, according to the terms set forth in paragraph c. and d. below;
III. According to the HIPAA minimum necessary standard;
IV. For data aggregation purposes for the health care operations of the Covered Entity; and
V. Data that is de-identified or aggregated and remains constructively identifiable may not be used for any purpose outside the performance of the Agreement.
c. To the extent Business Associate is permitted under the BAA or the Agreement to disclose PHI to any third party or subcontractor prior to making any disclosure, the Business Associate must obtain, a business associate agreement or other agreement with the third party or subcontractor, that complies with HIPAA and ensures that all requirements and restrictions placed on the Business Associate as part of this BAA with the Covered Entity, are included in those business associate agreements with the third party or subcontractor.
d. The Business Associate shall not, disclose any PHI in response to a request or demand for disclosure, such as by a subpoena or court order, on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity can determine how to best protect the PHI.

(3) Obligations and Activities of Business Associate

- a. Business Associate shall implement appropriate safeguards to prevent unauthorized use or disclosure of all PHI in accordance with HIPAA Privacy Rule and Security Rule with regard to electronic PHI, and Part 2, as applicable.
b. The Business Associate shall immediately notify the Covered Entity's Privacy Officer at the following email address, DHHSPrivacyOfficer@dhhs.nh.gov after the Business Associate has determined that any use or disclosure not provided for by its contract, including any known or suspected privacy or security incident or breach has occurred potentially exposing or compromising the PHI. This includes inadvertent or accidental uses or disclosures or breaches of unsecured protected health information.
c. In the event of a breach, the Business Associate shall comply with the terms of this Business Associate Agreement, all applicable state and federal laws, and regulations and any additional requirements of the Agreement.
d. The Business Associate shall perform a risk assessment, based on the information available at the time it becomes aware of any known or suspected privacy or

Exhibit F

Contractor Initials

AB

6/7/2024
Date



New Hampshire Department of Health and Human

Exhibit F

security breach as described above and communicate the risk assessment to the Covered Entity. The risk assessment shall include, but not be limited to:

- I. The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - II. The unauthorized person who accessed, used, disclosed, or received the protected health information;
 - III. Whether the protected health information was actually acquired or viewed; and
 - IV. How the risk of loss of confidentiality to the protected health information has been mitigated.
- e. The Business Associate shall complete a risk assessment report at the conclusion of its incident or breach investigation and provide the findings in a written report to the Covered Entity as soon as practicable after the conclusion of the Business Associate's investigation.
 - f. 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 US Secretary of Health and Human Services for purposes of determining the Business Associate's and the Covered Entity's compliance with HIPAA and the Privacy and Security Rule, and Part 2, if applicable.
 - g. Business Associate shall require all of its business associates that receive, use or have access to PHI under the BAA to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein.
 - h. Within ten (10) 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 BAA and the Agreement.
 - i. 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.
 - j. 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.
 - k. Business Associate shall document any disclosures of PHI and information related to any 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.
 - l. 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

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PHI in
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6/7/2024
Date



New Hampshire Department of Health and Human

Exhibit F

accordance with 45 CFR Section 164.528.

- m. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within five (5) 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.
 - n. Within thirty (30) 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-ups of such PHI in any form or platform.
- VI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, or if retention is governed by state or federal law, 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 as long as the Business 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 post a current version of the Notice of the Privacy Practices on the Covered Entity's website:
<https://www.dhhs.nh.gov/oos/hipaa/publications.htm> in accordance with 45 CFR Section 164.520.
- 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 BAA, 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 of Agreement for Cause

- a. In addition to the General Provisions (P-37) of the Agreement, the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a material breach by Business Associate of the Business Associate Agreement. 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.

(6) Miscellaneous

- a. Definitions, Laws, and Regulatory References. All laws and regulations

Exhibit F

Business Associate Agreement
Page 4 of 5

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Contractor Initials

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6/7/2024
Date



New Hampshire Department of Health and Human

Exhibit F

herein, shall refer to those laws and regulations as amended from time to time. A reference in the Agreement, as amended to include this Business Associate Agreement, to a Section in HIPAA or 42 Part 2, means the Section as in effect or as amended.

- b. Change in law - Covered Entity and Business Associate agree to take such action as is necessary from time to time for the Covered Entity and/or Business Associate to comply with the changes in the requirements of HIPAA, 42 CFR Part 2 other 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 BAA and the Agreement shall be resolved to permit Covered Entity and the Business Associate to comply with HIPAA and 42 CFR Part 2.
e. Segregation - If any term or condition of this BAA 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 BAA are declared severable.
f. Survival - Provisions in this BAA regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the BAA in section (3) g. and (3) h.i., and the defense and indemnification provisions of the General Provisions (P-37) of the Agreement, shall survive the termination of the BAA.

IN WITNESS WHEREOF, the parties hereto have duly executed this Business Associate Agreement.

Department of Health and Human Services

Ascentria Care Alliance, Inc

The State

Name of the Contractor

DocuSigned by:

DocuSigned by:

Reuben Hampton

Angela Bovill

4FE2074078204A2...

A477A600E421470...

Signature of Authorized Representative

Signature of Authorized Representative

Reuben Hampton

Angela Bovill

Name of Authorized Representative

Name of Authorized Representative

Director, Office of Health Equity

President/CEO

Title of Authorized Representative

Title of Authorized Representative

6/7/2024

6/7/2024

Date

Date

Exhibit F

Contractor Initials

DS AB

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 ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. 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: 652197

Certificate Number: 0006674707



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 23rd day of April A.D. 2024.

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

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, Tara Browne, hereby certify that:
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Ascentria Community Services, Inc.
(Corporation/LLC Name)
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 October 18, 2023, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Angela Bovill, President and CEO (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of Ascentria Community Services, Inc. to enter into contracts or agreements with
the State (Name of Corporation/ LLC)

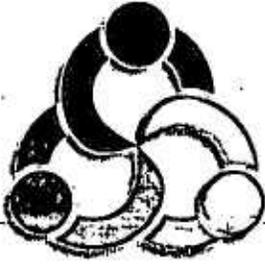
of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

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 was **valid thirty (30) days prior to and 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: May 8, 2024



Signature of Elected Officer
Name: Tara Browne
Title: Corporate Clerk



Ascentria Community Services

A member of Ascentria Care Alliance

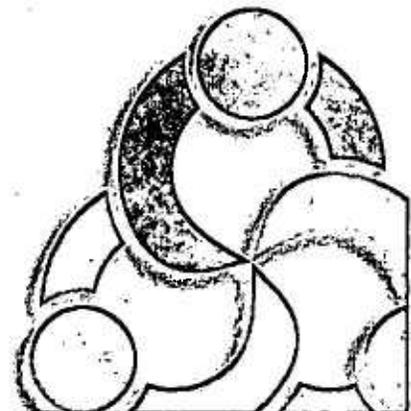
Mission statement:

We are called to strengthen communities by empowering people to respond to life's challenges.

Vision statement:

We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. We become recognized leaders for innovative community services. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.

Empowering People. Strengthening Communities.



**ASCENTRIA COMMUNITY SERVICES, INC.
AND SUBSIDIARY**

**CONSOLIDATED FINANCIAL STATEMENTS
AND SINGLE AUDIT COMPLIANCE REPORTS**

YEARS ENDED JUNE 30, 2023 AND 2022



CPAs | CONSULTANTS | WEALTH ADVISORS

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**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
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INDEPENDENT AUDITORS' REPORT

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary (the Organizations), which comprise the consolidated statements of financial position as of June 30, 2023 and 2022, and the related consolidated statements of activities, changes in net assets, functional expenses, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Ascentria Community Services, Inc. and Subsidiary, as of June 30, 2023 and 2022, and the related consolidated statements of activities, changes in its net assets, functional expenses and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS) and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of Ascentria Community Services, Inc. and Subsidiary and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Change in Accounting Principle

As discussed in Note 1 to the financial statements, in 2023 the Organizations adopted new accounting guidance for leases. The guidance requires lessees to recognize a right-of-use asset and corresponding liability for all operating and finance leases with lease terms greater than one year. Our opinion is not modified with respect to this matter.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

Responsibilities of Management for the Financial Statements

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

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Ascentria Community Services, Inc. and Subsidiary's ability to continue as a going concern for one year after the date the consolidated financial statements are available to be issued.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit 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 Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Ascentria Community Services, Inc. and Subsidiary's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

Other Matters

Other Information

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The supporting information shown on page 27 is presented for purposes of additional analysis as required by the *Maine Uniform Accounting and Auditing Practices for Community Agencies (MAAP)* and is not a required part of the consolidated financial statements. The schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is also presented for purposes of additional analysis and is not a required part of the basic consolidated financial statements. The supporting information required by MAAP and the schedule of expenditures of federal awards is the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the consolidated financial statements. Such information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated 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 consolidated 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 February 5, 2024, on our consideration of Ascentria Community Services, Inc.'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 solely to describe the scope of our testing of internal control over financial reporting and compliance and the result of that testing, and not to provide an opinion on the effectiveness of Inc. 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 Ascentria Community Services, Inc.'s internal control over financial reporting and compliance.



CliftonLarsonAllen LLP

Quincy, Massachusetts
February 5, 2024

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
JUNE 30, 2023 AND 2022

ASSETS	<u>2023</u>	<u>2022</u>
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 1,322,647	\$ 2,025,602
Accounts Receivable, Net of Estimated Uncollectible Accounts	8,525,896	7,645,413
Prepaid Expenses	123,912	77,315
Vehicle Inventory	183,815	110,171
Total Current Assets	<u>10,156,270</u>	<u>9,858,501</u>
ASSETS LIMITED AS TO USE		
Beneficial Interest in Net Assets of Related Party	2,128,958	2,677,292
PROPERTY AND EQUIPMENT		
Land	45,314	45,314
Building	85,798	85,798
Building Improvements	1,094,418	1,082,718
Leasehold Improvements	353,467	353,467
Furniture and Equipment	246,311	246,311
Vehicles	546,096	459,810
Equipment Held Under Capital Lease	-	499,374
Computer Equipment and Software	147,017	147,017
Total	<u>2,518,421</u>	<u>2,919,809</u>
Less: Accumulated Depreciation	<u>1,786,772</u>	<u>2,161,956</u>
Total Property and Equipment	731,649	757,853
DUE FROM RELATED PARTIES		
	4,844,990	3,305,910
OTHER ASSETS		
Deposits	85,885	88,885
Right-of-Use Assets - Operating	357,966	-
Right-of-Use Assets - Finance	101,735	-
Total Other Assets	<u>545,586</u>	<u>88,885</u>
Total Assets	<u>\$ 18,407,453</u>	<u>\$ 16,688,441</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION (CONTINUED)
JUNE 30, 2023 AND 2022

	2023	2022
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current Maturities of Long-Term Debt	\$ 11,468	\$ 387,028
Accounts Payable	1,568,879	347,347
Accrued Expenses	1,701,602	1,945,929
Deferred Revenue	2,297,411	3,406,681
Due to State of Maine	-	400,035
Lease Liabilities - Operating, Current Portion	319,795	-
Lease Liabilities - Finance, Current Portion	43,363	-
Total Current Liabilities	5,942,518	6,487,020
 LONG-TERM DEBT, Net of Current Maturities	 357,609	 368,864
 OTHER LONG-TERM LIABILITIES		
Lease Liabilities - Operating, Net of Current Maturities	24,808	-
Lease Liabilities - Finance, Net of Current Maturities	59,494	-
Total Liabilities	6,384,429	6,855,884
 NET ASSETS		
Without Donor Restrictions	9,803,241	7,064,981
With Donor Restrictions	2,219,783	2,767,576
Total Net Assets	12,023,024	9,832,557
Total Liabilities and Net Assets	\$ 18,407,453	\$ 16,688,441

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF ACTIVITIES
YEARS ENDED JUNE 30, 2023 AND 2022

	2023	2022
NET ASSET REVENUE WITHOUT DONOR RESTRICTION		
Grant and Contract Revenue	\$ 37,373,688	\$ 36,431,238
Program Service Revenue	5,389,567	4,573,932
Federal and State Relief Grant Revenue	2,190,415	1,749,085
Donated Vehicles	2,198,508	2,099,794
In-Kind Donations	47,006	36,118
Other Income	268,665	136,435
Net Assets Released from Restrictions Used for Operations	894,367	-
Total Revenues	<u>48,362,216</u>	<u>45,026,602</u>
EXPENSES		
Salaries and Wages	22,537,703	20,143,580
Employee Benefits	4,912,418	4,442,769
Occupancy Costs	1,768,191	1,977,762
Operating Supplies and Expenses	415,412	494,373
Professional Fees	3,201,591	3,119,062
Garage Expenses	560,375	581,563
Donated Vehicle Expenses	865,540	710,400
Client Support Expenses	3,309,534	3,483,488
Translation Expenses	685,530	669,554
Repairs and Maintenance	474,127	431,268
Travel Expenses	905,440	840,137
Educational Events and Meetings	56,259	40,913
Management Fees	4,456,634	4,513,788
Taxes	433,488	542,826
Recruitment Advertising	5,485	1,968
Advertising	236,657	216,701
Licenses and Fees	5,513	5,045
Insurance	299,695	259,805
Interest	27,107	39,525
Bad Debt Expenses	294,462	383,195
Depreciation and Amortization	172,795	130,378
Total Expenses	<u>45,623,956</u>	<u>43,028,100</u>
OPERATING GAIN	2,738,260	1,998,502
NONOPERATING ACTIVITY		
Gain on Forgiveness of Debt and Accrued Interest	-	3,553,766
Total Nonoperating Activity	-	<u>3,553,766</u>
CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	<u>\$ 2,738,260</u>	<u>\$ 5,552,268</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF CHANGES IN NET ASSETS
YEARS ENDED JUNE 30, 2023 AND 2022

	Without Donor Restriction	With Donor Restriction	Total
BALANCE - JUNE 30, 2021	\$ 1,512,713	\$ 1,087,291	\$ 2,600,004
Increase in Net Assets without Donor Restrictions	5,552,268	-	5,552,268
Change in Beneficial Interest in Net Assets of Related Party	-	1,680,285	1,680,285
Change in Net Assets	5,552,268	1,680,285	7,232,553
BALANCE - JUNE 30, 2022	7,064,981	2,767,576	9,832,557
Increase in Net Assets without Donor Restrictions	2,738,260	-	2,738,260
Change in Beneficial Interest in Net Assets of Related Party	-	346,574	346,574
Release from Restrictions	-	(894,367)	(894,367)
Change in Net Assets	2,738,260	(547,793)	2,190,467
BALANCE - JUNE 30, 2023	<u>\$ 9,803,241</u>	<u>\$ 2,219,783</u>	<u>\$ 12,023,024</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
YEAR ENDED JUNE 30, 2023

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 1,104,942	\$ 5,204,030	\$ 3,298,401	\$ 6,751,796	\$ 6,093,391	\$ 22,452,560	\$ 85,143	\$ -	\$ 85,143	\$ 22,537,703
Employee Benefits	265,040	1,368,696	717,196	1,392,899	1,156,053	4,899,884	12,534	-	12,534	4,912,418
Occupancy Costs	118,530	418,402	485,295	38,862	507,458	1,564,545	203,648	-	203,648	1,768,191
Operating Supplies and Expenses	18,365	110,504	79,519	41,003	156,588	403,979	11,433	-	11,433	415,412
Professional Fees	60,392	332,487	1,211,284	50,000	1,444,532	3,098,695	102,898	-	102,898	3,201,591
Garage and Vehicle Expenses	558,101	1,951	323	-	-	560,375	-	-	-	560,375
Donated Vehicle Expenses	885,540	-	-	-	-	885,540	-	-	-	885,540
Client Support Expenses	543	42,504	187,302	6	3,079,154	3,309,509	25	-	25	3,309,534
Translation Expenses	-	9,007	1,108	-	675,415	685,530	-	-	-	685,530
Repairs and Maintenance	32,908	20,198	107,033	77,777	225,354	463,270	10,857	-	10,857	474,127
Travel Expenses	291,730	173,849	149,072	27,329	281,108	903,088	2,352	-	2,352	905,440
Educational Events and Meetings	1,321	1,187	26,854	9,228	13,332	51,920	4,339	-	4,339	56,259
Management Fees	-	-	-	-	-	-	4,458,634	-	4,458,634	4,458,634
Taxes	-	424,835	397	8,258	-	433,488	-	-	-	433,488
Recruitment Advertising	1,330	-	152	763	3,040	5,285	200	-	200	5,485
Advertising	-	-	-	-	-	-	236,657	-	236,657	236,657
Licenses and Fees	15	140	2,131	250	1,829	4,365	1,148	-	1,148	5,513
Insurance	8,382	85,675	57,273	54,672	90,362	296,364	3,331	-	3,331	299,695
Interest	-	-	-	-	-	-	27,107	-	27,107	27,107
Bad Debt Expenses	78,909	6,874	8,177	-	200,502	294,462	-	-	-	294,462
Total Before Depreciation and Amortization	3,402,048	8,198,339	6,331,517	8,452,839	13,908,118	40,292,859	5,158,302	-	5,158,302	45,451,161
Depreciation and Amortization	58,154	18,439	83,492	6,868	7,842	172,795	-	-	-	172,795
Total Functional Expenses	\$ 3,458,202	\$ 8,216,778	\$ 6,415,009	\$ 8,459,707	\$ 13,915,958	\$ 40,465,654	\$ 5,158,302	\$ -	\$ 5,158,302	\$ 45,623,956

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
YEAR ENDED JUNE 30, 2022

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 992,151	\$ 5,781,772	\$ 2,934,948	\$ 5,751,947	\$ 4,821,573	\$ 20,082,389	\$ 81,191	\$ -	\$ 81,191	\$ 20,143,580
Employee Benefits	213,785	1,450,459	619,336	1,176,142	971,553	4,431,285	11,484	-	11,484	4,442,769
Occupancy Costs	112,220	572,325	500,053	45,264	527,111	1,756,973	220,789	-	220,789	1,977,762
Operating Supplies and Expenses	18,645	144,543	74,512	33,588	109,128	380,416	113,957	-	113,957	494,373
Professional Fees	115,882	457,657	1,353,584	-	1,137,011	3,064,114	54,948	-	54,948	3,119,062
Garage and Vehicle Expenses	579,376	2,187	-	-	-	581,563	-	-	-	581,563
Donated Vehicle Expenses	710,400	-	-	-	-	710,400	-	-	-	710,400
Client Support Expenses	447	32,623	245,548	2,902	3,200,923	3,482,441	1,047	-	1,047	3,483,488
Translation Expenses	-	18,157	4,989	-	648,408	669,554	-	-	-	669,554
Repairs and Maintenance	27,565	40,556	91,753	60,301	192,189	412,364	18,904	-	18,904	431,268
Travel Expenses	223,453	200,583	139,488	25,324	245,901	834,727	5,410	-	5,410	840,137
Educational Events and Meetings	1,644	8,755	14,205	2,578	14,494	39,674	1,239	-	1,239	40,913
Management Fees	-	-	-	-	-	-	4,513,788	-	4,513,788	4,513,788
Taxes	-	531,617	231	10,978	-	542,826	-	-	-	542,826
Recruitment Advertising	323	232	1,232	-	181	1,968	-	-	-	1,968
Advertising	-	-	-	-	-	-	216,701	-	216,701	216,701
Licenses and Fees	-	180	2,576	258	1,051	4,045	1,000	-	1,000	5,045
Custodial Fees	-	-	-	-	-	-	-	-	-	-
Insurance	9,741	80,189	49,147	47,975	67,997	255,049	4,756	-	4,756	259,805
Interest	-	-	-	-	-	-	39,525	-	39,525	39,525
Bad Debt Expenses	3,890	1,248	1,838	-	378,419	383,195	-	-	-	383,195
Total Before Depreciation and Amortization	3,009,332	9,321,043	6,033,414	7,157,255	12,111,939	37,632,983	5,284,739	-	5,284,739	42,897,722
Depreciation and Amortization	52,408	1,560	75,410	-	1,000	130,378	-	-	-	130,378
Total Functional Expenses	<u>\$ 3,061,740</u>	<u>\$ 9,322,603</u>	<u>\$ 6,108,824</u>	<u>\$ 7,157,255</u>	<u>\$ 12,112,939</u>	<u>\$ 37,763,361</u>	<u>\$ 5,284,739</u>	<u>\$ -</u>	<u>\$ 5,284,739</u>	<u>\$ 43,028,100</u>

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC.
CONSOLIDATED STATEMENTS OF CASH FLOWS
YEARS ENDED JUNE 30, 2023 AND 2022

	2023	2022
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in Net Assets	\$ 2,190,467	\$ 7,232,553
Adjustments to Reconcile Change in Net Assets to Net Cash Provided by Operating Activities:		
Depreciation	124,192	130,378
Amortization of Financing Right of Use Assets	48,603	-
Adjustment of ROU Assets - Operating, Net of Amortization	(13,365)	-
Bad Debts	294,462	383,195
Gain on Forgiveness of Debt and Accrued Interest	-	(3,553,766)
Change in Beneficial Interest in Net Assets of Related Party	(346,574)	(1,680,285)
(Increase) Decrease in Assets:		
Accounts Receivable	(1,174,945)	(2,834,968)
Prepaid Expenses	(46,597)	23,611
Deposits	3,000	23,307
Beneficial Interest in Net Assets of Related Party	894,908	-
Vehicle Inventory	(73,644)	23,557
Increase (Decrease) in Liabilities:		
Accounts Payable	1,221,532	(53,525)
Accrued Expenses	(244,327)	15,560
Deferred Revenue	(1,109,270)	2,972,305
Due to State of Maine	(400,035)	(150,491)
Net Cash Provided by Operating Activities	1,368,407	2,531,431
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchases of Property and Equipment	(97,986)	(106,860)
Net Cash Used by Investing Activities	(97,986)	(106,860)
CASH FLOWS FROM FINANCING ACTIVITIES		
Payments on Finance Lease Liability	(47,481)	-
Proceeds from Long-Term Debt	-	380,000
Payments on Long-Term Debt	(386,815)	(33,892)
Advanced from Related Parties, Net	(1,539,080)	(5,126,041)
Net Cash Used by Financing Activities	(1,973,376)	(4,779,933)
NET DECREASE IN CASH AND CASH EQUIVALENTS	(702,955)	(2,355,362)
Cash and Cash Equivalents - Beginning of Year	2,025,602	4,380,964
CASH AND CASH EQUIVALENTS - END OF YEAR	\$ 1,322,647	\$ 2,025,602
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION		
Cash Paid for Interest	\$ 27,107	\$ 39,525
SUPPLEMENTAL DISCLOSURE OF NONCASH FINANCING ACTIVITY		
Forgiveness of Debt and Accrued Interest	\$ -	\$ 3,553,766

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022**

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization

Ascentria Community Services, Inc. (ACS) and Ascentria Community Care, Inc. (ACC) (collectively, the Organizations) are corporations exempt from tax under Section 501(c)(3) of the Internal Revenue Code as a public charity. The Organizations provide community service programs to children, families, refugees, and developmentally disabled adults throughout New England. ACS is the sole corporate member of ACC. Ascentria Care Alliance, Inc. (Ascentria) is a sole corporate member of ACS and also serves as the management agent.

The Organizations provide the following programs:

Transportation Services – provides low-income individuals with transportation, such as ownership of donated vehicles or access to shared rides, providing these individuals with access to jobs and other economic opportunities, thus helping them to achieve economic independence.

Disability and Mental Health – Disability and Mental Health comprise of a wide variety of programs that enable persons who are economically disadvantaged, have disabilities, chronic illness, mental illness, deafness and other challenges to become and remain successful contributors to the communities in which they live and work. Support services include: Access to medical resources, personal case management customized for individual needs, 24/7 supervision and support in a residential setting for individuals diagnosed with chronic and persistent mental illness, and services offered to individuals diagnosed with mental illness in the comfort and familiarity of their homes.

Child and Family Programs – through a variety of programs, the Organizations provide services related to therapeutic foster care, unaccompanied refugee minors support, housing for teen mothers and their children, housing for homeless, small group homes serving teenagers, various support services and living accommodations for developmentally, physically and mentally disabled adults and other various social support programs.

In-Home Services – In-Home Care is a licensed Home Health Care agency that offers comprehensive, nonmedical personal care services to homebound individuals or those with a disability. In-Home Care caregivers assist in light housekeeping, transportation to appointments, recreational activities, bathing and personal care, meals, and exercise. Additional nonmedical services supervised by a registered nurse.

Services for New Americans – through this program, the Organizations seek to provide resettlement, employment, case management, medical case management, English as a second language classes, and other support services to refugees, asylees, and immigrants.

Adoption – through this program, the Organizations provide services related to domestic and international adoptions.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)**

Basis of Consolidation

The accompanying consolidated financial statements present the consolidated financial position, results of operations, changes in net assets, cash flows, and functional expenses of the Organizations. Material intercompany transactions and balances have been eliminated in consolidation.

Method of Accounting

The consolidated financial statements of the Organizations have been prepared on the accrual method of accounting. Accordingly, assets are recorded when the Organizations obtain the rights of ownership or is entitled to claims for receipt and liabilities are recorded when the obligation is incurred.

Cash and Cash Equivalents

The Organizations consider all short-term debt securities purchased with an original maturity of three months or less to be cash equivalents.

Accounts Receivable

Accounts receivable are recorded net of an allowance of expected losses. The allowance is estimated from historical performance and projections of trends. Credit is extended to customers and collateral is not required. When the accounts become past due, historically, the Organizations have not charged interest to these accounts.

Inventory

Vehicles identified for the purpose of being delivered to program participants are valued based on the average contract reimbursement rate for the reporting period which approximates the lower of cost or net realized value.

Program vehicles expected to be sold at retail are recorded based on trade-in value.

Vehicles expected to be sold at wholesale are valued using the average sales proceeds for all vehicles sold during the reporting period.

Vehicles are recorded as donated vehicles or donated vehicles – wholesale when the vehicle is received.

Property and Equipment

Property and equipment are recorded at cost. Assets with an estimated useful life of more than one year and a historical cost in excess of \$2,500 are capitalized. The Organizations capitalize acquisitions and improvements, while expenditures for maintenance and repairs that do not extend the useful lives of the assets are charged to operations. Donated property and equipment are recorded at its fair market value at date of donation. Gifts of long-lived assets are reported as net assets without donor restriction support unless donor stipulations specify how the assets are to be used, and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)**

Property and Equipment (Continued)

Absent explicit donor stipulation about how long those assets must be maintained, expiration of donor restrictions are reported when the donated or acquired long-lived assets are placed into service. Depreciation is computed using the straight-line method over the estimated useful life of the assets.

Related Party Loans Receivable

The Organizations' loan portfolio is comprised on unsecured related party loans receivable that are noninterest bearing and have no fixed repayment terms, as detailed in Note 3, and is considered a single portfolio class. Related party loans receivable are recorded net of an allowance for expected loan losses (allowance). The Organizations establish an allowance as an estimate of inherent risk in the Organizations' loan portfolio. Although management believes the allowance to be adequate, ultimate losses may vary from its estimates.

The allowance is established through a provision for loan losses that is charged to expense. Loan losses are charged off against the allowance when the Organizations determine the loan balance to be uncollectible. Proceeds received on previously charged off amounts are recorded as recovery in the year of receipt. The Organizations determined that all related party loans receivable are fully collectible as of June 30, 2023 and 2022.

The Organizations review the adequacy of the allowance, including consideration of the relevant risks in the loan portfolio, current economic conditions, and other factors periodically. The Organizations internally monitor related party borrowers to assess the risk of nonperformance. The Organizations determine that changes are warranted based on those reviews, the allowance is adjusted.

All of the Organization's Beneficial Interest in Net Assets of Related Parties are measured at Level 3, as outlined in Note 13.

Net Assets

Net assets of the Organizations are classified and reported as follows:

Net Assets without Donor Restrictions – Net assets that are not subject to donor-imposed stipulations.

Net Assets with Donor Restrictions – Net assets subject to donor-imposed restrictions. Some donor-imposed restrictions are temporary in nature, such as those that will be met either by actions of the Organizations and/or the passage of time. Other donor-imposed restrictions are perpetual in nature when the donor stipulates that resources be maintained in perpetuity. Donor-imposed restrictions are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both. Net assets with donor restrictions consist of \$2,128,958 and \$2,677,292 for beneficial interest in net assets of related party and \$ 90,825 and \$90,284 other program restrictions for the years ended June 30, 2023 and 2022, respectively. There were no net assets invested in perpetuity as of June 30, 2023 and 2022.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022**

**NOTE 1 - ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)**

Contract and Grant Revenue

The Organizations derive revenues through cost-reimbursable and unit rate federal and state contracts and grants, which are conditional grants based on certain performance requirements and/or the incurrence of allowable qualifying expenses. Accordingly, the Organizations are subject to the regulations and reporting requirements of the applicable governmental and grantor agencies. Amounts received are recognized as earned and are reported as revenue when the Organizations have incurred expenditures in compliance with specific contract or grant provisions. As of June 30, 2023 and 2022, there was \$10,926,595 and \$10,219,967, respectively, of conditional contributions that have yet to be recognized in the consolidated financial statements.

Donated Services

Donated services are recognized in the consolidated financial statements if the services enhance or create nonfinancial assets or require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

Donated Vehicle Revenue

Donated vehicle revenue includes vehicles that will be repaired and delivered to program participants. They are valued based on the average contract reimbursement rate for the reporting period. Additionally, donated vehicle revenue includes donated vehicles that do not meet the needs of program participants. These vehicles are sold at auction and valued based on average proceeds for the reporting period. Vehicle auction revenue is recognized at a point in time when the item is sold. As of June 30, 2023 and 2022, there was \$1,259,665 and \$1,412,950, respectively, included in donated vehicles on the consolidated statement of activities.

Federal and State Relief Grant Revenue

During 2023 and 2022, the Organizations received federal and state grants to provide funding to respond to the COVID-19 pandemic. The Organizations received payments from the CARES Act Provider Relief Fund (PRF), which is administered by the U.S. Department of Health and Human Services (HHS). The Organizations received PRF payments and recognized revenue in the amount of \$-0- and \$296,858 during fiscal year 2023 and 2022, respectively. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statements of activities. The PRF payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The PRF payments are subject to potential recoupment by HHS if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022**

**NOTE 1—ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)**

Federal and State Relief Grant Revenue (Continued)

The Organizations received payments from the state of New Hampshire, which is administered by the Division of Medicaid Services. The organization received payments of \$-0- and \$2,427,047 and recognized revenue in the amount of \$1,566,836 and \$647,374 during the fiscal year end 2023 and 2022, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not year recognized are included in deferred revenue on the statement of financial position. The payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The payments are subject to potential recoupment by the Department if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

The Organizations received payments from the state of Maine, which is administered by the Office of Maine Care Services. The organization received payments of \$-0- and \$980,509 and recognized revenue in the amount of \$263,849 and \$716,660 during the fiscal year end 2023 and 2022, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not year recognized are included in deferred revenue on the statement of financial position. The payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The payments are subject to potential recoupment by the Department if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

Additionally, the Organizations recognized payments from the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) of \$359,730 and \$88,193, respectively, as revenues as of June 30, 2023 and 2022. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statement of activities.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Program Service Revenue

To determine revenue recognition for the arrangements that the Organizations considers within the scope of Topic 606, the Organizations performs the following five steps: (1) identify the contract(s) with a customer, (2) identify the performance obligation(s) in the contract, (3) determine the transaction price, (4) allocate the transaction price to the performance obligation(s) in the contract, and (5) recognize revenue when the Organizations satisfy a performance obligation. Program service revenue is from private pay services, translation services, and interpretation services. Program service revenue is recognized as customer services are provided over time. Payments received in advance of services are reported as deferred revenue.

The Organizations contract receivables related to exchange transactions were as follows:

Beginning Balance, Contract Receivables	\$ 1,384,711	\$ 914,227
Ending Balance, Contract Receivables	793,200	1,384,711

There were no contract liabilities related to exchange transactions as of June 30, 2023 and 2022.

Advertising Costs

Advertising costs are expensed as incurred. Advertising costs paid for by the Organizations amounted to \$188,312 and \$180,583 for the years ended June 30, 2023 and 2022, respectively. Contributions of advertising are recorded at the estimated fair value on the date of the contribution. The Organizations received contributions of advertising estimated to have a value of \$47,006 and \$36,118 for the years ended June 30, 2023 and 2022, respectively.

Use of Estimates

The preparation of consolidated financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Functional Allocation of Expenses

The cost of providing the various programs and services are summarized on a functional basis. Costs are generally identified as to program site, and are then allocated between programs and supporting services that benefited based on total direct expenses. Salaries and benefits are allocated on the basis of time and effort. The expenses that are allocated are the portions of depreciation and interest expense that are not directly attributable to specific programs or services. These expenses are allocated on a square footage basis.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Income Taxes

The Organizations are nonprofit corporations as described in Section 501(c)(3) of the IRC and are exempt from federal and state income taxes on related income pursuant to Section 501(a) of the IRC.

Fair Value Measurements

In accordance with professional standards, assets and liabilities measured and recorded at fair value are required to be categorized into a three-level hierarchy based on the priority of the inputs to the valuation technique used to determine fair value.

The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3). If the inputs used in the determination of the fair value measurement fall within different levels of the hierarchy, the categorization is based on the lowest level input that is significant to the fair value measurement. Assets and liabilities measured and recorded at fair value by the Organizations are categorized as follows:

Level 1 – Inputs that utilize quoted prices (unadjusted) in active markets for identical assets or liabilities that an entity has the ability to access.

Level 2 – Inputs that include quoted prices for similar assets and liabilities in active markets and inputs that are observable for the asset or liability, either directly or indirectly, for substantially the full term of the financial instrument. Fair values for these instruments are estimated using pricing models, quoted prices of securities with similar characteristics, or discounted cash flows.

Level 3 – Inputs that are unobservable inputs for the asset or liability, which are typically based on an entity's own assumptions, as there is little, if any, related market activity.

In instances where the determination of the fair value measurement is based on inputs from different levels of the fair value hierarchy, the level in the fair value hierarchy within which the entire fair value measurement falls is based on the lowest level input that is significant to the fair value measurement in its entirety. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs. There have been no changes in valuation methodology used at June 30, 2023 and 2022.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Leases

The Organizations determine if an arrangement is a lease at inception. Operating leases are included in right-of-use (ROU) assets – operating and lease liability – operating in the consolidated statement of financial position. Finance leases are included in right-of-use (ROU) asset financing and lease liability – financing on our consolidated statement of financial position.

ROU assets represent the Organizations' right to use an underlying asset for the lease term, and lease liabilities represent the Organizations' obligation to make lease payments arising from the lease. ROU assets and liabilities are recognized at commencement date based on the present value of lease payments over the lease term using an appropriate risk-free discount rate.

The individual lease contracts do not provide information about the discount rate implicit in the lease. Therefore, the Organizations have elected to use a risk-free discount rate (applicable U.S. Department of Treasury risk-free treasury rate) determined using a period comparable with that of the lease term for computing the present value of lease liabilities. Lease terms may include options to extend or terminate the lease when it is reasonably certain that the Organizations will exercise that option.

Lease costs for operating lease payments are recognized on a straight-line basis over the lease term. The Organizations have elected not to separate nonlease components from lease components and instead accounts for each separate lease component and the nonlease component as a single lease component. The Organizations recognize payments for short-term leases with a lease term of 12 months or less as expense as incurred.

During 2022, the Organizations followed the accounting standards in effect at that time and recorded rent expense on a constant periodic rate over the term of the lease agreement.

Adoption of New Accounting Standard

In February 2016, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) 2016-02, *Leases (Topic 842)*. The new standard increases transparency and comparability among organizations by requiring the recognition of right-of-use (ROU) assets and lease liabilities on the consolidated statement of financial position for those leases classified as operating leases. Under the standard, disclosures are required to meet the objective of enabling users of financial statements to assess the amount, timing, and uncertainty of cash flows arising from leases.

The Organizations adopted the requirements of the guidance effective July 1, 2022, and has elected to apply the provisions of this standard to the beginning of the period of adoption, while continuing to present the comparative period in accordance with the guidance under the lease standard in effect during that period. The Organizations have not elected to adopt the package of practical expedients available in the year of adoption nor the available practical expedient to use hindsight in determining the lease term and in assessing impairment of the Organization's ROU assets.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(CONTINUED)

Subsequent Events

In preparing these consolidated financial statements, the Organizations have evaluated events and transactions for potential recognition or disclosure through February 5, 2024, the date the consolidated financial statements were available to be issued.

NOTE 2 ASSETS LIMITED AS TO USE

Beneficial Interest in Net Assets of Related Party

The Organizations record beneficial interest in assets that are held by Ascentria in the amount of \$2,128,958 and \$2,677,292 at June 30, 2023 and 2022, respectively. For the years ended June 30, 2023 and 2022, the Organizations had a loan payable, included in accrued expenses, to the fund totaling \$340,524 for both years ending June 30, 2023 and 2022. Contributed assets are transferred to Ascentria by either the donor or the Organizations with the approval of Ascentria. The donors did not grant variance power to Ascentria.

NOTE 3 RELATED PARTY TRANSACTIONS

The Organizations have entered into the following transactions with related parties:

- The Organizations are charged annually by Ascentria for accounting, management services, and overhead in monthly installments. Charges to operations for these services totaled approximately \$4,410,163 and \$4,432,496 for the years ended June 30, 2023 and 2022, respectively. These expenses have been included on the consolidated statements of activities under the caption Management Fees. In addition, Ascentria is the central contracting entity for insurance coverage, and insurance costs are then billed monthly to the Organizations.
- The Organizations have various office space rentals to and from related parties and vehicle rentals from related parties. Rental revenue from related parties amounted to \$140,012 and \$123,101 for the years ended June 30, 2023 and 2022, respectively. Office space and vehicle related party rents amounted to \$359,957 and \$394,307 for the year ended June 30, 2023 and 2022, respectively.
- Related party loans that bear no interest and have no fixed repayment terms, are as follows:

	2023	2022
Due from Related Parties:		
Ascentria Care Alliance, Inc.	\$ 4,844,990	\$ 3,305,910
Total	\$ 4,844,990	\$ 3,305,910

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 4 - DEFINED CONTRIBUTION PENSION PLAN

The Organizations participate in a defined contribution plan (the Plan) qualifying under IRC Section 403(b) maintained by Ascentria. The Plan permits discretionary employer contributions based on a specified percentage of annual compensation and employee contributions. The Organizations had no pension costs charged to operations or contributions to the plan during the years ended June 30, 2023 and 2022.

NOTE 5 ACCOUNTS RECEIVABLE

The accounts receivable balance consisted of the following at June 30:

	2023	2022
Accounts Receivable - Program Services	\$ 9,201,902	\$ 8,057,869
Less: Allowance for Doubtful Accounts	(676,006)	(412,456)
Accounts Receivable, Net	\$ 8,525,896	\$ 7,645,413

NOTE 6 CONCENTRATION OF CREDIT RISK

Financial instruments that potentially subject the Organizations to concentrations of credit risk consist principally of the following:

Cash and Cash Equivalents

The Organizations maintain cash and cash equivalent balances in several federally insured financial institutions in the same geographic area as well as a money market fund. During the year, there may be times when uninsured cash is significantly higher and exceeds federally insured limits.

Major Customer

The Organizations receive significant funding from various federal and state agencies. The states, through which funding was received, include Massachusetts, New Hampshire, and Maine. Approximately 88% and 87% of the Organizations' revenue was received from state and federal agencies directly or via pass through for the years ended June 30, 2023 and 2022, respectively.

Beneficial Interest in Net Assets of Related Party

The Organizations' unsecured gifts, held by a related party, amounted to \$2,128,958 and \$2,677,292 at June 30, 2023 and 2022, respectively.

Accounts Receivable

The Organizations extend unsecured credit to its customers. Accounts receivable amounted to \$8,524,021 and \$7,643,538 at June 30, 2023 and 2022, respectively. 57% of the Organization's receivables at June 30, 2023 are due from a related party.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 7 PROPERTY AND EQUIPMENT

The useful lives of property and equipment for purposes of computing depreciation are:

Building, Building Improvements, and Leasehold Improvements	5 to 40 Years
Equipment, Furniture and Fixtures, and Vehicles	3 to 10 Years
Equipment Under Capital Lease	3 to 5 Years
Computer Equipment and Software	3 Years

Depreciation and amortization expense charged to operations was \$172,793 and \$130,027 for the years ended June 30, 2023 and 2022, respectively.

NOTE 8 MAINE MEDICAID LIABILITY

ACS provides services for Medicaid eligible individuals under terms of costs-based contracts with the state of Maine. Accordingly, ACS provides for the estimated amount of settlements with Medicaid as a liability. Final reimbursement is not determined until the state of Maine accepts the cost report. There was no liability due to the state of Maine for the year ended June 30, 2023. The amount of the estimated liability was approximately \$400,000 for the year ended June 30, 2022, respectively. Adjustments to these estimates are reflected on the consolidated statement of activities under the caption Grant and Contract Revenue to the extent not previously recorded in the year the final settlement information becomes available to management.

NOTE 9 LONG-TERM DEBT

The Organizations are liable on long-term debt at June 30 as follows:

<u>Description</u>	<u>2023</u>	<u>2022</u>
<u>Note Payable</u>		
Term note payable to Cambridge Trust Company face amount \$380,000, due June 30, 2032, secured by business assets, payable in monthly payments of principal plus interest through maturity, commencing July 29, 2022. Interest rate is fixed at 5.27% annually.	\$ 369,077	\$ 380,000
Term note payable to Bank of America face amount \$350,000, due August 7, 2033, secured by business assets, payable in monthly installments of interest only through August 2008 then monthly payments of principal plus interest through maturity. Interest rate is fixed at 7.105% annually.	-	146,737

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 9 LONG-TERM DEBT (CONTINUED)

<u>Description (Continued)</u>	<u>2023</u>	<u>2022</u>
Mortgage payable to Bank of America face amount \$370,308, secured by real property owned by ACS at two locations, and guaranteed by Ascentria, with an interest rate of 7.01%, due August 2032. Monthly principal and interest payments of \$2,670.	\$ -	\$ 229,155
Total Long-Term Debt	369,077	755,892
Less: Current Maturities	<u>(11,468)</u>	<u>(387,028)</u>
Long-Term Debt, Net of Current Maturities	<u>\$ 357,609</u>	<u>\$ 368,864</u>

In July 2022, the Organizations paid off the term note payable and mortgage payable to Bank of America.

The agreement with Cambridge Trust Company includes a covenant to maintain a debt service coverage ratio, as defined in the agreement, of at least 1.10. The Organization believes that it has met the required ratio at June 30, 2023.

Following are current maturities for the next five years:

<u>Year Ending June 30,</u>	<u>Amount</u>
2024	\$ 11,468
2025	12,150
2026	12,815
2027	13,517
2028	14,210
Thereafter	304,917
Total	<u>\$ 369,077</u>

Interest charged to operations for the above long-term debt amounted to \$24,300 and \$39,525 for the years ended June 30, 2023 and 2022, respectively.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 10 - LEASES - ASC 842

The Organization leases equipment under finance leases and office facilities under operating leases. The leases are for various terms under long-term, noncancelable lease agreements and expire at various dates through 2027.

The following table provides quantitative information concerning the Organizations' leases:

Lease Cost:

Amortization of Right-of-Use Assets	\$ 48,603
Interest on Lease Liabilities	2,807
Operating Lease Cost	<u>694,384</u>
Total Lease Cost	<u>\$ 745,794</u>

Other Information:

Cash Paid for Amounts included in the
Measurement of Lease Liabilities:

Operating Cash Flows from Finance Leases	\$ 50,288
Operating Cash Flows from Operating Leases	\$ 707,747

Right-of-Use Assets Obtained in Exchange for New
Finance Lease Liabilities

\$ 150,338

Right-of-Use Assets Obtained in Exchange for New
Operating Lease Liabilities

\$ 1,035,930

Weighted-Average Remaining Lease Term -
Finance Leases

2.48 Years

Weighted-Average Remaining Lease Term -
Operating Leases

0.77 Year

Weighted-Average Discount Rate - Finance Leases

2.57%

Weighted-Average Discount Rate - Operating Leases

2.61%

The Organizations classify total undiscounted lease payments that are due in the next 12 months as current. A maturity analysis of annual undiscounted cash flow for lease liabilities as of June 30, 2023 is as follows:

<u>Year Ending June 30,</u>	<u>Operating</u>	<u>Finance</u>	<u>Totals</u>
2024	\$ 322,769	\$ 45,360	\$ 368,129
2025	22,890	36,806	59,696
2026	2,100	21,082	23,182
2027	-	2,985	2,985
Thereafter	-	-	-
Undiscounted Cash Flows	<u>347,759</u>	<u>106,233</u>	<u>453,992</u>
Less: Imputed Interest	<u>(3,156)</u>	<u>(3,376)</u>	<u>(6,532)</u>
Total Present Value	<u>\$ 344,603</u>	<u>\$ 102,857</u>	<u>\$ 447,460</u>

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 11- LEASES--ASC 840

The Organizations elected to apply the provisions of FASB ASC 842 at the beginning of the period of adoption, through a cumulative effect adjustment, with certain practical expedients available. Lease disclosures for the year ended June 30, 2022 are made under prior lease guidance in FASB ASC 840.

The Organizations lease land, buildings, equipment, and motor vehicles under various operating lease agreements with terms of one to three years. Total rent and related expenses amounted to \$1,061,974 for the year ended June 30, 2022.

Future minimum lease payments under these agreements were as follows:

<u>Year Ending June 30,</u>	<u>Amount</u>
2023	\$ 446,252
2024	151,270
2025	5,316
Total	<u>\$ 602,838</u>

NOTE 12 CONTINGENCIES

A significant portion of the Organizations' net revenues and accounts receivable are derived from services reimbursable under Medicaid programs. There are numerous healthcare reform proposals being considered on federal and state levels. The Organizations cannot predict at this time whether any of these proposals will be adopted or, if adopted and implemented, what effect such proposals would have on the Organizations.

A significant portion of the Organizations' revenues are derived from services reimbursable under Medicaid programs. The base year costs utilized in calculating the Medicaid rates are subject to audit which could result in a retroactive rate adjustment for all years in which that cost base was used in calculating the rates. It is not possible at this time to determine whether the Organizations will be audited or if a retroactive rate adjustment would result.

Effective June 2022, the Organizations and subsidiaries entered into a line of credit agreement and a term note payable with a financial institute and paid off the previous line of credit balance.

The term note payable has a balance of \$1,680,000 and resides on the books of a related party as of June 30, 2023. All borrowers are jointly and severally liable for payment of the debt which is due June 30, 2027. The note is secured by certain assets, payable in monthly payments of principal plus interest through maturity, commencing on July 29, 2022. Interest rate is fixed at 5.06% annually. The line of credit has a limit of \$1,900,000 with a variable rate of interest of the Wall Street Journal published U.S. Prime Rate, with a floor of 3.25%. The rate was 8.25% at June 30, 2023. The line is collateralized by various business assets. There was no balance on the line of credit at June 30, 2023. The agreements include a covenant to maintain a debt service coverage ratio, as defined in the agreement, of at least 1.10. The Organization believes that it has met the required ratio at June 30, 2023.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 12- CONTINGENCIES-(CONTINUED)

The Organization is subject to legal proceedings and claims that arise in the ordinary course of business. In the opinion of management, the ultimate resolution of these matters is not expected to have a material adverse effect on the Organization's financial position, results of operations or liquidity.

NOTE 13 FAIR VALUE MEASUREMENT

The Organizations use fair value measurements to record fair value adjustments to certain assets and liabilities to determine fair value disclosures. For additional information on how the Organizations measure fair value refer to Note 1 – Organization and Summary of Significant Accounting Policies.

The following tables present the Organizations' fair value hierarchy for those assets and liabilities measured at fair value on a recurring basis as of June 30:

	2023			
	Total	Level 1	Level 2	Level 3
Beneficial Interest in Net Assets of Related Party:	\$ 2,128,958	\$ -	\$ -	\$ 2,128,958
Total	<u>\$ 2,128,958</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 2,128,958</u>
	2022			
	Total	Level 1	Level 2	Level 3
Beneficial Interest in Net Assets of Related Party:	\$ 2,677,292	\$ -	\$ -	\$ 2,677,292
Total	<u>\$ 2,677,292</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 2,677,292</u>

The following table provides a summary of changes in fair value of the Organizations' Level 3 financial assets for the years ended June 30:

	2023	2022
Contributions	\$ 346,574	\$ 1,680,285
Payments	(894,908)	-

Since these funds are held by a third party that pools the Organizations' interest with other related organization's assets, management has determined that the inputs are unobservable and therefore, valued using a Level 3 methodology. The principal valuation technique is the fair value of the underlying investments and the unobservable input is the term of distributions.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2023 AND 2022

NOTE 14 AVAILABLE RESOURCES AND LIQUIDITY

The Organization regularly monitors liquidity required to meet its operating needs and other commitments. For purposes of analyzing resources available to meet general expenditures over a 12-month period, the Service considers all expenditures related to its ongoing program activities as well as the services undertaken to support those activities to be general expenditures.

In addition to financial assets available to meet general expenditures over the next 12 months, the Organization operates a balanced budget and anticipates collecting sufficient revenue to cover general expenditures not covered by donor-restricted resources. The Organization considers the following to be available to meet cash needs for general expenditures:

	<u>2023</u>	<u>2022</u>
Cash and Cash Equivalents	\$ 1,322,647	\$ 2,025,602
Accounts Receivable, Net	8,525,896	7,645,413
Total Financial Assets	9,848,543	9,671,015
Donor-Imposed Restrictions	(90,825)	(90,284)
Financial Assets Available to Meet Cash Needs for General Expenditures Within One Year	<u>\$ 9,757,718</u>	<u>\$ 9,580,731</u>

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF EXPENDITURES OF DEPARTMENT AGREEMENTS
YEAR ENDED JUNE 30, 2023**

<u>Department Office</u>	<u>Agreement Number</u>	<u>Agreement Amount</u>	<u>Agreement Period</u>	<u>Agreement Service</u>	<u>Agreement Status</u>	<u>Federal Expenses</u>	<u>State Payments</u>	<u>Agreement Expenses</u>
DHHS:								
DPS	ADS-23-2572	\$ 95,160	7/1/2022 - 06/30/2023	Rental Subsidy	Final	\$ -	\$ 27,179	\$ 27,179
DPS	MH2-23-518	40,679	7/1/2022 - 06/30/2023	Community Integration	Final	-	32,873	32,873
DPS	MH2-22-900	36,960	7/1/2021 - 06/30/2023	Residential Service	Final	-	6,931	10,669
Total						<u>\$ -</u>	<u>\$ 66,982</u>	<u>\$ 70,720</u>

Disclosures:

Is your agency required to have a Single Audit? Yes: No:

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
YEAR ENDED JUNE 30, 2023**

Federal Grantor/Pass-Through Grantor Program Title	Federal Assistance Listing Number	Pass-Through Agency/Grantor	Pass-Through Entity ID Number	Federal Expenditures	Amounts Provided to Subrecipient
DEPARTMENT OF HEALTH AND HUMAN SERVICES					
Refugee and Entrant Assistance State/Replacement Designee Administered Programs	93.566	Commonwealth of Massachusetts Department of Children & Families	Various	\$ 1,894,029	\$ -
Refugee and Entrant Assistance State/Replacement Designee Administered Programs	93.566	Commonwealth of Massachusetts Office of Refugee and Immigrants	Various	1,406,108	138,455
Refugee and Entrant Assistance State/Replacement Designee Administered Programs	93.566	State of New Hampshire - Office of Health Equity	Various	422,971	-
Subtotal AL #93.566				3,723,108	138,455
Unaccompanied Alien Children Program	93.678	Church World Services; VERA Institute of Justice; Lutheran Immigration and Refugee Services	Various	1,654,627	-
Medical Assistance Program	93.MEDICAID	State of New Hampshire	N/A	16,645	-
Medical Assistance Program	93.MEDICAID	State of Maine Home and Community Based Services	N/A	1,830,685	-
Subtotal AL# 93.MEDICAID				1,850,330	-
Refugee and Entrant Assistance Wilson/Fish Program	93.583	State of New Hampshire - Office of Health Equity	N/A	52,928	-
Refugee and Entrant Assistance Discretionary Grants	93.578	Church World Services; Lutheran Immigration and Refugee Services	Various	1,021,063	-
Provider Relief Fund and American Rescue Plan (ARP) Rural Distribution	93.488	N/A	N/A	-	-
Wellness Reform Research, Evaluations and National Studies	93.595	Administration for Children and Families	90PE0060	92,818	-
Total Department of Health and Human Services				8,394,869	138,455
DEPARTMENT OF AGRICULTURE					
State Administrative Matching Grants for the Supplemental Nutrition Assistance Program	10.SNAP	Commonwealth of Massachusetts Department of Transitional Assistance	WEL 44003064ASCENTRIAA23	390,953	-
State of Vermont - On Demand Transportation for Reach UP	10.SNAP	VT Department for Children and Families' Economic Services Division	03440-10081-23	18,306	-
Subtotal AL# 10.SNAP				418,259	-
Farm to School Grant Program	10.575	U.S. Department of Agriculture Food and Nutrition Service	CN-F25-FY20-PLN-MA-01	31,535	-
Total Department of Agriculture				441,794	-
DEPARTMENT OF JUSTICE					
Crime Victim Assistance	18.575	Massachusetts Office of Victims Assistance	VOCA2021ACSN00000000	134,026	-
Services for Trafficking Victims	18.320	U.S. Department of Justice	2019-VT-BX-0107; 2021-VT-BX-0107	343,000	-
Total Department of Justice				477,026	-
DEPARTMENT OF TREASURY					
Emergency Rental Assistance provisions (ERA2) of the American Rescue Plan Act of 2021 (ARPA)	21.023	New Hampshire Housing Finance Authority	N/A	57,552	-
Total Department of Treasury				57,552	-
DEPARTMENT OF STATE					
U.S. Refugee Admissions Program	19.510	Various	Various	950,871	-
Total Department of State				950,871	-
DEPARTMENT OF EDUCATION					
Adult Education - Basic Grants to States	84.002	New Hampshire Department of Education	project 867101	61,180	-
Rehabilitation Services Vocational Rehabilitation Grants to State	84.126	Massachusetts Rehabilitation Commission	SCMRC2007ASCENFY1700	220,903	-
Total Department of Education				282,083	-
Total Federal Awards				\$ 10,604,198	\$ 138,455

See accompanying Notes to Schedule of Expenditures of Federal Awards.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
YEAR ENDED JUNE 30, 2023**

NOTE 1 BASIS OF PRESENTATION

The accompanying schedule of expenditures of federal awards (the Schedule) includes the federal award activity of Ascentria Community Services, Inc. and Subsidiary under programs of the federal government for the year ended June 30, 2023. The information in this Schedule is presented in accordance with the requirements of 2 CFR 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, it is not intended to and does not present the financial position, changes in net assets, or cash flows of Ascentria Community Services, Inc. and Subsidiary.

NOTE 2 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 the *Uniform Guidance*, wherein certain types of expenditures are not allowable or are limited as 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. Ascentria Community Services, Inc. and Subsidiary has elected not to use the 10-percent de minimis indirect cost rate as allowed under the Uniform Guidance.



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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

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

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 consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary, which comprise the consolidated statement of financial position as of June 30, 2023, and the related consolidated statements of activities, changes in net assets, functional expenses, and cash flows for the year then ended, and the related notes to the consolidated financial statements, and have issued our report thereon dated February 5, 2024.

Report on Internal Control Over Financial Reporting

In planning and performing our audit of the consolidated financial statements, we considered Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the consolidated financial statements, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, we do not express an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary'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 consolidated 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 audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

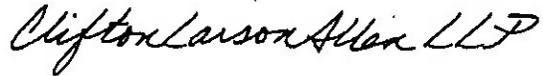
Board of Directors
Ascentria Community Services, Inc. and Subsidiary

Report on Compliance and Other Matters

As part of obtaining reasonable assurance about whether Ascentria Community Services, Inc. and Subsidiary's consolidated 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 consolidated financial statements. 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 entity'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 entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.



CliftonLarsonAllen LLP

Quincy, Massachusetts
February 5, 2024



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

Board of Directors
Ascentria Community Services, Inc. and Subsidiary
Worcester, Massachusetts

Report on Compliance for Each Major Federal Program

Opinion on Each Major Federal Program

We have audited Ascentria Community Services, Inc. and Subsidiary's compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on each of Ascentria Community Services, Inc. and Subsidiary's major federal programs for the year ended June 30, 2023. Ascentria Community Services, Inc. and Subsidiary's major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

In our opinion, Ascentria Community Services, Inc. and Subsidiary complied, in all material respects, with the compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2023.

Basis for Opinion on Each Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America (GAAS); 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 Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditors' Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of Ascentria Community Services, Inc. and Subsidiary and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination of Ascentria Community Services, Inc. and Subsidiary's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to Ascentria Community Services, Inc. and Subsidiary's federal programs.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

Auditors' Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on Ascentria Community Services, Inc. and Subsidiary's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards*, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about Ascentria Community Services, Inc. and Subsidiary's compliance with the requirements of each major federal program as a whole.

In performing an audit in accordance with GAAS, *Government Auditing Standards*, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding Ascentria Community Services, Inc. and Subsidiary's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of Ascentria Community Services, Inc. and Subsidiary's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

Other Matters

The results of our auditing procedures disclosed instances of noncompliance, which are required to be reported in accordance with the Uniform Guidance and which are described in the accompanying schedule of findings and questioned costs as items 2023-002. Our opinion on each major federal program is not modified with respect to these matters.

Government Auditing Standards requires the auditor to perform limited procedures on Ascentria Community Services, Inc. and Subsidiary's response to the noncompliance findings identified in our compliance audit described in the accompanying schedule of findings and questioned costs. Ascentria Community Services, Inc. and Subsidiary's response was not subjected to the other auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

Report on Internal Control Over Compliance

Our consideration of internal control over compliance was for the limited purpose described in the Auditors' Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance and therefore, material weaknesses or significant deficiencies may exist that were not identified. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, as discussed below, we did identify certain a deficiency in internal control over compliance that we consider to be significant deficiency.

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 a 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. We consider the deficiency in internal control over compliance described in the accompanying schedule of findings and questioned costs as item 2023-001 to be material weakness.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

Government Auditing Standards requires the auditor to perform limited procedures on Ascentria Community Services, Inc. and Subsidiary's response to the internal control over compliance findings identified in our audit described in the accompanying schedule of findings and questioned costs. Ascentria Community Services, Inc. and Subsidiary's response was not subjected to the other auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

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 the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.



CliftonLarsonAllen LLP

Quincy, Massachusetts
February 5, 2024

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
YEAR ENDED JUNE 30, 2023

Section I – Summary of Auditors' Results

Financial Statements

Type of auditors' report issued:

Unmodified

Internal Control over Financial Reporting:

• Material weakness(es) identified?

_____yes X no

• Significant deficiency(ies) identified that are not considered to be material weakness(es)?

_____yes X none reported

Noncompliance material to financial statements noted?

_____yes X no

Federal Awards

Internal control over major programs:

• Material weakness(es) identified?

X yes _____no

• Significant deficiency(ies) identified that are not considered to be material weakness(es)?

_____yes X none reported

Type of auditor's report issued on compliance for major programs:

Unmodified

Any audit findings disclosed that are to be reported in accordance with 2 CFR 200.516(a)?

X yes _____no

Identification of Major Federal Programs

10.SNAP
93.676
93.576

Supplemental Nutrition Assistance Program
Unaccompanied Alien Children Program
Refugee and Entrant Assistance Discretionary
Grants

Dollar threshold used to distinguish between Type A and Type B programs:

\$ 750,000

Auditee qualified as low-risk auditee?

X yes _____no

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF FINDINGS AND QUESTIONED COSTS (CONTINUED)
YEAR ENDED JUNE 30, 2023**

Section II – Financial Statement Findings

Our audit did not disclose any matters required to be reported in accordance with *Government Auditing Standards*.

Section III – Findings and Questioned Costs – Major Federal Programs

2023 – 001

Federal agency: U.S. Department of Health and Human Services

Federal program title: Refugee and Entrant Assistance Discretionary Grants

Assistance Listing Number: 93.576

Pass-Through Agency: Church World Services; Lutheran Immigration and Refugee Services

Pass-Through Number(s): Various

Award Period: 1/1/2023 – 9/29/2023

Type of Finding: Material Weakness on Internal Control over Compliance

Criteria or specific requirement: The Organization is required to maintain records of the time spent on each federal award on a monthly basis. The records must reflect the total activity for which each employee is compensated and the percentage of their time that is spent on each federal award. The records must be signed by the employee or a responsible supervisor and must be certified by an authorized official of the organization. The records must be maintained for a period of three years from the date of submission of the final expenditure report.

Condition: During our testing, it was noted that the Organization did not have internal controls designed to ensure employees time and effort spent on the above reference program was properly documented.

Questioned Costs: \$4,992

Context: The Organization did not have timesheets or the proper approvals to support the payroll costs that were charged to the federal program.

Cause: The Organization did not have a process or controls in place to document time spent on each federal award on a monthly basis.

Effect: The Organization is not in compliance with federal law and time and effort reporting as required under Uniform Guidance

Repeat Finding: No

Recommendation: It is recommended that the Organization design controls to ensure time and effort spent on programs are properly documented in accordance with Uniform Guidance.

Views of responsible officials: There is no disagreement with the audit finding.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
SCHEDULE OF FINDINGS AND QUESTIONED COSTS (CONTINUED)
YEAR ENDED JUNE 30, 2023**

Section III – Findings and Questioned Costs – Major Federal Programs (Continued)

2023 – 002

Federal agency: U.S. Department of Health and Human Services

Federal program title: Unaccompanied Alien Children Program

Assistance Listing Number: 93.676

Pass-Through Agency: Lutheran Immigration and Refugee Services

Pass-Through Number(s): 356-22-00

Award Period: 1/1/2022 – 12/31/2022

Type of Finding: Internal Control over Compliance

Criteria or specific requirement: Expenses must be supported by source documentation, such as receipts, invoices, or cancelled checks.

Condition: During our testing, we noted that the Organization did not have adequate controls to ensure that expenses were supported by source documentation.

Questioned Costs: \$77.45

Context: The Organization did not have source documentation to support one of the sixteen expenses that were selected for testing.

Cause: The controls in place were not operating effectively to ensure expenses are supported with the proper documentation.

Effect: The auditor noted one instance of noncompliance and a lack of internal controls over these compliance requirements.

Repeat Finding: No

Recommendation: It is recommended that the Organization design controls to ensure expenses are supported by source documentation.

Views of responsible officials: There is no disagreement with the audit finding.



Board of Directors 2023

ASCENTRIA COMMUNITY SERVICES, INC.

Last Name	First Name	Title(s)	Corporate Officers (current only)	Board & Cmte Officers (current only)
Jenoure	Frederic	Director		Board Chair
Cowlagi	Ashish	Director		Board Secretary
Goodman	Ross	Director		Board Vice Chair
Bartholomew	Alexander	Director		Finance Co-Chair & Board Fin Sec'y
Robertson	Keith	Director		Governance Co-Chair
Mayo	William	Director		Immediate Past President
Campbell	Marybeth	Director		
Fisher	Charran	Director		
Gibbs	Brain	Director		
Jackson	Debora	Director		
Luster	Stacey	Director		
Ruhe	Barbara	Director		
Schmidt	Peter	Director		
Bovill	Angela	CEO Director	President	
Mitchell	Aimee	Chief Community Services Officer	Executive Vice President	
Wade	Jeanette	Chief Ops Officer Chief Fin Officer	Executive Vice President	
Bettigole	Michelle	Chief Senior Care Officer	Executive Vice President	
Sousa	Nicholas	EA Community Svcs & Operations	Assistant Clerk / Secretary	
Browne	Tara	Manager of Exec. Assistants	Corporate Clerk / Secretary	
Russo	Nicholas	Senior Director of Treasury	Treasurer	

11 Shattuck Street, Worcester, MA 01605

Kathy Kitchell

Education and Certifications

TEFL/TESOL Certification International TEFL Academy 180 credit hours	Leon, Nicaragua October 2015
ESOL Certification Granite State College	Manchester, NH In progress
Bachelor of Arts, Individualized Studies English Language Arts Granite State College Magna Cum Laude	Manchester, NH June 2013

Experience

Education Liaison, Ascentria Care Alliance, Concord, NH, August 13, 2018 – present

Teaching Assistant, Wilson Elementary School, First-Fifth Grade, Manchester, NH, September 2007 to June 2018

Teaching Assistant, Beach Street Elementary School, EL summer program, Manchester, NH, July 2017-August 2017

Tutor, YMCA, Manchester, NH, November 2016-present (after school)

Ready-for-Success Program, Wilson Elementary, Pre-K, Manchester, NH, summers of 2007-2012 & 2014

Tutor, 21st Century Program, Wilson Elementary, Manchester, NH 2007-2015 (after school)

Volunteer experience, Tanzania, Africa, summer 2013

Volunteer experience, Barriletes Orphanage, Leon, Nicaragua, November 2015

Additional Skills

LLI Training – Language Level Instruction

CPI Training – Crisis Prevention Intervention

MINHUI NIE

QUALIFICATIONS SUMMARY

- Native Chinese speaker born in Beijing, China, living there until June 2000; U.S. Citizen since September 2008
- TOEFL 637 (Aug. 2000); GMAT 700 (Nov. 2000); English Proficiency Test 91% (Oct. 2022)
- Majored BA in English Literature and Education and taught English at college level for five years (1993 to 1998)
- Worked as Office Manager and Interpreter for Lockheed Martin Beijing Office for two years (1998 to 2000); Personal Assistant, Translator and Interpreter for LL Global for a total of 7 years. Proficient with Microsoft Word, Excel, PowerPoint, Outlook, and Adobe Acrobat
- Dialect knowledge: Native Mandarin speaker; understanding Chinese Shanghai dialect
- Additional experience, qualifications, and accomplishment:
 - LOMA FLMI (English) designation 2 (2011)
 - Interpreter for Insurance Training Session for China Life Insurance Company at LL Global (2017)
 - Interpreter for Mr. Ke.Zhang, CEO of China Taiping Insurance Holdings Ltd. at 2017 LL Global Board Meeting in Washington, D.C.
 - Interpreter for rehab programs at New England Center for Hearing Rehabilitation, LLC (Summer of 2018)
 - TABE 11&12 Certification Part I and Part II
 - Teaching English Now! Foundational Principles (an online non-credit course authorized by Arizona State University)
 - Published translation books:
 - *A Game for Swallows – To die, to leave, to return* by Zeina Abirached (English->Chinese)
 - *Don't Go without Me* by Rosemary Valero-O'Connell (English->Chinese)

PROFESSIONAL EXPERIENCE

Ascentria Care Alliance

Jan. 2023 – Present

ESOL (English for Speakers of Other Languages) Teacher

Assistant Lead ESOL Team

- Responsible for providing effective leadership to volunteers and interns as needed.
- Responsible for training programs to ensure volunteers and interns are adequately trained in all required areas.
- Develop volunteers and interns including supervising, coaching and mentoring.
- Interview, hire, orient, supervise and evaluate volunteers and interns.
- Perform a variety of complicated tasks that require decision-making, judgment and confidentiality.

Partner Relations

- Network and develop relationships with potential employers/providers.
 - Work closely with employment industry leaders to understand trends, needs, and opportunities and work collaboratively with partners to develop programming that effectively meets those needs.
 - Create and support connections with government agencies, employment/provider associations, and community members who may provide opportunities for students to develop competencies, and integrate learning and daily living responsibilities.
 - Promote the program through community networking and providing presentations; develop and maintain relationships with key stakeholders and partners.

Student Services

- Develop and deliver lesson plans using a wide range of techniques and strategies that engage students and that address all aspects of language including reading, writing, speaking, and listening.
- Conduct assessments to accurately place students in appropriate level classes.
- Design and administer formal and informal assessments to evaluate students' progress.
- Differentiate lessons to meet the needs of the group and individual students simultaneously.
- Develop and deliver vocational English lesson plans tailored to students' skill levels and employers' needs, including job-related English as a second language.
- Develop daily/weekly lesson plans aligned with Ascentria's ESOL, basic education, and workforce preparation curriculum goals.

- Plan, organize, and provide instruction for ESOL adult learners that is consistent and coordinated with the organization's ESOL curriculum, and that helps students reach students learning targets and increases their daily life skills and abilities.
- Provide and assess out of the classroom (distance learning) assignments including regular homework.
- Educate and encourage students on accessing English learning resources outside of class time.
- Stay up to date on best practices in ESOL education and apply new ideas in the classroom including the use of technology.
- Maintain working knowledge of the Workforce Innovation and Opportunity Act (WIOA).
- Provide a supportive and positive learning environment with high expectations for students.
- Assist with securing and maintaining training space as needed, and identify and maintain needed resources.
- Collaborate closely with fellow teacher(s) and other staff members.
- Support resettlement team as needed to ensure core services are provided to refugees.
- Treat refugee clients with respect, dignity and respect for privacy at all times.

Record Keeping and Reporting

- Assist with reporting to funders on individual student progress as well as overall program outcomes.
- Maintain complete and accurate records of each student's progress and attendance.
- Ensure quality of casefiles or records associated with students and services on an ongoing basis.
- Complete, submit and maintain documentation in accordance with contractual standards and in a timely manner.
- Maintain client database, client financial records and case files, including case notes, contacts and documents held for safekeeping on behalf of clients.
- Complete and file progress and other administrative reports according to program procedures and deadline.
- Represent team during monitoring by funders.
- Perform other duties as assigned to help meet the goals of the program or the agency.

LL Global

Aug. 2015 – Nov. 2016

Rewards & Recognition Specialist, Centre for Professional Development (LOMA FLMI designation)

- Regularly communicating important order/customer information to the sales team that support business objectives, generate new leads that result in pipeline creation and revenue
- Responsible for final review of all translations and ensuring files are completed with deadlines
- Updated and prepared brochures/flyers for conferences
- Documented LMS administrative procedures and provided training and support to team and students

LL Global

Oct. 2007 – Nov. 2011

Personal Assistant, International Operations Team (LOMA FLMI designation)

- Contributed to 20% membership growth by assisting with conferences and translations of webinars and newsletters to tap potential markets
- Managed manager's travels and arranged meetings with member companies
- Translated, edited, standardized, and finalized material prepared for employees and contractors
- Prepared project plans, proposals, training materials, and online documentation
- Served as interpreter for foreign visitors, clients, and customers

Fiserv Lending Solutions (FLS) Title Resolution Department

Nov. 2004 – Sep. 2007

Resolution Associate

- Implemented initiatives that increased overall team productivity and achieved highest productivity among peers within 6 months of assuming position
- Reviewed landowner mortgages titles for discrepancies
- Followed up with customers and borrowers through telephone and written correspondence
- Conducted title research and resolved issues between title and mortgage

Fiserv Lending Solutions (FLS) Recording Department

May 2004 – Nov. 2004

Recording Technician

- Analyzed and verified landowner titles for mortgages; processed funds for recording and tax fees
- Determined proper ownership and verify execution of mortgage document
- Collaborated across departments for Power of Attorney and Trust Reviewers to ensure validity
- Oversaw proper execution of mortgages and conforms to individual state registry requirements
- Identified title and execution problems and implement resolution process

Fiserv Lending Solutions (FLS) Title Processing Department

Apr. 2003 – May 2004

E-Title Processor

- Obtained title information, Schedule A information, legal descriptions, and system data verification
- Identified title and execution problems and routed tickets to the appropriate offices for resolution

Lockheed Martin Global, Inc. Beijing Representative Office

July 1997 – June 2000

Office Manager & Translator

- Managed office budget, project schedules, and international correspondence
- Processed Financial Management reports
- Facilitated and participated in meetings, consultations, and negotiations with partners and customers
- Translate and proofread materials and documents
- Interpreter of meetings and business negotiations

Capital Normal University, Foreign Language College, Beijing

July 1993 – July 1997

English Instructor

- Teach intensive English reading, extensive English reading, oral English, comprehensive English listening, Mandarin
 - Undertake the teaching of college's undergraduate and adult English courses, and teaching of foreign students Mandarin courses
 - Design and develop English elective courses
 - Participate in the foreign language services and activities
 - Participate in translation and interpretation training, collective lesson preparation, teaching seminars and regular meetings
 - Encourage and guide students to participate in English and Mandarin activities and competitions
 - Participate in the creation of syllabus according to the plan

Canadian Institute of Business and Technology (CIBT) School of Business

September 1996 – July 1998

English Instructor

- Teach Chinese business managers international business applications of English and Western business and cultural practices
 - Responsible for the adult business English teaching in small classes
 - Actively participate in various training sessions organized by school
 - Organize practical and effective activities to improve students' interest and ability in business English learning
 - Understand and be familiar with each student's unique needs and help him/her improve at his/her own pace
- Assist in the implementation of the latest projects of English training for corporate clients

EDUCATION

Baruch College, CUNY Zicklin School of Business, New York, NY

Jan. 2003

Master of Science in Computer Information Systems (MS CIS)

Capital Normal University Foreign Language College, Beijing, China

June 1993

Bachelor of Arts in English Language and Literature (BA)

Major: English language and literature **Minors:** French, Language teaching methodology, and Psychology

Honors: University Scholarship for 4 consecutive years

SKILLS

- Native Mandarin speaker; fully fluent in English and Chinese; understanding Shanghai dialect
- Extensive experience and insight into cross-cultural business communications (US-China transactions)
- Developed Item Selection and Inventory Control System and E-Business web sites
- Proficiency with Microsoft tools, such as Word, Excel, PowerPoint, Outlook, as well as Adobe Acrobat

Kabin Ghale

Objective

To make an immediate contribution to an organization that prides itself on quality, integrity and professional advancement in health service sector.

Education and Training

BACHELOR DEGREE IN POLITICAL SCIENCE

Bagdugara Collage Darjeeling, India

2006-2009

HIGH SCHOOL DIPLOMA

Kumudini Homes, Kalingpong, India

2003-2005

HEALTH CARE VOCATIONAL TRAINING

Easterseals, Manchester, NH

2011

Work Experience

HEALTH CASE MANAGER -ASCENTRIA CARE ALLIANCE

2022-TILL

- Coordinate and facilitate client care through assessment, evaluation, and planning.
- Act as the client's advocate as it relates to insurance coverage and financial assistance.
- Communicate client needs to a variety of care team members and follow up accordingly.

RESIDENTIAL COUNSELOR (LEAD) - CROTCHED MOUNTAIN SCHOOL

2014 - 2020

- Provide residential services to special needs adults and children.
- Help client develop skills related to self-care, relationship building, problem solving,
- Engage clients with community and recreational activities.

CASHIER - T&N GAS AND CONVENIENCE STORE

2010 -2014

- Oversaw the day -to-day operations of filling station and convenience store.
- Responsible for displaying, cleaning, and rotating merchandise in an effort for maximum sales.
- Managed staff, worked with vendors and monitored sales.

PERSONAL CARE SERVICE PROVIDER - EASTERSEALS NH

2011- 2012

- Participated in adult day care program.
- Trained and certified CPR, AED, First aid, and Management of aggressive behaviors.
- Received commendation from supervisor for patience and assertiveness when working clients

Skills and Abilities

- Experience in Microsoft Office package - Word, Excel, PowerPoint.
- Excellent documentation skills.
- Strong written and oral communication skills.
- Multilinguistic - fluent in English, Nepali and Hindi.
- Ability to pay attention and follow instructions.

References

Available upon Request.

Stan Gaponov

PROFESSIONAL SUMMARY:

Skilled and experienced in community service with extensive knowledge of generally accepted accounting principles, finance statistics, and commercial banking regulations. Proficient in advanced Excel, Microsoft Office, and Adobe apps, with experience using QuickBooks, NH FIRST, AS400, and Viewstar. Possesses strong analytical, logical, and problem-solving skills. Multilingual fluent in Ukrainian, and Russians. In addition, I am a Certified Public Trainer (CPT), demonstrating my commitment to personal training and fitness.

RELEVANT PROFESSIONAL WORK EXPERIENCE:

Ascentria Care Alliance

January 2023 - Present

Resettlement Navigator/Case Manager for Slavic Community

- Provide intensive support to refugees during initial resettlement and beyond, ensuring self-sufficiency and community integration. Developing and maintaining relationships with assigned cases, coordinating essential resettlement services. Monitor and ensure timely progress of resettlement services.
- Specialize in Housing, Mental Health, Elder Care, SSN, EAD, Childcare, SNAP, Cash Assistance, MedAid, & Home finding. Assist refugees with pre-arrival and arrival activities, cultural adjustment, and self-sufficiency.
- Represent the team during funding monitoring. Fulfill additional assigned duties to meet program and agency goals.

State of NH Department of Labor, Inspection Division, Concord, NH

Safety, Wage & Hour, B&E Inspection - Program Assistant II

January 2020 – December 2022

- Review, assess, and prioritize incoming documentation, wage claims, applications for initial and renewal licensure/certification, and blueprints. Interpret federal and state rules, regulations, and procedures. Appear at Departmental administrative hearings to present information and detail fact-finding.
- Conduct research, review historical information; and utilize policy to determine penalty assessment processes, financial transactions, and record and monitor payments. Prepare notices for settlement conferences and administrative hearings. Prepare case status and reports. Provide administrative supervision and training to part-time and/or less experienced staff.

State of NH Department of Safety, Division of Motor Vehicles, Concord, NH

Cash Terminal Operator I

April 2019 – January 2020

- Receive applications for various motor vehicle related transactions, ensuring all required documentation is official, authentic and verifying validity and authenticity. Issue various motor vehicle related documents to qualified individuals.
- Perform cashier-related duties such as answering the telephone consistent with NH laws.

SBC Church, Londonderry, NH

Treasurer Assistant

February 2015 - April 2019

- Responsible for assisting treasurer with bookkeeping and accounting.
- Data entry and other accounting-related duties. Responsible for accounts receivable and accounts payable.

OTHER WORK EXPERIENCE:

Demoulas Supermarkets INC, Concord, NH

September 2015 – August 2019

Produce Department Associate / Assistant Manager, Produce Department

- Customer service. Inventory check, order, and control.

Associated Grocers of New England, Pembroke, NH

June 2017 - September 2017

Warehouse Summer Help.

- Prepared customer orders for shipment. Reviewed shipping orders and ensured order completion.

EDUCATION:

NHTI, Concord, NH

- Certificate in Accounting, May 2017 – December 2019
- Associate degree in accounting, May 2019- Present (On a pause planning to resume)

Trinity Christian School, Concord, NH

- High School Diploma, February 2015– May 2017

Shirin Ashoury

Professional Profile

Adult Education Program Manager, Coordinator and Professional teacher with 17 years of experience delivering ESL, tutoring, and facilitation multiple classes as a substitute teacher. Passionate to support teachers and help students succeed academically to support opportunities for their future careers.

- Classroom and program management
- Flexibility
- Teamwork
- Giving and receiving feedback
- Student centered teaching
- Empathetic

Language: Farsi – Fluent, English - Fluent

Technology: Microsoft Office and Google Platforms

Education

SIT Graduate Institute, Brattleboro, VT

Anticipated 2018

Master of Arts in Teaching English to Speakers of Other Languages

Relevant courses include:

- Second Language Acquisition
- Approaches to Teaching
- Language Analysis for Lesson Planning
- Adult Education
- Group Dynamics
- Teaching the Four Skills

New Hampshire Department of Education, Concord, NH

Certification in Teaching ESOL

2012

Rudehen Azad University, Rudehen, Iran

Bachelor of Arts: Teaching English as a Foreign/Second Language

2006

Teaching Experience

Ascentria Care Alliance

January 2023 – present

Adult Education Program Manager

• Responsible for providing effective leadership to program staff and ensuring quality services to the individuals served. • Responsible for training programs to ensure all program staff are adequately trained in all internally and externally required areas. • Develop program staff including supervising, coaching and mentoring. • Interview, hire, orient, supervise and evaluate program staff. • Manage program staff remotely as required. • Perform a variety of complicated tasks that require decision-making, judgment and confidentiality.

Ascentria Care Alliance

January 2022 – present

Education Department Coordinator

Responsible for creating a vibrant and innovative program to help refugees and immigrants acquire essential skills necessary for succeeding with daily living, employment and overall integration

Ascentria Care Alliance

January 2019 – January 2022

ESL Teacher

Teaching ESL to refugees and immigrants

Shirin Ashoury

SIT Graduate Institute

Library Assistant January 2018-April 2018

- Assisting college students in finding and checking books in and out of the library

MA TESOL Office Assistant September 2017- December 2017

- Create materials for faculty to use in their classes

Keene School District, Keene, NH

Tutor July 2018- December 2018

- Working in the special education department at Keene High School and giving a one on one support to a student and supporting the student in all classes

ESL Paraprofessional April 2017-July 2017

- Pulled out students from the classroom who needed additional support
- Designed lesson plans according to the curriculum and students' needs
- Collaborated with the classroom teacher to elevate non-native speaker to the native speaker level in Math and ESL

Tutor October 2016-April 2017

- Supported all third-grade students in all subjects
- Collaborated with all the third-grade teachers to ensure that students were progressing academically

Tutor August 2013-December 2014

- Tutored middle school special education Vistas program supporting both in the classroom and in the study groups

Marlborough School District, Marlborough, NH

ESL Teacher December 2014-February 2016

- Created lesson plans to bring a student from basic to native level
- Taught ESL and English for Special Purposes for student's additional class support

School Administrative Unit#29, Keene, NH

Substitute Teacher November 2010-June 2013

- Manage classes in the absence of current teacher
- Delivering classes to students from kindergarten to high school

Arya Educational Institute, Tehran, Iran

ESL Teacher April 2005-December 2008

- Facilitated ESL using Let's Go Intermediate and Interchange textbooks
- Taught female students from elementary to adults in all levels, in conversation and grammar

Danesh Language Institute, Tehran, Iran

ESL Teacher June 2003-May 2005

- Taught all girls in multiple age groups
- Managed classroom through creating a fun and engaging learning environment

Sonya M. Taly

CAREER PROFILE

- Dedication to leadership that delivers high quality results
- Strong oral and written communication skills
- Proficient in Microsoft word, Power Point, Excel, Visio, Outlook, OneNote and Multiple MIS Systems
- Seek out opportunities for collaboration, innovation, development and learning
- Languages: English (Native), Spanish (Fluent), French (Intermediate)

EDUCATION

Master of Arts in Intercultural Management, SIT Graduate Institute, Brattleboro, VT, USA (2009)
Concentration in Sustainable Development. Course work included: Program Planning and Project Design, Program Monitoring and Evaluation, Intercultural Communication, Theory and Practice of Mission Driven Organizations, Conflict and Identity, Policy Advocacy, Training Design.

Bachelor of Arts in Multidisciplinary Studies, Castleton State College, Castleton, VT, USA (2004)
Concentrations in Elementary Education and Special Education, minor in US and World History.

Vermont Teaching Certifications, Elementary Education (K-6)/ Special Education (K-age 21) (2004)

Certified Lactation Counselor, Academy of Lactation Policy and Practice (December 2014 to December 2017)

Certified Food Safety Manager, RI DOH (October 2015 to 2020)

Child and Adolescent Needs and Strengths (CANS) Certified, RI DCYF (July 2018 to Present)

PROFESSIONAL EXPERIENCE

Director of Community Services

Ascentria Care Alliance, Concord, NH / Worcester, MA / West Springfield MA (September 2021 – Present)

Director of the Family Care Community Partnership (FCCP)

Communities for People, Pawtucket RI (May 2018 – Present)

Lead team of up to 20 including licensed clinicians, social workers, intake and outreach staff as well as peer support partners. Designed implementation of newly awarded DCYF funded program. Ensure quality of services provided by team. Responsibility for data analysis and reporting. Act as a liaison between agency and RI DCYF. Participate in Policy Advocacy. Lead inter-agency collaboration. Ensure day to day functionality of program and services.

Director of Health and Nutrition (November 2016 – June 2017).

Assistant Director of Health and Nutrition (March 2014 – November 2016)

Women Infants and Children (WIC) Program Manager (July 2011- March 2014)

Women Infants and Children (WIC) Supervisor (July 2009 – July 2011)

Children's Friend, Central Falls, Pawtucket and Providence RI (August 2009 to June 2017)

Over eight years of experience included: Leading and training teams of up to 30 including manager, supervisors, nurses, nutritionists, breastfeeding counselors, case managers, fiscal assistants, program assistants, AmeriCorps members and other volunteers in the delivery of WIC, Head Start, Early Head Start, Early Head Start Childcare Partnership, Pre-K, Child Care and Child and Adult Care Food Programs to up to approximately 9,000 individuals mainly within Providence, Pawtucket and Central Falls RI.

Led the expansion of programs into new communities and uncharted strategies of approach. Liaised between agency, RI DOH, RIDE and other auditing officials. Responsible for program design, innovation, standards, outreach, needs assessments and budget. Executed and led data tracking, analysis and reporting.

Participated as a leader in programmatic and agency wide strategic planning. Executed programmatic and electronic integration of nutrition and nursing efforts in WIC, EHS, EHS Child Care Partnership, CACFP and HS. Acted as a leader in the development and implementation of an agency wide integrated electronic record.

Sonya M. Taly, Page 2

PROFESSIONAL EXPERIENCE, CONTINUED

Program Assistant

ChildVoice International, Gulu, Uganda (August 2007 – March 2008)

Lived on site in outskirts of an isolated rural IDP camp while planned, developed and implemented all aspects of the opening of a residential rehabilitative center for former child soldiers and formerly abducted girls. Taught life skills and parenting classes. Oversaw Early Childhood Development program, trained and supervised teachers. Designed and implemented student recruitment process. Interviewed and screened prospective employees.

Program Assistant / Board Member

Project Chacocente, Masaya, Nicaragua (August 2005 - December 2007)

Developed preschool and kindergarten programs. Taught classes. Trained and mentored Nicaraguan teachers in classroom strategies and innovative teaching practices. Assisted in school construction and agricultural development programs. Mediated families in cases of abuse and neglect. Acted as a board member. Completed an appreciative inquiry analysis of program and affected population.

Translator/ Latin American Representative/ Business Development Assistant,

Rebuilders Automotive Supply, Coventry, RI (May 1999 – August 2008)

Began working as a Warehouse Worker sorting, packing and unpacking shipments. Promoted to work alongside product managers where I researched and organized all Latin American clientele and located new prospects. Created and maintained relationships with clients through phone, email, and in-person meetings within and outside of U.S. Translated written documents and face-to-face meetings between Spanish and English associates.

Home-Based Therapist / Teacher's Assistant

Trudeau Home-Based Therapies / Pathways Strategic Teaching Center for Autistic Children, Warwick, RI (2004, 2006)

Specialized one-on-one teacher/therapist to children ages 3-18 years with various impairments. Utilized Applied Behavioral Analysis in a classroom setting and in the home. Collected and analyzed student related data. Worked with students and counseled parents to increase positive behavior interventions and new approaches to learning. Attended meetings and trainings involving all aforementioned students.

Personal Care Attendant and Teacher's Assistant

Lothrop Elementary School and Caverly Preschool, Pittsford, VT (October 2002 – June 2004)

Provided full-time assistance within home, community, clinical, and classroom settings to a boy with severe autism. Extended experience with implementing and collecting data on Discrete Trial, Occupational Therapy, Relationship Development Intervention, and Speech Therapy. Aided to optimize inclusive academic, social, and recreational participation.

LEADERSHIP ACTIVITIES

Three Cities Coalition for RI Juvenile Justice Restructuring	(2020 to Present)
East Providence Health Equity Zone Steering Committee	(2020 to Present)
Children's Ministry Director, Impact Center PVD	(2019 to Present)
Central Falls and Pawtucket DOH Local Implementation Team	(2012 to 2015)
New York State WIC Retention Advisory Board	(2013)
RI Department of Health, Health Equity Collaborative	(2014 to 2015)
Electronic Record Tester, Super User and Trainer, Children's Friend	(2014 to 2017)
WIC EBT Card Research Team	(2010 to 2011)
Head Start Inter-Agency Health Advisory Committee	(2010 to 2014)
Gymnastics Instructor	(1996 to 2004)

PUBLISHED RESEARCH

La Chureca – Understanding The Individual: An Appreciative Inquiry of The Population Living Within The Garbage Dump of Managua, Nicaragua; 2009

REFERENCES – Available upon request

David Altenor

Creative & Technical Director

I'm seeking a position that allows to use all of my skills and creates an impact in this world.

Authorized to work in the US for any employer

Work Experience

Resettlement Navigator

Ascentria Care Alliance - Concord, NH
October 2023 to Present

- Currently hold cases for refugees, asylees and parolees who are looking to resettle in America.
- Assisting clients in receiving health support in regards to appointments, scheduling and healthcare planning
- Assisting clients to connect to community health programs

Worship Pastor

One Church - Concord, NH
June 2023 to Present

I serve as a Worship Pastor for One Church. One Church is an online church with five Outposts in Bedford NH, Manchester NH, Concord NH, Franklin NH and Rutland VT.
church.one

- Leading a large group of volunteers and part-time staff
- Directing and leading worship services on Sundays, Thursday and various days of the week
- Overseeing the development of the student worship program across all outposts
- Training volunteers in worship and production

Managing Director & Lead Engineer

Kingdomsound Music Group, LLC - Cambridge, MA
January 2012 to Present

- Offering audio recording, editing, mixing, mastering
- Recording clients and organizational projects
- Music production, vocal arranging
- Piano and voice lessons
- Artist development

Creative Director

Eagle Heights Cathedral - Revere, MA
July 2017 to June 2023

- Held direct artistic and spiritual oversight of the Worship, Audio, Dance, Drama Ministries, with the aim of identifying, developing and commissioning new volunteers.
- Oversaw all creative volunteers, staff for rehearsals, Sunday services, special events.

- Trained new adult and youth volunteers via workshops, rehearsals, personal counseling, and bible study meetings.
- Worked closely with various staff pastors for the Men's, Women's, Bible College, Youth and Children's Ministries.

Music Director

Zion Church Ministries - Everett, MA
March 2011 to June 2017

- Held the responsibility of arranging and playing all music for Sunday services, special events and the various choirs in the church
- Arranged and organized all rehearsals and special selections.

Music Director for the Gospel Music Program and Voices of Imani Gospel Choir

Boston College - Chestnut Hill, MA
August 2012 to June 2016

- Was promoted to become the youngest music director in the 150+ year history of Boston College
- Taught music to the choir along with the application of training methods for musical and spiritual growth
- Arranged material for the choir and band, realizing the University's vision for Gospel Music on a global scale
- Produced and wrote all original songs for the choir for global distribution

Product Brand Manager

Myriant Corporation, LLC - Quincy, MA
April 2010 to April 2014

- Developed and Implemented a product branding strategy in the US, Europe and Asia
- Responsible for global product launches and building the product brands for Myriant in the long run
- Managed a project to re-brand the company on a corporate and product level, which included: A new logo, ads, brand colors, new product names, product brand icons and messaging while managing the company website in regards to all brands
- Used Adobe Suite graphic design skills to create and develop all ads brochures and other marketing material worldwide
- Developed marketing campaigns for products for new and existing markets.
- Traveled and managing various trade shows, conferences and other client facing events to build Myriant's global brand

Music Director

Menorah Youth Ministry - Somerville, MA
June 2007 to June 2011

- Taught songs of worship to a choir ages 13 to 24 for Sunday services and special events
- Developed the youth ministry creative music teams

Finance & Admin Associate

Myriant Corporation, LLC - Quincy, MA
May 2009 to April 2010

- Assisted Directors in Accounting, Finance, Marketing and Human Resources and the Corporate Headquarters on various projects
- Maintained a Purchase Request budget of over \$3, 000, 000 for Research & Development acquisitions

Intern/Office Assistant

Myriant Corporation, LLC - Woburn, MA

May 2008 to May 2009

- Created Budget Excel sheets for the Research and Development Department, which were used in Corporate Reporting
- Assisted in the process of handling Expense Reports of over \$30,000 in travel expenses,
- Implemented a chemical and equipment filing system and performed various office tasks that contributed to the daily operation of the company

Data Entry Specialist

Citizen Schools Headquarters - Boston, MA

June 2007 to April 2008

- Performed extensive updates to the organization's Intranet database and performed extensive data analysis nationwide
- Executed various tasks using Excel sheets and the organization's data entry system in order to streamline information.
- Performed far beyond expectations.

Administrative Assistant

Boston College Law School - Newton, MA

June 2006 to September 2006

- Assisted the Law School in their 2006 application process
- Managed a filing system of over 7,000 applicants

Bank Teller

Eagle Bank - Everett, MA

July 2005 to September 2005

- Handled currency accurately and in accordance with bank policies
- Created strong, interpersonal relationships with regular clientele

Education

Certificate in Google Ads & Analytics

Google - Remote

January 2023 to August 2023

Bachelor of Arts in Theology

Boston College - Chestnut Hill, MA

September 2005 to May 2009

Skills

- Haitian Creole
- Branding
- Adobe InDesign
- Graphic Design

- Adobe Photoshop
- Adobe Illustrator
- Video production
- Social-media-management
- Research & development
- Adobe Creative Suite
- HTML (3 years)
- CSS (3 years)
- JavaScript (3 years)
- React(3 years)
- Node.js (3 years)
- Express.js (3 years)
- SQL (3 years)
- PostgreSQL (2 years)
- Video editing
- Web design
- Digital marketing
- Google Analytics
- Google Ads
- Facebook Advertising
- Analytics
- Branding
- Media planning
- Marketing
- Microsoft Office

Links



Certifications and Licenses

Real Estate License

February 2015 to May 2017

Codecademy

March 2023 to Present

Currently learning and still developing Coding Knowledge in Python, Javascript and others.

Google AdWords Certification

Google Analytics Certification

Groups

Grammy Recording Academy

~~June 2015 to Present~~

Additional Information

SKILLS

Ministry: Worship Leading, Vocal training, Piano training, Worship workshops, Service Arranging, Live Audio

Recording Studio: Music Production, Editing, Mixing, Mastering

Songwriting, Vocal Arranging

Graphic Design: Adobe Photoshop, Adobe Illustrator, Adobe InDesign

Computers: Microsoft Dynamics CRM, Microsoft Word, Excel, PowerPoint, Raiser's Edge, Edit Grid, and Contribute

Language: Conversational Haitian Creole. Some working understanding of French

Patricia M. Gerbert

QUALIFICATIONS:

- Excellent Communication Skills: written, verbal, and listening
- Excellent in Multi-Tasking in high-stress environments; Adapts quickly to changes that may be needed
- Detail Oriented and Well Organized, Highly Motivated, Energetic, and Enthusiastic
- Committed to customer service, with an ability to build productive relationships, resolve complex issues, and win customer loyalty.
- Computer Applications: Microsoft applications such as Word, Excel, PowerPoint, Access, and Outlook; Work Stream, Tempo, Oracle, as well as other MRP-type applications.
- Lean Manufacturing, including 5S, 6 Sigma, and Kanban

PROFESSIONAL BACKGROUND:

Ascentria Care Alliance; Office Administrator, Call Center Manager, ASL Manager, and Document Translations Manager Manchester, NH; 2013 to Present;

- Answer customers' questions, resolve problems, and maintain customer satisfaction
- Train, direct, and motivate the scheduling staff
- Perform eligibility checks for Medicaid / MCO consumers
- Compile billing reports to reflect appointment rates, travel time, and mileage to bill customers and pay the interpreters
- Coordinate interpreter expense receipts so interpreters are reimbursed for personal money spent
- Overseeing, approving, and submitting employee time
- Oversee recruitment, hiring, and training of staff to further company goals and sustain high customer service benchmarks.
- Communicate with ASL Interpreter and customer to schedule appointments for the clients
- Project Planning and Budgeting
- Establishing deliverables, timelines, and deadlines for document translations
- Recruiting, contracting, and managing suppliers

L-3 Insight Technology; Clean Room Supervisor Londonderry, NH 2010 to 2012

- Maintained daily and monthly reports of quality and productivity.
- Responsible for inventory control of product lines within the departments
- Improved audit downtime by 70%
- Responsible for prioritizing production floor schedules and personnel to ensure high quality and output of products based on customer needs and requirements.

Allegro Microsystems; Production Supervisor; Manchester, NH 2002 to 2009

- Perform daily audits to verify the high quality of product output, as well as verify that all procedures and policies are adhered to
- Created a standardized training workbook to create a uniform training program for employees.
- Motive and encourage personnel; discipline, up to termination process, if needed.
- Testing and troubleshooting circuit boards.
- Implemented a quality rework program to fulfill corrective actions to ensure the high-quality of product

EDUCATION:

Business Degree in process at Southern New Hampshire University

**Volunteer work and references upon request

Rachael M. Casoni

OBJECTIVE: A versatile, results-oriented professional with educational, work, and volunteer experience in multiple countries. Proven ability to bridge cultural and linguistic differences to effectively communicate and achieve work objectives while respecting diverse views and working as part of a team.

EDUCATION: *Bachelor of Arts*, English, with honors.
Cedarville University, Cedarville, OH, Conferred in May 2010.
TEFL Certificate - for Teaching English in a Foreign Country.
The TEFL Institute, Chicago, IL, Completed 2010.

INTERNATIONAL EDUCATION:

- *Chronological Biblical Core Course & Volunteer Teaching* - University of the Nations, Nuneaton, England, 2023.
- *Discipleship Training School & Field Assignment* - University of the Nations, Tauranga, New Zealand, 2022-2023.
- *Japanese Lessons* - Genki Japanese and Culture School, Remote, 2021-2022.
- *Japanese Lessons* - Fukui International Activities Plaza, Fukui City, Japan, 2016-2020.
- *Korean Courses* - The National University of Education, Daegu, South Korea, 2011-2012.
- *Study Abroad Course in English Literature* - University of Gloucestershire, Cheltenham, England, 2010.
- *Study Abroad Student at New College, Oxford* - Oxford University, Oxford, England, 2010.
- *Center for International Educational Exchange Study Abroad Program* - University of Ferrara, Italy, 2008-2009.

WORK EXPERIENCE:

Resettlement Navigator - School Impact, Ascentria Care Alliance (Concord, NH – 2023 to Present)

- Register New American children for school and summer programs, provide school orientation, and work with schools and families to ensure students' academic progress, EL services, and etc. with a range of responsibilities.

Recruiter, Central New Hampshire Employment Services, Inc. (Laconia, NH – 2021 to 2022)

- Recruited employees for clients and assisted candidates seeking employment with a range of responsibilities.

English Language Teacher, VIP Kid (Remote – 2020 to 2021)

- Conducted one-on-one online English lessons with an at-home classroom for children in China.

English Language Teacher, Fukui Commercial High School (Fukui City, Japan – 2016 to 2020)

- Taught daily English classes to students in grades 10-12 with additional broad responsibilities including:
 - Being a co-advisor for the English-Speaking Society Club and Debate Team,
 - Editing and proofreading essays, speeches, and presentations for contests,
 - Helping students prepare for university entrance essays and interviews and English qualification tests,
 - Planning, organizing, and running multi-day English seminars for students,
 - Coaching students for speech and debate contests,
 - Devising curriculums and lesson-planning,
 - Working as a language consultant,
 - Volunteering at various camps and seminars with other schools throughout the year,
 - Volunteering in the community, including for monthly orphanage visits & a weekly English Café, and
 - Being a representative of the United States who builds bridges among Japan, the States, and other nations.

English Language Teacher, Fukui Prefectural School for the Blind (Fukui City, Japan – 2016 to 2020)

- Taught English classes for grades 3-12 and for massage therapy students with additional responsibilities.

Nanny, The Rettman Family (Florida and Nantucket – 2013 to 2016)

- Provided daily care for two young children, tutored, prepared meals for the family, and kept house.

Au Pair, The Hagan Family (Sydney, Australia – 2012 to 2013)

- Provided daily care for three young children, tutored in reading, writing and mathematics, and kept house.

Native English Teacher, Daegu Daechun Elementary School (Daegu, South Korea – 2011 to 2012)

- Taught daily English classes to students in grades 3, 4 & 6 with additional broad responsibilities including:
 - Being the teacher and advisor for the English Club (grades 5 and 6),
 - Teaching after-school classes for underachieving students (grades 3-6),
 - Developing and selecting curriculums and lesson-planning, and
 - Being an ambassador of the United States building relations among South Korea, the States, and other nations.

English Teacher, Gususan Library (Daegu, South Korea – 2011)

- Planned and conducted English classes for children and adults and selected quality books for the library's collection of books in English while promoting interest in reading, learning, languages, & foreign cultures.

Administrative Assistant, Cedarville University's Travel Studies Office (Cedarville, OH – 2009 to 2010)

- Performed typical administrative tasks such as working with MS Excel spreadsheets, answering telephone calls, filing, organizing, scheduling, etc.

LEADERSHIP POSITIONS, AWARDS, & HONORS:

- **JET-Kizuna Ambassador** (2020-Present)
- **Fukui Prefecture Friendship Ambassador** (2020-Present)
- **Lecturer** for Wycliffe University's Summer Term 2023 at the Nsangi and Soroti, Uganda campuses
- **Budget Manager, Cleaning Coordinator, and Student Leader** for the Marine Reach Field Assignment
- **Retreat Coordinator** for the Japan Exchange and Teaching (JET) Programme Christian Fellowship
- **Vice-President** of Alpha Kappa Delta, Cedarville University's chapter of the International English Honor Society
- **Director of Service Projects, Treasurer, and Secretary** for Tau Delta Kappa, Cedarville's Honors Organization
- **Member of Alpha Kappa Delta**, Cedarville's chapter of the International English Honor Society (2010-Present)
- **Cedarville University Honor Society and Honors Program member** (2006-2010)
- **Cedarville Dean's List** (2006-2010);
- **Cedarville's Academic and President's Scholarships** (2006-2010)
- **Cedarville's Leadership Scholarship** (2006)

Information on additional work experience, awards; etc. available upon request.

RAYE ELLEN DOUVILLE

Qualifications Summary

- Strong research, analysis, and work organization skills.
- Excellent computer usage skills and with Microsoft Word and Excel, including competency with formulas and Virtual Basic-for-Applications-(VBA).
- Exceptional writing and verbal communication skills.
- Proficient in interviewing, fact-finding, coaching individuals in transitional or sensitive circumstances, assessing skills, issues, and risk, as well as developing client pathways forward, identifying supportive services, networking with community partners, and negotiating.

Professional Experience

- | | | |
|-----------------------|--|---------------|
| Operations | Southern NH Services / DHHS/NHEP
Concord & Laconia, NH | 10/18 - Pres |
| | <ul style="list-style-type: none">• Provided technical, research, and administrative support to NHEP staff• Reviewed and documented SurveyMonkey surveys daily in New HEIGHTS• Rebuilt ten Assessment & Intervention Unit (AIU) Excel reports to calculate automatically• Developed formulas and used Visual Basic for Applications (VBA) to run AIU report tasks• Compiled monthly participant engagement reports based on New HEIGHTS information• Edited, revised, and developed three editions of the comprehensive NHEP Field Workers Guide• Worked with NHEP management to create and edit reports, forms, and letter templates• Researched topics as assigned• Created an extensive Excel report on the Cliff Effect• Produced and updated a reference of in-demand jobs, wages, top employers, and available Community College education tracks, by county• Collaborated with NHEP management to edit the guiding Work Verification Plan | |
| Investigator | State of New Hampshire Commission for Human Rights
Concord NH | 06/16 – 2/18 |
| | <ul style="list-style-type: none">• Developed and updated plans for assigned case resolution• Wrote legal charges for Complainants when a prima facie case existed under law• Interviewed relevant parties to obtain case facts• Analyzed documentation and data from the Respondent and Complainant• Mediated potential case settlements between the case parties• Wrote detailed reports on whether probable cause existed• Organized workload to manage caseload priorities | |
| Career Advisor | Ascentria Care Alliance / Health Profession Opportunity Project
Manchester, NH. | 06/13 – 11/15 |
| | <ul style="list-style-type: none">• Provided vocational and academic counseling to clients pursuing a healthcare career• Assessed client skills and interests to help them create a career path and plan• Worked with and guided clients on their progress toward goals.• Evaluated and documented client training and employment outcomes• Managed and monitored expenditures made on behalf of the client• Networked with community partners to identify potential client services• Scheduled, tested, and interviewed applicants• Audited case files of various Ascentria departments as a member of its review team• Wrote a client success story published by the federal Administration for Children & Families | |

RAYE ELLEN DOUVILLE

Certifying Officer NH Employment Security
Laconia, NH

10/04 - 6/09

- Tested the new agency software system to identify and report errors
- Worked with the software development team to resolve the errors
- Investigated case issues that could affect claimant eligibility
- Applied law and rule to case facts
- Wrote legal determinations on case issues
- Organized and managed caseload following statutory guidelines
- Calculated and applied deductible income and back pay awards that impacted benefit payments
- Mentored new Certifying Officers and reviewed their work
- Instructed NHES staff on workload and time management

Self-Employment Independent Insurance Agent
Auburn & Bedford, NH

93-03

Commercial Underwriter Merchants Insurance Group
Bedford NH

79-92

- Evaluated potential risk and acceptability of commercial insurance applications
- Accepted and rejected submissions based on company guidelines and statutory requirements
- Negotiated contract terms, including coverage amounts, provisions, and premiums
- Monitored and reported on account financial results
- Supervised the commercial underwriting unit from 1989-1991
- Conducted quarterly and yearly audits of department staff
- Conducted and completed annual reviews for each staff member
- Interviewed and hired new staff

Education

Kcenc State College, Keenc, NH
The Institutes, Malvern PA

Bachelor of Arts - Sociology, History
Chartered Property and Casualty Underwriter

Workshops

- | | | |
|----------------------------------|---|-------|
| • Motivation & Behavior Change | Cygnat Associates | 09/14 |
| • Bridges Out of Poverty Part I | Aha Process | 12/13 |
| • Bridges Out of Poverty Part II | Aha Process | 06/14 |
| • Your Money Your Goals | Granite United Way | 04/15 |
| • Suicide Prevention | Connect & National Alliance on Mental Illness | 04/15 |
| • Poverty Simulation | Child and Family Services | 05/15 |
| • Motivational Interviewing | Cenpatico & New Hampshire Health Families | 06/15 |
| • Suicide Postvention | Connect & National Alliance on Mental Illness | 07/15 |
| • Mental Health First Aid | National Council for Behavioral Health | 08/15 |

Recognition

Health & Human Services Great Customer Service Award	08/20
Ascentria Care Alliance Employee Recognition Award	10/14
Volunteer NH Spirit of New Hampshire Service Award	10/12
New Hampshire Employment Security Employee of the Month	10/06

Jean Hakuzimana
[REDACTED]
[REDACTED]
[REDACTED]

Summary

With over 12 years of experience in community development strategy design, refugee resettlement policies, communication, advocacy, and media, I am the founder and Director of NHSONGA (NH Moves).

I serve as the Ascentria's Service for New Americans New Hampshire Statewide Director, where I oversee multi-grant programming between the state and Ascentria aimed at resettling refugees in New Hampshire.

I recently concluded a Deputy Editor role at Amjambo Africa, a newspaper that covers a wide range of news about immigrants and host communities in Maine. I also host the Amjambo Time podcast at WMPG, a community radio station affiliated with the University of Southern Maine.

I graduated in community development policy and practice from the Carsey School of Public Policy at the University of New Hampshire, and I hold a bachelor's degree in journalism from the University of Rwanda. I have worked with the United Nations, European Union-funded programs, regional organizations, and diplomatic, governmental, and non-profit entities in Africa and the USA, focusing on issues such as refugee resettlement, social determinants of health, environment, agriculture, biodiversity, governance, and inclusive finance. All these previous roles have nurtured a huge passion for community development that I carry whenever I am called to serve.

Experience



NH State Director

Service for New Americans: Ascentria Care Alliance

Feb 2024 - Present

Strategizing and executing the following tasks:

- Overseeing multi-grant programming between the state of New Hampshire and Ascentria aimed at resettling refugees in New Hampshire.
- Serve as the Site Director and lead a team of dedicated staff working on the resettlement and placement of refugees in NH.
- Creating social and economic programs bridging the integration of new Americans in society.



Founder and Director

NH SONGA (www.nhsonga.com)

May 2023 - Present

Strategizing and executing the following tasks:

- Led a company aimed at bridging the GAP between New Americans and their host communities in the areas of workforce, Education, and Health.
- Organizer of the annual Immigrants in NH's Workforce Conference set to debate, amplify, and scale the voice of immigrants in the workforce.



Deputy Editor/ Podcast Host at WMPG

Amjambo Africa (www.amjambofrica.com)

Nov 2022 - Present

Strategizing and executing the following tasks:

- Building a conduit of information for newcomers as they navigate life in Maine.
- Profiling ground articles about new Mainers, from Maine can understand why newcomers have arrived in Maine and profiling those who are successful from Africa to give hope to those newly arrived as well as make clear benefits, to the state of Maine, of welcoming newcomers.
- Producer and Presenter of multilingual shows: Amjambo Time, and Wiriwe Maine Show, The radio shows that air stories about business, immigration, politics, and miscellaneous affairs about New Mainers and Mainers.
- Bringing New Mainers' voices on AIR -Thanks to the collaboration with Southern Maine.



Deputy Director

Let There Be Light International

Jun 2022 - Nov 2022 (6 months)

- Supported LTBLI's international solar safety-net programming and participated in the assessment and communication of the organization's impact.
- Worked directly with organizations engaged in Climate Action and Poverty Alleviation in sub-Saharan Africa.
- Cultivated, stewarded, and managed relationships with funders.



Communications Specialist

UNDP

May 2017 - May 2018 (1 year 1 month)

- ~~Communications Specialist with the United Nations Development Program-~~ UNDP: #Chad Country Office. I led the formulation and implementation of the country's communication and advocacy strategy with an emphasis on strengthening partnerships and donor relations.
- I supported the development and implementation of the publication strategy for the office within its various programs with articles, success stories, photos, videos, and interviews. (www.td.undp.org)
- I managed international and national media relations for UNDP global and Country offices.



Communication Expert at Congo Bassin Forest Partnership-RAPAC/EU Funded.

Partenariat pour les Forêts du Bassin du Congo

- Worked in nine countries: Gabon, Central Africa Republic, Chad, Democratic Republic of Congo, Congo Brazzaville, Equatorial Guinea, Cameroon, and Rwanda. During my tenure, there was a huge increase of awareness, and public and community engagement towards protected areas in central African countries. I have designed an awareness momentum for challenges facing protected areas in Central Africa, especially about poaching, capacity building, and lack of funding. I engaged media houses in Central Africa, Europe, and New York to report and advocate on the plight of Protected Areas Management in Central Africa.
- I organized institutional representation in the 2016 International Union of Conservation World Congress held in Hawaii/USA with an exhibition where I hosted five side events with partners.



Communication Advisor

Ministry of Agriculture & Animal Resources

Sep 2015 - Feb 2016 (6 months)

- Providing communication expertise to the Ministry, Minister, and projects funded by various agencies among them the World Bank, European Union, IFDC, IFAD, FAO, USAID, ...



Professional Fellow in Member Affairs and Global Communications Department

The SEEP Network

Aug 2014 - Oct 2014 (3 months)

This 3-month professional fellowship with The SEEP Network; a global network of international practitioner organizations dedicated to combating poverty through promoting inclusive markets and financial systems with active Members in 170 countries and a reach out of 90 million households.



Communication Expert

African Wildlife Foundation

May 2011 - Feb 2013 (1 year 10 months)

Working across Rwanda, DR Congo, and Uganda, in this position I led the development and implementation of a regional communication strategy to enhance the conservation of endangered natural resources/species (among them mountain gorillas) in the Greater Virunga Landscape/Central Albertine Rift.

Education



University of New Hampshire

Master's degree, Community Development Policy, and Practice

2019 - 2020



University of Rwanda

Bachelor's degree in journalism

Jan 2007 - Jan 2010

College Christ Roi

High School Diploma, Latin Language and Literature

1998 - 2003

NH Department of Health and Human Services

KEY PERSONNEL

FY25

List those primarily responsible for meeting the terms and conditions of the agreement:

Job descriptions not required for vacant positions.

Contractor Name: Ascentria Community Services, Inc

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Sonya Tally	Director of Community Services	\$ 1,588.00	\$ 84,676.80
Jean D.Hakuzimana	Statewide Director of SNA	\$ 28,869.00	\$ 81,036.80
To be Hired	Resettlement Coordinator - Health and Well-being	\$ 36,009.00	\$ 42,972.80
Kabin Ghale	Resettlement Navigator - Health and Well-being	\$ 32,230.00	\$ 42,972.80
David Altendor	Resettlement Navigator - Health and Well-being	\$ 15,096.00	\$ 40,248.00
Stan Y. Gaponov	Resettlement Coordinator -Stability and Security Perferred Communities	\$ 11,204.00	\$ 42,640.00
To be Hired (RN RF 5)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 34,320.00	\$ 45,760.00
To be hired (RN RF6)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 34,320.00	\$ 45,760.00
To be hired (RN RF ERMA)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 17,160.00	\$ 45,760.00
Kathy Kitchell	Resettlement Coordinator -Special Populations	\$ 18,868.00	\$ 50,315.20
Rachael M. Casoni	Resettlement Navigator -Special Population	\$ 16,115.00	\$ 42,972.80
Raye Ellen Douville	Administrative Assistant	\$ 6,870.00	\$ 45,801.60
To be hired	Business Manager	\$ 7,508.00	\$ 72,800.00
Patricia Gerbert	Compliance Coordinator	\$ 10,733.00	\$ 49,774.40
Shirin Ashoury	Education Program Manager	\$ 2,383.00	\$ 63,544.00
Minhui Nei	ESOL Teacher	\$ 7,898.00	\$ 42,120.00

KEY PERSONNEL**FY26**

List those primarily responsible for meeting the terms and conditions of the agreement.

Job descriptions not required for vacant positions:

Contractor Name: Ascentria Community Services, Inc

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Sonya Tally	Director of Community Services	\$ 529	\$ 84,677
Jean D.Hakuzimana	Statewide Director of SNA	\$ 9,638	\$ 81,037
To be Hired	Resettlement Coordinator - Health and Well-being	\$ 22,610	\$ 46,842
Kabin Ghale	Resettlement Navigator - Health and Well-being	\$ 20,412	\$ 42,973
David Altenor	Resettlement Navigator - Health and Well-being	\$ 12,579	\$ 40,248
Stan Y. Gaponov	Resettlement Coordinator -Stability and Security Perferred Communities	\$ 3,735	\$ 42,640
To be Hired (RN RF 5)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 11,440	\$ 45,760
To be hired (RN RF6)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 11,440	\$ 45,760
To be hired (RN RF ERN)	Resettlement Navigator -Stability and Security Perferred Communities	\$ 5,720	\$ 45,760
Kathy Kitchell	Resettlement Coordinator -Special Populations	\$ 25,158	\$ 50,315
Rachael M. Casoni	Resettlement Navigator -Special Population	\$ 21,486	\$ 42,973
Raye Ellen Douville	Administrative Assistant	\$ 2,290	\$ 45,802
To be hired	Business Manager	\$ 2,503	\$ 72,800
Patricia Gerbert	Compliance Coordinator	\$ 3,578	\$ 49,774
Shirin Ashoury	Education Program Manager	\$ 754	\$ 63,544
Minhui Nei	ESOL Teacher	\$ 2,633	\$ 42,120

NH Department of Health and Human Services

KEY PERSONNEL

FY27

List those primarily responsible for meeting the terms and conditions of the agreement.

Job descriptions not required for vacant positions.

Contractor Name: Ascentria Community Services, Inc

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Sonya Tally	Director of Community Services	\$ -	\$ 84,677
Jean D.Hakuzimana	Statewide Director of SNA	\$ -	\$ 81,037
To be Hired	Resettlement Coordinator - Health and Well-being	\$ 3,760.00	\$ 46,842
Kabin Ghale	Resettlement Navigator - Health and Well-being	\$ 3,513.00	\$ 42,973
David Altenor	Resettlement Navigator - Health and Well-being	\$ 2,516.00	\$ 40,248
Stan Y. Gaponov	Resettlement Coordinator -Stability and Security Perferred Communities	\$ -	\$ 42,640
To be Hired (RN RF 5)	Resettlement Navigator -Stability and Security Perferred Communities	\$ -	\$ 45,760
To be hired (RN RF6)	Resettlement Navigator -Stability and Security Perferred Communities	\$ -	\$ 45,760
To be hired (RN RF ERM)	Resettlement Navigator -Stability and Security Perferred Communities	\$ -	\$ 45,760
Kathy Kitchell	Resettlement Coordinator -Special Populations	\$ 6,289.00	\$ 50,315
Rachael M. Casoni	Resettlement Navigator -Special Population	\$ 5,372.00	\$ 42,973
Raye Ellen Douville	Administrative Assistant	\$ -	\$ 45,802
To be hired	Business Manager	\$ -	\$ 72,800
Patricia Gerbert	Compliance Coordinator	\$ -	\$ 49,774
Shirin Ashoury	Education Program Manager	\$ -	\$ 63,544
Minhui Nei	ESOL Teacher	\$ -	\$ 42,120