ARC

63

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
603-271-3986 1-800-852-3345 Ext. 3986
Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

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 International Institute of New England, Inc. (VC#177551), Boston, MA, in the amount of $1,195,874 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 required 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 necessary 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.

- 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 Ukrainians, 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.
- Immigration-Related Legal Assistance for Afghans – provides immigration-related legal assistance to eligible Afghan individuals, including basic legal orientation; determine legal assistance needs; explaining and completing relevant forms; assistance with fee waivers; responding to immigration related inquiries, and drafting and filing immigration related forms.

Approximately 500 Office of Refugee Resettlement (ORR) 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 #2401NHRCMA, FAIN #2301NHRSSS-06, FAIN #2301NHRSSS-05, FAIN #2401NHRSSS-02

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-02-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

IINE **CASE COORDINATION 7/1/24 - 9/30/25** **Vendor #177551**

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95070016	$48,000.00
2026	102-500731	Contracts for Program Services	95070016	$12,000.00
		Sub Total		$60,000.00

IINE **AFGHAN HEALTH PROMOTION 10/1/24 - 9/30/25** **Vendor #177551**

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	$9,041.00
		Sub Total		$36,167.00

IINE **REFUGEE HEALTH PROMOTION 10/1/24 - 9/30/25** **Vendor #177551**

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	$682.00
		Sub Total		$2,724.00

IINE **ALL POPULATIONS HEALTH PROMO (UKR HP FUNDS) 10/1/24-9/30/25** **Vendor #177551**

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

IINE **REFUGEE HEALTH PROMOTION 10/1/24 - 9/30/26** **Vendor #177551**

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

IINE **REFUGEE SCHOOL IMPACT 10/1/24 - 9/3026** **Vendor #177551**

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

IINE **AFGHAN SOCIAL SERVICES 10/1/24 - 9/30/25** **Vendor #177551**

State Fiscal Year	Class / Account	Class Title	Job Number	Amount
2025	102-500731	Contracts for Program Services	95072311	$360,000.00
2026	102-500731	Contracts for Program Services	95072311	$120,000.00
		Sub Total		$480,000.00

IINE **AFGHAN LEGAL ASSISTANCE (AFG RSSS FUNDS) 10/1/24 - 9/30/25** **Vendor #177551**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount
2025	102-500731	Contracts for Program Services	95072315	$135,000.00
2026	102-500731	Contracts for Program Services	95072315	$45,000.00
		Sub Total		$180,000.00

IINE **UKRAINE SOCIAL SERVICES 10/1/24 - 9/30/25** **Vendor #177551**

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	$26,526.00
		Sub Total		$106,102.00

Overall Total	**$1,195,874.00**

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 International Institute of New England, Inc.		1.4 Contractor Address 2 Boylston St., 3rd Floor Boston, MA 02116	
1.5 Contractor Phone Number 617-695-9990	1.6 Account Unit and Class TBD	1.7 Completion Date September 30, 2026	1.8 Price Limitation $1,195,874
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: Jeffrey Thielman FC9947C0F978428...	Date: 5/20/2024	1.12 Name and Title of Contractor Signatory Jeffrey Thielman President and CEO	
1.13 State Agency Signature DocuSigned by: Reuben Hampton 4FE2074078364A2...	Date: 5/21/2024	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: DocuSigned by: Robyn Guarino 748734844941480... On: 5/22/2024			
1.17 Approval by the Governor and Executive Council *(if applicable)* G&C Item number: G&C Meeting Date:			

Contractor Initials DS JT
Date 5/20/2024

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

3.3 Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

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

5.2 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services.

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

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

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

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

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

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

7. PERSONNEL.

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

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

Contractor Initials DS JT
Date 5/20/2024

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.

DS

Contractor Initials JT

Date 5/20/2024

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.

DS

Contractor Initials JT

Date 5/20/2024

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.

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

1.1.6. Immigration-Related Legal Assistance for Afghans.

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.

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

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. <u>Health Promotion Program (Effective October 1, 2024)</u>

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.

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. <u>Navigation and Support Services for Medical, Mental Health, and Dental Care Services</u>

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 Den[illegible]an

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 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. <u>Targeted Individual Health Outreach and Home Visiting</u>

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 au eo

materials.

1.5.5. Expanded Health Orientation

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.

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 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 limitied 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 educ

1.5.7. Wellness Groups

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 docum re-

and post-assessments to participants to determine if 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].

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.

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

1.6. <u>School Impact Program (Effective October 1, 2024)</u>

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. <u>Student and Family Services</u>

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.

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 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 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 se[illegible] to

assist individuals with succeeding in their new communities including, but not limited to:

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. <u>Health Promotion Services</u>

1.7.4.1. The Contractor must provide navigation and support services and activities that promote the health and wellness

eligible Ukrainians, as needed, who are within their first five (5) years of eligibility, including, but not limited to:

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:

1.7.4.2.1.1. Scheduling and coordinating medical and mental health appointments.

1.7.4.2.1.2. 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.

1.7.4.2.1.3. Accompanying individuals to medical, mental health and dental

care appointments, as time permits.

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

1.7.4.2.1.5. Assisting individuals to obtain appropriate health insurance.

1.7.4.2.2. 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.

1.7.4.2.3. If providing navigation and support services, the Contractor must:

1.7.4.2.3.1. Work with providers to ensure they understand and address the communication access needs of the individuals.

1.7.4.2.3.1.1. 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

1.7.4.2.3.2. Develop a plan of care for each individual receiving medical, mental health, and/or dental care navigation and support services that includes:

1.7.4.2.3.2.1. A brief summary of the individual's health navigation and support needs;

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

1.7.4.2.3.2.3. 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:

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 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 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 limitied to, reproductive health and domestic v[illegible]e.

1.7.4.5.1.5.4. Men's health.

1.7.4.5.1.5.5. Emotional wellness.

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. <u>Wellness Groups</u>

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, 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.

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].

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 limite

1.7.6.3.1. Health Promotion Tracking Log for the semi-annual period.

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.

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

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 afte[illegible] al,

including locating a primary dental care provider and/or a mobile clinic.

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 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.

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.

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.

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 limitied to, reproductive 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. <u>Wellness Groups</u>

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 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.

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.

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:

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.

1.9. Immigration-Related Legal Assistance for Afghans (Effective October 1, 2024)

1.9.1. The Contractor must provide immigration-related legal assistance, statewide, in this Agreement for ORR-eligible Afghans, as described in Sections 1.9.2. through 1.9.3.

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

1.9.2.1. 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

1.9.2.2. A spouse or child of any individual described in Section 1.10.2.1., 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

1.9.2.3. A parent or legal guardian of any individual described in Section 1.9.2.1., 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.

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

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

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

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

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

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

1.9.4. The Contractor must:

1.9.4.1. Provide basic legal orientation on immigration statutes and immigration protections under the law;

1.9.4.2. Consult with individuals to determine immigration-related assistance needs;

1.9.4.3. Interview individuals to obtain relevant information;

1.9.4.4. Assist in the replacement of lost or damaged immigration documents and/or assist with the correction of incorrect immigration documents;

1.9.4.5. Explain all relevant forms to provide individuals with a greater understanding of the forms and the U.S. immigration system;

1.9.4.6. Complete relevant forms and retrieve and/or prepare supporting documentation for relevant forms;

1.9.4.7. Provide guidance on fee waivers and assist in the logistics of securing fee waivers for forms; and

1.9.4.8. Represent individuals in an affirmative asylum interview or other mandatory in-person immigration-related legal assistance appointments.

1.9.5. The Contractor must respond to:

1.9.5.1. Immigration-related inquiries from the U.S. Department of State Bureau of Populations, Refugees, and Migration; and

1.9.5.2. U.S. Citizenship and Immigration Services (USCIS) inquiries, including requests for evidence or notices of intent to deny.

1.9.6. The Contractor must draft and file the following immigration-related forms including, but are not limited to:

1.9.6.1. Form I-589, Application for Asylum and for Withholding of Removal for affirmative asylum applications.

1.9.6.2. Form I-821, Application for Temporary Protectec DS us

(TPS).

1.9.6.3. Form I-130, Petition for Alien Relative (If filing for a spouse, the marriage must have occurred on or before, July 30, 2021).

1.9.6.4. Form I-730, Refugee/Asylee Relative Petition.

1.9.6.5. Form I-485, Application to Register Permanent Residence or Adjust Status.

1.9.6.6. Form I-751, Petition to Remove Conditions on Residence.

1.9.6.7. Special Immigrant Visa applications (e.g. Form I-360, Petition for Amerasian, Widow(er), or Special Immigrant).

1.9.6.8. Form I-131, Application for Travel Document.

1.9.6.9. Humanitarian parole applications for immediate family members of Afghanistan Supplemental Appropriations Act (ASA)-eligible populations remaining in Afghanistan or other countries outside of the United States.

1.9.6.10. Advance parole travel documents for ASA-eligible populations needing to travel prior to obtaining status.

1.9.7. Grievances and Appeals

1.9.7.1. The Contractor must maintain a system for tracking, resolving and reporting individual's complaints regarding services, processes, procedures and staff.

1.9.7.2. The Contractor must maintain a grievance process that must be available to the Department upon request. The Contractor must ensure the process includes the following at a minimum:

1.9.7.2.1. Individual's name;

1.9.7.2.2. Type of service;

1.9.7.2.3. Date of written grievance;

1.9.7.2.4. Nature and subject of the grievance;

1.9.7.2.5. Who in the organization reconsiders agency decisions;

1.9.7.2.6. What are the issues that can be addressed in the grievance process; and

1.9.7.2.7. How individuals are informed of their right to appeal or file grievances.

1.9.8. Transition Process

1.9.8.1. The Contractor must have a transition process for individuals in the event that they must be transitioned to a different service provider and must submit their written transition process to the Department within ninety (90) days of the contract effective date. The Contractor must ensure the process includes:

1.9.8.1.1. Uninterrupted delivery of services for individuals;

1.9.8.1.2. A method of notifying individuals about the transition; and

1.9.8.1.3. A staff member must be available to address questions about the transition.

1.9.9. The Contractor must document and monitor the case file to ensure:

1.9.9.1. Evidence of a fee waiver request was submitted to USCIS and subsequently denied;

1.9.9.2. Justification of the expense on the basis of the individual's demonstrated inability to pay;

1.9.9.3. A plan that equitably assesses the individual's need for coverage of fees for the forms listed in Section 1.10.6.; and

1.9.9.4. An explanation of how the Contractor's use of funding in this manner will further the approved goals of the programs.

1.9.10. Reporting

1.9.10.1. 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:

1.9.10.1.1. Number of individuals served;

1.9.10.1.2. Contract activities performed; and to the extent possible;

1.9.10.1.3. Case outcomes.

1.10. The Contractor must ensure all required services described in this Agreement are:

1.10.1. Person-centered;

1.10.2. Trauma-informed;

1.10.3. Strengths-based; and

1.10.4. Culturally and Linguistically Appropriate (CLAS).

1.11. The Contractor must work with all service providers and employers to [illegible]ure

they understand and address the cultural and communication access needs of individuals being served, and advocate on behalf of individuals to protect their civils rights and ensure access to services.

1.12. 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:

1.12.1. Review performance;

1.12.2. Discuss current caseload and needed supports and services; and

1.12.3. Identify and address challenges and barriers to providing services.

1.13. 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:

1.13.1. The barrier(s) to achieving the measure(s) annually; and

1.13.2. A detailed plan to achieve the measure(s) that must include, but is not limited to, a timeline.

1.14. 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.

1.15. The Contractor must maintain eligibility verification documents, case notes and progress reports in client files and make them available to the Department upon request.

1.16. The Contractor must participate in the Department's database or centralized data collection system if requested by the Department.

1.17. 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.

1.18. 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.

1.19. General Reporting Requirements

1.19.1. 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.

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

1.20. Background Checks

1.20.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.20.1.1. 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;

1.20.1.2. 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

1.20.1.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.21. Confidential Data

1.21.1. 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.

1.21.2. 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.

1.22. Privacy Impact Assessment

1.22.1. 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:

1.22.1.1. How PII is gathered and stored;

1.22.1.2. Who will have access to PII;

1.22.1.3. How PII will be used in the system;

1.22.1.4. How individual consent will be achieved and revoked; and

1.22.1.5. Privacy practices.

1.22.2. 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.

1.23. Department Owned Devices, Systems and Network Usage

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

1.23.1.1. 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;

1.23.1.2. 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;

1.23.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;

1.23.1.4. 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;

1.23.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;

1.23.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.23.1.7. 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."

1.23.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.23.1.9. Agree when utilizing the Department's email system:

1.23.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".

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

1.23.1.9.3. 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."

1.23.1.10. 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:

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

1.23.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Acceptable Use

Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Agreement and annually thereafter.

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

1.23.1.11. 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.

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

1.23.2. Workspace Requirement

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

1.24. Contract End-of-Life Transition Services

1.24.1. General Requirements

1.24.1.1. 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.

1.24.1.2. The Contractor must use reasonable efforts to assist the Recipient, in connection with the transition fr DS he

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.

1.24.1.3. 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.

1.24.1.4. The internal planning of the Transition Services by the 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.

1.24.1.5. 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.

1.24.1.6. 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.

1.24.2. Completion of Transition Services

1.24.2.1. 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.

1.24.2.2. 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.

1.24.3. Disagreement over Transition Services Results

1.24.3.1. 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.

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

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, 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.

EXHIBIT C

Payment Terms

1. This Agreement is funded by:

1.1. 100% Federal funds

1.1.1. 5% 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 #2401NHRCMA.

1.1.2. 3% 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 #2301NHRSSS-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. 5% Federal funds, Refugee Support Services and Set Asides (FFY23 UKR RHP), as awarded on May 12, 2023, by the DHHS Administration for Children and Familes, ALN #93.566, FAIN # 2301NHRSSS-05.

1.1.5. 10% Federal funds, Refugee Support Services and Set Asides (FFY24 Refugee Health Promotion), as awarded on February 9, 2024, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2401NHRSSS-02.

1.1.6. 11% Federal funds, Refugee Support Services and Set Asides (FFY24 Refugee School Impact), as awarded on February 9, 2024, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2401NHRSSS-02.

1.1.7. 10% 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.

1.1.8. 40% 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.

1.1.9. 15% Federal funds, Refugee Support Services and Set Asides (Immigration related legal assistance for Afghans), as awarded

on July 6, 2023, by the DHHS Administration for Children and Families, ALN #93.566, FAIN #2301NHRSSS-06 ASA Base.

2. uly For the purposes of this Agreement the Department has identified:
   - 2.1. The Contractor as a Subrecipient, in accordance with 2 CFR 200.331.
   - 2.2. The Agreement as NON-R&D, in accordance with 2 CFR §200.332.
3. 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, Budgetthrough Exhibit C-10 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

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.

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.

Exhibit C-1 Budget
(Case Coordination)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *July 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable) 30.5%

Line Item	SFY25 (July 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$24,713	$8,238
2. Fringe Benefits	$5,684	$1,895
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	$1,005	$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
Interpretation	$2,840	$0
Occupancy	$1,615	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$35,857	$10,132
Total Indirect Costs	$12,143	$1,868
Subtotals	$48,000	$12,000
Total		**$60,000**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-2 Budget
(Afghan Health Promotion)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable) 30.5%

Line Item	SFY25 (October 1, 2024- June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$15,656	$5,219
2. Fringe Benefits	$3,601	$1,200
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	$106	$35
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
Intepretation	$660	$220
Occupancy	$765	$255
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$20,787	$6,929
Total Indirect Costs	$6,339	$2,112
Subtotals	$27,126	$9,041
Total		**$36,167**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-3
(Refugee Health Promotion)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 - September 30, 2025*
Indirect Cost Rate (if applicable) 30.50%

Line Item	SFY25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$957	$319
2. Fringe Benefits	$220	$73
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	$43	$14
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
Interpretation	$300	$100
Occupancy	$47	$16
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$1,566	$522
Total Indirect Costs	$476	$160
Subtotals	$2,042	$682
Total		**$2,724**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-4 Budget
(Ukraine Health Promotion)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable) 30.5%

Line Item	SYF25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$28,504	$9,501
2. Fringe Benefits	$6,556	$2,185
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	$151	$50
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
Interpretation	$1,275	$425
Occupancy	$1,381	$460
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$37,868	$12,623
Total Indirect Costs	$11,543	$3,847
Subtotals	$49,411	$16,470
Total		**$65,881**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-5
(Refugee Health Promotion)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 to September 30, 2026*
Indirect Cost Rate (if applicable) 30.5%

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	$27,212	$36,283	$9,071
2. Fringe Benefits	$6,259	$8,345	$2,086
3. Consultants	$0	$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	$0
5.(a) Supplies - Educational	$0	$0	$0
5.(b) Supplies - Lab	$0	$0	$0
5.(c) Supplies - Pharmacy	$0	$0	$0
5.(d) Supplies - Medical	$0	$0	$0
5.(e) Supplies - Office	$0	$0	$0
6. Travel	$101	$134	$34
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)	$0	$0	$0
Interpretation	$1,118	$1,490	$373
Occupancy	$1,254	$1,672	$418
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
9. Subrecipient Contracts	$0	$0	$0
Total Direct Costs	$35,943	$47,924	$11,981
Total Indirect Costs	$10,932	$14,576	$3,644
Subtotals	$46,875	$62,500	$15,625
Total			**$125,000**

DS
Contractor Initials: JT
Date: 5/20/2024

Exhibit C-6
(School Impact)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 to September 30, 2026*
Indirect Cost Rate (if applicable) 30.5%

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	$31,254	$41,671	$10,418
2. Fringe Benefits	$7,188	$9,584	$2,396
3. Consultants	$0	$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	$0
5.(a) Supplies - Educational	$0	$0	$0
5.(b) Supplies - Lab	$0	$0	$0
5.(c) Supplies - Pharmacy	$0	$0	$0
5.(d) Supplies - Medical	$0	$0	$0
5.(e) Supplies - Office	$0	$0	$0
6. Travel	$126	$168	$42
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)	$0	$0	$0
Interpretation	$270	$360	$90
Occupancy	$1,392	$1,856	$464
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
Other (please specify)	$0	$0	$0
9. Subrecipient Contracts	$0	$0	$0
Total Direct Costs	$40,230	$53,639	$13,410
Total Indirect Costs	$12,270	$16,361	$4,090
Subtotals	$52,500	$70,000	$17,500
Total			**$140,000**

Contractor Initials: DS JT
Date: 5/20/2024

Exhibit C-7 Budget
(Afghan Social Services)

New Hampshire Department of Health and Human Services

Contractor Name: *International Institute of New England, Inc.*
Budget Request for: *Targeted Refugee Services*
Budget Period: *October 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable) 30.5%

Line Item	SYF25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$162,996	$54,332
2. Fringe Benefits	$37,489	$12,496
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	$1,205	$402
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
Client housing assistance	$82,500	$27,500
Interpretation	$3,825	$1,275
Occupancy	$7,141	$2,380
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$295,156	$98,385
Total Indirect Costs	$64,844	$21,615
Subtotals	$360,000	$120,000
Total		**$480,000**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-8 Budget
(Afghan Legal Assistance)

New Hampshire Department of Health and Human Services

Contractor Name:	*International Institute of New England, Inc.*
Budget Request for:	*Targeted Refugee Services*
Budget Period:	*October 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable)	30.5%

Line Item	SYF25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$76,208	$25,403
2. Fringe Benefits	$17,528	$5,843
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	$150	$50
6. Travel	$603	$201
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
Interpretation	$5,250	$1,750
Postage	$3,750	$1,250
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$103,489	$34,496
Total Indirect Costs	$31,511	$10,504
Subtotals	$135,000	$45,000
Total		**$180,000**

Contractor Initials: DS JT

Date: 5/20/2024

Exhibit C-9 Budget
(Ukraine Social Services)

New Hampshire Department of Health and Human Services

Contractor Name:	*International Institute of New England, Inc.*
Budget Request for:	*Targeted Refugee Services*
Budget Period:	*October 1, 2024 to September 30, 2025*
Indirect Cost Rate (if applicable)	30.5%

Line Item	SYF25 (October 1, 2024 - June 30, 2025)	SFY26 (July 1, 2025 - September 30, 2025)
1. Salary & Wages	$46,044	$15,348
2. Fringe Benefits	$10,590	$3,530
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	$276	$92
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
Interpretation	$1,950	$650
Occupancy	$2,125	$708
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
Other (please specify)	$0	$0
9. Subrecipient Contracts	$0	$0
Total Direct Costs	$60,986	$20,329
Total Indirect Costs	$18,590	$6,197
Subtotals	$79,576	$26,526
Total		**$106,102**

Contractor Initials: DS JT

Date: 5/20/2024

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/icr/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.

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.

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 (I)(b) of this certification; and
    - 11.4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (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.

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.

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.

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

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 Contractor 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: MTMCML95GNC9

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: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

Contractor Name: International Institute of New England

5/20/2024
Date:

DocuSigned by:
Jeffrey Thielman
Name: Jeffrey Thielman
Title: President and CEO

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

Contractor Initials DS JT

Date 5/20/2024

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.

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.

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.

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.).

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

Contractor Initials DS

Date 5/20/2024

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/doit/vendor/index.htm for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.

14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.

15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.

16. The Contractor must ensure that all End Users:

    a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

    b. safeguard this information at all times.

    c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.

d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

e. limit disclosure of the Confidential Information to the extent permitted by law.

f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).

g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.

h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.

i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

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

V. LOSS REPORTING

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

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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;

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

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 bi

limited to all its directors, officers, employees, and agents, shall protect any PHI as required by HIPPA 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. If Covered Entity objects to the disclosure, the Business Associate agrees to refrain from disclosing the PHI and shall cooperate with the Covered Entity in any effort the Covered Entity undertakes to contest the request for disclosure, subpoena, or other legal process. If applicable relating to Part 2 records, the Business Associate shall resist any efforts to access part 2 records in any judicial proceeding.

(3) <u>Obligations and Activities of Business Associate</u>

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 priva

DS

Contractor Initials JT

Date 5/20/2024

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 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

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) n.l., 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	International Institute of New England
The State	Name of the Contractor
DocuSigned by: Reuben Hampton 4FE2074078364A2...	DocuSigned by: Jeffrey Thielman FC9947C0F978428...
Signature of Authorized Representative	Signature of Authorized Representative
Reuben Hampton	Jeffrey Thielman
Name of Authorized Representative	Name of Authorized Representative
Director, Office of Health Equity	President and CEO
Title of Authorized Representative	Title of Authorized Representative
5/21/2024	5/20/2024
Date	Date

Contractor Initials DS JT

Date 5/20/2024

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

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 INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on February 12, 2016. 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: **739194**

Certificate Number: **0006298978**

IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 21st day of August A.D. 2023.

David M. Scanlan

Secretary of State

CERTIFICATE OF AUTHORITY

I, _William Krause_____, 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 __International Institute of New England_____.
(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 ___December 1_____, 2015__, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That ___Jeffrey Thielman, President and CEO_____ (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of International Institute of New England 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: 5/20/2024 | 6:31 AM PDT

Signature of Elected Officer
Name: William Krause
Title: Secretary of the Board

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/20/2024

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

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

PRODUCER
Willis Towers Watson Northeast, Inc.
c/o 26 Century Blvd
P.O. Box 305191
Nashville, TN 372305191 USA

CONTACT NAME: WTW Certificate Center
PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378
E-MAIL ADDRESS: certificates@wtwco.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Philadelphia Indemnity Insurance Company	18058
INSURER B: Technology Insurance Company Inc	42376
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
International Institute of New England, Inc.
2 Bolyston Street
3rd Floor
Boston, MA 02116

COVERAGES CERTIFICATE NUMBER: W33586017 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:	Y		PHPK2684307	05/05/2024	05/05/2025	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 3,000,000
							PRODUCTS - COMP/OP AGG	$ 3,000,000
								$
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N No If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		TWC4369713	01/01/2024	01/01/2025	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
State of New Hampshire is included as an Additional Insured as respects to General Liability.

CERTIFICATE HOLDER

State of New Hampshire
Department of Health & Human Services
129 Pleasant St
Concord, NH 03301

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

© 1988-2016 ACORD CORPORATION. All rights reserved.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

International Institute of New England

Mission Statement

The mission of the International Institute of New England is to create opportunities for refugees and immigrants to succeed through resettlement, education, career advancement, and pathways to citizenship.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

International Institute of New England

Financial Statements
September 30, 2023 and 2022

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Contents
September 30, 2023 and 2022

	Pages
Independent Auditor's Report	1 - 1A
Financial Statements:	
Statements of Financial Position	2
Statements of Activities and Changes in Net Assets	3
Statements of Cash Flows	4
Statements of Functional Expenses	5 - 6
Notes to Financial Statements	7 - 18

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

AAFCPAs
great minds | great hearts

50 Washington Street
Westborough, MA 01581
508.366.9100
aafcpa.com

Independent Auditor's Report

To the Board of Directors of
International Institute of New England, Inc.:

Opinion

We have audited the financial statements of International Institute of New England, Inc. (a Massachusetts nonprofit corporation) (the Institute), which comprise the statements of financial position as of September 30, 2023 and 2022, and the related statements of activities and changes in net assets, cash flows, and functional expenses for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of International Institute of New England, Inc. as of September 30, 2023 and 2022, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Institute 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.

Emphasis of Matter

As disclosed in Note 2 to the financial statements, effective October 1, 2022, the Institute has changed its method of accounting for leases due to the adoption of Financial Accounting Standards Board's (FASB) Accounting Standards Update (ASU) 2016-02, *Leases (Topic 842)*, using the optional transition method. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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 financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, which raise substantial doubt about the Institute's ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 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 financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the 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 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 the Institute'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 financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, which raise substantial doubt about the Institute'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.

AAFCPAs, Inc.

Boston, Massachusetts
February 28, 2024

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Statements of Financial Position
September 30, 2023 and 2022

Assets	**2023**	**2022**
Current Assets:		
Cash	$ 632,175	$ 5,066,794
Current portion of government contracts and contributions receivable	4,216,844	1,671,722
Accounts receivable	79,289	66,682
Prepaid expenses and other	308,130	225,128
Total current assets	5,236,438	7,030,326
Investments	11,403,418	7,989,204
Contributions Receivable, net	635,794	660,111
Property and Equipment, net	1,386,308	1,540,761
Right-of-Use Assets - Operating	2,190,256	-
Security Deposits	91,657	92,984
Total assets	$ 20,943,871	$ 17,313,386
Liabilities and Net Assets		
Current Liabilities:		
Current portion of operating lease liabilities	$ 698,298	$ -
Accounts payable	508,696	201,095
Accrued expenses	630,640	475,851
Conditional advances	1,106,281	2,902,752
Current portion of lease incentive	-	110,782
Total current liabilities	2,943,915	3,690,480
Operating Lease Liabilities, net of current portion	1,968,540	-
Deferred Rent and Lease Incentive, net of current portion	-	502,404
Total liabilities	4,912,455	4,192,884
Net Assets:		
Without donor restrictions:		
Operating	13,060,586	9,902,624
Property and equipment	909,726	1,116,107
Total without donor restrictions	13,970,312	11,018,731
With donor restrictions	2,061,104	2,101,771
Total net assets	16,031,416	13,120,502
Total liabilities and net assets	$ 20,943,871	$ 17,313,386

The accompanying notes are an integral part of these statements.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Statements of Activities and Changes in Net Assets
For the Years Ended September 30, 2023 and 2022

	2023			2022		
	Without Donor Restrictions	With Donor Restrictions	Total	Without Donor Restrictions	With Donor Restrictions	Total
Revenues:						
Government contracts	$ 16,798,874	$ -	$ 16,798,874	$ 9,807,401	$ -	$ 9,807,401
Grants and contributions	4,880,244	817,098	5,697,342	4,968,989	2,292,154	7,261,143
Program service fees and contracted services	617,545	-	617,545	398,961	-	398,961
Donated goods and services	379,202	-	379,202	731,498	-	731,498
Other revenue	12,910	-	12,910	6,111	-	6,111
Net assets released from time restrictions	425,000	(425,000)	-	-	-	-
Net assets released from purpose restrictions	432,765	(432,765)	-	833,878	(833,878)	-
Total revenues	23,546,540	(40,667)	23,505,873	16,746,838	1,458,276	18,205,114
Expenses:						
Program services	16,185,833	-	16,185,833	10,994,016	-	10,994,016
General and administrative	3,422,692	-	3,422,692	2,165,323	-	2,165,323
Fundraising	2,009,426	-	2,009,426	1,769,692	-	1,769,692
Total expenses	21,617,951	-	21,617,951	14,929,031	-	14,929,031
Changes in net assets from operations	1,928,589	(40,667)	1,887,922	1,817,807	1,458,276	3,276,083
Non-Operating Revenue (Expense):						
Investment return	1,070,861	-	1,070,861	(1,206,586)	-	(1,206,586)
Loss on disposal of property and equipment	(47,869)	-	(47,869)	-	-	-
Total non-operating revenue (expense)	1,022,992	-	1,022,992	(1,206,586)	-	(1,206,586)
Changes in net assets	2,951,581	(40,667)	2,910,914	611,221	1,458,276	2,069,497
Net Assets:						
Beginning of year	11,018,731	2,101,771	13,120,502	10,407,510	643,495	11,051,005
End of year	$ 13,970,312	$ 2,061,104	$ 16,031,416	$ 11,018,731	$ 2,101,771	$ 13,120,502

The accompanying notes are an integral part of these statements.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Statements of Cash Flows
For the Years Ended September 30, 2023 and 2022

	2023	2022
Cash Flows from Operating Activities:		
Changes in net assets	$ 2,910,914	$ 2,069,497
Adjustments to reconcile changes in net assets to net cash provided by (used in) operating activities:		
Investment return	(1,070,861)	1,206,586
Loss on disposal of property and equipment	47,869	-
Depreciation	328,530	430,664
Non-cash lease expense	(171,283)	-
Amortization of deferred rent and lease incentive	-	(110,782)
Donated stock	(99,509)	(2,765)
Bad debt	2,174	93,351
Change in discount on contributions receivable	(7,263)	49,889
Changes in operating assets and liabilities:		
Government contracts and contributions receivable	(2,515,716)	(1,173,828)
Accounts receivable	(12,607)	(17,369)
Prepaid expenses and other	(83,002)	(147,966)
Security deposits	1,327	-
Accounts payable	256,146	138,675
Accrued expenses	154,789	207,685
Conditional advances	(1,796,471)	2,847,555
Deferred rent	-	(19,805)
Net cash provided by (used in) operating activities	(2,054,963)	5,571,387
Cash Flows from Investing Activities:		
Proceeds from sale of investments	9,728,231	440,000
Acquisition of property and equipment	(135,812)	(210,775)
Investment purchases	(11,972,075)	(1,413,913)
Net cash used in investing activities	(2,379,656)	(1,184,688)
Net Change in Cash	(4,434,619)	4,386,699
Cash:		
Beginning of year	5,066,794	680,095
End of year	$ 632,175	$ 5,066,794
Supplemental Disclosure of Non-Cash Transactions:		
Unrealized gain (loss) on investments	$ 770,506	$ (1,394,382)
Property and equipment financed by accounts payable	$ 73,142	$ 21,687

The accompanying notes are an integral part of these statements.

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Statement of Functional Expenses
For the Year Ended September 30, 2023
(With Summarized Comparative Totals for the Year Ended September 30, 2022)

	2023				2022
	Program Services	General and Adminis-trative	Fundraising	Total	Total
Personnel and Related:					
Salaries	$ 7,734,339	$ 1,398,818	$ 1,028,651	$ 10,161,808	$ 6,344,439
Payroll taxes and fringe benefits	1,494,966	257,324	215,208	1,967,498	1,101,556
Purchased and contracted services	335,763	-	-	335,763	431,087
Donated services	279,961	-	22,799	302,760	472,565
Staff training	8,818	44,830	1,336	54,984	28,574
Total personnel and related	9,853,847	1,700,972	1,267,994	12,822,813	8,378,221
Occupancy:					
Rent and utilities	521,346	233,065	71,231	825,642	625,900
Depreciation	150,417	107,588	-	258,005	328,749
Total occupancy	671,763	340,653	71,231	1,083,647	954,649
Other:					
Client assistance	4,657,484	-	-	4,657,484	3,612,976
Professional fees	499,503	738,497	326,038	1,564,038	747,759
Supplies and materials	158,439	226,011	16,875	401,325	200,114
Dues and subscriptions	56,893	135,512	81,659	274,064	181,430
Travel, meetings and conferences	127,915	122,299	15,845	266,059	88,738
Special events	-	-	203,087	203,087	175,352
Donated goods	76,442	-	-	76,442	258,933
Depreciation	41,116	29,409	-	70,525	101,915
Insurance	1,714	65,748	-	67,462	55,494
Storage	8,741	25,153	709	34,603	25,286
Printing	15,484	564	14,153	30,201	21,379
Advertising	250	14,176	7,527	21,953	1,199
Miscellaneous	6,382	12,921	2,240	21,543	14,122
Postage	9,860	8,603	2,068	20,531	18,113
Bad debt	-	2,174	-	2,174	93,351
Total other	5,660,223	1,381,067	670,201	7,711,491	5,596,161
Total expenses	$ 16,185,833	$ 3,422,692	$ 2,009,426	$ 21,617,951	$ 14,929,031

The accompanying notes are an integral part of these statements.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

INTERNATIONAL INSTITUTE OF NEW ENGLAND, INC.

Statement of Functional Expenses
For the Year Ended September 30, 2022

	Program Services	General and Adminis-trative	Fundraising	Total
Personnel and Related:				
Salaries	$ 4,489,338	$ 895,615	$ 959,486	$ 6,344,439
Payroll taxes and fringe benefits	722,749	181,369	197,438	1,101,556
Purchased and contracted services	405,001	20,150	5,936	431,087
Donated services	416,417	2,383	53,765	472,565
Staff training	9,519	14,117	4,938	28,574
Total personnel and related	6,043,024	1,113,634	1,221,563	8,378,221
Occupancy:				
Rent and utilities	498,545	65,127	62,228	625,900
Depreciation	191,661	137,088	-	328,749
Total occupancy	690,206	202,215	62,228	954,649
Other:				
Client assistance	3,612,976	-	-	3,612,976
Professional fees	175,264	371,672	200,823	747,759
Supplies and materials	57,797	133,531	8,786	200,114
Dues and subscriptions	29,220	83,723	68,487	181,430
Travel, meetings and conferences	41,992	40,029	6,717	88,738
Special events	-	-	175,352	175,352
Donated goods	258,933	-	-	258,933
Depreciation	59,416	42,499	-	101,915
Insurance	1,583	53,911	-	55,494
Storage	10,643	14,643	-	25,286
Printing	2,646	703	18,030	21,379
Advertising	420	-	779	1,199
Miscellaneous	1,352	12,327	443	14,122
Postage	8,544	3,085	6,484	18,113
Bad debt	-	93,351	-	93,351
Total other	4,260,786	849,474	485,901	5,596,161
Total expenses	$ 10,994,016	$ 2,165,323	$ 1,769,692	$ 14,929,031

The accompanying notes are an integral part of these statements.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

1. OPERATIONS AND NONPROFIT STATUS

International Institute of New England, Inc. (the Institute) is a nonprofit organization that provides assistance to the immigrant and refugee populations of Massachusetts and New Hampshire. In fiscal years 2023 and 2022, there were approximately 10,000 and 4,200 unduplicated people, from approximately seventy and sixty-eight countries that benefited from the Institute's services, gaining the knowledge and skills necessary for their integration into American life. The Institute's services include English and literacy classes, citizenship education, job training and placement, legal aid and counseling services, and case management.

The Institute is exempt from Federal income taxes as an organization (not a private foundation) formed for charitable purposes under Section 501(c)(3) of the Internal Revenue Code (IRC). The Institute is also exempt from state income taxes. Contributions made to the Institute are deductible by donors within the requirements of the IRC.

2. SIGNIFICANT ACCOUNTING POLICIES

The Institute prepares its financial statements in accordance with generally accepted accounting standards and principles (U.S. GAAP) established by the Financial Accounting Standards Board (FASB). References to U.S. GAAP in these notes are to the FASB Accounting Standards Codification (ASC).

Recently Adopted Accounting Pronouncement

In February 2016, FASB issued Accounting Standards Update (ASU) 2016-02, *Leases* (*Topic 842*), which provides guidance on the recognition, measurement, presentation, and disclosure of leases. The new standard requires lessees to report substantially all leases on the statement of financial position as right-of-use (ROU) assets and lease liabilities. The Institute adopted Topic 842 using the optional transition method provided in ASU 2018-11, *Leases (Topic 842): Targeted Improvements*. Under this transition method, financial information related to years prior to adoption was as originally reported under Topic 840. The Institute elected the package of practical expedients permitted under the transition guidance within the new standard which allows the Institute to skip the reassessment of whether the contract is or contains a lease, the treatment of initial direct costs and lease classification.

The adoption did not have a material impact on the Institute's statement of activities and changes in net assets. The most significant impact was the recognition of ROU assets and lease liabilities for the Institute's operating leases. As part of the adoption, the Institute also modified its control procedures and processes, none of which materially affected the internal control over financial reporting.

The following table summarizes the cumulative effect of the changes to the statement of financial position line items affected by adopting Topic 842 as of October 1, 2022:

Statement of Financial Position	As Previously Reported	Effect of Adoption	As Adjusted
ROU asset - operating	$ -	$ 2,228,533	$ 2,228,533
Operating lease liabilities	$ -	$ 2,841,719	$ 2,841,719
Deferred rent and lease incentive	$ 613,186	$ (613,186)	$ -

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Estimates

The preparation of financial statements in accordance with U.S. GAAP requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash

For the purpose of the statements of cash flows, management considers all highly liquid investments with an initial maturity of three months or less to be cash, except those funds that are included in the Institute's investments (see Note 4).

Property and Equipment and Depreciation

Property and equipment are recorded at cost when purchased or at fair value at the date of donation. Property and equipment having a value of $5,000 or more are capitalized and are depreciated using the straight-line method over the following estimated useful lives:

Leasehold improvements	Lesser of life of lease or 10 years
Furniture and equipment	3 - 10 years

Allowance for Doubtful Accounts

The allowance for doubtful accounts is recorded based on management's analysis of specific accounts and their estimate of amounts that may be uncollectible, if any. It is the Institute's policy to charge-off uncollectible government contracts and contributions receivable when management determines the receivable will not be collected. No allowance for doubtful accounts was deemed necessary as of September 30, 2023 or 2022.

Fair Value Measurements

The Institute follows the accounting and disclosure standards pertaining to ASC Topic, *Fair Value Measurements,* for qualifying assets and liabilities. Fair value is defined as the price that the Institute would receive upon selling an asset or pay to settle a liability in an orderly transaction between market participants.

The Institute uses a framework for measuring fair value that includes a hierarchy that categorizes and prioritizes the sources used to measure and disclose fair value. This hierarchy is broken down into three levels based on inputs that market participants would use in valuing the financial instruments based on market data obtained from sources independent of the Institute. Inputs refer broadly to the assumptions that market participants would use in pricing the financial instrument, including assumptions about risk. Inputs may be observable or unobservable. Observable inputs are inputs that reflect the assumptions market participants would use in pricing the financial instrument developed based on market data obtained from sources independent of the reporting entity. Unobservable inputs are inputs that reflect the reporting entity's own assumptions about the assumptions market participants would use in pricing the asset developed based on the best information available.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Fair Value Measurements (Continued)

The three-tier hierarchy of inputs is as follows:

Level 1 - Inputs that reflect unadjusted quoted prices in active markets for identical assets at the measurement date.

Level 2 - Inputs other than quoted prices that are observable for the asset either directly or indirectly, including inputs in markets that are not considered to be active.

Level 3 - Inputs that are unobservable, and which require significant judgment or estimation.

An asset or liability's level within the framework is based upon the lowest level of any input that is significant to the fair value measurement.

Investments

Investments are recorded in the financial statements at fair value. If an investment is directly held by the Institute and an active market with quoted prices exists, the market price of an identical security is used to report fair value. Reported fair values of shares in mutual funds are based on share prices reported by the funds as of the last business day of the fiscal year. The Institute's interest in two limited liability partnerships is reported at the net asset value (NAV) reported by fund managers, which is used as a practical expedient to estimate fair value, unless it is probable that all or a portion of the investment will be sold for an amount different from NAV. As of September 30, 2023, and 2022, the Institute had no plans to sell this investment.

The Institute also received $99,509 and $2,765 of donated stock during the years ended September 30, 2023 and 2022, respectively. Donated stock is recorded at the fair value at the time of donation and maintained as part of the investment portfolio (see Note 4).

Statements of Activities and Changes in Net Assets

Transactions deemed by management to be ongoing, major, or central to the provision of program services are reported as revenues and expenses in the accompanying statements of activities and changes in net assets. Non-operating revenue (expense) includes investment and capital-related activity.

Revenue Recognition

Government Contracts, Grants and Contributions

In accordance with ASC Subtopic 958-605, *Revenue Recognition*, the Institute must determine whether a contribution (or a promise) is conditional or unconditional for transactions deemed to be a contribution. A contribution is considered to be a conditional contribution if an agreement includes a barrier that must be overcome and either a right of return of assets or a right of release of a promise to transfer assets exists (see Note 8). Indicators of a barrier include a measurable performance-related barrier or other measurable barriers, a stipulation that limits discretion by the recipient on the conduct of an activity, and stipulations that are related to the purpose of the agreement. Topic 958 prescribes that the Institute should not consider probability of compliance with the barrier when determining if such awards are conditional and should be reported as conditional grant advance liabilities until such conditions are met. Assets received before the barrier is overcome are recorded as conditional advances.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Revenue Recognition (Continued)

Government Contracts, Grants and Contributions (Continued)

The Institute's primary sources of revenue are derived from cost-reimbursable and unit-rate Federal and state contracts and grants, which are conditioned upon certain performance requirements and/or the incurrence of allowable qualifying expenses. These contracts are considered nonreciprocal transactions because the general public receives the benefit as the result of the assets transferred. Amounts are recognized as revenue when the Institute has incurred expenditures in compliance with specific contract or grant provisions.

Grants and contributions and United Way allocations are recorded as revenue and net assets without donor restrictions when unconditionally committed. Grants and contributions with donor restrictions are recorded as revenues and net assets with donor restrictions when unconditionally received or pledged. Net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in statements of activities and changes in net assets as net assets released from restrictions as costs are incurred, time or program restrictions have lapsed, or capital improvements have been placed into service.

Special events revenue, included in grants and contributions in the accompanying statements of activities and changes in net assets, is from the Institute's ability to host fundraising events. Special event income consists of both contributions and sales. The contribution portion of the special event income is recognized as revenue when unconditionally committed or received in accordance with Topic 958. Special event contributions are considered donor restricted if the proceeds of the event are restricted for specific purposes or time periods at the time of the event.

The sales portion of the special event income is recognized in accordance with *Revenue from Contracts with Customers* (Topic 606) and is derived from various components, including ticket sales from fundraising events held in which the transaction price is determined annually. Registration fees for these events are set by the Institute and have not been allocated as the events are each considered to be separate performance obligations. The fee portion for these events is immaterial and has not been recognized separately from the contribution portion.

Revenue from Contracts with Customers - Topic 606

The Institute generally measures revenue from exchange transactions based on the amount of consideration the Institute expects to be entitled for the transfer of goods or services to a customer, then recognizes this revenue when or as the Institute satisfies its performance obligations under a contract.

The Institute recognized program service fees for legal and translation services provided for clients, in which the clients either pay for the services themselves or are sponsored by corporations, depending on the service provided. Program service fees generally consist of a single performance obligation to provide services, and agreements with clients do not contain variable consideration. Accordingly, program service fees are recognized at a point in time, which is also when the performance obligation is satisfied. The transaction price is a fixed fee based upon the service provided, which is established by management based on hourly rates and expected number of hours to complete the service.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Revenue Recognition (Continued)

Revenue from Contracts with Customers - Topic 606 (Continued)

Contracted services revenue consists of various training and education service programs provided to immigrants and refugees that span over several months based on the nature of the program or course. There is a single performance obligation for all programs, which consists of the completion of the training and education program or course and related events. Revenue is recognized ratably over the period of the program or course, and the transaction price is based on fixed quoted prices. The contract amount may vary based upon the number of participants in the program and the rate per participant. Generally, a fixed-fee contract is signed by either an individual participant in the program or an organization sponsoring the individuals. The transaction price is determined based upon hourly rates established by management and the number of hours estimated to complete a contract.

Accounts receivable related to revenue from contracts with customers was $49,313 on October 1, 2021.

Other

Investment return consists of interest, dividends, and realized and unrealized gains and losses. Interest income is recorded as earned and dividend income is recorded on the ex-dividend date. Realized gains and losses on investment transactions are recorded based on the average cost method. Unrealized gains and losses are recorded based on changes in fair value. All other revenue is recognized as earned.

Right-of-Use Asset - Operating Leases and Operating Lease Liabilities

The Institute determines if an arrangement is a lease or contains a lease at inception of a contract. A contract is determined to be a lease or contain a lease if the contract conveys the right to control the use of identified property, plant or equipment (an identified asset) in exchange for consideration. The Institute determines such assets are leased because the Institute has the right to obtain substantially all of the economic benefits from and the right to direct the use of the identified asset. Assets in which the supplier or lessor has the practical ability and right to substitute alternative assets for the identified asset and would benefit economically from the exercise of its right to substitute the asset are not considered to be or contain a lease because the Institute determines it does not have the right to control and direct the use of the identified asset. The Institute's lease agreements do not contain any material residual value guarantees or material restrictive covenants.

In evaluating its contracts, the Institute separately identifies lease and non-lease components, such as common area and other maintenance costs, in calculating the ROU assets and lease liabilities for its office space. The Institute has elected the practical expedient to not separate lease and non-lease components and classifies the contract as a lease if consideration in the contract allocated to the lease component is greater than the consideration allocated to the non-lease component.

Leases result in the recognition of ROU assets and lease liabilities on the statements of financial position. ROU assets represent the right to use an underlying asset for the lease term, and lease liabilities represent the obligation to make lease payments arising from the lease, measured on a discounted basis. The Institute determines lease classification as operating or finance at the lease commencement date.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Right-of-Use Asset - Operating Leases and Operating Lease Liabilities (Continued)

At lease inception, the lease liability is measured at the present value of the lease payments over the lease term. The ROU asset equals the lease liability adjusted for any initial direct costs, prepaid or deferred rent, and lease incentives. The Institute uses the implicit rate when readily determinable. As most leases do not provide an implicit rate, to determine the present value of lease payments, management uses the risk-free rate at lease commencement or date of adoption.

In determining lease terms, lease agreements which include options to extend the lease are considered in the determination of the ROU asset and lease liability when it is reasonably certain that the Institute will exercise that option. Lease expense is generally recognized on a straight-line basis over the lease term.

The Institute has elected not to record leases with an initial term of twelve months or less on the statements of financial position. Lease expense on such leases is recognized on a straight-line basis over the lease term.

Expense Allocations

Program expenses include direct expenses, as well as indirect expenses, which are allocated based upon management's estimate of the percentage attributable to each program. Expenses related directly to a program or supporting function are charged to that function, while all other expenses are allocated based upon management's estimate of the percentage attributable to each function.

Certain categories of expenses are attributable to more than one program or supporting function and are allocated on a reasonable basis that is consistently applied. The expenses that are allocated are salaries, payroll taxes and fringe benefits, which are allocated on the basis of estimates of time and effort; occupancy and depreciation, which are allocated on a square footage basis; and indirect other operating expenses, which are allocated based on management's estimate of usage.

Advertising Costs

Costs incurred for producing and communicating advertising are expensed when incurred and are reflected as advertising in the accompanying statements of functional expenses.

Donated Goods and Services

In-kind contributions are reflected as contributions at their fair value of the services and goods received, at date of donation, and are reported as unrestricted support unless explicit donor stipulations specify how the donated assets must be used. The Institute is the recipient of donated services and goods. All donated goods and services were unrestricted in fiscal years 2023 and 2022. These amounts have been reported as both donated services and goods in the accompanying statements of activities and changes in net assets and statements of functional expenses. The Institute recognizes the fair value of contributed services received if such services: a) create or enhance nonfinancial assets or b) require specialized skills that are provided by individuals possessing those skills and would typically need to be purchased if not contributed. Donated services are valued at the standard hourly rates charged for those services. Donated goods are valued at the wholesale prices that would be received for selling similar products.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Donated Goods and Services (Continued)

Donated services and goods consisted of the following for the years ended September 30:

	2023	2022
Donated services	$ 302,760	$ 472,565
Donated goods	76,442	258,933
	$ 379,202	$ 731,498

The Institute also receives a substantial amount of donated administrative services. Many individuals volunteer their time and perform a variety of tasks that help the Institute accomplish its goals. These services do not meet the criteria for recognition as contributed services under U.S. GAAP and, accordingly, are not included in the accompanying financial statements.

Income Taxes

The Institute accounts for uncertainty in income taxes in accordance with ASC Topic, *Income Taxes*. This standard clarifies the accounting for uncertainty in tax positions and prescribes a recognition threshold and measurement attribute for the financial statements regarding a tax position taken or expected to be taken in a tax return. The Institute has determined that there are no uncertain tax positions which qualify for either recognition or disclosure in the financial statements at September 30, 2023 or 2022. The Institute's information returns are subject to examination by the Federal and state jurisdictions.

Subsequent Events

Subsequent events have been evaluated through February 28, 2024, which is the date the financial statements were available to be issued. There were no events that met the criteria for recognition or disclosure in the financial statements.

Net Assets

Net Assets Without Donor Restrictions:

Net assets without donor restrictions are those net resources that bear no external restrictions and are generally available for use by the Institute. The Institute has grouped its net assets without donor restrictions into the following categories:

Operating - represents funds available to carry on the operations of the Institute.

Property and equipment - reflect and account for the activities relating to the Institute's property and equipment and ROU assets - operating, net of related liabilities.

Net Assets With Donor Restrictions:

The Institute receives contributions and grants that are designated by donors for specific purposes or time periods. These contributions are recorded as net assets with donor restrictions until they are either expended for their designated purposes or as the time restrictions lapse.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

2. SIGNIFICANT ACCOUNTING POLICIES (Continued)

Net Assets (Continued)

Net Assets With Donor Restrictions: (Continued)

Net assets with donor restrictions consist of the following at September 30:

	2023	2022
Purpose restricted	$ 937,010	$ 1,271,660
Time restricted	1,124,094	830,111
	$ 2,061,104	$ 2,101,771

3. RETIREMENT PLAN

The Institute has a defined contribution retirement plan covering all eligible employees over the age of twenty-one who have completed a minimum of 1,000 hours of service within one of their first two years of employment. Employee contributions are vested immediately into the plan upon eligibility. The Institute made $143,087 and $95,213 of matching contributions to the plan during the years ended September 30, 2023 and 2022, respectively, which are included in payroll taxes and fringe benefits in the accompanying statements of functional expenses.

4. INVESTMENTS

Investments, which are stated at fair value in the accompanying statements of financial position, are as follows:

2023	Level 1	Level 2	Level 3	Total
Money market funds	$ 793,935	$ -	$ -	$ 793,935
Mutual funds:				
Equities	6,093,663	-	-	6,093,663
Fixed income	2,504,413	-	-	2,504,413
	$ 9,392,011	$ -	$ -	9,392,011
Limited liability partnerships (see page 15)				2,011,407
Total investments				$ 11,403,418

2022	Level 1	Level 2	Level 3	Total
Money market funds	$ 1,245,785	$ -	$ -	$ 1,245,785
Mutual funds:				
Equities	4,634,759	-	-	4,634,759
Fixed income	690,562	-	-	690,562
Common stock	1,534	-	-	1,534
	$ 6,572,640	$ -	$ -	6,572,640
Limited liability partnership (see page 15)				1,416,564
Total investments				$ 7,989,204

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

4. INVESTMENTS (Continued)

In accordance with ASU No. 2015-07, the Institute's investments in two limited liability partnerships are valued at fair value using the NAV per share (or its equivalent) practical expedient and have not been classified in the fair value hierarchy. The fair value amounts presented in the tables on page 14 are intended to permit reconciliation of the fair value hierarchy to the amounts presented in the accompanying statements of financial position.

Investments are reported in the accompanying statements of financial position as long-term assets based on management's intent with respect to the use of the investments.

The investments are not insured and are subject to market fluctuation.

5. CONCENTRATIONS

The Institute maintains its cash balances in one Massachusetts bank. The Federal Deposit Insurance Corporation (FDIC) insures balances at each bank up to certain amounts. At certain times during the year, cash balances exceeded the insured amounts. The Institute has supplemental coverage at one bank, which insures the portion of deposits in excess of the FDIC's limit. The Institute has not experienced any losses in such accounts. Management believes the Institute is not exposed to any significant credit risk on its operating cash balance.

Funding agencies and donors exceeding 10% of the Institute's operating revenue and support (excluding donated goods and services) or government contracts, contributions and accounts receivables as of and for the years ended September 30, 2023 and 2022, are as follows:

Funder	Operating Revenue and Support %		Government Contracts, Contributions and Accounts Receivables %	
	2023	2022	2023	2022
Commonwealth of Massachusetts	34%	38%	29%	20%
U.S. Committee for Refugees and Immigrants	29%	28%	32%	26%

6. FUNDING

The Institute receives a significant portion of its funding from government agencies. These contracts are subject to audit by these government agencies. In the opinion of management, the results of such audits, if any, will not have a material effect on the financial position of the Institute as of September 30, 2023 and 2022, or on the changes in its net assets for the years then ended.

7. LEASE AGREEMENTS

Nature of Leases

The Institute leases its main office space in Boston, Massachusetts under an agreement that runs through July 2026. The lease included an initial three-month rent-free period. Monthly lease payments for fiscal years 2023 and 2022 were approximately $45,000 and $44,000, respectively, and increase throughout the term of the lease. The lease agreement also includes a tenant improvement allowance of $1,107,822 in the form of a reimbursement for construction and related costs incurred by the Institute for leasehold improvements.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

7. LEASE AGREEMENTS (Continued)

Nature of Leases (Continued)

The Institute leases other program and administrative space under various operating lease agreements. Monthly lease payments under these agreements range from $4,221 to $6,884. These leases expire at various dates through January 2033. The leases require the Institute to maintain certain insurance coverage and pay for its proportionate share of real estate taxes and operating expenses.

The Institute also has printer and copier leases with monthly payments ranging from $192 to $1,041. These leases expire at various dates through July 2026.

ASC Topic 840

Facility rent expense under all leases was approximately $572,000 for the year ended September 30, 2022, which is included in rent and utilities in the accompanying fiscal year 2022 statement of functional expenses.

Future minimum lease payments under the lease agreements are as follows:

2023	$ 768,815
2024	785,990
2025	756,869
2026	622,109
2027	146,307
Thereafter	374,117
Total	$ 3,454,207

ASC Topic 842

The following summarizes the line items in the accompanying statement of functional expenses, which include the components of lease expense for the year ended September 30, 2023:

Operating lease costs included in rent and utilities	$ 616,978
Operating lease costs included in supplies and materials	14,795
Variable lease costs included in rent and utilities	208,664
Short-term lease cost included in supplies and materials	27,720
Total operating lease expense	$ 868,157

The maturities of lease liabilities as of September 30, 2023, are as follows:

2024	$ 786,935
2025	754,292
2026	619,201
2027	139,222
2028	139,792
Thereafter	477,391
Total future undiscounted lease payments	2,916,833
Less - present value discount	(249,995)
Present value of lease liability	$ 2,666,838

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

7. LEASE AGREEMENTS (Continued)

ASC Topic 842 (Continued)

The weighted-average discount rate associated with operating leases for the year ended September 30, 2023, is 3.89%. The Institute's weighted-average lease term is 4.81 years for the year ended September 30, 2023.

During the year ended September 30, 2023, cash paid for amounts included in the measurement of operating lease liabilities was $770,490 and there were $482,978 of ROU assets obtained in exchange for lease liabilities.

As of September 30, 2023, there were no material leases that have been executed but not yet commenced.

8. CONDITIONAL GOVERNMENT CONTRACTS AND GRANTS

During fiscal years 2023 and 2022, the Institute received grants and contributions (including government contracts) that contained donor-imposed conditions that represent a barrier that must be overcome, as well as a right of return of assets or release from obligations. The Institute recognizes these grants and contributions, including government contracts, when donor-imposed conditions are substantially met.

Conditional promises to give consist of the following at September 30:

	2023	2022
Incurring qualifying expenses	$ 2,258,842	$ 3,887,800
Subject to measurable performance barriers	188,240	2,907,015
Total conditional promises to give	$ 2,447,082	$ 6,794,815

9. LIQUIDITY AND AVAILABILITY OF FINANCIAL ASSETS

The Institute's financial assets available within one year from the statements of financial position date for general operating expenses are as follows at September 30:

	2023	2022
Cash	$ 632,175	$ 5,066,794
Current portion of government contracts and contributions receivable	4,216,844	1,671,722
Accounts receivable	79,289	66,682
	4,928,308	6,805,198
Less - donor restricted cash and contributions receivable	937,010	1,241,660
Total financial assets and liquidity resources available within one year	$ 3,991,298	$ 5,563,538

The Institute is substantially supported by grants and contributions without donor restrictions and government contracts. As part of the Institute's liquidity management, the Institute has a policy to structure its financial assets to be available as its general expenditures, liabilities and other obligations come due. The Institute has $9,392,011 and $6,572,640 of readily available investments as of September 30, 2023 and 2022, respectively, should there be an unanticipated cash flow need.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

10. PROPERTY AND EQUIPMENT AND DEPRECIATION

Property and equipment consist of the following as of September 30:

	2023	2022
Leasehold improvements	$ 2,751,142	$ 2,586,602
Furniture and equipment	539,795	642,631
	3,290,937	3,229,233
Less - accumulated depreciation	1,904,629	1,688,472
Net property and equipment	$ 1,386,308	$ 1,540,761

Depreciation expense was $328,530 and $430,664 for the years ended September 30, 2023 and 2022, respectively.

11. GOVERNMENT CONTRACTS AND CONTRIBUTIONS RECEIVABLE

Government contracts and contributions receivable are expected to be collected as follows at September 30:

	2023	2022
Due in one year	$ 4,216,844	$ 1,671,722
Due in two years	412,000	710,000
Due in three years	236,000	-
Due in four years	30,000	-
	4,894,844	2,381,722
Less - discount	42,206	49,889
Less - current portion	4,216,844	1,671,722
	$ 635,794	$ 660,111

The discount recorded on amounts to be collected in future years was calculated using a rate of 4.60% and 3.71% for the years ended September 30, 2023 and 2022, respectively.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9068-2486578A9226

IINE Board of Directors
DECEMBER 2020 UPDATE

	BOARD TERM	PROFESSIONAL AFFILIATION AND COMMITTEE MEMBERSHIP	
Name	Start of current term on Board of Directors	Professional Affiliation	Board Committee Membership
Sam Epée-Bounya*	2020 (September 23, 2020)	Managing Director, Wellington Management	Development, Nominating
Zoltan Csimma**	2023 (December 6, 2023)	Retired Chief Human Resources Officer and SVP at Genzyme	Program, Comepensation
Scott Fitzgerald	2023 (December 6, 2023)	Retired Managing Partner of Fragomen	TBD
Tuan Ha-Ngoc**	2020 (December 8, 2020)	Retired Pharma Executive	Chair of the Leadership Council; Administration, Finance, and Real Estate; Development
Belinda Juran	2020 (May 12, 2021)	Retired Partner, WilmerHale	Programs (CHAIR); Administration, Finance, and Real Estate
Avak Kahvejian*	2017 (April 9, 2018)	Partner, Flagship Pioneering	CHAIR OF THE BOARD Nominating (CHAIR); Compensation (CHAIR)
William Krause	2015 (December 1, 2015)	Senior Vice President, Northern Trust	Investment (CHAIR); Administration, Finance, and Real Estate
Shari Loessberg	2016 (December 6, 2016)	Professor, Sloane School, MIT	Development (CHAIR), Nominating
Bopha Malone**	2018 (May 22, 2019)	Vice President, Enterprise Bank	Development, Program
Libby May	2020 (May 12, 2021)	Senior Vice President, External Relations and Communications, Southern New Hampshire University	Development
Theo Melas-Kyriazi*	2017 (February 13, 2018)	Executive Partner, Flagship Pioneering	Administration, Finance & Real Estate (CHAIR); Investment
Ann Merrifield	2023 (May 24, 2023)	Retired President & CEO of PathoGenetix	Nominating, AFRC, and Development
Jeffrey Thielman	2015	IINE President & CEO (Ex-Officio)	All
Fereshtah Thornberg**	2021 (May 11, 2022)	State Street Bank Senior Vice President	Development, Compensation

[redacted]

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Blanca Doris Moreno Escobar

[redacted]

Nashua Community College, Nashua, NH - Paralegal Certificate
January 2023

Supreme Court of Justice, El Salvador - Accredited as a Lawyer of the El Salvador Republic
August 2018 - Present

Manchester Community College, Manchester, NH - LNA Training Program
September 2022 - November 2022

Universidad Gerardo Barrios, El Salvador - Bachelor in Legal Science
January 2012 - December 2017 Award for good grades at college.

Languages

English – Fluent and Spanish - Fluent

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Rachel Brawner

EXPERIENCE:

Case Specialist (Preferred Communities) at the International Institute of New England
Manchester, NH
September 2022 – Present

- Provided Case Management services to Refugees, Asylees, and Immigrants with intensive care needs including physical/mental conditions or disabilities, minors, young adults without family, single parents, LGBTQIA+ individuals, Survivors of Torture, and/or a number of different qualifications.
- Assisted clients with accessing and managing DHHS benefits such as Medicaid, Food Stamps, and Refugee Cash Assistance.
- Identified and/or addressed areas of concern for clients such as food access, physical health issues, mental health issues, family wellness, financial management/budgeting, social wellness and adjustment, transportation, and more.
- Referred clients to various in-house programs such as the Employment Team, Housing Coordinator, School Impact Coordinator, Legal Services, and ESOL Education Team.

Volunteer at Florida Immigrant Coalition Votes
Pensacola, FL
September 2020 – November 2020

- Text banked for numerous different campaigns and platforms in the 2020 election cycle with over twenty thousand texts sent
- Provided information on voting rights and helped to distinguish how amendments would personally affect the people voting on them while assisting to ensure that their vote would be counted
- Gave information on immigrants' rights within the United States, additionally advocating for immigration reform

Outreach Internship at the Cade Non-Profit Museum for Creativity and Invention
Gainesville, FL
May 2019 – August 2019

- Provided staff consultation on behavioral/emotional/environmental issues affecting student participation in the learning process
- Assisted in Operation Full STEAM (Science/Technology/Engineering/Arts/Math) programs for children attending underfunded public schools in Alachua County
- Assisted in organizing the Cade's Little Sparks Program focusing on ages 1 – 4 years old introducing science concepts through various activities and hands-on reading
- Participated in the Alachua County Public Library System Outreach Partnership including promotional awareness activities and a membership drive for the Cade Museum

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

EDUCATION:

Master's Degree in Social Justice and Human Rights
May 2022, GPA: 4.0/4.0, Summa cum laude

Arizona State College ***Phoenix, Arizona***

Skills/Awards

- Ability to critically understand different perspectives on Human Rights and Social Justice issues
- Knowledgeable in human rights issues both domestic and foreign
- Writing skills in a plethora of areas including grant writing, documenting accounts of human rights abuses, advocating for marginalized communities, Qualitative research projects, and more
- Qualitative and Quantitative research methodologies knowledge, with an emphasis on understanding human rights violations through Qualitative accounts from victims
- Copious understanding of how social, political, economic, and cultural ideologies can perpetuate harm onto minorities and others
- Nominated for Arizona State University Social Justice and Human Rights Program's "Best/Most Comprehensive Capstone Project"
- Capstone: Rachel Brawner's E-Portfolio, *The Importance of Decolonization in the 21st Century*

Bachelor of Arts Degree in Cultural Anthropology
December 2020

University of Florida ***Gainesville, Florida***

Skills/Awards

- Well-versed in communication skills, both verbal and written
- Able to think creatively to understand other perspectives
- Capable of understanding different cultures and lifestyles with a passion to help others
- Non-ethnocentric view when it comes to world affairs
- Sigma Alpha Pi National Society of Leadership and Success Nominee

References are available upon request.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Wendy Brooks

EDUCATOR, ORGANIZER, MANAGER

- Organizer of violence prevention trainings
- Trainer in the field of human trafficking prevention
- Successful business owner, starting and running two businesses.
- Experienced teacher working in middle school, overseas and in homeschooling environments.
- Family manager for a family of seven on multiple year-long trips in areas such as Southeast Asia, China, India, Tibet, Africa and Europe. Planned travel logistics and coordinated the education of five children while traveling with backpacks and on bicycles.
- Community organizer, adept at making connections and bringing people together.

EXPERIENCE

International Institute of New England, Manchester, NH— *Manager of AmeriCorps RISE*
February 2024 to present

- Oversee all aspects of the RISE AmeriCorps program
- Recruit new members and manage members while they serve in their local community

International Institute of New England, Manchester, NH— *Employment Case Specialist*
August 2022 to present

- Work with clients to find them employment

Soteria Solutions, Durham, NH— *Program Coordinator*
April 2018 to September 2020

- Plan all the logistics involved with relationship and sexual violence prevention trainings
- Organize travel, accommodations and catering at different venues all over the country
- Use Microsoft Word, Excel, PowerPoint, Outlook and GSuite

NH Human Trafficking Collaborative Task Force— trainer

April 2018 to present

- Conduct trainings in different settings on issues involving human trafficking in New Hampshire and the US

Main Street Makery, Durham, NH — *Owner*

May 2014- October 2017

- Managed a small business with multiple employees
- Supervised daily operations and regular sales review.
- Performed HR functions, including hiring, training, tasks assignment and talent development.

EDUCATION

University of New Hampshire, Durham, NH, MED, *Secondary Education*
1989-1991

University of New Hampshire, Durham, NH- BA, *Political Science*
1985-1989 Student Body President, 1988-1989

SKILLS

Project Coordination

Scheduling

Communication Skills

Problem Solving

Critical Thinking

Entrepreneurship

Task Management

VOLUNTEER EXPERIENCE

FREEDOM CAFE, Durham, NH
Member of the outreach team to help educate people of the issues of human trafficking here in the US and internationally.

PEACE CORPS VOLUNTEER
Rep. of the Marshall Islands
Worked as a teacher and health educator.

SMALL GROUP COMMUNITY ORGANIZER

- Organized raw milk cooperative
- Leader in community food collective
- Developed local homeschooling group
- Organized and led small group craft classes.

CRISIS LINE ADVOCATE
Raleigh/Durham, NC

LANGUAGES

Limited Conversational Spanish

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

ANDREW CULLEN

EDUCATION

University of Massachusetts, Lowell, MA (UMass Lowell)

- **Master of Arts - Peace & Conflict Studies, with Professional Option in Policy Analysis;** GPA: 3.87 5/2018
- **Treasurer,** Peace and Conflict Studies Club UMass Lowell, 10/2016-12/2017

University of Massachusetts, Lowell, MA (UMass Lowell)

- **Bachelor of Liberal Arts – Focus in History and Cultural Studies;** 12/2012

SUMMARY OF QUALIFICATIONS: Policy Analyst, with experience in data analysis and of year managerial experience, along with excellent research skills, strong verbal, and written communication skills, and

RELATED EXPERIENCE

Career Service Manager, International Institute of New England (IINE), Manchester, NH 7/2022 – Present

- Manage a team of Employment Specialists to ensure services are provided to clients in accordance with grant and programming requirements
- Ensure Career Service team provides meaningful and equitable services to clients regardless of background
- Collaborate with other departments and offices to ensure seamless continuation of services
- Provide proper training to new staff to ensure successful onboarding

Employment Case Specialist, International Institute of New England (IINE), Manchester, NH 6/2021 – Present

- Offer clients education on workplace culture in the U.S.
- Assist with creating resumes, submitting job applications, preparing for interviews, and more
- Maintain positive relationship with both clients and employers
- Provide both entry-level and career development training

Program Monitor, Community Resources for Justice (CRJ), Manchester, NH 10/2020 – 6/2021

- Perform scheduled house rounds/safety checks
- Perform administrative duties: answering phone calls, monitoring resident daily details and entering documentation via SecurManage
- Attend training and meetings as required by supervisor
- Administer alco-sensor tests, and take urine samples
- Respond effectively to resident needs, complaints, and concerns

Volunteer, African Community Center of Lowell, Lowell, MA 8/2018-Present

- Coordinate with head of Summer School program
- Assist with community outreach during annual African Cultural Festival

Research Data & Analyst Intern, International Institute of New England, Lowell, MA 1/2019-5/2019

- Analyzed financial savings program

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

- Assisted with historical research
- Provided assistance with planning IINE's 100th Anniversary Celebration

Data Analyst Intern, Center for Terrorism and Security Studies (CTSS), Lowell, MA 9/2017- 12/2017

- Coded data on extremist videos
- Cleaned data for analysis using SPSS
- Coordinated research with site leaders and fellow interns
- Reviewed data analysis with supervisor regularly
- Participated in regular training sessions on how to better improve data collection and analysis

Client Relations Specialist, Countryside Veterinary Hospital, Chelmsford, MA 3/2011-4/2013

- Filed medical documents and filled prescriptions
- Answered phone calls, and took down detailed notes
- Scheduled appointments for clients
- Handled client's medical emergencies
- Provided friendly and efficient service to customers

ADDITIONAL EXPERIENCE

Operations Associate, Sparx Hockey, Acton, MA 2/2018-3/2020

- Inspect equipment to see that it meets specification requirements
- Complete orders accurately and within specified service standards

Manager, Flagship Cinemas, Wells, ME 8/2014-5/2015

- Supervised team members
- Oversaw sales of tickets and overall customer experience and satisfaction
- Inspected equipment and surrounding to make sure everything was in order
- Dealt with issues that arose between customers or team members calmly and efficiently

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

HENRY HARRIS, MSW

Dedicated professional serving youth, families and communities in need through program development and operations, clinical counseling and supervision, K-12 afterschool programming and community partnerships.

PROFESSIONAL EXPERIENCE

INTERNATIONAL INSTITUTE OF NEW ENGLAND, Manchester, NH 2021-Present
Managing Director
Provide site leadership and data-driven/outcome focused program management for one of the largest human services organizations for New Americans in the region, including case management, youth and family services, English for Speakers of Other Languages (ESOL), employment and skills training, and immigration legal services.

- Manage the planning, development, implementation, ongoing modifications and grant compliance of all programs, including policy setting, regular assessments, data collection and reporting
- Monitor and document program effectiveness and outcomes to reflect contractual obligations and ensure responsiveness to client needs in alignment with IINEs mission and goals
- Partner with the Chief Program Officer and Chief Institutional Advancement Office to achieve translation and interpreting revenue targets, as well as develop new programming in the areas of education, employment, skills training, community services, and citizenship that are financially sustainable
- Build and maintain relationships and partnerships with community-based and student-serving organizations
- Manage program and expense allocations across all contracts and grants, ensuring accuracy and accountability
  - Draft annual site budget in concert with the Finance Department, Chief Program Officer and Chief Institutional Advancement Officer
- Recruit, supervise and evaluate staff at the New Hampshire site, including program interns and volunteers
- Provide professional development opportunities that align with staff and program needs, contractual regulations, and emerging trends in the community
- Identify client and program stories that can be highlighted in marketing communications materials
- Maintain relationships with community leaders, funders, employer partners and stakeholders
- Collaborate regularly with IINE Development, Institutional Advancement and Marketing staff

SOUTHERN NEW HAMPSHIRE SERVICES, Manchester, NH 2013-2021
Client Services and Community Outreach Director
Leadership role managing agency programs and coordinating with government officials and local businesses in the areas of health, nutrition, housing, employment assistance and crisis response.

- Oversaw clinical supervision for Mary's House, a subsidized single-room apartment complex for homeless women in need of a safe and supportive living environment
- Managed the summer food program, including site selection, operations, marketing and meal delivery Foster community partnerships, including a $25K donation from Hannaford Charitable Foundation
- Collaborated on submissions, compliance, reporting and evaluation for the Community Services Block Grant program Develop referral networks and support client participants in the YouthBuild vocational education and training program Present regular updates, feedback and recommendations to the executive leadership team and board of directors

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

- Created and implemented a crisis helpline referring clients to services during the COVID-19 pandemic, resulting in over 5K inquiries and distribution of over $1M in rent, mortgage and utilities assistance to protect clients from eviction

ANNIE E. CASEY FOUNDATION, Concord, NH 2003-2013

Franklin Resource Center Program Director

Directed the Franklin Celebrates program, providing afterschool and summer programming opportunities for at-risk middle and high school students and their families in Franklin, NH.

- Managed outdoor recreational and academic offerings designed to engage students and foster independence while providing advocacy and support
- Recruited and motivated a staff of teachers, tutors and volunteers
- Led 21st Century Grant curriculum development and managed operations and funding goals
- Engaged difficult-to-reach students via adventure-based activities that also met state physical education requirements Consulted on the Positive Behavioral Interventions and Supports team
- Presented at conferences and collaborated with partner agencies, SAU officials and area healthcare professionals to improve program quality

Casey Family Services Family Support Specialist

Managed a caseload of foster children and families, including clinical assessment, documentation, counseling, in-home therapy, court advocacy, family strengthening programs, rehabilitation and resource referrals.

- Recruited foster families and provided and training and reunification support
- Piloted an aversion program with court-appointed foster children utilizing Trauma Focused Cognitive Behavioral Therapy and anger management techniques
- Counseled clients on Individual Service Options, Home-Based Therapy, Accelerated Unification Model, Play Therapy and 3-5-7 Therapeutic Techniques

THE COUNSELING CENTER OF NASHUA, Nashua, NH 2001 - 2003

Neuropsychological Technician

- Assessed clients of all ages via neuropsychological tests and observations for developmental and cognitive disorders
- Collaborated and shared clinical observations and diagnostic recommendations with reporting and feedback sessions

EDUCATION

Master of Social Work, University of New Hampshire, 2014
Clinical internship at the Payson Center for Cancer, Concord, NH

Bachelor of Arts, Psychology, Rivier College, 2002, Academic Honors

CERTIFICATIONS

NH DHHS Disaster Behavioral Health Response Team (2010-2020)

NAMI Suicide Prevention Trainer (2014)

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Junior Achievement Volunteer Collaborator of the Year (2006)

COMMUNITY LEADERSHIP

Chair of the Board of Directors, The Well School – an independent pre-K through 8th grade day school in Peterborough, NH (2018-Present)

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Taylor Holmes

Education

University of MA, Lowell, MA
BA Legal Studies + Philosophy Concentrations
Paralegal Certificate

Middlesex Community College, Lowell, MA
AA in Liberal Arts and Sciences
Peer Writing Tutor + Blackboard Ambassador, Academic Center for Enrichment

Mashpee High School, Mashpee, MA

Experience

International Institute of New England, Lowell, MA
-Legal Program Assistant- Mar 2023 - Present

- Tracking data and compiling grant reports
- Grant research
- Financial reporting, coding, and billing
- Community outreach
- Client scheduling
- Filing, data cleanup, and other administrative maintenance

-Legal Intern- Sept 2022- Jan 2023

- Drafting legal forms and compiling case documents
- Filing and closing cases both physically and digitally
- Assisting with client intake and follow-up
- Creating fliers and other materials to reach potential clients in the community

Pure Oasis, Boston, MA
-Inventory Dept. Manager, Dorchester, MA May 2021- May 2022

- Providing leadership, mentorship, and hands-on training to Packaging team
- Leading inventory audits to ensure compliance
- Thorough understanding of Metrc Software and POS systems
- Intaking deliveries and inputting product
- Daily use of Excel and CSV files for uploading sales and balancing systems

Asylum Connect, Remote, Intl. July 2020- July 2021
-Volunteer Data Entry + Outreach Coordinator-

- Communicating with organizations via phone, email, and social media to determine eligibility for inclusion in the online catalog
- Experience entering data and updating excel sheets

Woods Hill Table, Concord, MA Jan 2020- Nov 2021
-Server and Bartender-

- Providing warm and highly competent customer service
- Communicating safety protocols and expectations to guests in a pandemic

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Katelyn Bertino

EMPLOYMENT

Managing Attorney, Immigration Legal Services — Aug 2020-current
International Institute of New England — Lowell, MA

- Provides immigration legal representation for family and humanitarian cases to 250+ clients working 40 hours a week
- Researches and analyzes immigration law to provide legal advice on a variety of immigration issues
- Manages administrative staff, paralegal, and legal internship program including preparing training materials
- Developed and maintains internal policy procedures for legal program
- Works closely with partner community-based organizations to ensure that clients receive holistic service addressing their many needs beyond legal representation.

Interim Supervising Attorney, Community Programs — March 2020-July 2020
Supervising Attorney, South Central PA, Immigrant Survivors Project — Dec. 2018-March 2020
Pennsylvania Immigration Resource Center — York, PA

- Provided direct legal representation to victims of domestic violence, sexual assault, human trafficking, and other similar crimes including petitions for VAWA, U visas, T visas, and SIJS working 40 hours a week
- Directly supervised two DOJ Accredited Legal Representatives
- Ensured compliance with contract and grant requirements
- Collaborated with and refer clients to victim service agencies, as well as provide information to victims about victim rights, victim compensation benefits, and the criminal justice system
- Provided legal supervision for organization's naturalization project

Associate Attorney — Sept. 2017-Dec. 2018
The Law Office of Gayle S. Ghitelman — Boston, MA

- Provided legal representation at a boutique immigration law firm for family petitions, asylum, removal, limited business immigration, and state divorce proceedings working 40 hours a week
- Represented clients before USCIS, the Board of Immigration Appeals, and the U.S. Court of Appeals for the First Circuit
- Managed case files and client correspondence for entire law firm
- Supervised legal assistant's daily tasks including preparation of immigration forms and administrative duties

Attorney — July 2016 – July 2017
Barrales Law — Boston, MA

- Provided legal representation at a private law firm for family petitions, asylum, removal, bond proceedings, credible fear interviews, and family court proceedings for SIJS working 40 hours a week
- Represented immigration clients before USCIS, the Asylum Office, Immigration Court, and the Massachusetts Probate Courts
- Managed active caseload, attended Immigration or Probate Court two to five times a week

Independent Legal Researcher (Contract) — Apr. 2016 – Dec. 2016
Indigenous Peoples Rights Clinic at Suffolk Law School — Boston, MA

- Conducted research on the legislative history of the Maine Indian Claims Settlement Act of 1980
- Analyzed relevant congressional hearings, bill revisions, and government agents' communications
- Prepared published report on findings

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

BAR MEMBERSHIP & EDUCATION

Massachusetts State Bar (2015); U.S. Court of Appeals for the First Circuit (2017)

American Immigration Lawyers Association (2016-current)

Suffolk University Law School — May 2015
J.D., International Law Concentration with Distinction — Boston, MA

Kent State University — May 2012
Bachelor of Arts in International Relations — Kent, OH

PUBLICATIONS

Friederichs, Zyl-Navarro, and Bertino, The Drafting and Enactment of the Maine Indian Claims Settlement Act, (February 2017) (commissioned by the Maine Indian Tribal-State Commission), available at http://www.mitsc.org/
Cited in *Penobscot Nation v. Mills*, No. 16-1424 (1st Cir. 2017) (Judge Torruella, dissenting opinion).

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Puspa Man Joshi

SKILLS SUMMARY

- Worked with refugees for their medical appointments and referrals (provided transportation)
- Operated free Global Language Learning Club on line (focusing on English) for participants from fourty countries.
- Worked as a volunteer for United Way of Nashua to distribute free foods for needy people.
- Worked with Nepali and Hindi speaking parents, and Manchester School District teachers as a family liaison/interpreter (contractor vendor)
- Conducted health orientations. Attended health conferences and seminars.
- Worked with refugees from different countries (Bhutan, Iraq, Democratic Republic of Congo, Sudan, etc.) to enroll their children in the schools and apply for public benefits such as welfare, fuel assistance, and social security card.
- Love to work with refugees and immigrants and enjoy helping them.
- Effective communicator with people from different countries.
- Taught high school Math and Science. High School Administrator in Nepal
- Operated free Nepali language class for children of Nepali descendants in Columbus, Ohio.
- Contributor of articles to the newsletters and magazines published by Nepali diasporas.
- Strong work ethic with an exemplary attendance record.
- Knowledgeable in the use of Microsoft Office Access, Word, Excel, and PowerPoint.
- Nepali/English interpreter for Bhutanese refugees and interpreted a series of presentations for parents of school-age children, topics related to social issues such as education, safety, renter's duties, and elderly abuse.
- Completed medical interpreter training from Language Bank and has been working for this agency.
- I speak and write fluent Nepali, English, Newari (Degree), and speak Chinese Mandarin (Diploma). I also speak basic Swahili and took some courses in Spanish and Russian.
- Coached the table tennis team at the Ohio State University as an assistant coach.

Health Case Specialist (Full time) July 2022-Present

- Providing rides for clients for medical appointments (including lab work, xray, or pharmacy) as well as other purposes such as English tests at HNE or for social gatherings.
- Working on case coordination and submitting the monthly report.
- Helping clients to get medical appoitments when or if they need.

Organizer and Participant
The Global Language Learning Club (Online), Nashua, NH
December, 2021 - Present

- Finding native English speakers as volunteer teachers and recruiting participants.

Nepali Language Interpreter
The Language Bank, Manchester, NH April, 2011 - Present

- Interpreting for Nepali speakers at hospitals, clinics, DHHS and schools.

Nepali Interpreter

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Bring It Program, Manchester, NH — Nov. 2020 - Present

- Interpreting as well as working as a liaison for the After School program

Nepali Interpreter/School Liaison
Manchester School District — March. 2021 - May, 2021

- Interpreting as well as working as a family liaison for the school district.

Volunteer — June 2020 - Present
United Way of Nashua

- Delivering and distributing free lunch and produce for low-income parents
- Collecting stationery for students at the shopping mall.

Health Services Coordinator (Full time since June 2014, Permanent) — June 2013-June 2020

- Providing health records of clients to the health care providers then get a schedule for tuberculosis-test, immunizations, and complete physicals.
- Provide health orientations
- Taking clients to urgent care/emergency when or if needed.
- Attending seminars related to health care.
- Invite health care providers, pharmacy staff, or, medical institute staff to come to the institute to give presentations to the clients and staff
- Providing Nepali language interpretation service to clients during appointments when no service was provided by the health care provider and during in-house orientations as well.

Case Manager (Part time, Permanent) — Aug. 2011-May 2013

- Providing interpretation and translation services to Bhutanese refugees whenever needed.
- Conducting 30 and 90 day home visits and home safety and community orientations.
- Helping clients to apply for welfare benefits, social security cards, and fuel assistance.

School Enrollment Coordinator (Part-time, Temporary) — April 2011-July 2011

- Enroll school-age children and teach-literacy class

Case Manager (Part time, Temporary) — Dec. 2009- March 2011
ABLE Network, Inc., Manchester, NH

- Providing interpretation and translation services to Bhutanese refugees whenever needed.
- Conducting 30 and 90 day home visits and home safety and community orientations.
- Helping clients to apply for welfare benefits, social security cards, and fuel assistance

EDUCATION

PhD., Transportation Psychology
The Ohio State University

MC&RP., City and Regional Planning
The Ohio State University

MSc., Transportation Planning
The Ohio State University

B.E. Highway Engineering
Tungchi University Shanghai, China

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

B.Ed., Math and English
Institute of Education, Kirtipur, Nepal

B.A., Math and Newari Language
Tribhuvan University, Nepal

TRAINING

Completed a senior citizen training provided by AARP
Diploma in the Chinese Language from Peking Language Institute
56 Hours Culture Smart Medical Interpreter Training and self-study of the Swahili language.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Richa Karki

Qualifications include:

- Fluent in English, Nepali and Hindi.
- Honest, Efficient and hardworking
- Experience in food industry, supervisory roles and human services.
- Strong Communication skills and team player.
- Proficient in Microsoft Office (Excel and Word).

Professional Experience:

International Institute of New England, Manchester, NH (Case Specialist) May 2023- Present

Case Specialist, Community Services

- Conduct pre-arrival orientation, weekly intakes, and referrals to relevant health, social, housing, educational, and employment-related services.
- Provide initial reception and placement services, as well as comprehensive case management services to clients including case planning, home visiting, program enrollment, advocacy, and coordinate core services appointments.
- Work to identify at-risk clients, help develop and implement appropriate client service plans, triaging difficult situations, in particular housing issues, medical and behavioral cases, and RHA, DTA, school enrollment, and SNAP complications.
- Support clients with transportation to and from appointments, in particular health appointments.

Stonyfield Farm Inc, Londonderry,NH(Machine Operator) October 2019- December 2022

Machine Operator

- Monitored weight checks, line checks, changeovers, start up, shutdown and other process at the lines.
- Responsible for product quality of assigned line ensuring that all the components used in a process match with Stonyfield standards.
- Responsible for completion of Master sanitation of PM's every 24 and 36 hour cycle .
- Ensured accuracy on operator control sheets.
- Ensured good house keeping, GMP compliance, personal safety and quality of production of assigned line.
- Communicated deviations to supervisor and maintenance and made adjustments when needed to operate machine smoothly

Manpower Group, Manchester, NH (Shift Co-Ordinator) June 2018- October 2019

Onsite Shift coordinator at Weston Foods Bakery

- Works onsite supervising over 20 employees, overseeing daily operation of facility, ensuring coverage and keeping accurate records of employee's attendance, timesheets and tracking assignments.
- Communicating job expectation, supervising and evaluating employees providing positive direction to motivate quality performance under the client's policies and procedures.
- Monitoring site safety and security, GMP rules and hazards at workplace.
- Handling emergencies, preparing and filing accident reports.
- Handling sensitive information with confidentiality.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Rhino Foods, Burlington, VT April 2017-December 2017

Production of ice-cream sandwich and cookie company

- Worked on a production floor assuring quality of products, packaging and labelling.
- Worked on a team with highly physical efficiency.
- Followed instructions with close attention to detail to ensure quality of products.

Vermont Employment Agency, South Burlington, VT September 2017-December 2017

Facilitated as a job recruiter at a temporary employment agency.

- Determined staffing needs in different companies around Burlington, VT.
- Performed in-person and phone interviews with candidates.
- Screened resumes and made recommendation to hiring managers.
- Followed-up with each candidate regarding their performance and handled lay-offs as necessary.

Vermont Refugee Resettlement Program/Education Evaluator. Inc., Colchester, VT August 2016- September 2017

Data Collection Specialist for the Refugee Family Strengthening Program

- Survey former refugee clients about their financial situation, family relationship dynamics and home life.
- Conduct home visit to evaluate client's needs and struggles.
- Complete survey results in database.

Mochheri Traders, Kathmandu, Nepal 2014-2016

CEO of Beverage Distribution Company

- Ordered products and managed the inventory of the products
- Conducted market research to purchase most cost-effective products
- Visited retailers to ensure the quality of products
- Approved purchase orders and performed many administrative tasks
- Monitored progress of major shipments to ensure timely arrivals

Happy Nepal ,Damak Jhapa, Nepal 2013-2014

Counselor- one-year long project funded by the United Nation

- Counseled substance abusers.
- Human resource mobilization and training facilitation.
- Developed period plans.
- Reported and coordinated with CBOs/NGOs/INGOs.

Voluntarily tutoring and Engaged in Child Welfare Activities 2010-2012

Educational Training:

Nepal College of Development Studies, Kathmandu, Nepal 2012-2014

Completed Bachelor's Degree in Social Work

Independent Living Center for Person with Disabilities, Kathmandu, Nepal 2011-2012

Social Internship Program Certification

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Caritas Nepal 2013

Nepali Sign Language

TPO Nepal 2013

Basic Psychosocial Counseling Skills

References:

Available on request basis

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Kateryna Kelly

[redacted]

PROFESSIONAL EXPERIENCE

Senior Program and Contract Manager **January 2024 – Current**

International Institute of New England, Manchester, NH

Program Management and Support

- Manage the day-to-day operations of IINE's strength-based programming for individuals, families, and youth including refugees, asylees, Cuban/Haitian entrants, and other immigrants.
- Support staff in addressing client needs, problem-solving client questions and managing client grievances; provide direct crisis intervention as needed.
- Work closely with the Program Managers in case assignment and ensure core services are provided in a timely manner.
- Meet with staff and help priorities tasks.
- Responsible for timely completion of all relevant program contract reports including quantitative and narrative reports:
  - Manage submission of monthly, quarterly, semi-annual, and annual contract reports
  - Review and revise Managers' reports and/or draft narratives with input from program staff, as required.
- Contribute to the development of funding requests (new proposals and renewals) in coordination with the Managing Director and grants team.
- Conduct internal audits of case files and data collection for case management, employment, education, and skills training services to ensure contract and service compliance.
- Ensure case files are complete and corrections are made by the staff after initial review.
- Maintain a positive "data culture" within the IINE –office:
  - Work closely with the Monitoring and Evaluation team to support program data management activities and IINE data collection efforts.
  - Trouble-shoot and address data collection challenges.
  - Conduct data reviews and carry-out direct data entry as necessary.
- Supervise all client-related expenditures, in coordination with the Community Services Manager and Office Manager, including management of monthly financial reports to IINE's Central office, and back-up the Managing Director in management of site checks, credit card, and debit card.
- Work closely with the Managing Director to maintain community relationships with health centers, public benefits offices, and community and external supports; attend and represent IINE at key program partner meetings and facilitate stakeholder meetings, as assigned.

Staff Supervision

- Assume some management responsibilities as needed.
- Support Managers to set goals and evaluate their direct reports against said goals.
- Ensure weekly supervision and support is provided to interns and volunteers working in relevant program areas.
- Work with the Managing Director on staff recruitment, disciplinary measures, and staff dismissal as necessary.
- Work with Managing Director and Office Manager to develop and maintain appropriate systems and policies for on-call staff (Interpreters and Drivers).

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Community Service Manager **March 2023 – January 2024**

International Institute of New England, Manchester, NH

- Manages a team of 11 people, 7 of whom are direct reports; provides regular feedback and evaluation according to IINE policies and procedures, provides weekly check-ins with each staff member.
- Assures and assigns cases within the team upon receipt of a travel notification.
- Triage difficult situations for own clients and for direct reports' clients, as needed - in particular housing issues, medical and behavioral cases, and public benefits complications.
- Conducts and supervises weekly intakes and referrals to relevant health, social, housing, educational, and employment-related services.
- Provides and supervises comprehensive case management services to IINE clients including case planning, home visiting, program enrollment, advocacy, and coordinate core services appointments.
- Facilitates weekly client focus meetings.
- Ensures IINE staff is assisting with families adjusting to life in the United States and attaining appropriate services; coordinate client services to accomplish goals of individual and family self-sufficiency.
- Works with Case Leads to identify at-risk clients, helps to develop and implement appropriate client service plans.
- Oversees professional and accurate documentation using centralized database, including assessments, client service plans, and case notes. Ensures that the team completes case notes and case documentation timely and accurately.
- Knowledgeable about program services and their outcomes to ensure the company meets or exceeds US Government regulations.
- Secures housing and addresses tenant's concerns; furnishes apartments as needed.
- Works closely with senior management to understand contact requirements their deliverables.
- Works directly with senior management to ensure appropriate distribution of federal and private funds in accordance with contracts.
- Conducts quality assurance reviews of client data files; helps with audits and monitoring preparations.

Office Manager **January 2022 – March 2023**

International Institute of New England, Manchester, NH

- Assisted with data entry and integration within the case management database systems.
- Tracked client assistance payments and support requests.
- Maintained efficient client intake, enrollment, and referral system, which allows clients to receive timely services.
- Assisted Senior Program and Contract Manager with quality assurance review of client records.
- Completed data entry and analysis for donor reports.
- Assisted Senior Program and Contract Manager in completing program reports.
- Supported Senior Program and Contract Manager developing SOPs and training materials for programs.
- Supported, documented, and recorded program purchases for Community Services,
- Employment, ESOL teams online.
- Recorded and stored receipts for client expenditures.
- Monitored client expenditures and ensure expense logs, funding trackers, and client documentation are accurate.
- Tracked the distribution of donations and provided detailed reports to senior directors.
- Processed clients' funds via QuickBooks and ensured all transactions were accurately executed.
- Assisted the Senior Program and Contract Manager as well as the Managing Director with tracking the disbursement of clients' funds.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

- Supported the Managing Director in various administrative tasks including the reimbursement program.
- Facilitated the procurement of miscellaneous items for program staff and clients online.
- Maintained the facility's documents, record storage, and archiving process.
- Answered phone calls, took messages, reviewed and distributed incoming mail, packages, and faxes; handled all outgoing mail and packages.
- Ensured that the reception area, conference rooms, and common areas were clean and organized.
- Assisted with meetings and events; processed party and lunch catering orders as requested.
- Trained new staff in office procedures, set up technology and space for new staff.
- Provided updates and pictures on the site's activities for use on social media, the company website, and the quarterly newsletter.

Operations Manager November **2019 – January 2022**

Duprey Hospitality, Concord, NH

- Knowledge of various property management systems.
- Responsible for reporting and budget planning.
- Ordered all supplies necessary for hotel operations.
- Handled various payment types (e.g., charges, cash, debit, and credit cards).
- Ran daily reports and checked for accuracy against actual hotel operations.
- Responsible for all cash management/banking procedures per standard operating procedures.
- Assigned daily tasks to all team members (10 – 15 employees).
- Scheduled all staff members (10 – 15 employees).
- Conducted interviews, processed onboarding paperwork, and oversaw the hiring process.
- Created training programs for new staff.
- Established standard operating procedures for hotel operations.
- Conducted room inspections.

EDUCATION

- Bachelor's degree in history

Zaporizhzhia National University, Zaporizhzhia, Ukraine

TECHNICAL SKILLS

- Fluent in English, Russian, and Ukrainian.
- Proficient in Microsoft Outlook, Word, Excel, PowerPoint as well as Quick Books Online, and Salesforce.
- Computer Assisted Translation software.

CERTIFICATIONS

- New Hampshire Public Notary (Exp. 5/4/2027)
- US Committee for Refugees and Immigrants Certifications (USCRI)
    - Reception & Placement (R&P)
    - Preferred Communities (PC)
    - Matching Grant (MG)
- Macquarie University's Excel Skills for Business

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Michael Kevin Mailloux

EXPERIENCE

International Institute of New England (IINE) **12/21-Present**
Volunteer Coordinator for Resettlement

- Support administrative, programmatic and community relations functions of the volunteer program
- Ensures volunteers have completed all necessary paperwork
- Supports and delivers volunteer training
- Provides on-the-ground oversight for volunteer activities, including: furnishing apartments, delivering trainings, serving meals, and beyond.

Fidelity Investments **12/03 – 6/21**
Merrimack, New Hampshire
Lead Senior Accounting Analyst

- Demonstrate proficiency in calculating, analyzing and reporting milrates, yields, and NAV's and other fund information daily.
- Prepare and/or review various reports, including exception accounts, aging receivables, and yield analysis.
- Analyze, research, and resolve interest and position breaks exception items.
- Prepare and analyze month-end reconciliation's, expenses, compliance tests, loan analysis, dividend estimates, over/under distributions, financial statements and audit packages.
- Provide daily support of business relationships with customer/suppliers on a fund-specific basis.

Fidelity Investments **2/98 – 12/03**
Merrimack, New Hampshire
Senior Accounting Analyst

- Daily processing for Municipal/Taxable Money Market and Bond funds
- Complete and review month-end/year-end reconciliations
- Work on projects/new initiatives for fund accounting
- Research and resolve interest payment discrepancies
- Process investible cash for trading desk
- Train new hires and cross-train existing staff

Cigna HealthCare/Healthsource New Hampshire, Inc. **9/95 – 2/98**
Hooksett, New Hampshire
Request for Proposal Analyst

- Complete group fact sheet
- Develop new and renewal rate proposals for all Healthsource NH's service area
- Develop/maintain reporting measures for membership on a monthly basis

EDUCATION

Nichols College
Dudley, Massachusetts
Bachelor of Science in Business Administration'
Concentration: Accounting

HONORS

Boston Company "Employee of the Month" award December 1994
Healthsource "Going the Extra Distance" award January 1996
Fidelity Investments "Employee of the Month" award March 2003

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Multiple "Team Player" awards at Fidelity Investments

VOLUNTEER ROCA Kidz Club, Food for Children, NH Food Bank, Vision International Missions

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Sarah A. Niazi

EDUCATION

Manchester Community College, NH
Associates Degree: Liberal Arts
May 2014

WORK EXPERIENCE

International Institute of New England, Manchester, NH
Case Specialist, Manchester **November 2022-present**

- Assist with new arrivals and airport pick up.
- Must be willing to transport clients as needed.
- Conduct weekly intakes and provide referrals to relevant health, social, housing, educational, and employment-related services.
- Provide comprehensive case management services to Institute clients including case planning, home visiting, financial budgeting, program enrollment, advocacy, and coordinate core services appointments.
- Assist clients in applying for SNAP and other state benefits
- Coordinate volunteers to support clients.
- Refer clients to legal immigration services and other internal program referrals
- Counsel and assist families in adjusting to life in the United States and attaining appropriate services.
- Coordinate client services to accomplish goals of individual and family self-sufficiency.
- Work to identify at-risk clients, help develop and implement appropriate client service plans.
- Teach Cultural Orientation workshops, prepare classroom materials, and evaluate client's progress.
- Keep professional and accurate documentation using centralized database, including assessments, client service plans, and case notes.
- Coordinate closely with other Institute programs and services.
- Develop and maintain relationships with community service providers.
- Triage difficult situations, in particular housing issues, medical and behavioral cases, and public benefits complications.
- Attend trainings and contractual meetings as needed.
- Attend staff meetings and weekly Client-focused meeting.
- Provide ongoing supervision and support of interns and volunteers, including daily assignment of tasks and review of completed activities.
- Perform all other duties assigned by supervisor.

Site Coordinator, 21st Century Program, Manchester School District, Manchester, NH
July 2014- April 2022

- Design and run successful after school program to ensure a safe and enjoyable environment for the student participants.
- Hired and managed a full staff to accomplish the common goal of creating a successful after school program.
- Communicated regularly with city and school administration and parents of students to ensure the success of each student.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

- Managed every aspect of the program including student registrations, staff, program budget, employee scheduling, day to day operations, annual reports.

After School Administrative Assistant, Manchester NH **2009-2014**

- Assisted an after school program by providing help with homework.
- Ran various clubs through which taught the students cooperative and leadership skills.
- Administrated and created programing to foster the developing and growth of self-confidence and self-esteem for the students.

Tea Kwon Do, Manchester NH **2004-2018**

- Earned black belt and advanced to second degree black belt.
- Became and instructor, and taught many classes
- Fostered discipline and focus.

Student/Coach, Unicycle, Manchester NH **2002-2014**

- Learned how to ride a unicycle as a student, and returned as an instructor teaching other students how to ride a unicycle
- Developed the confidence of students by successfully coaching them to ride a unicycle
- Fostered leadership of advanced unicycle riders by assigning them positions to assist intermediate and novice riders.
- Provided Encouragement to students.
- Analyzed with students their mistakes and how to correct them in order to become better riders.

RELATED EXPERIENCE

Volunteer, Manchester New Horizon, Manchester NH **2007-2018**

- Assisted the Food Pantry with organizing and handing out food to the needy.
- Provided exceptions services to the people that came to the soup kitchen.

References available upon request

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Furaha Nyirarukundo

[redacted]

Work Experience:

International Institute of New England, City, State — March 2023 - Present

Case Specialist, Health Promotions

- Conduct enrollments and needs assessments with new clients; facilitate development of individualized, mutually agreed upon goals and care plans.
- Provide workshops and trainings related to Health Care and Domestic Violence
- Coordinate clients' care with relevant medical and social service providers; plan, implement, and evaluate treatment options and services to promote quality and cost-effective physical and mental health outcomes for each client.
- Keep professional and accurate documentation in online databases; maintain client case file and case notes; contribute to monthly/quarterly/annual reporting as assigned.

Alpha Home Care, Nashua, NH — August 2021 – March 2023

Personal Care Worker, Home Health Care Services

- Provided assistance with environmental and nutritional support.
- Helped with personal hygiene, feeding, and dressing.
- Supported clients with picking up medication, groceries, and doing laundry.
- Helped organize clients schedule and planned appointments.

WIS International Manchester, NH — May 2021 – August 2021

Inventory Specialist, Production Department

- Scanned barcodes for current inventory at customers' locations to provide up to date inventory information that would assist customers in making the best business decisions.
- Attended training and inventory events.
- Completed all tasks assigned to me by my Inventory Supervisor in a timely manner.
- Maintained and updated inventory records and system to ensure timely and accurate inventory tracking.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Education:

Uganda Camp School, Kampala, Uganda 2007 – 2009

- General Studies

International Institute of New England, Manchester, NH, USA October 2019 – August 2021

- English for Speakers of Other Languages (ESOL)

International Institute of New England, Manchester, NH, USA July 2021 – June 2022

- English as a Second Language (ESL)

International Institute of New England, Manchester, NH, USA July 2022 – September 2022

- IELCE

Skills:

- Multilingual (fluent in Swahili, Kinyarbwisha/Kinyarwanda, and English)
- Proficient in Microsoft Office, including Word, Outlook, and Excel
- Customer Service Skills
- Great communication skills

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Colin Rugg [redacted] [redacted]

Colin Rugg
[redacted]

Professional Experience

International Institute of New England

Working at the International Institute of New England, I worked to provide direct material and psychosocial support to refugees, asylees, and other displaced populations. Our work is based on strengths-based case work for community development and social integration. In my positions at this organization, I worked collaboratively with internal and external partners to develop targeted interventions to improve outcomes for resettled individuals and families.

Community Services Manager
February 2024—present

- Managed the community service team in the provision of services to refugees.
- Maintained public and private grants.
- Developed strong community relationships with community partners.

Lead Case Specialist, Community Services
August 2023—February 2024

- Coached and lead a team of up to 3 Case Managers to implement R&P and RSS programs.
- Ensured all core services are completed in a timely manner including the provision of per
- Ensured that case file documentation is maintained in compliance with contract requirements.

Refugee IDA Program Specialist
December 2022—August 2023

- Established and maintained program policies, protocols, and reporting requirements.
- Collaboratively developed savings plans, support, and frequent check-ins with a client caseload
- Developed and maintained strong relationships with community partners.
- Coordinated workshops and seminars pertaining to economic empowerment and self-sufficiency.

Community Services Intern
September 2022—December 2022

- Assisted staff with case management services for refugees, asylees, and other ORR-eligible classes.
- Managed client documentation and prepared files for audit.
- Engaged critically with case management through integrated graduate-level coursework focused on the content of the internship, with a focus on ethical concerns and best practices of care.

Billerica Public School
Psychosocial Interventionist
February 2021—May 2022

Provided targeted interventions to support students grades K-4 with lagging social and emotional skills including grounding techniques, dialogue for conflict management, and executive functioning skills. This included:

- Collecting qualitative and quantitative behavioral data and referred at-risk students
- Providing targeted interventions to a caseload of students flagged for lagging skills.
- Tracking and analyzing student Response to Intervention (RTI).

Boston Public Market
Seasonal Market Manager
June 2020—November 2020

- Managed vendors and daily functioning of BPM's seasonal farmers markets at Dewey Square and Seaport.
- Coordinated with vendors, BPM leadership, and partnering nonprofit organizations to promote vendors and organize events.

Technical Skills

Microsoft Suite (including Word, Excel, Outlook, and PowerPoint)
Geographic Information System
Organizational, verbal, written, and interpersonal skills

Education

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Colin Rugg [redacted] [redacted]

Bachelor of Arts
Geography, Global Studies, and Russian Language & Culture
University of Vermont
2014—2018

Benedict Prize for Top Student Essay in International Affairs, 2018
Russian House, 2015-2017
Integrated Social Sciences Program, 2014

Oral Presentations

Rugg, Colin 2023. "Building Equitable Registered Apprenticeship and Pre-Apprenticeship Programs." Apprenticeship New Hampshire Summit, November 2023. Panel.
Rugg, Colin 2022. "Russian 011A: Русский язык и карьера (Careers in Russian Language)." University of Vermont Department of German and Russian, February 2022. Panel.
Rugg, Colin 2017. "Protests and Social Justice in Oaxaca, Mexico." GEOG 050: Global Environments & Cultures, November 2017. University of Vermont. Lecture.

Research Presented at Undergraduate Conferences

Rugg, Colin "Making Southern Africa through Dress." Spring 2018. Making Southern Africa, student research project. University of Vermont.
Rugg, Colin "The Impact of Global Warming on Indigenous Health in the Russian Arctic." Spring 2018. The Circumpolar Arctic, University of Vermont, literature review. University of Vermont.
Rugg, Colin. "Nation-building through the Media in the Early Turkish Republic." Spring 2017. Geography of the Middle East, University of Vermont, student paper. University of Vermont.
Quinn, B., **Rugg, C.**, Whelan, S. "The Effects of the Green Revolution, NAFTA, and Globalization on *Campesinos* in Oaxaca, Mexico." Spring 2016. Oaxaca Research Seminar & Independent Study, student ethnography. University of Vermont.

Funded Professional Certifications and Professional Development

2023 Embracing Refugees, Immigrants, and Asylees through Trauma Informed Care, Connecting Cultures
2023 Psychological First Aid for Refugees, United States Committee for Refugees and Immigrants
2023 Psychosocial Support for Migrants, International Organization for Migration (IOM)
2022 Community-Based Mental Health and Psychosocial Support in Emergencies and Displacement, IOM
2022 Psychological First Aid, National Child Traumatic Stress Network
2022 Supporting LGBT+ Youth in School and Community Settings
2022 Crisis Prevention Intervention certification, CPI Institute
2022 QPR Gatekeeper Training for Suicide Prevention, QPR Institute

Volunteer Community Services

2023–Present Committee Chair, Economic Justice Committee, NAACP Manchester NH
2023–Present Red Cross, Disaster Cycle Services
2016–2018 Disaster Relief Mapping, OpenStreetMap

Languages

English, Native
Spanish, B2 (DELE, 2016)

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Zazie A. Sawyer

[redacted]

Skill Areas

Disaster Relief
Women's Issues
Interactive Teaching/Learning
Microsoft Word, Excel, Powerpoint
Sensitive to Cultural Diversity
Excellent Interpersonal Skills
Flexible
Community Outreach/Organizing

Education

2009 – 2013 **University of West Florida** - Pensacola, FL

Bachelor of Arts : International Studies

Minor in Maritime Studies

Work Experience

04/2023 – Present **International Institute of New England** – Manchester, NH.

Case Specialist, Community Services.

Provide initial reception and placement services as well as comprehensive case management services to clients including case planning, home visiting, program enrollment, advocacy, and coordinate core services appointments.

06/2019 – 07/2020 **Montessori School Of Pensacola** – Pensacola, FL.

Assistant Teacher.

Assisted with classroom management, lesson planning, grading and tutoring for ages 9-12.

11/2017 – 08/2018 **Greenpeace** – St. Petersburg, FL. *Community Organizer*

Responsible for community outreach, acquiring new monthly Greenpeace members, promoting and educating the public on company missions and values through social media platforms and in person.

Volunteer Experience

10/2017 – 11/2017 **American Red Cross** – USVI/St. Thomas *Disaster Relief Volunteer*

Coordinated and executed logistics for bulk distribution of emergency supplies and various door-to-door relief aid after Hurricane Maria.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

06/2014 – 10/2015 **United States Peace Corps** – Burkina Faso, West Africa *Volunteer*

TEFL Volunteer to 200 students ages 14-20. Gender Development Club/Girl's Club Organizer.

Languages

Bilingual French/English

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

CHIARA A. ST. PIERRE, ESQ.

LEGAL EXPERIENCE

INTERNATIONAL INSTITUTE OF NEW ENGLAND Boston, MA
Nonprofit
Senior Director, Immigration Legal Services DECEMBER 2022 – PRESENT

Oversee IINE's Immigration Legal Services program, including a diverse team of nine attorneys, Department of Justice Accredited Representatives, and administrators as well as the budget. Served over 2,000 unique clients in FY 23 and on track to exceed that number in FY 24. Collaborate with IINE executive and leadership teams to develop new legal programming that aligns with our organizational continuum of care. Provide creative and cost-effective solutions for providing interpreters, services, and legal representation while staying within budget. Research, apply for, and procure new funding opportunities. Serve as media representative for anything related to immigration and spearhead advocacy efforts for causes impacting IINE clients (Title 42, asylum reform, Afghan Adjustment Act, Work and Family Mobility Act, TPS Designations).

Managing Attorney, Immigration Legal Services DECEMBER 2019 – DECEMBER 2022

Grew program from team of two to nine while also managing the budget (mix of public grants, private funding, and revenues). Lead team of attorneys and Department of Justice Accredited Representatives to provide immigration legal services to over 1,800 refugees, asylees, immigrants (including students, professionals, and entrepreneurs). Supervised daily operations and case filings and developed best practices for internal policy and procedure. Oversaw rapid program expansion due to the U.S. government evacuation efforts in Afghanistan and served over 500 Afghan clients in 2021. Worked closely with other community-based organizations to ensure clients received holistic care, addressing their many needs beyond legal representation.

LAW OFFICE OF TRUPTI N. PATEL & ASSOCIATES Burlington, MA OCTOBER 2015 – DECEMBER 2019
Immigration Law Firm
Attorney

Managed business immigration unit including paralegals and legal assistants working on high-volume and diverse caseload of both immigrant and nonimmigrant matters. Supervised daily operations and case filings for over 100 corporate clients. Liaised with multiple government agencies including USCIS, ICE, CBP, and DOL on a regular basis. Represented clients at USCIS interviews. Strategized and prepared responses to complex RFEs and PERM audits with high success rate. Provided clients with thorough, creative and client-centered approach to immigration strategy and filing as well as up-to-date information regarding changes in immigration policy or law and modified case strategy accordingly. Active in local immigration community and often participated in community outreach events as well as providing pro bono assistance to an area nonprofit providing domestic violence support and recovery to immigrant women.

LAW OFFICE OF CHERIE E. COOKORINIS, P.C. Sandy Springs, GA NOVEMBER 2013 – OCTOBER 2015
Immigration Law Firm
Associate Attorney

Worked with diverse clientele to file both immigrant (EB-1, EB-2, & EB-3) applications, and nonimmigrant (E-2, E-3, H-1B, L-1, O-1, TN, and R-1) employment-based petitions. Representative clients included members of the business, energy, education, and technology sectors. Highlights included successfully appealing a complex H-1B revocation for a global technology consulting group; an EB-1 approval for a material chemist specializing in asymmetrical nickel-carbon supercapacitor products; and a PERM approval after filing a second request for reconsideration with the Department of Labor. Handled all phases of the immigration process including case analysis, development of strategy, file preparation, drafting supporting documents, and guidance during consular processing. Attended USCIS interviews. Secured new clientele and maintained professional relationships and high-levels of communication with all clients. Assigned, supervised, and reviewed the work of paralegal and legal assistant. Oversaw the firm's transition to an online case management system and developed the firm's policy and procedure for using the new system.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

CHIARA A. ST. PIERRE, ESQ.

KEVIN A. ADAMSON, P.C. - TRIAL LAWYERS Norcross, GA — FEBRUARY 2013 – NOVEMBER 2013
Personal Injury Law Firm
Attorney (Contract Position through Robert Half Legal)

Contributed to over a half million dollars in negotiated settlements. Independently produced over $250,000.00 in contingent fees in less than six months. Representative cases include dog bites, improper disposal of human remains, slip and fall, auto accidents, and products liability. Recovered compensatory and punitive damages against personal property owners, liability insurance carriers, and a major metropolitan hospital. Involved at all phases of representation including evaluation, demand, settlement, pre-trial and trial.

THE LAW OFFICE OF SUSAN PAI Jacksonville, FL — DECEMBER 2010 – DECEMBER 2012
Immigration Law Firm
Associate Attorney

Handled large and varied caseload of employment-based (nonimmigrant and immigrant petitions) and family-based immigration matters. Represented clients through all stages of the immigration process, from case review and analysis, to developing strategy, preparation, filing, and representation at interview. Filed successful H-1B, L-1, and EB visa petitions for multi-national corporations as well as RFE responses, PERM Audits, and appeals. Advised international students on F-1 and J-1 visas of their options upon graduation. Defended clients accused of deportable criminal felonies in district court. Trained, supervised, and reviewed the work of Law Clerks and Legal Interns.

SEROTTE SCARBOROUGH & ASSOCIATES, Jacksonville, FL — FEBRUARY 2010 - NOVEMBER 2010
Immigration Law Firm
Associate Attorney

Prepared H-1B and L-1 visa petitions for Fortune 500 companies. Successfully responded to complex RFEs for a variety of employment-based cases. Argued complex petitions, such as a successful N-400 for a civilian permanent resident living on a catamaran abroad and an international grandparent adoption. Managed high-volume and time sensitive caseload with high success rate; consistently exceeded monthly production minimum by over 70%.

HAYDEN LAW, Jacksonville Beach, FL — JANUARY 2009 - FEBRUARY 2010
Civil & Family Law Firm
Law Clerk

Drafted multiple estate documents, including wills, powers of attorney, and health care surrogates. Negotiated with banks and credit agencies on behalf of clients facing foreclosure and collection proceedings. Prepared numerous court documents and pleadings for family law and probate cases.

BAR MEMBERSHIP

Eligible for Admission by Motion to Massachusetts State Bar (expected 2024).
Admitted to Florida State Bar, September 2009.
Admitted to U.S. District Court for the Middle District of Florida, February 2012 (currently inactive).
Admitted to Georgia State Bar, July 2014 (currently inactive).

EDUCATION

FLORIDA COASTAL SCHOOL OF LAW, Jacksonville, FL — AUGUST 2006 – MAY 2009
Juris Doctor

Honors: Advanced Legal Writing Certificate; Pro Bono Certificate; Dean's List
Publication: Co-Editor, *Global Viewpoints: Climate Change*, a college-level textbook addressing the impact of global warming. ISBN: 978-0-7377-4156-8

ELON UNIVERSITY, Elon, NC — AUGUST 2002 - JANUARY 2006
Bachelor of Arts: Broadcast and Corporate Communications, Minor in Professional Writing

Honors: Dean's List; Lambda Pi Eta (Communications Honor Society)

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

Jamie Lee Suarez

[redacted]

SUMMARY OF QUALIFICATIONS

- Well organized, self-motivated, honest and dependable
- Excel in proofreading and editing skills
- Familiar with AP style format
- Able to meet deadlines in a timely fashion
- Confident in making independent decisions
- French language skills
- Excellent budgeting skills
- Proficient in Microsoft Word, Excel and Publisher
- Proficient in Google Docs, Excel, Slides and Meet

WORK HISTORY

School Impact Coordinator, International Institute of New England, Manchester, NH, February 2022 - present

- When appropriate and/or requested by School or Parents, attend IEP/504 and other parent teacher meetings that involve the child.
- Accompany families and Case Managers on school tours.
- Support school enrollment process for newly arrived refugee youth.
- Work in partnership with Case Managers to develop service plans to address the family needs of newly arrived refugee and asylee clients and provide client information to schools.
- Work to identify and build relationships and referral networks for youth centered programs and supports, including after school and summer programs.
- Work collaboratively with New Hampshire Public Schools, spending time in the school and in regular communication with teachers, administrators and social workers.
- Provide weekly updates to all site staff that includes a list of all case notes written and confirmation that all case notes in each case are up to date.
- Attend bi-weekly staff meetings and weekly Client Disposition meetings.
- Maintain all client notes in the Apricot database.
- Reporting responsibilities as assigned.
- Assist Case Managers when possible.

DocuSign Envelope ID: CB7E560D-AEED-48A5-9088-2488578A9226

SMG, SNHU Arena, Box Office Teller, Manchester, NH, January 2008-present

- Assist customers with purchase/return of event tickets
- Help train new employees
- Ensure event vouchers are properly counted and logged
- Cashier
- Miscellaneous projects for management

21st Century Afterschool Program Site Coordinator, Manchester, NH, August 2007- February 2022

- Coordinated all aspects of a before and after school program for at-risk youth, including maintaining a program budget, staff recruitment and program design
- Coordinated all aspects of a four to six week summer program for at-risk youth, including maintaining a program budget, staff recruitment and program design
- Assisted at-risk elementary school children with their homework, school work and class projects
- Mentored at-risk elementary school children for both educational and personal issues
- Hired and managed staff to teach classes within the program
- Assured staff had all necessary program supplies in order to teach classes within the program
- Kept track of the allotted budget for the site, including staff pay, office supplies and program supplies
- Implemented the SES (Supplemental Educational Services) Program into the 21st Century Afterschool Program at Henry Wilson Elementary School for the three year grant period it was available
- Built and maintained community partnerships
- Completed daily, weekly, monthly and yearly reports in compliance with the current grant standards for the Department of Education
- Assisted program families with the registration process for the school year and summer program
- Contacted school personnel on behalf of the families regarding assistance for a variety of needs, both educational and personal
- Completed data entry into the Cayen database in a timely manner
- Was a member of the 21st Century Program Mentor Team for the Manchester School District, mentoring new Site Coordinators on program policies, procedures and day to day operations
- Was part of a small team who created an Operations Manual for the Manchester 21st Century Program

EDUCATION

- University of New Hampshire at Manchester, Bachelor of Arts, English, December 2003
- Louisiana State University, General Courses, January 2001-May 2002
- Manchester Community College, Credits earned in Early Childhood Education

NH Department of Health and Human Services

KEY PERSONNEL (Afghan Health Promotion)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Puspa Joshi	Health Case Specialist	$20,874.00	$57,985.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (Afghan Legal Assistance)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Chiara St. Pierre	Immigration Legal Services Director	$45,479.88	$168,444.00
Taylor Holmes	Administrative Assitant	$16,858.42	$54,382.00
Katelyn Bertino	Managing Attorney	$39,272.76	$109,091.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (Afghan Social Services)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Sarah Niazi	Lead Case Specialist	$59,366.00	$59,366.00
Richa Karki	Case Specialist	$54,490.00	$54,490.00
Rachel Brawner	Case Specialist	$11,597.00	$57,985.00
Colin Rugg	Community Services Manager	$11,873.20	$59,366.00
Andrew Cullen	Career Services Manager	$34,251.50	$68,503.00
Kateryna Kelly	Senior Program & Contract Manager	$26,013.96	$83,916.00
Henry Harris	Managing Director	$19,736.70	$131,578.00

NH Department of Health and Human Services

KEY PERSONNEL (Refugee Health Promotion)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Furaha Nyirarukundo	Health Case Specialist	$32,149.10	$54,490.00
Wendy Brooks	Volunteer Manager	$40,416.77	$68,503.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (School Impact)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Jamie Suarez	School Impact Specialist	$16,235.80	$57,985.00
Mike Mailloux	Volunteer Coordinator	$10,437.30	$57,985.00
Zazie Sawyer	Lead Case Specialist	$35,619.60	$59,366.00
Colin Rugg	Community Services Manager	$10,275.45	$68,503.00
Kateryna Kelly	Senior Program & Contract Manager	$4,195.80	$83,916.00
Henry Harris	Managing Director	$6,578.90	$131,578.00

NH Department of Health and Human Services

KEY PERSONNEL (Targeted Refugee Health Promotion)

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

Job descriptions not required for vacant positions.

Contractor Name: IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Puspa Joshi	Health Case Specialist	$1,275.67	$57,985.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (Ukraine Health Promotion)

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

Job descriptions not required for vacant positions.

Contractor Name IINE-Manchester

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Puspa Joshi	Health Case Specialist	$35,950.60	$57,985.00
Colin Rugg	Community Services Manager	$2,055.24	$68,508.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (Ukraine Social Services)

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

Job descriptions not required for vacant positions.

Contractor Name: ~~IINE-Manchester~~

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Jamie Suarez	School Impact Case Specialist	$41,749.20	$57,985.00
Colin Rugg	Community Services Manager	$17,125.75	$68,503.00
Kateryna Kelly	Senior Program & Contract Manager	$2,517.48	$83,916.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

NH Department of Health and Human Services

KEY PERSONNEL (Case Coordination)

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

Job descriptions not required for vacant positions.

Contractor Name: **IINE-Manchester**

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Doris Escobar	Case Specialist	$21,796.00	$54,490.00
Mike Mailloux	Volunteer Coordinator	$6,958.20	$57,985.00
Kateryna Kelly	Senior Program & Contract Manager	$4,195.80	$83,916.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
	total	$32,950.00	