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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN, YOUTH & FAMILIES

Lori A. Weaver  
Commissioner

Marie Noonan  
Interim Director

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4451 1-800-852-3345 Ext. 4451  
Fax: 603-271-4729 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 8, 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, Division for Children, Youth and Families, to amend an existing contract with Northeast Family Services of New Hampshire, Inc. (VC #307446), Manchester, NH, to continue to provide and expand Roadmap to Reunification services, by exercising a renewal option by increasing the price limitation by \$2,875,487 from \$2,814,699 to \$5,690,186 and by extending the completion date from August 31, 2024 to August 31, 2026, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 11, 2020, item #08, amended on August 17, 2022, item #09, and most recently amended on November 29, 2023, item #08.

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**

The purpose of this request is to add three (3) additional full-time Roadmap to Reunification staff to the program, including one (1) Roadmap to Reunification specialist to facilitate standard Roadmap to Reunification cases; one (1) additional Master's level clinician to provide clinical services to "high need" families; and one (1) Roadmap to Reunification assistant supervisor. The Contractor is trained in and has successfully implemented Nationally recognized Wraparound services in New Hampshire. By incorporating the additional staff, the program will continue to expand Wraparound services and, with a sustained focus on reunification efforts, will continue to strive to improve family engagement.

The Contractor will expand holistic wraparound facilitation services to children who are in residential out of state, acute hospital care, or residential care in state who are in the care of the Department and need extra supports to step out into the community or to reunify, and facilitate the Roadmap to Reunification meetings for the Hope Program, with engagement and wraparound services for youth ages 18-21, for whom the Department is legally responsible. The Hope

Program allows youth to remain with their foster families through age 21 and continue to receive Department services and critical support as they transition to adulthood. The program is voluntary for young adults ages 18-21 who are enrolled in high school or a high school equivalency program; in college, or a vocational program six (6) or more hours per semester; employed 80 hours per month; or participating in a program designed to promote employment.

Since October 2022, Roadmap to Reunification has served more than 900 children and families. The additional staff will expand current services, facilitate the Roadmap to Reunification meetings for the Hope Program, and ensure 25 additional "high need" families receive intensive, holistic wraparound facilitation services over the next year.

The Contractor will provide expanded services, as indicated above, and will continue to facilitate meetings between caretakers, birth parents and team members involved in the reunification process within ten (10) days of the child being removed from their home. The Contractor will assist with developing reunification goals, implementing solution-based techniques and motivational interviewing methodologies throughout the child protective process, and will ensure children and their families have periodic case reviews to support the reunification process. The Contract will ensure case-specific multi-disciplinary teams assess cases to identify potential resources and develop strategies to meet children's needs, with the ultimate goal of improving safety, permanency and well-being for each child.

The Department will monitor the Roadmap to Reunification Program, the Hope Program and families with "high needs" receiving services by ensuring:

- Eighty-percent (80%) of all referred cases must have a comfort call, or at least a comfort call attempt, within 24 hours of placement;
- Eighty-percent (80%) of all case reviews for children or youth entering an out-of-home placement must be held within ten (10) calendar days of the child/youth entering an out-of-home placement or a referral being made; and
- Ninety-percent (90%) of all cases must reflect an increase in parenting time within the six (6) month R2R Program period.

As referenced in Exhibit A, Revisions to Standard Contract Provisions, Section 1.1 of the original agreement, the parties have the option to extend the agreement for up to four (4) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for two (2) of the two (2) years available.

Should the Governor and Council not authorize this request the Department will not have the resources needed to continue to effectively implement the Roadmap to Reunification Program, successfully meet federal requirements for the Hope Program, and serve a greater number of "high need" families with children placed in residential care.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #93.645, FAIN #2401NHCWSS, Assistance Listing Number #93.556, FAIN #2401NHFPSS, Assistance Listing Number #93.669, FAIN #2201NHNCAN, and Assistance Listing Number #93.558, FAIN #2201NHTANF.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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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

*The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence.*

05-95-42-421010-2968000 Health and Social Services, Dept of Health and Human Svcs,  
HHS: Human Services, Child Protection, Title IVB Subpart I

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500734	Contracts for Prog Svc	42106801	\$312,500	\$0	\$312,500
2022	102-500734	Contracts for Prog Svc	42106801	\$375,000	\$0	\$375,000
2023	102-500734	Contracts for Prog Svc	42106801	\$442,856	\$0	\$442,856
2024	102-500734	Contracts for Prog Svc	42106801	\$457,256	\$0	\$457,256
2025	102-500734	Contracts for Prog Svc	42106801	\$124,112	\$207,200	\$331,312
2026	102-500731	Contracts for Prog Svc	42106801	\$0	\$416,199	\$416,199
2027	102-500731	Contracts for Prog Svc	42106801	\$0	\$182,559	\$182,559
			<b>Subtotal</b>	<b>\$1,711,724</b>	<b>\$805,958</b>	<b>\$2,517,682</b>

05-95-42-421010-29730000 Health and Social Services, Dept of Health and Human Svcs,  
HHS: Human Services, Child Protection, Promoting Safe-Stable Families

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500734	Contracts for Prog Svc	42107306	\$170,833	\$0	\$170,833
2022	102-500734	Contracts for Prog Svc	42107306	\$205,000	\$0	\$205,000
2023	102-500734	Contracts for Prog Svc	42107306	\$252,123	\$0	\$252,123
2024	102-500734	Contracts for Prog Svc	42107306	\$252,123	\$0	\$252,123
2025	102-500734	Contracts for Prog Svc	42107306	\$42,020	\$210,103	\$252,123
2026	102-500731	Contracts for Prog Svc	42107306	\$0	\$300,000	\$300,000
2027	102-500731	Contracts for Prog Svc	42107306	\$0	\$0	\$0
			<b>Subtotal</b>	<b>\$922,099</b>	<b>\$510,103</b>	<b>\$1,432,202</b>

05-95-42-421010-29730000 Health and Social Services, Dept of Health and Human Svcs,  
HHS: Human Services, Child Protection, Promoting Safe-Stable Families

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500734	Contracts for Prog Svc	42107349	\$180,876	\$0	\$180,876
			<b>Subtotal</b>	<b>\$180,876</b>	<b>\$0</b>	<b>\$180,876</b>

05-95-042-421010-29690000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,  
HHS: HUMAN SERVICES, CHILD PROTECTION, CAPTA

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2025	102-500734	Contracts for Prog Svc	42106901	\$0	\$565,270	\$565,270
2026	102-500731	Contracts for Prog Svc	42106901	\$0	\$379,156	\$379,156
			<b>Subtotal</b>	<b>\$0</b>	<b>\$944,426</b>	<b>\$944,426</b>

05-95-045-450010-61460000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES  
HHS: HUMAN SERVICES-DEHS, BUREAU OF FAMILY ASSISTANCE, TEMP ASSISTNC TO NEEDY FAMILIES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2025	102-500731	Contracts for Prog Svc	45030209	\$0	\$256,250	\$256,250
2026	102-500731	Contracts for Prog Svc	45030209	\$0	\$307,500	\$307,500
2027	102-500731	Contracts for Prog Svc	45030209	\$0	\$51,250	\$51,250
			<b>Subtotal</b>	<b>\$0</b>	<b>\$615,000</b>	<b>\$615,000</b>

Total \$2,814,699 \$2,875,487 \$5,690,186

**State of New Hampshire  
Department of Health and Human Services  
Amendment #3**

This Amendment to the Roadmap to Reunification contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Northeast Family Services of New Hampshire, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 11, 2020, Item #8, as amended on August 17, 2022, Item #09 and as amended on November 29, 2023, Item #08, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
August 31, 2026
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$5,690,186
3. Modify Exhibit B – Amendment #1, Scope of Services; Section 1.1., to read:
  - 1.1. The Contractor shall provide statewide Roadmap to Reunification services to families who have children or youth, for whom the Department is legally responsible, residing in foster and relative caregiver settings, participating in the Hope Program as specified in Subsection 1.4.1., or considered "high need" cases, which require clinical services as specified in Subsection 1.4.1.
4. Modify Exhibit B – Amendment #1 Scope of Services, Section 1.7.1. to read:
  - 1.71. The Department shall provide the Contractor with fourteen (14) laptop computers for Contractor workforce use while conducting State business associated with this Agreement.
5. Modify Exhibit B – Amendment #1 Scope of Services, Section 1.7.2.7. to read:
  - 1.7.2.7. The Contractor must ensure that all fourteen (14) laptops are returned to the Department, with an Asset Inventory, within thirty (30) business days of contract completion date. Prior to the return of the laptops, the Contractor shall work with the Department's point of contact (POC) to reconcile the Asset Inventory/laptop inventory list.
6. Modify Exhibit B – Amendment #1 Scope of Services, Section 1.13.3. to read,
  - 1.13.3. Roadmap Specialists must complete the Case Transfer form to be submitted via encrypted email and hardcopy at the six (6) month Permanency Planning Team (PPT) meeting. The Contractor must ensure:
    - 1.13.3.1. The "Roadmap to Reunification Survey" is offered at the conclusion of every case review meeting in order to use the findings to improve the Roadmap to Reunification process and the outcomes. This survey will not contain PHI or PII.
    - 1.13.3.2. By discharge at the six (6) month PPT meeting, the Roadmap Specialist must

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connect with the assigned Child Protection Service Workers (CPSW) Juvenile Probation and Parole Officer (JPPO) and Division for Children Youth and Families (DCYF) Service Array Specialist identified for the specific District Office to provide recommendations for services to support ongoing reunification efforts.

7. Modify Exhibit B – Amendment #2 Scope of Services, Section 1.14.1. to read,

1.14.1. The Contractor shall ensure a minimum of nine (9) full-time Roadmap to Reunification (R2R) specialists; three (3) full-time R2R Master's level clinicians, as defined in Subsection 1.14.1.1.; one (1) full-time R2R supervisor and one (1) full-time R2R assistant supervisor are allotted at forty (40) hours per week for each position. The Contractor shall work with the Department to arrange for additional staff and Department-issued laptops if needed, and will work with the Department if additional workforce staff require access to the Department's network or system(s).

1.14.1.1. A "Master's level clinician," must have a Master's degree in counseling, psychology, special education or related human services field; with a minimum of one (1) year of experience working with children, youth and families in a home or community-based setting (this experience is highly desirable, but not required); and experience working with children diagnosed with behavioral-emotional disorders (this experience is preferred, but not required). The R2R supervisor must be dedicated solely to the R2R services. The clinicians must be dedicated to providing intensive and comprehensive, holistic wraparound facilitation services in "high need" cases to children in care through DCYF, who are either in: out of state residential care settings; acute hospital care settings or in residential care settings and are in need of addition supports and services in order to achieve reunification or placement in a less restrictive and/or community-based home environment. Wraparound services include but are not limited to individual contact with all R2R team members to build rapport and strengthen relationships, gain individual perspectives on goals, and identify barriers in reaching defined goals. The R2R clinicians must provide a strength-based approach with families and team members while gathering qualitative data, providing motivational interviewing, systematic level assessment and making clinical recommendations for supports and services.

1.14.1.2. Roadmap to Reunification services for the Hope Program means the Contract must provide engagement and wraparound facilitation services for youth ages 18-21, for whom the Department is legally responsible. The Hope Program is voluntary for young adults ages 18-21 who are enrolled in high school or a high school equivalency program; in college, or a vocational program six (6) or more hours per semester; employed 80 hours per month; or participating in a program designed to promote employment. Participants in the Hope Program must continue to receive case management and other supportive services through the Department.

8. Modify Exhibit B – Amendment #1 Scope of Services, Section 3.1.2. to read:

3.1.2. Eighty-percent (80%) of all case reviews for children or youth entering an out-of-home placement, must be held within ten (10) calendar days of the children/youth entering an out-of-home placement or a referral being made;

9. Modify Exhibit C, Payment Terms; Section 1., to read:

1. This Agreement is funded by:

- 1.1. 3%, Promoting Safe and Stable Families Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.556, FAIN #2001NHFFTA.
- 1.2. 12% 2022 TANF, as awarded on 7/1/2022, by the Administration for Children and Families, CDFA #93.558, FAIN #2201NHTANF.
- 1.3. 16% Child Abuse and Neglect State Grants, as awarded on 6/3/2022, by the Administration for Children and Families, CDFA #93.669, FAIN #2201NHNCAN.
- 1.4. 25% MaryLee Allen Promoting Safe and Stable Families Program, as awarded on 4/29/2024, by the Administration for Children and Families, CDFA #93.556, FAIN #2401NHFPSS.
- 1.5. 44% Stephanie Tubbs Jones Child Welfare Services Program, as awarded on 4/30/2024, by the Administration for Children and Families, CDFA #93.645, FAIN #2401NHCWSS.

10. Modify Exhibit C, Payment Terms, by adding Section 1.3, to read:

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 item, as specified in Exhibits C-1, Budget through Exhibit C-13, Budget Sheet – Amendment #3.

11. Modify Exhibit C-11, Amendment #2 Budget, by replacing it in its entirety with Exhibit C-11, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

12. Add Exhibit C-12, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

13. Add Exhibit C-13, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

8/7/2024

Date

DocuSigned by:  
*Marie Noonan*  
2FCCB724C31F40F...  
Name: Marie Noonan  
Title: DCYF Interim Director

Northeast Family Services of New Hampshire, Inc.

8/6/2024

Date

DocuSigned by:  
*Nidhi Turner*  
68F441645D3E428...  
Name: Nidhi Turner  
Title: Chief Operating Officer

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

8/8/2024

Date

DocuSigned by:  
*Robyn Guarino*  
748734844941460...

Name: Robyn Guarino

Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

Exhibit C-11, Budget Sheet – Amendment #3

New Hampshire Department of Health and Human Services	
<b>Contractor Name:</b> Northeast Family Services of New Hampshire, Inc.	
<b>Budget Request for:</b> RFP-2021-DCYF-02-ROADM-01-A03	
<b>Budget Period:</b> SFY 2025, July 1, 2024 - June 30, 2025	
<b>Indirect Cost Rate (if applicable):</b> #DIV/0!	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$1,022,350
2. Fringe Benefits	\$306,705
3. Consultants	\$0
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$2,100
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$1,000
6. Travel	\$25,000
7. Software	\$24,360
8. (a) Other - Marketing/ Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	\$0
audit/insurance	\$5,000
Flex Funds	\$8,000
24 hour on call stipend	\$1,200
Cell Phone	\$9,240
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$1,404,955</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$1,404,955</b>

RFP-2021-DCYF-02-ROADM-01-A03

Contractor Initials: 

Date: 8/6/2024

Exhibit C-12, Budget Sheet – Amendment #3

New Hampshire Department of Health and Human Services	
<b>Contractor Name:</b>	Northeast Family Services of New Hampshire, Inc.
<b>Budget Request for:</b>	RFP-2021-DCYF-02-ROADM-01-A03
<b>Budget Period:</b>	SFY 2026, July 1, 2025 - June 30, 2026
<b>Indirect Cost Rate (if applicable):</b>	#DIV/0!
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$1,022,350
2. Fringe Benefits	\$306,705
3. Consultants	\$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
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$1,000
6. Travel	\$25,000
7. Software	\$24,360
8. (a) Other - Marketing/ Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	\$0
Other (please specify)	\$5,000
Other (please specify)	\$8,000
Other (please specify)	\$1,200
Other (please specify)	\$9,240
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$1,402,855</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$1,402,855</b>

RFP-2021-DCYF-02-ROADM-01-A03

Contractor Initials: 

Date: 8/6/2024

Exhibit C-13, Budget Sheet – Amendment #3

New Hampshire Department of Health and Human Services	
Contractor Name: Northeast Family Services of New Hampshire, Inc.	
Budget Request for: RFP-2021-DCYF-02-ROADM-01-A03	
Budget Period: SFY 2027, July 1, 2026 - August 30, 2026	
Indirect Cost Rate (if applicable): #DIV/0!	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$170,392
2. Fringe Benefits	\$51,118
3. Consultants	\$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
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$166
6. Travel	\$4,167
7. Software	\$4,060
8. (a) Other - Marketing/ Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	\$0
Other (please specify)	\$833
Other (please specify)	\$1,333
Other (please specify)	\$200
Other (please specify)	\$1,540
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$233,809</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$233,809</b>

RFP-2021-DCYF-02-ROADM-01-A03

Contractor Initials:   
 Date: 8/6/2024

# 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 NORTHEAST FAMILY SERVICES OF NEW HAMPSHIRE, INC. is a New Hampshire Profit Corporation registered to transact business in New Hampshire on December 18, 2018. 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: 809057

Certificate Number: 0006748035



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 6th day of August A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan  
Secretary of State

**CERTIFICATE OF AUTHORITY**

I, Peter Patch, 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 Northeast Family Services of New Hampshire, Inc.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on August 6th, 2024, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Nidhi Turner COO, Secretary (may list more than one person)  
(Name and Title of Contract Signatory)

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

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

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

Dated: 08/06/2024

  
\_\_\_\_\_  
Signature of Elected Officer  
Name: Peter Patch  
Title: CEO/President



ARC  
8



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN, YOUTH & FAMILIES

Lori A. Weaver  
Commissioner

Jeff Fleischer  
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4451 1-800-852-3345 Ext. 4451  
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November 8, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division for Children, Youth and Families, to enter into a **Sole Source** amendment to an existing contract with Northeast Family Services of New Hampshire, Inc. (VC #307446), Manchester, NH, to expand Roadmap to Reunification services, by increasing the price limitation by \$228,778 from \$2,585,921 to \$2,814,699; with no change to the contract completion date of August 31, 2024, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 11, 2020, item #08 and most recently amended with Governor and Council approval on August 17, 2022, item #09.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-42-421010-2968000 Health and Social Services, Dept of Health and Human Svcs, HHS: Division for Children Youth & Families, Child Protection, Title IVB Subpart I

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2021	102-500734	Contracts for Prog Svc	42107306	\$312,500	\$0	\$312,500
2022	102-500734	Contracts for Prog Svc	42107306	\$375,000	\$0	\$375,000
2023	102-500734	Contracts for Prog Svc	42107306	\$442,856	\$0	\$442,856
2024	102-500734	Contracts for Prog Svc	42107306	\$457,256	\$0	\$457,256
2025	102-500734	Contracts for Prog Svc	42107306	\$76,210	\$47,902	\$124,112
			<b>Subtotal</b>	<b>\$1,663,822</b>	<b>\$47,902</b>	<b>\$1,711,724</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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**05-95-42-421010-2973000 Health and Social Services, Dept of Health and Human Svcs, HHS: Division for Children Youth & Families, Child Protection, Promoting Safe-Stable Families**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500734	Contracts for Prog Svc	42106801	\$170,833	\$0	\$170,833
2022	102-500734	Contracts for Prog Svc	42106801	\$205,000	\$0	\$205,000
2023	102-500734	Contracts for Prog Svc	42106801	\$252,123	\$0	\$252,123
2024	102-500734	Contracts for Prog Svc	42106801	\$252,123	\$180,876	\$432,999
2025	102-500734	Contracts for Prog Svc	42106801	\$42,020	\$0	\$42,020
			<b>Subtotal</b>	<b>\$922,099</b>	<b>\$180,876</b>	<b>\$1,102,975</b>
			<b>Total</b>	<b>\$2,585,921</b>	<b>\$228,778</b>	<b>\$2,814,699</b>

**EXPLANATION**

This request is Sole Source because the Department is amending the scope of services and adding funding to the Contract to expand Roadmap to Reunification services. The Contractor currently provides Roadmap to Reunification services under the existing contract, which was originally competitively bid, and is trained in nationally recognized wraparound models and has successfully implemented these nationally recognized models for the Roadmap to Reunification services.

The purpose of this request is to add two (2) additional full-time Roadmap to Reunification Master's degree level clinicians to expand the delivery of reunification services. The additional staff will oversee specialist who provide reunification services, family engagement and a sustained focus on reunification efforts to children, whom the Department is legally responsible, and their families while the child resides in foster care or the care of a relative and the relative's home. The new staff will ensure quality assurance, will deliver trainings and provide weekly supervision to staff. Additionally, the new staff will provide intensive, holistic wraparound facilitation services to children in, out of state residential care; acute hospital care or in residential care and are in the care of the Division of Children Youth and Families and are also in need of extra supports in order to achieve reunification or placement in a less restrictive and community-based home environment.

In addition to the new staff members, the Contractor will continue to provide the following Roadmap to Reunification staff across the Department's district offices, eight (8) full-time specialists; two (2) clinicians; one (1) full-time supervisor.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

Since October 2022, the Roadmap to Reunification program has served 407 families. The two (2) new Master level clinicians added through this amendment will ensure fifty (50) additional and "high need" families receive intensive, holistic wraparound facilitation services over the next year.

The Contractor will continue to facilitate meetings within ten (10) days of the removal of a child or youth from a home or when a child transitions from a residential care setting into a foster care setting or relative caretaker home. The goal of these meetings is to begin building a relationship between caretakers, birth parents and team members involved in the reunification process. The Contractor will assist with developing reunification goals, implementing solution-based techniques and motivational interviewing methodologies throughout the child protective process. The Contractor will ensure children in out-of-home care settings and their families, have periodic case reviews to support the reunification process. Case-specific multi-disciplinary teams will assess cases to identify potential resources and develop strategies to meet children's needs, with the ultimate goal of improving safety, permanency and well-being for each child.

The Department will continue to monitor contracted services using the following performance measures:

- Eighty-percent (80%) of all referred cases must have a comfort call, or at least a comfort call attempt, within 24 hours of placement;
- Eighty-percent (80%) of all case reviews for child/youth entering an out-of-home placement, must be held within ten (10) calendar days of the child/youth entering an out-of-home placement;
- Ninety-percent (90%) of all cases must reflect an increase in parenting time within the six (6) month R2R Program period.

Should the Governor and Council not authorize this request the Department will not have additional staff to support reunification services, and the Department would not be able to provide reunification services to youth in residential care in and out of the State, which may impact services to children and their families.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #93.645, FAIN #2101NHCWSS and Assistance Listing Number #93.556, FAIN #2001NHFFTA

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

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Roadmap to Reunification contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Northeast Family Services of New Hampshire, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 11, 2020, Item #8, as amended on August 17, 2022, Item #09, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$2,814,699.
2. Modify Exhibit B Amendment #1 Scope of Services, Section 1.7.1. to read:
  - 1.71. The Department shall provide the Contractor with eleven (11) laptop computers for Contractor workforce use while conducting State business associated with this Agreement.
3. Modify Exhibit B Amendment #1 Scope of Services, Section 1.7.2.7. to read:
  - 1.7.2.7. The Contractor shall ensure that all eleven (11) laptops are returned to the Department, with an Asset Inventory, within thirty (30) business days of contract completion date. Prior to the return of the laptops, the Contractor shall work with the Department's point of contact (POC) to reconcile the laptop inventory list.
4. Modify Exhibit B Amendment #1 Scope of Services, Section 1.14.1. to read:
  - 1.14.1. The Contractor shall ensure a minimum of eight (8) full-time Roadmap to Reunification (R2R) specialists; two (2) full-time R2R Master's level clinician, as defined below (clinicians); and one (1) full-time R2R supervisor are allotted at forty (40) hours per week for each position. The Contractor shall work with the Department to arrange for additional staff and Department-issued laptops if needed, and will work with the Department if additional workforce staff require access to the Department's network or system(s).
    - 1.14.1.1. A "Master's level clinician," must have a Master's degree in counseling, psychology, special education or related human services field; with a minimum of one (1) year of experience working with children, youth and families in a home or community-based setting (this experience is highly desirable, but not required); and experience working with children diagnosed with behavioral-emotional disorders (this experience is preferred, but not required). The R2R supervisor must be dedicated solely to the R2R services. The two clinicians must be dedicated to providing intensive and comprehensive, wraparound facilitation services to children in care through the Division of Children, Youth and Families (DCYF), who are either in: out of state residential care settings; acute hospital care settings or in residential care settings and are in need of additional supports and services in order to achieve reunification or placement in a less restrictive and/or community-based home environment. Wraparound services include but are not limited to: individual contact

1.14.1.2. with all R2R team members to build rapport and strengthen relationships, gain individual perspectives on goals and identify barriers in reaching defined goals. The R2R clinicians must provide a strength-based approach with families and team members while gathering qualitative data, providing motivational interviewing, systematic level assessment and making clinical recommendations for supports and services.

5. Modify Exhibit C, Payment Terms, Section 1, to read:

1. This Agreement is funded by:

1.1 64.09%, Child Protection, Title IV-B, Subpart 1, Child Welfare Social Service Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.645, FAIN #2101NHCWSS.

1.2 35.91%, Promoting Safe and Stable Families Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.556, FAIN #2001NHFFTA.

6. Modify Exhibit C, Payment Terms, Section 3., to read:

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 item, as specified in Exhibits C-1, Budget through Exhibit C-11 Amendment #2 Budget.

7. Add Exhibit C-10, Budget Sheet, Amendment #2, which is attached hereto and incorporated by reference herein.

8. Add Exhibit C-11, Budget Sheet, Amendment #2, which is attached hereto and incorporated by reference herein:



All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/7/2023

Date

DocuSigned by:

*Jeff Fleischer*

Name: Jeff Fleischer

Title: Director

Northeast Family Services of New Hampshire, Inc.

11/7/2023

Date

DocuSigned by:

*Nyomi Turner*

Name: Nyomi Turner

Title: COO

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

11/8/2023

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

BT-1.0

Exhibit C-10 Amendment #2 Budget

RFP-2021-DCYF-02-ROADM-01-A02

New Hampshire Department of Health and Human Services	
Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i>	
Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01-A02, Safe-Stable Families</i>	
Budget Period: <i>SFY 2024, December 1, 2023 - June 30, 2024</i>	
Indirect Cost Rate (if applicable): 0.00%	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$131,521
2. Fringe Benefits	\$39,456
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$432
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$394
6. Travel	\$7,465
7. Software	
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
<i>24 hour Response Staff Stipend</i>	\$0
<i>Telephone</i>	\$1,608
<i>Audit and insurance</i>	\$0
<i>Other (please specify)</i>	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$180,876</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$180,876</b>

DB  
11

Contractor Initials

Date 11/7/2023

BT-1.0

Exhibit C-11, Amendment #2 Budget

RFP-2021-DCYF-02-ROADM-01-A02

New Hampshire Department of Health and Human Services	
Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i>	
Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01-A02, Title IVB Subpart I</i>	
Budget Period: <i>SFY 2025, July 1, 2024 - August 31, 2024</i>	
Indirect Cost Rate (if applicable) 0.00%	
Line Item	Program Cost Funded by DHHS
1. Salary & Wages	\$34,443
2. Fringe Benefits	\$10,333
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$0
6. Travel	\$3,126
7. Software	\$0
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
<i>Other (please specify)</i>	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$47,902</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$47,902</b>

Contractor Initials

Date 11/7/2023

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9 MDC



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN, YOUTH & FAMILIES

Lori A. Shilbirese  
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4451 1-800-852-3145 Ext. 4451

Fax: 603-271-4729 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

Joseph E. Ribsam, Jr.  
Director

July 27, 2022

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division for Children, Youth and Families, to amend an existing contract with Northeast Family Services of New Hampshire, Inc. (VC #307446), Manchester, NH, for the continued provision of Roadmap to Reunification (R2R) services that continuously assess family needs; ensure safety and well-being for children and youth; and provide necessary support for families and caregivers, as well as to add laptops for each R2R Specialist to provide them more reliable access to the Bridges Platform and for the addition of one (1) full-time dedicated supervisor and one (1) additional full-time R2R Specialist, by exercising a contract renewal option by increasing the price limitation by \$1,425,921 from \$1,160,000 to \$2,585,921, and extending the completion date from August 31, 2022 to August 31, 2024, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 11, 2020, Item #08.

Funds are available in the following accounts for State Fiscal Year 2023, and are anticipated to be available in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-42-421010-2968 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, TITLE IVB SUBPART I

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500734	Contracts for Prog Svcs	42106801	\$312,500	0	\$312,500
2022	102-500734	Contracts for Prog Svcs	42106801	\$375,000	0	\$375,000
2023	102-500734	Contracts for Prog Svcs	42106801	\$62,500	\$380,356	\$442,856
2024	102-500734	Contracts for Prog Svcs	42106801	0	\$457,256	\$457,256
2025	102-500734	Contracts for Prog Svcs	42106801	0	\$76,210	\$76,210
			Subtotal	\$750,000	\$913,822	\$1,663,822

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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**05-95-42-421010-2973 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS,  
HHS: DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, PROMOTING SAFE-  
STABLE FAMILIES**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500734	Contracts for Prog Svcs	42107306	\$170,833	\$0	\$170,833
2022	102-500734	Contracts for Prog Svcs	42107306	\$205,000	\$0	\$205,000
2023	102-500734	Contracts for Prog Svcs	42107306	\$34,167	\$217,956	\$252,123
2024	102-500734	Contracts for Prog Svcs	42107306	\$0	\$252,123	\$252,123
2025	102-500734	Contracts for Prog Svcs	42107306	\$0	\$42,020	\$42,020
			Sub-Total	\$410,000	\$512,099	\$922,099
			TOTAL	\$1,160,000	\$1,425,921	\$2,585,921

**EXPLANATION**

The purpose of this request is for the continued provision of Roadmap to Reunification (R2R) services that effectively engage reunification teams to plan for the safety, permanency, and well-being of children and youth who reside in out-of-home care settings for whom the Department is legally responsible. Additionally, this request will add one full-time R2R Specialist assigned to the travel-intensive Keene, NH area, as well as one (1) full-time, dedicated R2R Supervisor to be added for the purpose of overseeing the specialists and to manage quality assurance, training and weekly support. Two current part-time specialist positions will be upgraded to full-time positions, for a new total of eight (8) R2R Specialists with one (1) R2R Supervisor, all of whom will be provided with nine (9) laptops collectively to facilitate more reliable access to the Bridges Platform while the specialists are working in their assigned District Offices.

Approximately 2,052 families will be served from September 1, 2022 to August 31, 2024.

The Contractor will continue to provide services to families who have children or youth residing in foster or relative caretaker settings for whom the Department is legally responsible, excluding children in residential, shelter care facilities, or Sununu Youth Services Center (SYSC). Services are provided to families subsequent to their children exiting such residential care, shelter care or SYSC. Services provided engage families in their own decision making, immediately following the removal of their child(ren). The Contractor will continue to work to build relationships between caregivers and birth parents. Program participants will identify family strengths, needs, and risk management strategies with the assistance of family reunification specialists.

The Contractor will continue to facilitate meetings within ten (10) days of the removal of a child from a home or when a child transitions from a residential setting into a foster or relative caretaker home. The goal of the meeting is to begin building a relationship between caretakers, birth parents and team members involved in the reunification process. The Contractor will assist with developing reunification goals; implementing solution-based techniques and motivational interviewing methodologies throughout the child protective process. The Contractor will ensure children in out-of-home placements, and their families, have periodic case reviews to support the

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

Reunification process. Case-specific multi-disciplinary teams will assess cases to identify potential resources and develop strategies to meet children's needs with the ultimate goal of improving safety, permanency and well-being for each child.

The Department will continue to monitor contracted services using the following performance measures:

- Eighty-percent (80%) of all referred cases must have a comfort call, or at least a comfort call attempt, within 24 hours of placement;
- Eighty-percent (80%) of all case reviews for child/youth entering an out-of-home placement, must be held within ten (10) calendar days of the child/youth entering an out-of-home placement;
- Eighty-percent (80%) of all reviews for youth who have been at SYSC or in shelter care and then discharged to a placement, must be held no later than thirty (30) calendar days from the date of discharge; and
- Eighty-percent (80%) of all meetings must occur within four (4) months of the child/youth entering out-of-home placement.
- Ninety-percent (90%) of all cases must reflect an increase in parenting time within the six (6) month Roadmap to Reunification Program period.

As referenced in Exhibit A, Revisions to Standard Contract Provisions, Section 1, Revisions to Form P-37, General Provisions, Paragraph 1.1., of the original contract, the parties have the option to extend the agreement for up to four (4) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval. The Department is exercising its option to renew services for two (2) of the four (4) years available.

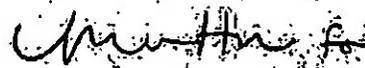
Should the Governor and Council not authorize this request, the Department will be out of compliance with federally-mandated reviews of children in out-of-home care. Additionally, the absence of such services, would negatively impact reunification efforts for children and their families.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.645, #93.556, FAIN #2101NHCWSS, #2101NHPSS

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. Shibinette  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Roadmap to Recovery contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Northeast Family Services of New Hampshire, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 11, 2020, Item #8, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, and Exhibit A, Revisions to Standard Contract Provisions, Section 1., Revisions to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, and modify the scope of services to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
August 31, 2024
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$2,585,921
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
Robert W. Moore, Director
4. Modify Exhibit A, Revisions to Standard Agreement, Paragraph 10, Data/Access/Confidentiality/Preservation, to include the following subsections to read:  
10.4 In performing its obligations under this Agreement, Contractor may gain access to Confidential Information of the State. Confidential Information is defined in the Department of Health and Human Services' Information Security Requirements Exhibit K. In the event of the unauthorized release of Confidential Information, the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.  
10.5 Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:
  - a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;
  - b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party; or
  - c. is disclosed with the written consent of the disclosing Party's Privacy Officer or designee.10.6 This covenant in paragraph 10 shall survive the termination of this Contract.
5. Modify Exhibit A, Revisions to Standard Agreement, Paragraph 12 Assignment/Delegation/Subcontracts, to include the following subsection to read:  
12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be

performed, and, if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance. Failure to enter into business associate agreements with its subcontractors that create or receive PHI on the behalf of DHHS through this contract, and failure to comply with the implementation specifications for such agreements is a direct HIPAA violation by the Contractor

6. Modify Exhibit B, Scope of Services by replacing in its entirety with Exhibit B Amendment #1, Scope of Services, which is attached hereto and incorporated by reference herein.
7. Modify Exhibit C, Payment Terms, Section 1., to read:
  1. This Agreement is funded by:
    - 1.1. 64.09%, Child Protection, Title IV-B, Subpart 1, Child Welfare Social Service Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.645; FAIN #2101NHCWSS.
    - 1.2. 35.91%, Promoting Safe and Stable Families Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.556, FAIN #2101NHFSS.
8. Modify Exhibit C, Payment Terms, Section 3., to read:
  3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, and shall be in accordance with the approved line item, as specified in Exhibits C-1, Budget through Exhibit C-9 Amendment #1 Budget.
9. Modify Exhibit C, Payment Terms, Section 4., to read:
  4. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
    - 4.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
    - 4.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
    - 4.3. Identifies and requests payment for allowable costs incurred in the previous month.
    - 4.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
    - 4.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.
    - 4.6. Is assigned an electronic signature; includes supporting documentation, and is emailed to [DCYFInvoices@dhhs.nh.gov](mailto:DCYFInvoices@dhhs.nh.gov) or mailed to:  
  
Financial Manager  
Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301
10. Add Exhibit C-4 Amendment #1 Budget SFY2023, Title IVB Subpart I, Exhibit C-5 Amendment #1 Budget SFY2024, Title IVB Subpart I, Exhibit C-6 Amendment #1 Budget SFY2025, Title IVB Subpart I, Exhibit C-7 Amendment #1 Budget SFY2023, Safe-Stable Families, Exhibit C-8 Amendment #1 Budget SFY2024, Safe-Stable Families, Exhibit C-9 Amendment #1 Budget SFY2025, Safe-Stable Families and Budget Summary Sheet Amendment #1, which are attached hereto and incorporated by reference herein.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

7/29/2022

Date

DocuSigned by:

Joseph E. Ribsam, Jr.

AAE40F93C48741B

Name: Joseph E. Ribsam, Jr.

Title: director

Northeast Family Services of New Hampshire, Inc.

7/29/2022

Date

DocuSigned by:

Peter C. Patch

DD18725270045B

Name: Peter C. Patch

Title: CEO

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

7/29/2022

Date

DocuSigned by:  
*Robyn Guarino*

749724841941100  
Name: Robyn Guarino

Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B Amendment #1**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor shall provide services to families who have children or youth residing in foster and relative caregiver settings for whom the Department is legally responsible, statewide.
- 1.2. For the purposes of this Agreement, all references to days shall mean calendar days.
- 1.3. For the purposes of this Agreement, all references to business hours shall mean Monday through Friday from (8:30 AM to 4:30 PM), excluding state and federal holidays, with the exception of Comfort Calls, which shall be provided on a 24-hour basis, when placements occur on weekends and holidays.
- 1.4. The Contractor shall ensure Roadmap to Reunification Facilitation Specialists are available for 40 hours per week with the flexibility to provide services during non-business hours.
- 1.5. The Contractor shall create forms in collaboration with the Department and utilize any tools provided by the Department for delivery of services to ensure compliance with:
  - 1.5.1. Division for Children Youth and Families (DCYF) policies and procedures;
  - 1.5.2. State laws; and
  - 1.5.3. Federal regulations.
- 1.6. The Contractor shall ensure services specified in this Exhibit B are implemented to full capacity and available no later than 30 days from the Agreement effective date.
- 1.7. **State Owned Devices, Systems and Network Usage**
  - 1.7.1. The Department shall provide the Contractor with nine (9) laptop computers for Contractor workforce use while conducting State business associated with this Agreement.
  - 1.7.2. The Contractor agrees to the following terms regarding the ownership and Contractor workforce use of the laptops:
    - 1.7.2.1. Use of the laptops is a non-transferable right.
    - 1.7.2.2. The Contractor and DHHS Point of Contact (POC) shall maintain and manage an asset inventory which shall track all Department assets (software and hardware) assigned to the Contractor's workforce.

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- 1.7.2.3. The Contractor shall follow the Security Incident Reporting process identified in Exhibit K if a laptop is damaged, lost or stolen.
- 1.7.2.4. The Contractor agrees that applications loaded onto the laptops will be restricted to those related to performing work relative to this Agreement, as approved by the Department's Information Security Office, and a Security Risk Assessment will be performed for cloud-based solutions.
- 1.7.2.5. The Contractor acknowledges responsibility for maintaining security standards including, but not limited to, antivirus software, patching and software updates for the assigned laptops.
- 1.7.2.6. The Contractor acknowledges it will work with the Department's POC to receive laptop technical support.
- 1.7.2.7. The Contractor shall ensure that all nine (9) laptops are returned to the Department, with an Asset Inventory, within 30 business days of the Agreement completion date. Prior to the return of the laptops, the Contractor shall work with the Department POC to reconcile the laptop inventory list.
- 1.7.2.8. The Contractor workforce shall: sign and abide by applicable Department and NH Department of Information Technology (DoIT) use agreements, policies, standards, procedures, the Department's Information Security and Compliance training, and other applicable trainings, as required. The Contractor workforce shall:
- 1.7.2.9. Use permissibly accessible information solely for conducting official state business. All other use or access is strictly forbidden including, but not limited to, personal or other private and non-State use. At no time shall Contractor workforce or agents access or attempt to access information without having the express authority of the Department to do so;
- 1.7.2.10. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.7.2.11. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the State. At all times the Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license of any

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other agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State can be used by the Contractor. Non-standard software shall not be installed on any equipment unless authorized by the Department's Information Security Office; and

1.7.2.12. Agree that email and other electronic communication messages created, sent, and received on a state-issued email system are the property of the State of New Hampshire to be used for business purposes only. Email is defined as "internal email systems" or "state-funded email systems." The Contractor understands and agrees that use of email shall follow Department and NH DoIT standard policies.

1.7.3. When utilizing the Department's email system, the Contractor workforce shall:

1.7.3.1. Only use a state email address assigned to them with a "@ affiliate.DHHS.NH.Gov". If an "@ DHHS.NH.GOV" is assigned to the Contractor they will not use it and report the incorrect email assignment to the State's Bureau of Information Services.

1.7.3.2. Include in the signature lines information clearly identifying the Contractor workforce member and affiliate of the Department.

1.7.3.3. Contain the following embedded confidentiality notice:

1.7.3.3.1. 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."

1.7.4. The Contractor shall only use the State internet for access to and distribution of information in direct support of the business of the State of New Hampshire according to policy. At no time should the State's internet be used for personal use.

1.7.5. All workforce members of the Contractor and its subcontractors with a State issued email and/or workspace in a Department building and/or facility, shall:

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- 1.7.5.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, transmitting, or hearing department business or Confidential Data; and
- 1.7.5.2. Sign the Department's Business Use and Confidentiality Agreement, Asset Use Agreement, and the Statewide Computer Use Policy upon execution of the agreement and annually until contract end.
- 1.7.5.3. Not access the Department's intranet.
- 1.7.6. If the Contractor's workforce member, or its subcontractor workforce member, is found to be in violation of any of the above-stated terms and conditions of the Agreement, that Workforce member may face removal from the Agreement, and/or criminal or civil prosecution, if the act constitutes a violation of law.
- 1.8. **Comfort Calls**
  - 1.8:1. The Contractor shall provide a Comfort Call within 24 hours of when a child is placed into foster/relative care. The Roadmap Specialist will facilitate a Comfort Call between the caregiver, parent(s), and children. This is approximately a five to ten minute call which serves as an introduction and a relationship-building opportunity in advance of the Icebreaker Meeting.
- 1.9. **Ice Breaker Meetings**
  - 1.9.1. The Contractor shall create a forum for family engagement with a child's caregiver(s), ensuring the initial encounter between parties occurs no later than ten (10) days after the removal of a child from the family home.
  - 1.9.2. The Contractor shall ensure that the Roadmap Specialist makes a referral to the Strength to Succeed Program within the first 24 hours the child is placed into foster/relative care.
  - 1.9.3. The Contractor shall work with Child Protection Service Workers (CPSWs) to schedule an Ice Breaker Meeting such that the invitation does not contain personally identifiable information (PII) or protected health information (PHI).
    - 1.9.3.1. Contact placement providers and birth parents, via telephone, email or text, to:
      - 1.9.3.1.1. Explain the purpose of the Ice Breaker meeting;
      - 1.9.3.1.2. Identify attendees to each participant; and
      - 1.9.3.1.3. Schedule the Ice Breaker Meeting.
  - 1.9.4. Train providers on Ice Breaker Model to ensure program efficacy.

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- 1.9.4.1. Work with all identified team members to actively prepare for Ice Breaker Meetings to ensure the initial meeting occurs within ten (10) days of removal.
- 1.9.4.2. Work with identified caregivers to assist them with understanding the struggles the birth parents encountered that contributed to the child(ren) being removed from the home. In order to identify and eliminate biases that caregivers may have.
- 1.9.4.3. Collaborate with the Community Caregiver Coordinator and Strength to Succeed POC to support foster homes and relative caregivers. Roadmap Specialists will work with both foster and birth families to ensure a strong compassionate, co-parenting relationship. This will include sharing best practices of past parenting successes and facilitating regular communication to ensure birth parents are included in the day to day lives of their children as appropriate.
- 1.9.4.4. Place telephone calls to birth parents ahead of scheduled appointments in order to gauge moods or attitudes to determine level of precautions that may be needed including, but not limited to:
  - 1.9.4.4.1. Meeting in public places that may include, but are not limited to libraries or coffee shops and where personal information or PHI cannot be overheard. Roadmap Specialists have a goal of meeting weekly or bi-weekly with parents; this includes in their home, within the community, and the DCYF office if requested by the birth parents.
  - 1.9.4.4.2. Ensuring that Ice Breaker meetings, 30-day face-to-face follow-up meetings and the 3-month follow-up meetings are held with a minimum of one (1) DCYF staff member present.
  - 1.9.4.4.3. Ensuring Icebreaker Meetings are held only when other caregivers are present.
  - 1.9.4.4.4. Ensuring a cell phone is carried at all times in order to have the ability to call for help, should the need arise.
  - 1.9.4.4.5. In between scheduled meetings the Roadmap Specialist will meet face to face weekly or bi-weekly with the birth parents to support follow-through on tasks.

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1.9.4.5. Facilitate the Ice Breaker Meeting in order to:

- 1.9.4.5.1. Work with the birth parents to build skills and remove judgement and shame to ensure birth parents are clear on the goal of reunification and the support that all parties are providing to assist with reunification;
- 1.9.4.5.2. Encourage receptivity and agreement, regarding the notion that a parent can achieve the goal of reunification with the child, by using Motivational Interviewing techniques intended to identify the parent's motivations and goals;
- 1.9.4.5.3. Begin building the relationship between caretakers and birth parents, as well as between all team members involved in reunification;
- 1.9.4.5.4. Help the birth parents, and all team members, to identify and overcome natural fears through a shared understanding and perspective gained through the Ice Breaker process;
- 1.9.4.5.5. Engage families and team members in conversation regarding parenting time and how to increase parenting time. The Roadmap Specialist will make recommendations regarding incremental increases in parenting time and will document, in the NH DHHS Bridges case management system, completed tasks and progress made to bring to meetings;
- 1.9.4.5.6. Discuss the family's understanding of the removal;
- 1.9.4.5.7. Discuss changes that need to occur, or have already occurred, in order to be reunited with the child(ren);
- 1.9.4.5.8. Complete assessment tools provided by DCYF in order to obtain relative information; and
- 1.9.4.5.9. Assist in completing the Child Information Sheet to include relatives who may be helpful in the reunification process and provide support.

1.9.4.6. Develop three (3) manageable tasks for the family to achieve prior to the next scheduled meeting in order to advance the reunification process. The Contractor shall:

- 1.9.4.6.1. Ensure tasks are achievable;
- 1.9.4.6.2. Ensure steps to completing tasks are identified and

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- 1.9.4.6.3. Ensure completed steps motivate parents to accomplish the next step to ensure identified tasks are achieved prior to the next scheduled meeting. Roadmap Specialists will support parents in achieving tasks.
- 1.9.5. The Contractor shall ensure flexible meeting times for families, including early morning and evenings. The Contractor shall:
  - 1.9.5.1. Ensure agency-issued phones meet information security and privacy requirements per the Information Security Requirements Exhibit K.
  - 1.9.5.2. Ensure each outreach worker, professional or paraprofessional, and supervisor, checks and/or answers the agency-issued cell phone that is assigned to them every day the agency is open until 6:00 P.M.;
  - 1.9.5.3. Ensure on-call coverage for Fridays, Saturdays, and Holidays;
  - 1.9.5.4. Review each family's schedule with the family to find appointment times that work for all parties;
  - 1.9.5.5. Provide back-up staff in events unforeseen necessity to reschedule appointments;
  - 1.9.5.6. Place reminder calls of upcoming appointments and meetings to ensure meeting preparation and attendance; and
  - 1.9.5.7. Ensure that Roadmap Specialists reach out to providers, while working with the parents, to secure signed information release forms as needed to ensure the coordination of progress updates while protecting confidentiality.
- 1.10. Follow Up Contact and Meetings
  - 1.10.1. The Contractor shall ensure children in out-of-home placement and their families have regular reviews to encourage family progress in safety, permanency and wellbeing. The Contractor shall:
    - 1.10.1.1. Contact the birth parents and caregivers by telephone no later than 30 days from the date of the Ice Breaker Meeting to follow up on the status of the three (3) manageable tasks identified at the Ice Breaker Meeting;
    - 1.10.1.2. Schedule and facilitate face-to-face or Zoom meetings using the Department's HIPAA compliant Zoom platform

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- or State issued MS Teams or its own HIPAA compliant Zoom platform;
- 1.10.1.3. Ensure weekly or bi-weekly meetings between the Roadmap Specialist and the parents;
  - 1.10.1.4. Ensure Roadmap Specialists provide a Comfort Call between caregiver, parent and children within 24 hours of the child(ren) being placed in foster care;
  - 1.10.1.5. Assist birth parents and caregivers with identifying barriers to successfully complete the three (3) manageable tasks identified at the Ice Breaker Meeting;
  - 1.10.1.6. Work with birth parents and caregivers to reduce the identified barriers to success; and
  - 1.10.1.7. Facilitate the 30-day face-to-face, follow up meeting in order to:
    - 1.10.1.7.1. Continue building upon the relationship between caretakers and birth parents;
    - 1.10.1.7.2. Engage families in conversation regarding successes with, and challenges to, increasing parenting time;
    - 1.10.1.7.3. Discuss positive changes that have occurred since the Ice Breaker Meeting; and
    - 1.10.1.7.4. Discuss changes that need to occur in order to be reunited as a family.
  - 1.10.1.8. Schedule a three (3) month follow up meeting with all individuals who attended the Ice Breaker Meeting, in addition to the Permanency Child Protective Service Worker, ensuring all parties understand the purpose of the meeting includes a status update on the three (3) manageable tasks.
- 1.10.2. The Contractor shall provide services for up to six (6) months, including attendance at the Permanency Planning Team meeting and any case transfer meeting in order to provide an overview of work completed with the family towards reunification.
- 1.11. On-Going Supports**
- 1.11.1. The Contractor shall maintain an ability to explore relatives and natural supports who can provide ongoing support to the children, youth and families while engaged in Roadmap to Reunification Services.

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- 1.11.2. The Contractor shall ensure referrals for services are processed within 24 hours of receipt. The Contractor shall:
    - 1.11.2.1. Contact the family and the referral source within 24 hours of processing a referral to identify reasons for the referral;
    - 1.11.2.2. Conduct a Comfort Call between caregiver, parents and children within 24 hours after placement occurs;
    - 1.11.2.3. Gather information related to the situational dynamics related to the case; and
    - 1.11.2.4. Assess parent and family receptivity and potential acceptance of to the reunification process.
  - 1.11.3. The Contractor shall provide in-depth explanations of all services available, arrange provider meetings with potential resources, and have a judgement-free conversation regarding the level of services the family can manage based on their unique stressors and time commitments.
  - 1.11.4. The Contractor shall schedule and facilitate an in-person or HIPAA compliant Zoom meeting every 30 days with each team member to assess and collaborate on each family's progress with the reunification process. A formal meeting shall be scheduled should a conflict arise as determined by the team.
  - 1.11.5. The Contractor shall ensure weekly check-ins with parents via phone, email, text, or in person to assess and collaborate on the family's progress, with a formal meeting every 30 days and agreement that PHI and/or PII will not be solicited nor left on voicemail and/or emailed or texted.
  - 1.12. **Collaboration and Management of Services**
    - 1.12.1. The Contractor shall collaborate with the Department and case-specific multi-disciplinary teams to assess case status, identify potential resources and develop strategies for meeting children's needs. The Contractor shall:
      - 1.12.1.1. Conduct performance analysis on meeting procedures;
      - 1.12.1.2. Review and evaluate case progress in accordance with the Roadmap to Reunification policy to ensure DCYF is in compliance with the policy;
      - 1.12.1.3. Consult with DCYF staff to improve case progress and support to remove the barriers to reunification;
      - 1.12.1.4. Assist with empowering families in decision-making immediately following the removal of their child(ren) in

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order to strengthen relationships and provide a greater understanding of the DCYF system; and

- 1.12.1.5: Ensure collaboration of the Strength to Succeed parent-partner located in their assigned District Office.
- 1.12.2. The Contractor shall conduct a performance analysis on meeting procedures and case progress, in accordance with Roadmap to Reunification policies to ensure universal compliance and consultation with DCYF staff.
- 1.12.3. The Contractor shall ensure each direct service provider receives a cellphone with appropriate service coverage and security and privacy safeguards in compliance with the Department's Information Security Requirements Exhibit K.
- 1.12.4. Contractor agrees that access to the Department's Bridges case management system will only be permitted via State-provided laptops and the Department's Citrix Remote Desktop (RDS).
- 1.12.5. Each Roadmap Facilitator will be assigned a Department encrypted affiliate exchange email account for ease of communication and to support the need for the Roadmap Facilitator to have access to the Department's District Office workers' Department Outlook calendar. The aforementioned calendar access is a required business need identified by the program to enable seamless and effective implementation of this support service.
- 1.12.6. The Department will facilitate access via the program POC for this effort and in accordance with Department and NH DoIT policies, standards, and procedures.
- 1.12.7. The Contractor shall review and explain this Agreement and Exhibit K Information Security Requirements with its workforce prior to assignment with the Department.
- 1.12.8. The Contractor shall execute quality assurance processes to ensure timely and effective team coordination between birth parents, caregivers, the Division, and case-specific multi-disciplinary teams. The Contractor shall:
  - 1.12.8.1. Provide corrective feedback to Contractor Workforce, as needed;
  - 1.12.8.2. Conduct a utilization review of services being provided to the birth parents to ensure active service delivery from the multi-disciplinary team;
  - 1.12.8.3. Ensure a review of all Department documentation and reports prior to the scheduled 30-day meeting, or sooner if

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needed, to ensure the facilitator is current on case specifics and the Department's position; and

1.12.8.4. Share information relative to all scheduled and rescheduled meetings in advance of the meeting both verbally and in writing to ensure active participation from all members of the team.

1.12.9. The Contractor must maintain and provide a monthly Roadmap to Reunification schedule of meetings to the Department via hardcopy printout or a working electronic calendar. Calendars shall not contain PHI or PII.

1.12.10. The Contractor shall review reports in consultation with DCYF supervisors, CPSWs and Juvenile Probation and Parole Officers (JPPOs) to verify:

1.12.10.1. Department staff have scheduled Roadmap to Reunification Meetings entered into their schedules/electronic calendars; and

1.12.10.2. Written Notices of Roadmap to Reunification Meetings have been sent to parents, age appropriate children, youth, and the other required individuals.

1.12.11. The Contractor shall initiate actions to reschedule any missed Roadmap to Reunification meetings, in consultation with DCYF supervisors, CPSWs, and JPPOs.

1.12.12. The Contractor shall ensure that only Roadmap to Reunification Specialists can cancel and reschedule Roadmap Meetings.

1.12.13. The Contractor shall ensure the following objectives are achieved in order to facilitate effective teamwork with CPSWs and JPPOs, including but not limited to:

1.12.13.1. Processing referrals within 24 hours of receipt;

1.12.13.2. Provide Comfort Call within 24 hours of placement;

1.12.13.3. Ensuring feedback and information adheres to the goals and objectives established at the beginning of the collaborative relationship (time of referral); and

1.12.13.4. Ensuring both the family and DCYF representative shall be contacted within 24 hours of processing to discuss the reasons for the referral and gather information related to the situational dynamics related to the case.

1.12.14. The Contractor shall utilize strategies to achieve conflict resolution that include but are not limited to:

1.12.14.1. Identifying the type of conflict being presented; and

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1.12.14.2. Utilizing conflict resolution styles that are conducive to the type of identified conflict presented.

**1.13. Administrative Duties**

1.13.1. The Contractor shall conduct administrative duties that include, but are not limited to:

1.13.2. All Departmental hard copy documents will be provided to central scanning for electronic entry to a departmentally supplied storage location and physical destruction of originals.

1.13.2.1. Entering case-specific information into the Department's Bridges case management system within five (5) business days of the review, including but not limited to:

1.13.2.1.1. Permanency Planning information;

1.13.2.1.2. Case contact notes, and all notes from check-ins, meetings, conversations, texts, emails and phone calls with parents, caregivers and service providers; and

1.13.2.1.3. Details and notes from all Ice-Breaker and three (3) month follow-up meetings, specifically entered into the Department's Bridges Case Review screen, in addition to them being entered into the Department's Bridges Case Contact notes field.

1.13.3. Roadmap Specialists must complete the Case Transfer form to be submitted via encrypted email and hardcopy at the six (6) month Permanency Planning Team (PPT) meeting. The Contractor must ensure:

1.13.3.1. The "Roadmap to Reunification Survey" is offered at the conclusion of every case review meeting in order to use the findings to improve the Roadmap to Reunification process and the outcomes. This survey will not contain PHI or PII.

1.13.4. The Contractor shall attend DCYF staff meetings in district offices, as appropriate, and present information on topics that may include, but are not limited to:

1.13.4.1. Local resources; and

1.13.4.2. Engagement strategies with reluctant parents.

1.13.5. The Contractor shall participate in DCYF case meetings that may include, but are not limited to:

1.13.5.1. Permanency Planning Team meetings; and

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**1.13.5.2. Case transfer meetings.**

**1.13.6. The Contractor shall review cases for children and/or youth who have been at residential/congregate care, Sununu Youth Services Center (SYSC) or in shelter care and then discharged to foster or relative placement, in order to:**

**1.13.6.1. Provide services to the families no later than ten (10) days from the date the child or youth is discharged to foster or relative placement; and.**

**1.13.6.2. Ensure the full array of services identified in Exhibit B are available to families and children/youth upon discharge from residential/congregate care, SYSC, or shelter care.**

**1.13.7. The Contractor shall ensure its workforce members complete and submit:**

**1.13.7.1. All required documentation on appropriate forms supplied by the Department for each individual involved in each case; and**

**1.13.7.2. Confirmation that all contact notes have been entered into the Department's Bridges for all types of contact with a family or provider, including but not limited to:**

**1.13.7.2.1. Texts;**

**1.13.7.2.2. Email;**

**1.13.7.2.3. Telephone calls; and**

**1.13.7.2.4. Virtual Zoom / MS Teams and in-person meetings.  
(as identified herein)**

**1.14. Staffing**

**1.14.1. The Contractor shall ensure a minimum of eight (8) staff are allotted at 40 hours per week and one (1) 40 hour per week, full time supervisor solely dedicated to the Roadmap to Reunification. If additional staff are required, the Contractor shall work with the Department's POC to arrange additional Department issued laptops, if the additional workforce members require access to the Department's network or system(s).**

**1.14.2. The Contractor shall ensure on-call availability of the supervisor who shall provide weekly supervision of each staff member, monitor NH Bridges documentation, and support training of the Roadmap to Reunification staff.**

**1.14.3. The Contractor shall ensure all staff have the required experience and knowledge including but not limited to:**

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- 1.14.3.1. Minimum of two (2) years of experience in identifying barriers and resources to reunification with families;
- 1.14.3.2. Have demonstrated knowledge of, needs of children and families in the child welfare system;
- 1.14.3.3. Valid driver's license and/or access to reliable transportation with liability insurance coverage as required by state laws for travel, statewide; and
- 1.14.3.4. Attend additional training to meet core competency standards for providing reunification services within one (1) year of the contract effective date.
- 1.14.4. The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees, subcontractors and volunteers. Contractor workforce shall not be permitted to handle, access, view, store or discuss Confidential Data until an attestation is received by the Contractor that all Contractor workforce associated with fulfilling the obligations of this Contract are, based on Department provided criteria herein and their job responsibility requirements, eligible to participate in work associated with this Agreement.
- 1.14.5. The Contractor shall obtain, at their expense, a Criminal Background Check for all staff, including subcontractors and volunteers, providing direct services to client under the Agreement. The Contractor shall ensure staff have no convictions for the following crimes:
  - 1.14.5.1. A felony for child abuse or neglect, spousal abuse, and any crime against children or adults, including but not limited to: child pornography, rape, sexual assault, or homicide;
  - 1.14.5.2. A violent or sexually related crime against a child or adult, or a crime which may indicate a person might be reasonably expected to pose a threat to a child or adult; and
  - 1.14.5.3. A felony for physical assault, battery, or a drug-related offense committed within the past five (5) years in accordance with 42 USC 671 (a)(20)(A)(ii).
- 1.14.6. The Contractor shall authorize the Department to conduct a Bureau of Elderly and Adults Services (BEAS) State Registry check and a DCYF Central Registry check at no cost to the Contractor. Note: all registry results are confidential.

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1.14.7. The Contractor shall not have staff members, volunteers or subcontractors provide services prior to the date required documentation is received and verified by the Department.

1.14.8. Contractor agrees it will initiate a criminal background check re-investigation of all workforce assigned to this Agreement every five years. The five year period will be based on the date of the last Criminal Background Check conducted by the Contractor or its Agent.

**2. Reporting Requirements**

2.1. The Contractor shall provide a monthly report that indicates the number of Ice Breaker Meetings completed in the previous 30 days.

2.2. The Contractor shall provide quarterly reports that include, but are not limited to:

2.2.1. Survey results and meetings held.

2.2.2. Family demographics for each case, which includes, but is not limited to:

2.2.2.1. Whether the family is together or separated;

2.2.2.2. Ages of youth;

2.2.2.3. Date of removal;

2.2.2.4. Dates of meetings;

2.2.2.5. Name of placement provider;

2.2.2.6. Supports in reunification;

2.2.2.7. Parental time; and

2.2.2.8. Level of engagement in Icebreakers.

**3. Performance Measures**

3.1. The Department will monitor performance of the Contractor to ensure the following performance measures are met:

3.1.1. Eighty-percent (80%) of all referred cases must have a Comfort Call, or at least a Comfort Call attempt, within 24 hours of placement;

3.1.2. Eighty-percent (80%) of all case reviews for children/youth entering an out-of-home placement, must be held within ten (10) calendar days of the children/youth entering an out-of-home placement;

3.1.3. Eighty-percent (80%) of all reviews for youth who have been at SYSC or in shelter care and then discharged to a placement, must be held no later than thirty (30) calendar days from the date of

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discharge; and

3.1.4. Eighty-percent (80%) of all meetings must occur within four (4) months of the child/youth entering out-of-home placement.

3.1.5. Ninety-percent (90%) of all cases must reflect an increase in parenting time within the six (6) month period.

3.2. The Contractor shall actively and regularly collaborate with the Department to enhance contract management, improve results, and adjust program delivery and policy based on successful outcomes.

3.3. The Department may collect other key data and metrics from the Contractor, including client-level demographic, performance, and service data.

**4. Exhibits Incorporated**

4.1. The Contractor shall use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties.

4.2. The Contractor agrees that to the extent that Protected Health Information includes substance use disorder information or records, it shall be bound and comply with all terms of the 42 CFR Part 2.

4.3. The Contractor shall comply with all Exhibits D through K, which are attached hereto and incorporated by reference herein.

**5. Additional Terms**

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

5.1.1. 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.

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

5.2.1. The Contractor shall submit, within ten (10) days of the contract effective date, a detailed description of the communication access and language assistance services they will provide to ensure meaningful access to their programs and/or services to persons with limited English proficiency, people who are deaf or have hearing loss, are blind or have low vision, or who have speech challenges.

**5.3. Credits and Copyright Ownership**

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PLP

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B Amendment #1**

- 5.3.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement, "The preparation of this (report, document etc.) was financed under a 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."
- 5.3.2. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use.
- 5.3.3. The Department shall retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 5.3.3.1. Brochures;
  - 5.3.3.2. Resource directories;
  - 5.3.3.3. Protocols or guidelines;
  - 5.3.3.4. Posters; and
  - 5.3.3.5. Reports.
- 5.3.4. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

**6. Records**

- 6.1. The Contractor shall keep records that include, but are not limited to:
  - 6.1.1. 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.
  - 6.1.2. 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.
- 6.2. 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 shall have access to

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**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B Amendment #1**

all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

**6.3. Privacy Impact Assessment**

6.3.1. Upon request, the Contractor must allow the Department to conduct a Privacy Impact Assessment (PIA) of its system 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:

- 6.3.1.1. How PII is gathered and stored;
- 6.3.1.2. Who will have access to PII;
- 6.3.1.3. How PII will be used in the system;
- 6.3.1.4. How individual consent will be achieved and revoked; and
- 6.3.1.5. Privacy practices.

6.3.2. The Department may conduct follow-up PIA's in the event there are either significant process changes or new technologies impacting the collection, processing or storage of PII.

BT-1.0

Exhibit C-4 Amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services	
Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i>	
Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01, Title IVB Subpart I</i>	
Budget Period <i>SFY 2023, September 1, 2022 - June 30, 2023</i>	
Indirect Cost Rate (if applicable) 0.00%	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$258,985
2. Fringe Benefits	\$77,571
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$1,000
6. Travel	\$30,000
7. Software	\$4,000
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	
8. (c) Other - Other (specify below)	
<i>24 hour Response Staff Stipend</i>	\$4,300
<i>Telephone</i>	\$4,500
	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$380,356</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$380,356</b>

Contractor Initials

PCP

Date 7/29/2022

BT-1.0

Exhibit C-5 Amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services	
Contractor Name: <u>Northeast Family Services of New Hampshire, Inc.</u>	
Budget Request for: <u>RFP-2021-DCYF-02-ROADM-01, Title IVB Subpart I</u>	
Budget Period <u>SFY 2024, July 1, 2023 - June 30, 2024</u>	
Indirect Cost Rate (If applicable) <u>0.00%</u>	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$324,638
2. Fringe Benefits	\$87,390
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$640
6. Travel	\$19,200
7. Software	\$4,000
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
24 hour Response Staff Stipend	\$3,328
Telephone	\$5,500
Audit and Insurance	\$2,560
Other (please specify)	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$457,256</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$457,256</b>

Contractor Initials

PLP

Date 7/29/2022

BT-1.0

Exhibit C-6 Amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services	
Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i>	
Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01, Title IVB Subpart I</i>	
Budget Period <i>SFY 2025, July 1, 2024 - August 31, 2024</i>	
Indirect Cost Rate (if applicable) <i>0.00%</i>	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$55,710
2. Fringe Benefits	\$16,750
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$0
6. Travel	\$3,750
7. Software	\$0
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
<i>Other (please specify)</i>	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$76,210</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$76,210</b>

Contractor Initials 

Date 7/29/2022

BT-1.0

Exhibit C-7 Amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services	
Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i>	
Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01, Safe-Stable Families</i>	
Budget Period <i>SFY 2023, September 1, 2022 - June 30, 2023</i>	
Indirect Cost Rate (if applicable) 0.00%	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$165,362
2. Fringe Benefits	\$49,594
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$0
6. Travel	\$0
7. Software	\$0
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	\$0
<i>Other (please specify)</i>	\$0
<i>Other (please specify)</i>	\$0
<i>Audit and Insurance</i>	\$3,000
<i>Other (please specify)</i>	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$217,956</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$217,956</b>

Contractor Initials

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BT-1.0

Exhibit C-8 amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services Contractor Name: <i>Northeast Family Services of New Hampshire, Inc.</i> Budget Request for: <i>RFP-2021-DCYF-02-ROADM-01, Safe-Stable Families</i> Budget Period <i>SFY 2024, July 1, 2023 - June 30, 2024</i> Indirect Cost Rate (If applicable) <i>0.00%</i>	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$182,851
2. Fringe Benefits	\$54,800
3. Consultants	\$0
<i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$360
6. Travel	\$10,800
7. Software	
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
<i>24 hour Response Staff Stipend</i>	\$1,872
<i>Other (please specify)</i>	
<i>Telephone</i>	\$1,440
<i>Other (please specify)</i>	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$252,123</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$252,123</b>

Contractor Initials 

Date 7/29/2022

BT-1.0

Exhibit C-9 Amendment #1 Budget

RFP-2021-DCYF-02-ROADM-01-A01

New Hampshire Department of Health and Human Services	
Contractor Name: <u>Northeast Family Services of New Hampshire, Inc.</u>	
Budget Request for: <u>RFP-2021-DCYF-02-ROADM-01, Safe-Stable Families</u>	
Budget Period <u>SFY 2025, July 1, 2024 - August 31, 2024</u>	
Indirect Cost Rate (if applicable) 0.00%	
Line Item	Program Cost - Funded by DHHS
1. Salary & Wages	\$31,045
2. Fringe Benefits	\$9,025
3. Consultants	\$0
4. Equipment <i>Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.</i>	\$0
5.(a) Supplies - Educational	\$0
5.(b) Supplies - Lab	\$0
5.(c) Supplies - Pharmacy	\$0
5.(d) Supplies - Medical	\$0
5.(e) Supplies Office	\$0
6. Travel	\$1,150
7. Software	\$0
8. (a) Other - Marketing/Communications	\$0
8. (b) Other - Education and Training	\$0
8. (c) Other - Other (specify below)	
24 hour Response Staff Stipend	\$800
Other (please specify)	\$0
Other (please specify)	\$0
Other (please specify)	\$0
9. Subrecipient Contracts	\$0
<b>Total Direct Costs</b>	<b>\$42,020</b>
<b>Total Indirect Costs</b>	<b>\$0</b>
<b>TOTAL</b>	<b>\$42,020</b>

Contractor Initials   
 Date 7/29/2022

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN YOUTH AND FAMILIES  
ROADMAP TO REUNIFICATION PROGRAM  
BUDGET SUMMARY SHEET AMENDMENT #1**

**05-95-42-421010-2068 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS:DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, TITLE IVB SUBPART I**

Vendor # 307446

Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increase/ (Decrease)	Revised Budget
SFY 2021	102-500734	Contracts for Program Services	42108801	\$ 312,500		\$ 312,500
SFY 2022	102-500734	Contracts for Program Services	42108801	\$ 375,000		\$ 375,000
SFY 2023	102-500734	Contracts for Program Services	42108801	\$ 62,500	\$ 300,350	\$ 442,850
SFY 2024	102-500734	Contracts for Program Services	42108801	\$ -	\$ 457,256	\$ 457,256
SFY 2025	102-500734	Contracts for Program Services	42108801	\$ -	\$ 70,210	\$ 70,210
Sub-Total				\$ 760,000	\$ 913,822	\$ 1,663,822

**05-95-42-421010-3973 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS:DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, PROMOTING SAFE-STABLE FAMILIES**

Vendor # 307446

Fiscal Year	Class / Account	Class Title	Job Number	Total Amount	Increase/ (Decrease)	Revised Budget
SFY 2021	102-500734	Contracts for Program Services	42107306	\$ 170,833		\$ 170,833
SFY 2022	102-500734	Contracts for Program Services	42107306	\$ 205,000		\$ 205,000
SFY 2023	102-500734	Contracts for Program Services	42107306	\$ 34,167	\$ 217,058	\$ 252,123
SFY 2024	102-500734	Contracts for Program Services	42107306	\$ -	\$ 252,123	\$ 252,123
SFY 2025	102-500734	Contracts for Program Services	42107306	\$ -	\$ 42,020	\$ 42,020
Sub-Total				\$ 410,000	\$ 512,099	\$ 922,099
<b>TOTAL</b>				\$ 1,160,000	\$ 1,425,921	\$ 2,585,921

Contractor Initials: PLP  
Date: 7/19/2022

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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN, YOUTH & FAMILIES

Leif A. Saffelotte  
Commissioner

Joseph E. Ribsam, Jr.  
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4451 1-800-852-3345 Ext. 4451  
Fax: 603-271-4729 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 21, 2020

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division for Children, Youth and Families, to enter into a contract with Northeast Family Services of New Hampshire, Inc. (VC#307446), Manchester, NH in the amount of \$1,160,000 to provide Roadmap to Reunification services that continuously assess family needs; ensure safety and well-being for children and youth; and provide necessary support for families and caregivers with the goal of achieving permanency, with the option to renew for up to four (4) additional years, effective September 1, 2020, or upon Governor and Council approval, whichever is later, through August 31, 2022. 100% Federal Funds.

Funds are available in the following accounts for State Fiscal Year 2021 and are anticipated to be available in State Fiscal Years 2022 and 2023, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-42-421010-28680000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, TITLE IVB SUBPART I

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2021	102-500734	Contracts for Prog Svcs	42106801	\$312,500
2022	102-500734	Contracts for Prog Svcs	42106801	\$375,000
2023	102-500734	Contracts for Prog Svcs	42106801	\$62,500
			<i>Subtotal</i>	<i>\$750,000</i>

05-95-42-421010-28730000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION FOR CHILDREN YOUTH & FAMILIES, CHILD PROTECTION, PROMOTING SAFE-STABLE FAMILIES

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2021	102-500734	Contracts for Prog Svcs	42107306	\$170,833
2022	102-500734	Contracts for Prog Svcs	42107306	\$205,000
2023	102-500734	Contracts for Prog Svcs	42107306	\$34,167
			<i>Subtotal</i>	<i>\$410,000</i>
			<i>Total</i>	<i>\$1,160,000</i>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 3

### **EXPLANATION**

The purpose of this request is to provide Roadmap to Reunification services that effectively engage reunification teams to plan for the safety, permanency, and well-being of children and youth who reside in out-of-home care settings for whom the Department is legally responsible.

Approximately 2,052 families will be served from September 1, 2020 to August 31, 2022.

The Contractor will provide services to families who have children or youth residing in foster or relative caretaker settings for whom the Department is legally responsible, excluding children in residential, shelter care facilities, or Sununu Youth Services Center. Services provided engage families in their own decision making, immediately following the removal of their child(ren). The Contractor will work to build relationships between caregivers and birth parents. Program participants will identify family strengths, needs, and risk management strategies with the assistance of family reunification specialists.

The Contractor will facilitate meetings within ten (10) days of the removal of a child from a home or when a child transitions from a residential setting into a foster or relative caretaker home. The goal of the meeting is to begin building a relationship between caretakers, birth parents and team members involved in the reunification process. The Contractor will assist with developing reunification goals; implementing solution-based techniques and motivational interviewing methodologies throughout the child protective process. The Contractor will ensure children in out-of-home placements, and their families, have periodic case reviews to support the Reunification process. Case-specific multi-disciplinary teams will assess cases to identify potential resources and develop strategies to meet children's needs with the ultimate goal of improving safety, permanency and well-being for each child.

The Department will monitor contracted services using the following performance measures:

- Eighty-percent (80%) of all case reviews for child/youth entering an out-of-home placement, must be held within ten (10) calendar days of the child/youth entering an out-of-home placement;
- Eighty-percent (80%) of all reviews for youth who have been at SYSC or in shelter care and then discharged to a placement, must be held no later than thirty (30) calendar days from the date of discharge; and
- Eighty-percent (80%) of all meetings must occur within four (4) months of the child/youth entering out-of-home placement.

The Department selected the Contractor through a competitive bid process using a Request for Proposals (RFP) that was posted on the Department's website from 4/27/2020 through 6/1/2020. The Department received two (2) responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

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

Should the Governor and Council not authorize this request, the Department will be out of compliance with federally-mandated reviews of children in out-of-home care. Additionally, the absence of such services, would negatively impact reunification efforts for children and their families.

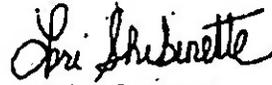
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

**Area served: Statewide**

**Source of Funds: CFDA #93.645, 93.558, FAIN #2001NHCWSS, 2001NHFPS5**

**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. Shibinette

Commissioner



New Hampshire Department of Health and Human Services  
Office of Business Operations  
Contracts & Procurement Unit  
Scoring Sheet

Roadmap to Reunification Services

RFP-2021-OCYF-02-ROADM-01

RFP Name

RFP Number

Bidder Name

1. Waypoint

2. Northeast Family Services

Pass/Fail	Maximum Points	Actual Points
	270	178
	270	247

Reviewer Names

1. Kara Buxton

2. Rebecca Lorden

3. Jennifer Gtroy

4. Michael Donati

Subject: Roadmap to Reunification Services (RFP-2021-DCYF-02-ROADM-01)

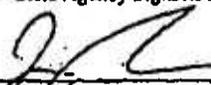
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

I. 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 Northeast Family Services of New Hampshire, Inc.		1.4 Contractor Address 250 Commercial Street Suite 201 Manchester, NH 03101	
1.5 Contractor Phone Number (603) 801-4714	1.6 Account Number 05-95-42-421010-2967 & 05-95-42-421010-2973	1.7 Completion Date August 31, 2022	1.8 Price Limitation \$1,160,000
1.9 Contracting Officer for State Agency Nathan D. White, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Date: 8/18/2020 Peter C. Patch, President	
1.13 State Agency Signature 		1.14 Name and Title of State Agency Signatory Date: 8/25/20 Joseph E. Ribsam, Director	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: Catherine Pinos On: 08/25/20			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

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

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

**9. TERMINATION.**

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

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

submit to the State a Transition Plan for services under the Agreement.

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

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

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

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

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

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

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

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

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

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

**14. INSURANCE.**

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

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

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

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

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

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

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

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

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

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

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Roadmap to Reunification Services



EXHIBIT A

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**REVISIONS TO STANDARD CONTRACT PROVISIONS**

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

- 1.1. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:
  - 3.3. The parties may extend the Agreement for up to four (4) additional year(s) from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and required governmental approval.
- 1.2. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:
  - 12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed and how corrective action shall be managed if the subcontractor's performance is inadequate. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

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**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor shall provide services to families who have children or youth residing in foster and relative caregiver settings for whom the Department is legally responsible, statewide.
- 1.2. For the purposes of this agreement, all references to days shall mean calendar days.
- 1.3. For the purposes of this agreement, all references to business hours shall mean Monday through Friday from (8:30 AM to 4:30 PM), excluding state and federal holidays.
- 1.4. The Contractor shall ensure Roadmap to Reunification facilitation specialists are available for a minimum of thirty (30) and a maximum of forty (40) hours per week with the flexibility to provide services during non-business hours.
- 1.5. The Contractor shall create forms in collaboration with the Department and utilize any tools provided by the Department for delivery of services to ensure compliance with:
  - 1.5.1. Department policies and procedures;
  - 1.5.2. State laws; and
  - 1.5.3. Federal regulations.
- 1.6. The Contractor shall ensure services specified in this Exhibit B are implemented to full capacity and available no later than thirty (30) days from the contract effective date.
- 1.7. **Ice Breaker Meetings**
  - 1.7.1. The Contractor shall create a forum for family engagement with a child's caregiver(s), ensuring the initial encounter between parties occurs no later than ten (10) days after the removal of a child from the family home. The Contractor shall:
    - 1.7.1.1. Work with Child Protection Service Workers (CPSWs) to schedule an Ice Breaker Meeting.
    - 1.7.1.2. Contact placement providers and birth parents, via telephone, email or text, to:
      - 1.7.1.2.1. Explain the purpose of the meeting;
      - 1.7.1.2.2. Identify attendees to each participant; and
      - 1.7.1.2.3. Schedule an Ice Breaker Meeting.
    - 1.7.1.3. Train providers on the Ice Breaker Model to ensure efficacy of the program.

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- 1.7.1.4. Work with all identified team members to actively prepare for Ice Breaker Meetings to ensure the initial meeting occurs within ten (10) days of removal.
- 1.7.1.5. Work with identified caregivers to assist them with understanding the struggles the birth parents encountered that contributed to the child(ren) being removed from the home in order to identify and eliminate biases that caregivers may have.
- 1.7.1.6. Place telephone calls to birth parents ahead of scheduled appointments in order to gauge moods or attitudes to determine level of precautions that may be needed including, but not limited to:
  - 1.7.1.6.1. Meeting in public places that may include, but are not limited to libraries or coffee shops.
  - 1.7.1.6.2. Ensuring meetings are held with a minimum of one (1) DCYF staff member present.
  - 1.7.1.6.3. Ensuring meetings are held only when other caregivers are present.
  - 1.7.1.6.4. Ensuring a cell phone is carried at all times in order to have the ability to call for help, should the need arise.
- 1.7.1.7. Facilitate the Ice Breaker Meeting in order to:
  - 1.7.1.7.1. Work with the birth parents to build skills and remove judgement and shame to ensure birth parents are clear on the goal of reunification and the support that all parties are providing to assist with reunification;
  - 1.7.1.7.2. Prompt the beginning of the buy-in to the idea that a parent can achieve the goal of reunification with the child by using Motivational Interviewing techniques intended to identify the end goal for the parent;
  - 1.7.1.7.3. Begin building the relationship between caretakers and birth parents, as well as between all team members involved in reunification;
  - 1.7.1.7.4. Help the birth parents, and all team members, to identify and overcome natural fears through a shared understanding and perspective gained through the Ice Breaker process;

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- 1.7.1.7.5. Engage families in conversation regarding parenting time and how to increase parenting time;
- 1.7.1.7.6. Discuss the family's understanding of the removal;
- 1.7.1.7.7. Discuss changes that need to occur, or have already occurred, in order to be reunited with the child(ren); and
- 1.7.1.7.8. Complete the Family Inquiry Tool with parents as well as assessment tools provided by the Division for Children, Youth and Families (DCYF) in order to obtain other relative information.
- 1.7.1.8. Develop three (3) manageable tasks for the family to achieve prior to the next scheduled meeting in order to advance the reunification process. The Contractor shall:
  - 1.7.1.8.1. Ensure tasks are achievable;
  - 1.7.1.8.2. Ensure steps to completing tasks are identified; and
  - 1.7.1.8.3. Ensure completed steps motivate parents to complete the next step to ensure identified tasks are achieved prior to the next scheduled meeting.
- 1.7.2. The Contractor shall ensure flexible meeting times for families, including early morning and evenings. The Contractor shall:
  - 1.7.2.1. Ensure each outreach worker, professional or paraprofessional and supervisor checks and/or answers the agency-issued cell phone that is assigned to them every day the agency is open until 6:00 P.M.
  - 1.7.2.2. Review each family's schedule with the family to find appointment times that work for all parties.
  - 1.7.2.3. Provide back-up staff in events unforeseen necessity to reschedule appointments.
  - 1.7.2.4. Place reminder calls of upcoming appointments and meetings to ensure meeting preparation and attendance.
- 1.8. Follow Up Contact and Meetings
  - 1.8.1. The Contractor shall ensure children in out-of-home placement and their families have regular reviews to ensure family progress in safety, permanency and wellbeing. The Contractor shall:

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- 1.8.1.1. Contact the birth parents and caregivers by telephone no later than thirty (30) days from the date of the Ice Breaker Meeting to follow up on the status of the three (3) manageable tasks identified at the Ice Breaker Meeting.
- 1.8.1.2. Assist birth parents and caregivers with identifying barriers to successfully complete the three (3) manageable tasks identified at the Ice Breaker Meeting.
- 1.8.1.3. Work with birth parents and caregivers to reduce the identified barriers to success.
- 1.8.1.4. Facilitate the thirty (30) day follow up meeting in order to:
  - 1.8.1.4.1. Continue building upon the relationship between caretakers and birth parents.
  - 1.8.1.4.2. Engage families in conversation regarding successes with and challenges to increasing parenting time.
  - 1.8.1.4.3. Discuss positive changes that have occurred since the Ice Breaker Meeting.
  - 1.8.1.4.4. Discuss changes that need to occur in order to be reunited as a family.
- 1.8.1.5. Schedule a three (3) month follow up meeting with all individuals who attended the Ice Breaker Meeting ensuring all parties understand the purpose of the meeting includes a status update on the three (3) manageable tasks.
- 1.8.2. The Contractor shall provide services for up to six (6) months, including attendance at the Permanency Planning Team meeting and any case transfer meeting in order to provide an overview of work completed with the family towards reunification.
- 1.9. **On-Going Supports**
  - 1.9.1. The Contractor shall maintain an ability to explore relatives and natural supports who can provide ongoing support to the children, youth and families while engaged in Roadmap to Reunification Services.
  - 1.9.2. The Contractor shall ensure referrals for services are processed within 24 hours of receipt. The Contractor shall:
    - 1.9.2.1. Contact the family and the referral source within 24 hours of processing a referral to identify reasons for the referral.
    - 1.9.2.2. Gather information related to the situational dynamics related to the case.
    - 1.9.2.3. Assess parent and family buy-in relative to the reunification

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process.

1.9.3. The Contractor shall provide in-depth explanations of all services available, arrange provider meetings with potential resources, and have a judgement-free conversation regarding the level of services the family can manage based on their unique stressors and time commitments.

1.9.4. The Contractor shall provide check-ins via phone, email or text every thirty (30) days with each team member to assess and collaborate on each family's progress with the reunification process. A formal meeting shall be scheduled should a conflict arise as determined by the team.

**1.10. Collaboration and Management of Services**

1.10.1. The Contractor shall collaborate with the Department and case-specific multi-disciplinary teams to assess case status, identify potential resources and develop strategies for meeting children's needs. The Contractor shall:

1.10.1.1. Conduct performance analysis on meeting procedures.

1.10.1.2. Review and evaluate case progress in accordance with the Roadmap to Reunification policy to ensure DCYF is in compliance with policy.

1.10.1.3. Consult with DCYF staff to improve case progress and supporting to remove the barriers to reunification.

1.10.1.4. Assist with empowering families in decision-making immediately following the removal of their child(ren) in order to strengthen relationships and provide a greater understanding of the DCYF system.

1.10.2. The Contractor shall conduct a performance analysis on meeting procedures and case progress, in accordance with Roadmap to Reunification policies to ensure universal compliance and consultation with DCYF staff.

1.10.3. The Contractor shall ensure each direct service provider receives:

1.10.3.1. A laptop computer; and

1.10.3.2. A cellphone.

1.10.4. Contractor agrees access to NH DHHS Bridges will only be permitted via the NH DHHS's Citrix Remote Desktop (RDS). Each Roadmap Facilitator will be assigned a NH DHHS encrypted affiliate exchange email account for ease of communication and to support the need for the Roadmap Facilitator to have access to the NH DHHS DO workers NH DHHS Outlook calendar. The aforementioned calendar access is a required business need

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identified by the program to enable seamless and effective implementation of this support service. Per NH DHHS Information Security, the Roadmap Facilitator will only be permitted access to his/her NH DHHS email account via the web-based portal OWA. At no time will the contractor be permitted access to the NH DHHS domain account for any purpose other than to establish an affiliate exchange email account. NH DHHS will facilitate access via the program point-of-contact for this effort and in accordance with NH DHHS and NH DoIT policies and procedures.

1.10.4.1. The Contractor shall provide the staff it assigns to this project with encrypted company laptops with the following requirements:

1.10.4.2. Security controls in place in accordance with the NH DHHS Information Security Requirements (Exhibit K);

1.10.4.3. 500 MHz or more; and

1.10.4.4. 128 MB memory (RAM)

1.10.4.5. Contractor will review and explain Exhibit K Information Security Requirements with its staff prior to assignment with NH DHHS.

1.10.5. The Contractor shall execute quality assurance processes to ensure timely and effective team coordination between birth parents, caregivers, the Division, and case-specific multi-disciplinary teams. The Contractor shall:

1.10.5.1. Provide corrective feedback to line staff, as needed.

1.10.5.2. Conduct a utilization review of services being provided to the birth parents to ensure active service delivery from the multi-disciplinary team.

1.10.5.3. Ensure a review of all Department documentation and reports prior to the scheduled 30-day meeting, or sooner if needed, to ensure the facilitator is current on case specifics and the Department's position.

1.10.5.4. Share information relative to all scheduled and rescheduled meetings in advance of the meeting both verbally and in writing to ensure active participation from all members of the team.

1.10.6. The Contractor shall maintain and provide a monthly Roadmap to Reunification schedule of meetings to the Department.

1.10.7. The Contractor shall review reports in consultation with DCYF supervisors, CPSWs and Juvenile Probation and Parole Officers (JPPOs) to verify:

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- 1.10.7.1. Department staff have scheduled Roadmap to Reunification Meetings entered into their schedules; and
- 1.10.7.2. Written Notices of Roadmap to Reunification Meetings have been sent to parents, age appropriate children, youth, and the other required individuals.
- 1.10.8. The Contractor shall initiate actions to reschedule any missed Roadmap to Reunification meetings, in consultation with DCYF supervisors, CPSWs, and JPPOs.
- 1.10.9. The Contractor shall ensure the following objectives are achieved in order to facilitate effective teamwork with CPSWs and JPPOs, including but not limited to:
  - 1.10.9.1. Processing referrals within 24 hours of receipt;
  - 1.10.9.2. Ensuring the feedback and information that adheres to the goals and objectives established at the beginning of the collaborative relationship (time of referral). Ensuring both the family and DCYF representative shall be contacted within twenty (24) hours of processing to discuss the reasons for the referral and gather information related to the situational dynamics related to the case.
- 1.10.10. The Contractor shall utilize strategies to achieve conflict resolution that include but are not limited to:
  - 1.10.10.1. Identifying the type of conflict being presented.
  - 1.10.10.2. Utilizing conflict resolution styles that are conducive to the type of identified conflict presented.
- 1.11. Administrative Duties
  - 1.11.1. The Contractor shall conduct administrative duties that include, but are not limited to:
    - 1.11.1.1. Entering case-specific information into NH Bridges case management system within five (5) business days of the review, including but not limited to:
      - 1.11.1.1.1. Permanency Planning information.
      - 1.11.1.1.2. Case contact notes including interactions with a family member or provider during check-ins.
    - 1.11.1.2. Offering the "Roadmap to Reunification Survey" at the conclusion of every case review meeting in order to use the findings to improve the Roadmap to Reunification

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process and the outcomes.

The Contractor shall ensure staff complete and submit all required documentation on appropriate forms supplied by the Department for each individual involved in each case. The contractor shall enter contact notes into NH Bridges for any (text, email, phone call) that they have had with a family or provider.

1.11.2. The Contractor shall attend DCYF staff meetings in district offices, as appropriate, and present information on topics that may include, but are not limited to:

1.11.2.1. Local resources.

1.11.2.2. Drugs of abuse.

1.11.2.3. Working with reluctant parents.

1.11.3. The Contractor shall participate in DCYF case meetings that may include, but are not limited to:

1.11.3.1. Permanency Planning Team (PPT) Meetings; and

1.11.4. Case Transfer Meetings.

1.11.5. The Contractor shall review cases for children and/or youth who have been at residential/congregate care, Sununu Youth Services Center (SYSC) or in Shelter Care and then discharged to foster or relative placement, in order to:

1.11.5.1. Provide services to the families no later than ten (10) days from the date the child or youth is discharged to foster or relative placement.

1.11.5.2. Ensure the full array of services in the Exhibit B are available to families and children/youth upon discharge from residential/congregate care, SYSC, or shelter care.

1.11.6. The Contractor shall enter case specific information onto the case review screens of NH Bridges within five (5) business days of the review.

1.11.7. The Contractor shall ensure staff complete and submit:

1.11.7.1. All required documentation on appropriate forms supplied by the Department for each individual involved in each case; and

1.11.7.2. Confirmation that all contact notes have been entered into NH Bridges for all types of contact with a family or provider, including but not limited to:

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B**

- 1.11.7.2.1. Texts.
- 1.11.7.2.2. Email.
- 1.11.7.2.3. Telephone calls.

**1.12. Staffing**

- 1.12.1. The Contractor shall ensure a minimum of three (3) staff are allotted per thirty (30) hour week and 4 staff for a (40) hour week with a total of seven (7) available to provide Roadmap facilitating services, statewide, ensuring staff who provide direct services.
- 1.12.2. The Contractor shall ensure all staff have the required experience and knowledge including but not limited to:
  - 1.12.2.1. Minimum of two (2) years of experience in identifying barriers and resources to reunification with families;
  - 1.12.2.2. Have Demonstrated knowledge of, needs of children and families in the child welfare system;
  - 1.12.2.3. Valid driver's license and/or access to reliable transportation with liability insurance coverage as required by state laws for travel, statewide; and
  - 1.12.2.4. Attend additional training to meet core competency standards for providing reunification services within one (1) year of the contract effective date.
- 1.12.3. The Contractor shall obtain, at their expense, a Criminal Background Check for all staff, including volunteers, providing direct services to clients under the contract.
- 1.12.4. The Contractor shall ensure staff have no convictions for the following crimes:
  - 1.12.4.1. A felony for child abuse or neglect, spousal abuse, and any crime against children or adults, including but not limited to: child pornography, rape, sexual assault, or homicide;
  - 1.12.4.2. A violent or sexually related crime against a child or adult, or a crime which may indicate a person might be reasonably expected to pose a threat to a child or adult; and
  - 1.12.4.3. A felony for physical assault, battery, or a drug-related offense committed within the past five (5) years in accordance with 42 USC 671 (a)(s0)(A)(ii).
- 1.12.5. The Contractor shall authorize the Department to conduct a Bureau of Elderly and Adults Services (BEAS) State Registry check and a

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B**

Division for Children, Youth and Families check at no cost to the selected Vendor(s). Note all registry results are confidential.

1.12.6. The Contractor shall not have staff members or volunteers provide services prior to the date required documentation is received and verified by the Department.

**2. Reporting Requirements**

2.1. The Contractor shall provide a monthly report that indicates the number of Ice Breaker Meetings completed in the previous thirty (30) days.

2.2. The Contractor shall provide quarterly reports that include, but are not limited to:

2.2.1. Survey results and meetings held.

2.2.2. Family demographics for each case, which includes, but is not limited to:

2.2.2.1. Whether the family is together or separated.

2.2.2.2. Ages of youth.

2.2.2.3. Date of removal.

2.2.2.4. Dates of meetings.

2.2.2.5. Name of placement provider.

2.2.2.6. Supports in reunification.

2.2.2.7. Parental time.

2.2.2.8. Level of engagement in icebreakers.

**3. Performance Measures**

3.1. The Department will monitor performance of the Contractor to ensure the following performance measures are met:

3.1.1. Eighty-percent (80%) of all case reviews for child/youth entering an out-of-home placement, must be held within ten (10) calendar days of the child/youth entering an out-of-home placement;

3.1.2. Eighty-percent (80%) of all reviews for youth who have been at SYSC, or in shelter care and then discharged to a placement, must be held no later than thirty (30) calendar days from the date of discharge; and

3.1.3. Eighty-percent (80%) of all meetings must occur within four (4) months of the child/youth entering out-of-home placement.

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B**

- 3.2. The Department seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust program delivery and policy based on successful outcomes.
- 3.3. The Department may collect other key data and metrics from Contractor(s), including client-level demographic, performance, and service data.
- 3.4. The Department may identify expectations for active and regular collaboration, including key performance objectives, in the resulting contract. Where applicable, Contractor(s) must collect and share data with the Department in a format specified by the Department.

**4. Exhibits Incorporated**

- 4.1. The Contractor shall use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties.
- 4.2. The Contractor shall ensure to the extent that Protected Health Information includes substance use disorder information or records, the Contractor agrees that it shall be bound and comply with all terms of the 42 CFR Part 2.
- 4.3. The Contractor shall manage all confidential data related to this Agreement in accordance with the terms of Exhibit K, DHHS Information Security Requirements.
- 4.4. The Contractor shall comply with all Exhibits D through K, which are attached hereto and incorporated by reference herein.

**5. Additional Terms**

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

- 5.1.1. 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.

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

- 5.2.1. The Contractor shall submit, within ten (10) days of the contract effective date, a detailed description of the communication access and language assistance services they will provide to ensure meaningful access to their programs and/or services to persons with limited English proficiency, people who are deaf or have hearing loss, are blind or have low vision, or who have

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B**

speech challenges.

**5.3. Credits and Copyright Ownership**

- 5.3.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement, "The preparation of this (report, document etc.) was financed under a 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."
- 5.3.2. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use.
- 5.3.3. The Department shall retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 5.3.3.1. Brochures.
  - 5.3.3.2. Resource directories.
  - 5.3.3.3. Protocols or guidelines.
  - 5.3.3.4. Posters.
  - 5.3.3.5. Reports.
- 5.3.4. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

**6. Records**

- 6.1. The Contractor shall keep records that include, but are not limited to:
  - 6.1.1. 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.
  - 6.1.2. 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.

PCP

8/18/2020

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT B**

6.2. During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

*RF*

*8/18/2020*

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT C**

Payment Terms

1. This Agreement is funded by:
  - 1.1. 65%, Child Protection, Title IV-B, Subpart 1, Child Welfare Social Service Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.645, FAIN #2001NHCWSS.
  - 1.2. 35%, Promoting Safe and Stable Families Program, awarded on 10/01/2019, by the Administration for Children and Families, CFDA # 93.556, FAIN 2001NHFPSS.
2. For the purposes of this Agreement:
  - 2.1. The Department has identified the Contractor as a Contractor, in accordance with 2 CFR 200.330.
  - 2.2. The Department has identified this Contract as NON-R&D, in accordance with 2 CFR §200.87.
  - 2.3. The de minimis Indirect Cost Rate of 10% applies in accordance with 2 CFR §200.414.
3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, and shall be in accordance with the approved line item, as specified in Exhibits C-1, Budget through Exhibit C-3, Budget.
4. The Contractor shall submit an invoice in a form satisfactory to the State by the fifteenth (15th) working day of the following month, which identifies and requests reimbursement for authorized expenses incurred in the prior month. The Contractor shall ensure the invoice is completed, dated and returned to the Department in order to initiate payment.
5. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to DCYFInvoices@dhhs.nh.gov, or invoices may be mailed to:

Financial Manager  
Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301
6. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if sufficient funds are available, subject to Paragraph 4 of the General Provisions Form Number P-37 of this Agreement.
7. The final invoice shall be due to the State no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT C**

8. The Contractor must provide the services in Exhibit B, Scope of Services, in compliance with funding requirements.
9. The Contractor agrees that funding under this Agreement may be withheld, in whole or in part in the event of non-compliance with the terms and conditions of Exhibit B, Scope of Services.
10. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this agreement may be withheld, in whole or in part, in the event of non-compliance with any Federal or State law, rule or regulation applicable to the services provided, or if the said services or products have not been satisfactorily completed in accordance with the terms and conditions of this agreement.
11. 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.
12. Audits
  - 12.1. The Contractor is required to submit an annual audit to the Department if any of the following conditions exist:
    - 12.1.1. 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.
    - 12.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
    - 12.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
  - 12.2. If Condition A exists, the Contractor shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department 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.
  - 12.3. 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.

*PLP*

*8/18/2020*

**New Hampshire Department of Health and Human Services  
Roadmap to Reunification Services**



**EXHIBIT C**

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12.4. In addition to, and not in any way in limitation of obligations of the Contract, 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 Contract to which exception has been taken, or which have been disallowed because of such an exception.

*PLP*

*8/18/2020*

BDRB C-1 Budget

New Hampshire Department of Health and Human Services  
 COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD

Contractor Name: Northeast Family Services of New Hampshire, Inc.  
 Budget Request for: Outpatient Rehabilitation Program  
 Budget Period: September 1, 2020 - June 30, 2021 2277 2271

Line Item	Description	Total Program Cost		Contract Share (1 Month)		Funded by BDRB Account Share	
		Amount	Unit	Amount	Unit	Amount	Unit
1. Total Salary/Wages		204,258.00	1	204,258.00	1	204,258.00	1
2. Contractual Benefits		87,624.75	1	87,624.75	1	87,624.75	1
3. Consultants		-	1	-	1	-	1
4. Equipment		-	1	-	1	-	1
Rental		-	1	-	1	-	1
Repair and Maintenance		1,750.00	1	1,750.00	1	1,750.00	1
Purchase/Depreciation		3,475.00	1	3,475.00	1	3,475.00	1
5. Supplies		-	1	-	1	-	1
Educational		-	1	-	1	-	1
Lab		-	1	-	1	-	1
Pharmacy		-	1	-	1	-	1
Medical		1,800.00	1	1,800.00	1	1,800.00	1
Other		3,000.00	1	3,000.00	1	3,000.00	1
6. Travel		20,000.00	1	20,000.00	1	20,000.00	1
7. Occupancy		-	1	-	1	-	1
8. Contract Expenses		-	1	-	1	-	1
Telephone		7,000.00	1	7,000.00	1	7,000.00	1
Printing		-	1	-	1	-	1
Electricity		-	1	-	1	-	1
Arch and Land		4,000.00	1	4,000.00	1	4,000.00	1
Postage		3,333.33	1	3,333.33	1	3,333.33	1
Travel Expenses		-	1	-	1	-	1
9. Software		1,000.00	1	1,000.00	1	1,000.00	1
10. Market by Communications		1,800.00	1	1,800.00	1	1,800.00	1
11. Staff Education and Training		3,333.33	1	3,333.33	1	3,333.33	1
12. Subcontracted Services		-	1	-	1	-	1
13. Other (specify details necessary)		-	1	-	1	-	1
TOTAL		443,323.00	1	443,323.00	1	443,323.00	1

Indirect At A Percent of Direct

0%

Contractor Initials: *PLD*  
 Date: *8/16/2020*

Table C-1 Budget

New Hampshire Department of Health and Human Services  
COMPLETE GFE BUDGET FORM FOR EACH BUDGET PERIOD

Contractor Name: Northeast Family Services of New Hampshire, Inc.

Budget Request for: Readiness to Reentry Program

Budget Period: July 1, 2021 - June 30, 2022 SFY 2022

Code Description	Total Proposed Cost		Contractor State LA/Levy		Funded by Other Sources, where	
	Del'd	Total	Del'd	Total	Del'd	Total
1. Total Salaries/Wages	\$ 481,000.00	\$ 481,000.00	\$	\$	\$	\$
2. Employee Benefits	\$ 118,000.00	\$ 118,000.00	\$	\$	\$	\$
3. Contracts	\$	\$	\$	\$	\$	\$
4. Supplies	\$	\$	\$	\$	\$	\$
Travel	\$	\$	\$	\$	\$	\$
Food and Medication	\$ 1,000.00	\$ 1,000.00	\$	\$	\$	\$
Program/Dependence	\$ 4,000.00	\$ 4,000.00	\$	\$	\$	\$
5. Supplies	\$	\$	\$	\$	\$	\$
Educational	\$	\$	\$	\$	\$	\$
Lab	\$	\$	\$	\$	\$	\$
Pharmacy	\$	\$	\$	\$	\$	\$
Medical	\$ 2,000.00	\$ 2,000.00	\$	\$	\$	\$
Office	\$ 3,000.00	\$ 3,000.00	\$	\$	\$	\$
A. Travel	\$ 73,000.00	\$ 73,000.00	\$	\$	\$	\$
7. Occupancy	\$	\$	\$	\$	\$	\$
8. Current Expenses	\$	\$	\$	\$	\$	\$
Telephone	\$ 8,000.00	\$ 8,000.00	\$	\$	\$	\$
Printing	\$	\$	\$	\$	\$	\$
Supplies	\$	\$	\$	\$	\$	\$
Auto and Legal	\$ 8,000.00	\$ 8,000.00	\$	\$	\$	\$
Insurance	\$ 4,000.00	\$ 4,000.00	\$	\$	\$	\$
Other Expenses	\$	\$	\$	\$	\$	\$
9. Software	\$ 1,000.00	\$ 1,000.00	\$	\$	\$	\$
10. Market by Contributions	\$ 2,000.00	\$ 2,000.00	\$	\$	\$	\$
(1) Staff Education and Training	\$ 4,000.00	\$ 4,000.00	\$	\$	\$	\$
(2) Support/Programs	\$	\$	\$	\$	\$	\$
13. Debt (specify details mandatory)	\$	\$	\$	\$	\$	\$
TOTAL	\$ 638,000.00	\$ 638,000.00	\$	\$	\$	\$

Instruct An A Percent of Direct

0.0%

Contractor initials *PLP*  
*4/11/2020*

Table C-3 Budget

New Hampshire Department of Health and Human Services  
 COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD

Contractor Name: Northwest Family Services of New Hampshire, Inc.

Budget Request for: Readiness to Reintroduction Program

Budget Period: July 1, 2022 - August 31, 2022 8FY2022

Line Item	Total Program Cost			Contractor, Staff / Honor			Costs by Other sources		
	Direct	Indirect	Total	Direct	Indirect	Total	Direct	Indirect	Total
1. Total Salaries/Wages	\$ 68,251.38	\$ -	\$ 68,251.38	\$ -	\$ -	\$ -	\$ 68,251.38	\$ -	\$ 68,251.38
2. Employer Benefits	\$ 19,416.25	\$ -	\$ 19,416.25	\$ -	\$ -	\$ -	\$ 19,416.25	\$ -	\$ 19,416.25
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. Repairs and maintenance	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
7. Purchases/Procurement	\$ 775.00	\$ -	\$ 775.00	\$ -	\$ -	\$ -	\$ 775.00	\$ -	\$ 775.00
8. Supplier	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Medical	\$ 336.00	\$ -	\$ 336.00	\$ -	\$ -	\$ -	\$ 336.00	\$ -	\$ 336.00
13. OTC	\$ 600.00	\$ -	\$ 600.00	\$ -	\$ -	\$ -	\$ 600.00	\$ -	\$ 600.00
14. Travel	\$ 4,196.67	\$ -	\$ 4,196.67	\$ -	\$ -	\$ -	\$ 4,196.67	\$ -	\$ 4,196.67
15. Occupancy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16. Contract Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17. Telephone	\$ 1,400.00	\$ -	\$ 1,400.00	\$ -	\$ -	\$ -	\$ 1,400.00	\$ -	\$ 1,400.00
18. Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19. Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20. Mail and Legal	\$ 1,000.00	\$ -	\$ 1,000.00	\$ -	\$ -	\$ -	\$ 1,000.00	\$ -	\$ 1,000.00
21. Fuel/Travel	\$ 600.00	\$ -	\$ 600.00	\$ -	\$ -	\$ -	\$ 600.00	\$ -	\$ 600.00
22. Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23. Software	\$ 210.00	\$ -	\$ 210.00	\$ -	\$ -	\$ -	\$ 210.00	\$ -	\$ 210.00
24. Marketing/Communications	\$ 233.69	\$ -	\$ 233.69	\$ -	\$ -	\$ -	\$ 233.69	\$ -	\$ 233.69
25. Staff Education and Training	\$ 668.66	\$ -	\$ 668.66	\$ -	\$ -	\$ -	\$ 668.66	\$ -	\$ 668.66
26. Subcontracted/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
27. Other (specify costs mandatory)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 98,667.00	\$ -	\$ 98,667.00	\$ -	\$ -	\$ -	\$ 98,667.00	\$ -	\$ 98,667.00

subtract AAA Percent of Direct

80%

Contractor Initials: PJP  
 Date: 8/10/2020



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

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

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

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

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

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

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

New Hampshire Department of Health and Human Services  
Exhibit D



has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

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

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

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

Vendor Name: Northeast Family Services of NH, INC

08/19/2020

Date

Dr. C. Patch

Name:

Title: Dr. Peter C. Patch, CEO

PCP  
8/19/2020

New Hampshire Department of Health and Human Services  
Exhibit E



**CERTIFICATION REGARDING LOBBYING**

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

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

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care-Development Block Grant under Title IV

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

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

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

Vendor Name: Northeast Family Services of NH, INC

08/19/2020

Date

Peter C. Patch

Name:

Title: Dr. Peter C. Patch, CEO

PIP  
8/19/2020

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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8/18/2020

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER-TIER COVERED TRANSACTIONS

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

Vendor Name: Northeast Family Services of NH, INC

08/11/2020

Date

Peter C. Patch  
Dr. Peter C. Patch, CEO

Name: Dr. Peter C. Patch, CEO  
Title:

PLF  
8/11/2020

New Hampshire Department of Health and Human Services  
Exhibit G



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

The Vendor 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:

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

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

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

Exhibit G

Vendor Initials

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

**New Hampshire Department of Health and Human Services  
Exhibit G**



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

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

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

Vendor Name: Northeast Family Services of NH, INC

08/19/2020  
Date

Peter C. Patch  
Name: Dr. Peter C. Patch, CEO  
Title:

Exhibit G

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

Vendor Initials PIP

Date 8/19/2020

New Hampshire Department of Health and Human Services  
Exhibit H



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

1. By signing and submitting this contract, the Vendor 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.

Vendor Name: Northeast Family Services of NH, INC

08/19/2020

Date

Peter C. Patch  
Peter C. Patch (Signature for New NH 12/11)

Name:

Title: Dr. Peter C. Patch, CEO

New Hampshire Department of Health and Human Services



Exhibit I

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

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

(1) **Definitions.**

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

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Exhibit I  
Health Insurance Portability Act  
Business Associate Agreement  
Page 1 of 8

Contractor Initials

PIP

Date

8/14/2020

New Hampshire Department of Health and Human Services



Exhibit I

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

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

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

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8/18/2020

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



**Exhibit I**

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

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

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

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

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

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

3/2014

Contractor Initials

PLP

Date

8/11/2020

New Hampshire Department of Health and Human Services



Exhibit I

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

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

3/2014

Contractor Initials

Date 8/18/2020

New Hampshire Department of Health and Human Services



Exhibit I

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

(4) Obligations of Covered Entity

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

(5) Termination for Cause

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

(6) Miscellaneous

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

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Contractor Initials

*RIP*  
Date *8/18/2020*

New Hampshire Department of Health and Human Services



Exhibit I

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

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

Department of Health and Human Services

The State

Signature of Authorized Representative

Joseph E. Ribsam

Name of Authorized Representative

Director, DCYE

Title of Authorized Representative

8/25/2020

Date

Northeast Family Services of New Hampshire

Name of the Contractor

Signature of Authorized Representative

Dr. Peter C. Patch

Name of Authorized Representative

CEO

Title of Authorized Representative

08/19/2020

Date

PIP

Date 8/19/2020



New Hampshire Department of Health and Human Services  
Exhibit J

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

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award. In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principal place of performance
9. Unique Identifier of the entity (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.

Contractor Name: Northeast Family Services of NH, INC

08/19/2020  
Date

Peter C. Patch  
PROF. LICENSED BY THE STATE OF NH  
Name: Dr. Peter C. Patch, CEO  
Title:

Contractor Initials PCP  
Date 8/18/2020  
PCP



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

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

- The DUNS number for your entity is: 117642585
- 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:

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

NO   YES

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

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

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

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

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

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

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

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

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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

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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 therefrom disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.

10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).

11: Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

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

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

**A. Retention**

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

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

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

**B. Disposition**

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

**IV. PROCEDURES FOR SECURITY**

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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

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

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

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

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

**V. LOSS REPORTING**

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

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

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

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

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

**VI. PERSONS TO CONTACT**

**A. DHHS Privacy Officer:**

DHHSPrivacyOfficer@dhhs.nh.gov

**B. DHHS Security Officer:**

DHHSInformationSecurityOffice@dhhs.nh.gov