



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

February 24, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

To authorize New Hampshire Employment Security (“NHES”) to enter into an amendment to an existing **sole source** contract with Ascentria Community Services, Inc., Manchester, NH, for in-person foreign language and American Sign Language interpretation services and written translation services, to add a cost line item for American Sign Language translation services that was unintentionally omitted from the original contract, with no change to the price limitation of \$21,000 and no change to the completion date of June 30, 2027. 100% Federal funds.

The original contract was approved by the Governor and Council on June 26, 2024 (Item #94).

EXPLANATION

NHES is requesting approval of the attached amendment to an existing **sole source** contract for in-person foreign language and American Sign Language interpretation services and written translation services to add a cost line item for American Sign Language translation services that was unintentionally omitted from the original contract.

Competitive proposals were sought for in-person foreign language and American Sign Language (“ASL”) interpretation services and written translation services. Request for Proposal (“RFP”) NHES 2024-03 was issued on April 9, 2024, seeking qualified vendors. The RFP was posted to both the Department of Administrative Services and NHES websites. No proposals were received by the deadline of May 10, 2024. NHES, therefore, engaged its then current vendor, Ascentria Community Services, Inc., in negotiations for a successor contract.

NHES is a proud member of America’s Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov

Ascentria Community Services, Inc. has continued to provide services necessary to ensure that NHES's limited English proficient and deaf and hearing-impaired customers are able to access available programs and benefits without barriers and are afforded due process in adjudicatory unemployment benefit proceedings. This amendment will simplify the billing process for ASL interpretation services provided under the agreement.

Your approval is respectfully sought for this curative amendment.

Respectfully submitted,



George N. Copadis
Commissioner

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY**

CONTRACT 2024-03

**IN-PERSON FOREIGN LANGUAGE AND AMERICAN SIGN LANGUAGE
INTERPRETATION SERVICES**

CONTRACT AMENDMENT #1

WHEREAS, New Hampshire Employment Security (“NHES”) and Ascentria Community Services, Inc., (“Ascentria”) (collectively, the “Parties”) are parties to a Contract approved by Governor and Council (6/26/24, Item #94) to provide in-person foreign language and American Sign Language (“ASL”) interpretation services and written translation services for a term ending June 30, 2027;

WHEREAS, the terms of the Contract provide that the contract may only be amended by an instrument in writing, signed by the Parties (P-37 – General Provisions, Section 18);

WHEREAS, on April 9, 2024, NHES posted RFP NHES 2024-03 – In-Person Foreign Language Interpretation Services to the NHES and Department of Administrative Services (“DAS”) websites in keeping with competitive procurement requirements;

WHEREAS, when the proposal period ended on May 10, 2024, NHES had not received any proposals from prospective vendors. Therefore, NHES engaged its then current vendor, Ascentria, which had performed well in its contract, in negotiations for a sole source contract for continued services;

WHEREAS, NHES received Ascentria’s price proposal on May 16, 2024. The proposed prices represented a minimal increase over the rates in NHES’s previous contract with Ascentria;

WHEREAS, a contract with Ascentria would allow NHES to continue to meet its obligation to provide accommodations for individuals with language access issues and the Parties agreed to enter a new Contract; and

WHEREAS, while drafting the Contract, NHES inadvertently left out a cost line item for the ASL interpretation services to be provided under the agreement;

NOW, THEREFORE, the Parties agree to amend the contract as follows:

Modify the Price Terms set forth in Table 1 to reflect hourly pricing for ASL interpretation services as follows:

Table 1 – Modification to Price Terms

Exhibit C, Method of Payment, Section 1.1A Pricing for In-Person Interpreter Services	Amend Exhibit C, Method of Payment, Section 1.1A. Pricing for In-Person Interpreter Services as follows:						
		<u>ASL</u>	<u>Spanish</u>	<u>Vietnamese</u>	<u>Bosnian</u>	<u>Arabic</u>	<u>Chinese</u>
	In-person Interpretation (per HOUR)	\$90.00	\$ 65.00	\$ 65.00	\$ 65.00	\$ 65.00	\$ 65.00
	Written Interpretation (per WORD)	N/A	\$ 0.18	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Travel Expense (per HOUR)	\$90.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	

Except as provided herein, all other provisions of the Agreement shall remain in full force and effect. This modification shall take effect upon the approval of the Governor and Executive Council.

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IN WITNESS WHEREOF, THE Parties have hereunto set their hands as of the day and year shown below.



George N. Copadis, Commissioner
New Hampshire Employment Security

Date: 2/25/25



Ascentria Community Services, Inc.

Date: Feb 21, 2025



New Hampshire Department of Justice

Date: March 6, 2025

Approved by the Governor & Executive Council

Date: _____

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 652197

Certificate Number: 0006773536



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 5th day of September A.D. 2024.

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

David M. Scanlan
Secretary of State



Corporate Resolution

I, Nicholas Sousa, hereby certify that I am duly elected Clerk/Secretary/Officer of
(Name)
Ascentria Community Services, Inc. . I hereby certify the following is a true copy of a vote taken at
(Name of Corporation)

a meeting of the Board of Directors/shareholders, duly called and held on June 25, 2024,
at which a quorum of the Directors/shareholders were present and voting.

VOTED: That Angela Bovill, President/CEO(may list more than one person) is
(Name and Title)

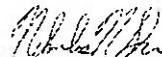
duly authorized to enter into contracts or agreements on behalf of

Ascentria Community Services, Inc. with the State of New Hampshire and any of
(Name of Corporation)

its agencies or departments and further is authorized to execute any documents
which may in his/her judgment be desirable or necessary to effect the purpose of
this vote.

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 to which this certificate is attached. This authority
remains valid for thirty (30) days from the date of this Corporate Resolution. 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: Feb 21, 2025

ATTEST:  Corporate Clerk
(Name & Title)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/10/2024

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

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

PRODUCER Brown & Brown Insurance Services, Inc. 980 Washington St., Suite 325 Dedham MA 02026		CONTACT NAME: Janet Walker PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: Janet.Walker@bbrown.com	
INSURED Ascentria Care Alliance, Inc. 11 Shattuck St. Worcester MA 01605		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Philadelphia Indemnity Insurance Company 18058	
		INSURER B: Zurich American Insurance Company of IJ 27855	
		INSURER C:	
		INSURER D:	
		INSURER E:	
		INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 24-25 GL Auto UMB WC Prof **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEM. AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2609012-020	10/1/2024	10/1/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			PHPK2609014-020	10/1/2024	10/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			PHOB883842-020	10/1/2024	10/1/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC 1469872 - 02	12/1/2024	12/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability			PHPK2609012-020 Retroactive Date: 1/1/2004	10/1/2024	10/1/2025	Each Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 181, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER New Hampshire Employment Security 45 S Fruit St. Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Owen Callaghan/MCROSB <i>Owen Callaghan</i>
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**ASCENTRIA COMMUNITY SERVICES, INC.
AND SUBSIDIARY**

CONSOLIDATED FINANCIAL STATEMENTS

YEARS ENDED JUNE 30, 2023 AND 2022



CPAs | CONSULTANTS | WEALTH ADVISORS

CLAconnect.com

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
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YEARS ENDED JUNE 30, 2023 AND 2022**

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INDEPENDENT AUDITORS' REPORT

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

Report on the Audit of the Financial Statements

Opinion

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

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

Basis for Opinion

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

Change in Accounting Principle

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

Responsibilities of Management for the Financial Statements

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

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

Auditors' Responsibilities for the Audit of the Financial Statements

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

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Ascentria Community Services, Inc. and Subsidiary's ability to continue as a going concern for a reasonable period of time.

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



CliftonLarsonAllen LLP

Quincy, Massachusetts
February 5, 2024

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

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

See accompanying Notes to Consolidated Financial Statements.

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

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

See accompanying Notes to Consolidated Financial Statements.

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

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

See accompanying Notes to Consolidated Financial Statements.

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

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

See accompanying Notes to Consolidated Financial Statements.

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

	Program Services					Supporting Services			Total Support Services	Total Expenses
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		
Salaries and Wages	\$ 1,104,942	\$ 5,204,030	\$ 3,298,401	\$ 6,751,796	\$ 6,093,391	\$ 22,452,560	\$ 85,143	\$ -	\$ 85,143	\$ 22,537,703
Employee Benefits	265,040	1,368,696	717,196	1,392,899	1,156,053	4,899,884	12,534	-	12,534	4,912,418
Occupancy Costs	116,530	416,402	485,295	38,862	507,456	1,564,545	203,646	-	203,646	1,768,191
Operating Supplies and Expenses	16,365	110,504	79,519	41,003	156,588	403,979	11,433	-	11,433	415,412
Professional Fees	60,392	332,487	1,211,284	50,000	1,444,532	3,098,695	102,896	-	102,896	3,201,591
Garage and Vehicle Expenses	558,101	1,951	323	-	-	560,375	-	-	-	560,375
Donated Vehicle Expenses	865,540	-	-	-	-	865,540	-	-	-	865,540
Client Support Expenses	543	42,504	187,302	6	3,079,154	3,309,509	25	-	25	3,309,534
Translation Expenses	-	9,007	1,108	-	675,415	685,530	-	-	-	685,530
Repairs and Maintenance	32,908	20,198	107,033	77,777	225,354	463,270	10,857	-	10,857	474,127
Travel Expenses	291,730	173,849	149,072	27,329	261,108	903,088	2,352	-	2,352	905,440
Educational Events and Meetings	1,321	1,187	26,854	9,226	13,332	51,920	4,339	-	4,339	56,259
Management Fees	-	-	-	-	-	-	4,456,634	-	4,456,634	4,456,634
Taxes	-	424,835	397	8,256	-	433,488	-	-	-	433,488
Recruitment Advertising	1,330	-	152	763	3,040	5,285	200	-	200	5,485
Advertising	-	-	-	-	-	-	236,657	-	236,657	236,657
Licenses and Fees	15	140	2,131	250	1,829	4,365	1,148	-	1,148	5,513
Insurance	8,382	85,675	57,273	54,672	90,362	296,364	3,331	-	3,331	299,695
Interest	-	-	-	-	-	-	27,107	-	27,107	27,107
Bad Debt Expenses	78,909	6,874	8,177	-	200,502	294,462	-	-	-	294,462
Total Before Depreciation and Amortization	3,402,048	8,198,339	6,331,517	8,452,839	13,908,116	40,292,859	5,158,302	-	5,158,302	45,451,161
Depreciation and Amortization	56,154	18,439	83,492	6,868	7,842	172,795	-	-	-	172,795
Total Functional Expenses	\$ 3,458,202	\$ 8,216,778	\$ 6,415,009	\$ 8,459,707	\$ 13,915,958	\$ 40,465,654	\$ 5,158,302	\$ -	\$ 5,158,302	\$ 45,623,956

See accompanying Notes to Consolidated Financial Statements.

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

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 992,151	\$ 5,781,772	\$ 2,934,946	\$ 5,751,947	\$ 4,621,573	\$ 20,082,389	\$ 61,191	\$ -	\$ 61,191	\$ 20,143,580
Employee Benefits	213,795	1,450,459	619,336	1,176,142	971,553	4,431,285	11,484	-	11,484	4,442,769
Occupancy Costs	112,220	572,325	500,053	45,264	527,111	1,756,973	220,789	-	220,789	1,977,762
Operating Supplies and Expenses	18,645	144,543	74,512	33,588	109,128	380,416	113,957	-	113,957	494,373
Professional Fees	115,882	457,657	1,353,564	-	1,137,011	3,064,114	54,948	-	54,948	3,119,062
Garage and Vehicle Expenses	579,376	2,187	-	-	-	581,563	-	-	-	581,563
Donated Vehicle Expenses	710,400	-	-	-	-	710,400	-	-	-	710,400
Client Support Expenses	447	32,623	245,546	2,902	3,200,923	3,482,441	1,047	-	1,047	3,483,488
Translation Expenses	-	18,157	4,989	-	646,408	669,554	-	-	-	669,554
Repairs and Maintenance	27,565	40,556	91,753	60,301	192,189	412,364	18,904	-	18,904	431,268
Travel Expenses	223,453	200,563	139,486	25,324	245,901	834,727	5,410	-	5,410	840,137
Educational Events and Meetings	1,644	6,755	14,205	2,576	14,494	39,674	1,239	-	1,239	40,913
Management Fees	-	-	-	-	-	-	4,513,788	-	4,513,788	4,513,788
Taxes	-	531,617	231	10,978	-	542,826	-	-	-	542,826
Recruitment Advertising	323	232	1,232	-	181	1,968	-	-	-	1,968
Advertising	-	-	-	-	-	-	216,701	-	216,701	216,701
Licenses and Fees	-	160	2,576	258	1,051	4,045	1,000	-	1,000	5,045
Custodial Fees	-	-	-	-	-	-	-	-	-	-
Insurance	9,741	80,189	49,147	47,975	67,997	255,049	4,756	-	4,756	259,805
Interest	-	-	-	-	-	-	39,525	-	39,525	39,525
Bad Debt Expenses	3,690	1,248	1,838	-	376,419	383,195	-	-	-	383,195
Total Before Depreciation and Amortization	3,009,332	9,321,043	6,033,414	7,157,255	12,111,939	37,632,983	5,264,739	-	5,264,739	42,897,722
Depreciation and Amortization	52,408	1,560	75,410	-	1,000	130,378	-	-	-	130,378
Total Functional Expenses	<u>\$ 3,061,740</u>	<u>\$ 9,322,603</u>	<u>\$ 6,108,824</u>	<u>\$ 7,157,255</u>	<u>\$ 12,112,939</u>	<u>\$ 37,763,361</u>	<u>\$ 5,264,739</u>	<u>\$ -</u>	<u>\$ 5,264,739</u>	<u>\$ 43,028,100</u>

See accompanying Notes to Consolidated Financial Statements.

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

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

See accompanying Notes to Consolidated Financial Statements.

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

NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Organization

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

The Organizations provide the following programs:

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

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

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

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

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

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

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

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

Basis of Consolidation

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

Method of Accounting

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

Cash and Cash Equivalents

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

Accounts Receivable

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

Inventory

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

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

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

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

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

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

Property and Equipment

Property and equipment are recorded at cost. Assets with an estimated useful life of more than one year and a historical cost in excess of \$2,500 are capitalized. The Organizations capitalize acquisitions and improvements, while expenditures for maintenance and repairs that do not extend the useful lives of the assets are charged to operations. Donated property and equipment are recorded at its fair market value at date of donation. Gifts of long-lived assets are reported as net assets without donor restriction support unless donor stipulations specify how the assets are to be used, and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support. Absent explicit donor stipulation about how long those assets must be maintained, expiration of donor restrictions are reported when the donated or acquired long-lived assets are placed into service. Depreciation is computed using the straight-line method over the estimated useful life of the assets.

Related Party Loans Receivable

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

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

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

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

Net Assets

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

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

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

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

Net Assets (Continued)

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

Contract and Grant Revenue

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

Donated Services

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

Donated Vehicle Revenue

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

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

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

Federal and State Relief Grant Revenue

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

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

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

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

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

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

Program Service Revenue

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

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

	<u>2023</u>	<u>2022</u>
Beginning Balance, Contract Receivables	\$ 1,384,711	\$ 914,227
Ending Balance, Contract Receivables	793,200	1,384,711

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

Advertising Costs

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

Use of Estimates

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

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

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

Functional Allocation of Expenses

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

Income Taxes

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

Fair Value Measurements

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

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

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

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

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

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

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

Fair Value Measurements (Continued)

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

Leases

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

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

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

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

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

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

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

Adoption of New Accounting Standard

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

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

Subsequent Events

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

NOTE 2 ASSETS LIMITED AS TO USE

Beneficial Interest in Net Assets of Related Party

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

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

NOTE 3 RELATED PARTY TRANSACTIONS

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

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

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

NOTE 4 DEFINED CONTRIBUTION PENSION PLAN

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

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

NOTE 5 ACCOUNTS RECEIVABLE

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

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

NOTE 6 CONCENTRATION OF CREDIT RISK

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

Cash and Cash Equivalents

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

Major Customers

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

Beneficial Interest in Net Assets of Related Party

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

Accounts Receivable, Net

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

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

NOTE 7 PROPERTY AND EQUIPMENT

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

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

Depreciation and amortization expense charged to operations was \$172,793 and \$130,378 for the years ended June 30, 2023 and 2022, respectively.

NOTE 8 MAINE MEDICAID LIABILITY

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

NOTE 9 LONG-TERM DEBT

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

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

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

NOTE 9 LONG-TERM DEBT (CONTINUED)

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

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

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

Following are current maturities for the next five years:

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

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

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

NOTE 10 LEASES – ASC 842

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

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

Lease Cost:	
Amortization of Right-of-Use Assets	\$ 48,603
Interest on Lease Liabilities	2,807
Operating Lease Cost	<u>694,384</u>
Total Lease Cost	<u>\$ 745,794</u>
Other Information:	
Cash Paid for Amounts included in the	
Measurement of Lease Liabilities:	
Operating Cash Flows from Finance Leases	\$ 50,288
Operating Cash Flows from Operating Leases	\$ 707,747
Right-of-Use Assets Obtained in Exchange for New	
Finance Lease Liabilities	\$ 150,338
Right-of-Use Assets Obtained in Exchange for New	
Operating Lease Liabilities	\$ 1,035,930
Weighted-Average Remaining Lease Term -	
Finance Leases	2.48 Years
Weighted-Average Remaining Lease Term -	
Operating Leases	0.77 Year
Weighted-Average Discount Rate - Finance Leases	2.57%
Weighted-Average Discount Rate - Operating Leases	2.61%

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

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

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

NOTE 11 LEASES – ASC 840

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

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

Future minimum lease payments under these agreements were as follows:

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

NOTE 12 CONTINGENCIES

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

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

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

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

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

NOTE 12 CONTINGENCIES (CONTINUED)

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

NOTE 13 FAIR VALUE MEASUREMENT

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

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

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

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

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

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

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

NOTE 14 AVAILABLE RESOURCES AND LIQUIDITY

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

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

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

**Ascentria Community Services
Board of Directors**

Last Name	First Name	Affiliation
Ascentria Community Services Governing Board, FY2025		
Bartholomew	Alexander	Bartholomew & Co.
Bovill	Angela	Ascentria
Cowlagi	Ashish	Pragya Systems
Goodman	Ross	St. Paul Lutheran Church, Arlington MA
Mayo	William	Bristol Meyers Squibb
Robertson	Keith	The Ziegler Companies

ALLEN OMERBEGOVIC

EXPERIENCE: February, 2001-Present Ascentria Care Alliance Manchester, NH
Director of Business Development
Contacting current and potential clients to establish rapport and arrange meetings to promote new services and to improve customer satisfaction. Participating in development of new marketing initiatives and ideas. Researching organizations and individuals to find new opportunities and develop new products. Handle customer issues and contract negotiations. Writing proposal, bids and grants.
Language Bank Program Manager
Coordinate and manage all day-to-day aspects of interpretation services for people with limited English proficiency. Create awareness of services available thru Language Bank to medical, legal and other facilities in New Hampshire. Recruit and manage staff interpreters in a variety of languages.
Job Developer
Provided case management to assist clients in overcoming barriers to employment leading to long-term career placement. Assessed client needs and advised clients on career options, developed goals and time lines for achievement of goals. Developed and implemented training programs to enhance client employability. Planned, directed and supervised Employment Services activities for newly arrived refugees, and low-income clients
Educational Case Worker
Providing help to children in school, teachers and parents to communicate to each other and working as support for educational liaison.
Health Advocate/Interpreter
Acted as translator and advocate in healthcare and social service settings; Provided health orientation; Maintained strict confidentiality; Providing referral services for refugee clients and follow up their appointments needs
Case Aid-Part Time
Transported clients to and from medical and social service appointments. Provided interpretation for clients/caseworkers from Serb-Croat and translated documents.

1999-2001 MacNeill World Wide Laconia, NH
Machine Operator/Machine Tech
Assembly of various electrical parts on machinery; Sorting of cleats; Fixed, maintained and troubleshooter for machines; Knowledge of setting up molds and ability to start new job on production line .

1997-1997 Organization for Security and Co-operation Bosnia
Translator
Provided translation assistance for this independent company during elections in Bosnia; Assisted in problem resolution.

1996-1997 Brown and Root Service Company Bosnia
Food Service Supervisor/Translator
Supervised fifty-two men in large kitchen providing food service to United States Army soldiers stationed in Bosnia; Translated for staff and superiors.

CAPABILITIES: Fluent in Bosnian and English. Basic knowledge of Russian and Dutch.
Good knowledge of the computer operating systems: Word, Works, Power Point and Access
Ability to be a team player as well as work independently

EDUCATION: High School Diploma
Concentration in Computer Science Zvornik, Bosnia
Certificate - Southern NH Area Health Education Center
The Art of Medical Interpretation Training Manchester, NH
Legal Interpretation Manchester, NH
CultureSmart –Medical Interpretation Trainer Boston, MA
Train the Trainer – "Essential Piece of Medical Interpreting
GED - Manchester School of Technology Manchester, NH
Southern New Hampshire University Manchester, NH
B.S. Justice Studies

Kimberly Otero
Relationship Manager | Call Center Operations
Bedford, NH
603-817-1293 | Kimscarfotero@yahoo.com
[LinkedIn Profile](#)

Professional Summary

Patient Relationship Manager with expertise in call center operations, policy development, and strategic leadership. Proven success in improving service quality, operational efficiency, and patient satisfaction. Skilled in EMR/EHR/PM systems, relationship building, and problem-solving, committed to driving continuous improvement in healthcare management.

Key Proficiencies

- **Relationship Management & Customer Service** – Strong ability to build and maintain client relationships, ensuring high satisfaction and retention.
 - **Call Center & Operations Management** – Expertise in overseeing high-volume call center operations, optimizing workflows, and implementing policies.
 - **Process Improvement & Problem Solving** – Skilled in identifying inefficiencies, developing solutions, and streamlining operational processes.
 - **Team Leadership & Training** – Experience in mentoring, coaching, and managing teams to drive performance and efficiency.
 - **Compliance & Regulatory Knowledge** – Familiarity with HIPAA, OSHA, Med Safe, Medicaid, and other regulatory frameworks.
 - **Healthcare Systems & EMR/EHR** – Proficient in electronic medical records (EMR/EHR), patient scheduling, and medical practice management systems.
 - **Technical Proficiency** – Strong knowledge of Microsoft Office, scheduling platforms, softphone systems, and virtual communication tools (Zoom, etc.).
 - **Reporting & Data Analysis** – Ability to track performance metrics, analyze call center trends, and create strategic reports for leadership.
-

Professional Experience

Call Center Manager - Ascentria Care Alliance | Language Bank – Manchester, NH
September 2024 – Present

- Supervise and train scheduling staff to ensure efficiency and high customer service standards.
- Collaborate with leadership teams to minimize missed appointments and improve scheduling effectiveness.
- Work with HR and IT departments to ensure system efficiency and staff competency.
- Ensure compliance with DOL, Medicaid, HIPAA, and other regulations.
- Manage grievances professionally, ensuring timely and satisfactory resolutions.
- Develop and implement department strategies and procedural improvements.

Patient Relationship Manager - ClearChoiceMD Urgent Care Centers | CareWell Urgent Care Center – Concord, NH
February 2021 – May 2024

- Led the integration of urgent care call centers during a merger, ensuring operational efficiency.
- Directed and mentored a remote-based team, enhancing performance and service delivery.
- Established a temporary COVID Command Call Center, supporting statewide health initiatives.
- Developed policies, procedures, training manuals, and reporting structures for compliance.
- Implemented a new phone system in collaboration with IT, improving patient communication.

Practice Manager - Derry Medical Center Primary Care – Londonderry, NH
2019 – 2020

- Managed staff recruitment, scheduling, and daily operations to ensure practice efficiency.
- Built partnerships with specialty providers, expanding service offerings.
- Ensured compliance with healthcare regulations and resolved staff and patient concerns.

Front Office Manager - Derry Medical Center – Derry, NH
2017 – 2019

- Oversaw front office operations, staffing, and training across multiple locations.
- Strengthened relationships with specialty providers and drug representatives.
- Maintained compliance with HIPAA, Med Safe/OSHA, and billing regulations.

Manager of Call Center Operations - Derry Medical Center – Derry, NH
2013 – 2017

- Managed 20+ call center representatives, handling 1,800+ daily patient support calls.
- Designed and implemented a new phone tree system to improve customer service.
- Partnered with executives to optimize scheduling and call volume management.

Practice Manager | DMC Wellness Center - Derry Medical Center – Derry, NH
2007 – 2013

Education & Certifications - Bryman Institute, Brookline, MA
Medical/Clerical Assistant – *Graduated with Honors (1992 – 1994)*

- **Notary Public**
-

References available upon request

Radia Sefiane

Objective: To secure a position within a service environment where I may utilize my education languages, office management and case management experience, as well as community outreach skills and social services.

Qualifications:

- More than 14 years of Community Outreach, concentration on Minority Population
- Office management
- Experience in teaching foreign language
- Over 10 years of social work experience.
- Excellent communication and problem solving abilities.
- Compassionate, mature and professional individual.
- Good computer skills including Microsoft office.
- Multi-lingual in French, Arabic, Algerian, and Greek.
- Provided post resettlement and referral services for refugee clients.
- Acted as both Interpreter and advocate in healthcare and social service settings.
- Provided cultural orientation and staff training
- Produced contractual reports in a timely and efficient manner.
- Developed organizational systems to ensure the delivery of services.
- Maintained strict confidentiality with clients.

Relevant Professional Experience:

Director of Service– Ascentria Care Alliance

Language Bank, Manchester NH 2018- present

Handling complaints and queries (from customers and staff). Maintains customer satisfaction by providing problem-solving resources; managing staff. recruiting, onboarding new hires, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures. Handling payroll and billing. Overseeing Field and office staff.

Assistant Program Manager, Ascentria Care Alliance

Language Bank, Concord NH 2011-2017

Design and implement office policies, establish standards and procedures, organize office operations and procedure, prepare time sheets, payroll, and billing and maintain office equipment and supervise field and office staff.

Medical Case Manager, Ascentria Care Alliance

Refugee Program, Concord, NH 02/01/2004-2010

Schedule and coordinate all medical appointments for SNA refugees, Providing interpretation and transportation. Provide education about preventive care and health care system to refugees. Provide 24-hour on-call care for emergency evaluations.

Foreign Language Teacher, Strafford School

Elementary/Middle School, Strafford, 2006-2007

Taught French and Spanish to Elementary and Middle School children during the school year. This involves preparing, presenting, and evaluating the lessons. The ages range from seven to fourteen years old. Each class consists of between eighteen to twenty four children. In addition to State and Federal oversight, parents are quite involved in the curricula.

Minority Outreach Coordinator Elliot Hospital

Breast and Cervical Cancer Program, 2002 –2008

Developed, initiated, presented and evaluated programs designed to reach the minority population in Manchester for the purpose of educating women about the importance of preventive care and early detection regarding breast and cervical health. Commendation: Was recognized for "outstanding work supporting the cause for breast cancer awareness in the Greater Manchester area" in 2006 and community outreach by Minority Health Coalition, Manchester Community Resource.

Social Worker and Case Manager, *Betraria Hospital*

Algiers, Algeria- 1993- 1995

Coordinated, implemented and managed activities for terminally ill children including, providing social work services, counseling families, collecting assistance in clothing and food, writing reports, supervising four caseworkers, and performing case review and team meetings.

Youth Caseworker (volunteer), *Red Crescent/Red Cross*

Algiers, Algeria- 1992- 1994

Organizing youth activities for terminally ill children, including social events and physical activities, coordinating and distributing donations of clothes, toys and books, and providing friendship and companionship to the children.

Other Experience:

Swing Manager, *McDonald's Restaurant,*

Manchester, NH- 2001- 2002

Responsible for supervision of staff, opening store, balancing and checking drawers, making bank deposits, serving patrons, and providing customer service.

Professional Basketball Player *Kefa Lovresos Women's Team*

Larnaca, Cyprus- 1995- 1996

Played professional basketball against other professional teams.

Coach For basketball team, *Kefa Lovresos Girl's teams*

Larnaca Cyprus –1997-1999

Teaching basketball to girls between the age 12-14 and 18 and up

French Teacher, *Private French lessons*

Larnaca Cyprus –1996-2000

Teaching French language to kids between the age 10-16

Education:

Certificate of Completion

Keyboarding, Fundamentals of Computer and Word I and II

Keeping Software Simple, Manchester, NH- 2000

B.A. in Sociology

Institute of Sociology, Algiers, Algeria- 1994

High School Diploma

Omar Racin Secondary School, Algiers, Algeria- 1991

Languages: Fluent in French, Arabic, Algerian, and Greek

Styrling Rohr

Early career nonprofit professional with experience in research, case management, and project management. Dedicated to helping communities problem solve, identify resources, and positively promote themselves in their cities. Strong interest in nonprofit organizations with focus on the arts, education, immigrants, multi-religious populations & advocacy.

Professional Profile

- Social/Community based work and educational experience
- Experience with multicultural populations in international, residential, and nonprofit office settings
- Detail-oriented, community-partnered, and mission-driven
- Ability to coordinate with teams and work independently
- Able to initiate, design, implement, and assess research, programmatic, and office projects
- Qualitative, Ethnographic, Archival, and Community Mapping research experience
- Data management experience using Microsoft Office, Google Suite, and
 - Client management software (Apricot, Civicore, Empower, Salesforce),
 - Website management software (Wordpress, Microsoft Publisher, Wix)
 - and others (Dedoose, SPSS, Loggerpro, Adobe)
- Languages: intermediate Hindi, intermediate Arabic, beginner French

Selected Professional Experience

Translation Coordinator | Ascentria Care Alliance | *Manchester, NH* Aug 2021 – Present

- manage document translations program and have coordinated 6,000+ successful translations to-date
- communicate with a diverse team of translators covering nearly 200 languages and with corporate and individual clients nationwide
- direct recruitment, technology advancement, quality assessment, and marketing efforts relevant to the department

Personal Assistant | Outpost 186 Gallery | *Cambridge, MA* Sep 2020 - June 2023

- assisted owner in all matters with re-opening a shuttered music venue and art gallery including financial tracking, website development, grant identification and writing, transportation, and coordinating with local contractors

Community Services and Refugee Resettlement Intern | International Institute of New England | *Boston, MA* Sep 2020 – Jan 2021

- successfully saw 40+ refugees and asylees from 17 countries through to successful applications for health, rental, child care, food, housing, and visa assistance in Massachusetts
- conducted 6-week Cultural Orientation training; coordinated with interpreters, clients, and staff; managed client profiles

Residential Counselor | Asian Task Force Against Domestic Violence | *Boston, MA* Apr 2020 – Dec 2020

- managed domestic violence shelter, answered crisis hotline calls, and assisted tenants for select shifts
- assisted in 4000-line data transfer from Empower software to Civicore

Research Assistant and Media Director | Artemis Fiction Inc. | *Bluffton, SC* Sep 2019 – Apr 2020

- conducted historical research on Medieval Europe, religious history and fiction marketplace research
- designed and maintained organization website

Researcher, Cinematographer, Interviewer, Editor | Sikh Gurudwara of NC | *Durham, NC* Summer 2018

- collaborated with the leadership for the Sikh Gurudwara in North Carolina and Elon University to design, film, and edit short film sharing Sikh stories of life in the United States
- conducted more than 80 interviews with Sikhs, students, local community members, & musicians
- created a comprehensive Sikh curriculum module based on this research
- curated and marketed photography exhibit of Sikh North Carolinians

News, Travel, and Communications Chair- *Periclean Scholars* | Elon University | *Elon, NC* Sep 2016 – May 2019

- researched Sri Lankan culture, history, social issues, current events and non-profit work
- traveled to Sri Lanka to pilot a community tourism program
- led meetings; compiled advisory documents to aid in travel to Sri Lanka for Westerners interested in community tourism

Secretary | Elon University Department of Anthropology and Sociology | *Elon, NC* Mar 2016 – Jan 2018

- researched relevant articles and information for faculty members
- communicated with faculty members and students, provided office support and designed promotional materials

Education

Elon University | B.A. Anthropology, B.A. Religious Studies | 3.95 GPA, Summa Cum Laude May 2019

Minors: Asian Studies, Middle East Studies

Honors: Phi Beta Kappa, Phi Eta Sigma, Phi Kappa Phi, Phi Lambda Alpha Alpha Kappa, Provost Scholar, Multifaith Scholar, College Fellow

American Institute of Critical Language Scholarship, U.S. Department of State – Hindi Summer 2019

Intermediate Hindi Spoken Proficiency Jaipur, India

New Hampshire Employment Security

KEY PERSONNEL

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

Contractor Name: Ascentria Community Services, Inc.

NAME	JOB TITLE	ANNUAL SALARY	Percentage	Amount
Styrling Rohr	Translation Coordinator		5%	\$2,590.15
Radia Sefiane	Director of Services		5%	\$4,418.15
Kim Otero	Call Center Manager		5%	\$3,163.70
Alen Omerbegovic	Director of Bus Develop		5%	\$4,418.15



ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 11, 2024

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

REQUESTED ACTION

To authorize New Hampshire Employment Security (“NHES”) to enter a **sole source** contract with Ascentria Community Services, Inc., Manchester, NH in the amount not to exceed \$21,000.00 for in-person foreign language and American Sign Language interpretation services and written translation services from July 1, 2024, or the date of Governor and Council approval, whichever is later, through June 30, 2027. 100% Federal funds.

Funds are available in the following accounts for Fiscal Year 2025 and are anticipated to be available in Fiscal Years 2026 and 2027, contingent upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

02-27-27-270010 DEPT OF EMPLOYMENT SECURITY		SFY		
		2025	2026	2027
8040-230-500765	Interpreters	\$7,000	\$7,000	\$7,000

EXPLANATION

NHES is requesting approval of the attached **sole source** agreement for in-person foreign language and American Sign Language interpretation services and written translation services. The Contract Price Limitation of \$21,000.00 is for a three-year term (\$7,000.00 per year) beginning July 1, 2024, or upon Governor and Council approval, whichever is later, through June 30, 2027.

Competitive proposals were sought for in-person foreign language and American Sign Language translation services and written translation services. Request for Proposal (“RFP”) NHES 2024-03 was issued on April 9, 2024, seeking qualified vendors.

NHES is a proud member of America’s Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov

The RFP was posted to both the Department of Administrative Services and NHES websites. No proposals were received by the deadline of May 10, 2024. NHES, therefore, engaged its current vendor, Ascentria Community Services, Inc., in negotiations for a successor contract.

NHES has been satisfied with its services and is confident that Ascentria Community Services, Inc. will continue to provide services necessary to ensure that NHES's limited English proficient and deaf and hearing-impaired customers are able to access available programs and benefits without barriers and are thus afforded due process in adjudicatory unemployment benefit proceedings. The attached agreement includes no rate increase from the current contract.

Respectfully submitted,



George N. Copadis
Commissioner

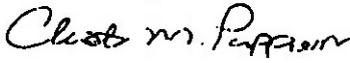
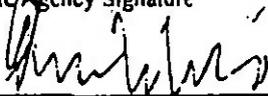
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

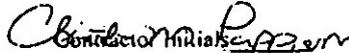
AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name New Hampshire Employment Security		1.2 State Agency Address 45 South Fruit Street Concord, NH 03301	
1.3 Contractor Name Ascentria Community Services, Inc.		1.4 Contractor Address 340 Granite Street, 3rd Floor Manchester, NH 03102	
1.5 Contractor Phone Number 603-657-7407	1.6 Account Unit and Class 10-027-8040-230-500765	1.7 Completion Date 6/30/2027	1.8 Price Limitation \$21,000.00
1.9 Contracting Officer for State Agency George N. Copadis, Commissioner		1.10 State Agency Telephone Number 603-228-4000	
1.11 Contractor Signature  Date: 6/11/24		1.12 Name and Title of Contractor Signatory Christine Tappan, Executive Vice President and Chief of Community-Based Services and Advancement	
1.13 State Agency Signature  Date: 6/11/24		1.14 Name and Title of State Agency Signatory George N. Copadis, Commissioner	
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: <i>Duncan A. Edgar</i> On: June 11, 2024			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			


 Contractor Initials: *CT*
 Date: *6/11*

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

hereof, and shall be the only and the complete compensation to the Contractor for the Services.

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

Chris M. Pappas
Contractor Initials _____
Date 6/11

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. TERMINATION.

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

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

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

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

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

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

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

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

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

Christina M. Pappas
Contractor Initials _____
Date 6/11

14. INSURANCE.

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

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

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

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

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

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

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

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

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

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

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

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

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

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

EXHIBIT A
SPECIAL PROVISIONS

1. Additional Provisions

1.1 Termination

Either party may terminate this agreement at any time. The party requesting termination must give the other party written notice, by certified mail, to so terminate at least sixty (60) days prior to effective date of termination.

1.2 Confidentiality and Criminal Record

Contractor and each of its employees working on NHES property will be required to sign and submit **STATEMENT OF CONFIDENTIALITY OF RECORDS FORM** and a **CRIMINAL RECORD AUTHORIZATION FORM** prior to the start of any work. There is a fee for each background check required, which must be paid by the Contractor.

1.3 Vendor Applications/Alternate W-9

In connection with this Contract, the Contractor shall have completed and filed a Vendor Application and Alternate W-9 Form with the New Hampshire Bureau of Purchase and Property.

1.4 NH Certificate of Good Standing

Contractor must provide a **CERTIFICATE OF GOOD STANDING** from the NH Secretary of State.

1.5 Certification Regarding Debarment, Suspension, and Other Responsibility Matters in Primary Covered Transactions

Contractor certifies that the primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or State agency. Contractor will inform NH Employment Security of any changes in the status regarding this statement.

1.6 Americans with Disabilities Act

The undersigned Contractor agrees to comply with all Federal, State and Local ADA rules and regulations.

Christina P. P. P.
Contractor Signature
Date 6/11

1.7 Non-Discrimination

In connection with the furnishing of services under the Contract, the Contractor agrees to comply with all laws, regulations, and orders of federal, state, county or municipal authority which impose any obligations or duties upon the Contractor, including but not limited to civil rights laws, non-discrimination laws and equal opportunity laws. During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital status or veteran status, and will take appropriate steps to prevent such discrimination.

1.8 Never Contract with the Enemy

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

1.9 Prohibition on Certain Telecommunications and Video Surveillance Services and Equipment

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

1.10 Stevens Amendment

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

1.11 Davis-Bacon Act (if applicable)

Davis-Bacon Act and Related Acts, apply to contractors and subcontractors performing on federally funded/assisted contracts in excess of \$2,000 for construction, alteration, or repair (including painting and decorating) of public buildings or public works. Under these Acts, contractors and sub-contractors must pay laborers and mechanics prevailing wages and fringe benefits for corresponding work on similar projects in the area as determined by the Department of Labor. When there is no Davis-Bacon assignment, applicable Wage Determination is realized by using the lowest skilled craft above laborer, excluding power equipment rate.

1.12 Damage (if applicable)

Christina Pappas
Contractor Initials: *CP*
Date: *6/11*

Contractor will agree that any damage to building(s), materials, equipment and/or other property during the performance of service will be repaired at Contractor's expense. Contractor agrees to return all building(s), materials, equipment and/or property to its original or better condition and with acceptance by a representative of NHES. Contractor agrees to obtain approval of NHES representative assigned to project for any sub-contractor performing such repair work.

1.13 Payment Bond/Miller Act (if applicable)

Contractor agrees to comply with The Miller Act bond requirement and NH RSA 447:16. A payment bond, with surety satisfactory for protection of all persons supplying labor and materials in carrying out construction, alteration, or repair work provided for in the contract may be required. Amount of payment bond will equal total amount payable by terms of contract unless officer awarding contract determines, in writing, that a payment bond in that amount is impractical, in which case contracting officer will set amount of payment bond. Amount of bond will not be less than total amount of contract. A Payment Bond is required for contracts \$30,000 or greater. A Performance Bond is required for contracts totaling \$100,000 or greater.

1.14 Contract Work Hours and Safety Standards Act (if applicable)

For contracts in excess of \$100,000 that involve the employment of mechanics or laborers, the Contractor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, the Contractor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous.

1.15 Rights to Inventions Made Under a Contract or Agreement (if applicable)

Contractor agrees to comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

1.16 Clean Air Act and the Federal Water Pollution Control Act (if applicable)

For contracts in excess of \$150,000, the Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Christina M. Pappas
Contractor Initials: *CP*
Date: 6/11

1.17 Byrd Anti-Lobbying Amendment (if applicable)

For contracts in excess of \$100,000, the Contractor certifies it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Contractor must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award/contract.

1.18 Never Contract with the Enemy

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

1.19 Prohibition on Certain Telecommunications and Video Surveillance Services and Equipment

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

1.20 Stevens Amendment

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

Christina P. [Signature]
Contractor Initials: [Signature]
Date: 6/11

EXHIBIT B
SCOPE OF SERVICES

2. Scope of Services

The scope of services to be provided by Ascentria Community Services, Inc. ("Contractor") will consist of performing all work, including providing all labor, materials, tools, equipment, and transportation necessary to provide in-person interpretation in target languages and American Sign Language ("ASL") through any and all requested phases of a claimant's interaction with NHES. In some cases, associated written/document translation may also be requested.

In-person translation services will be utilized strictly on an as-needed basis, with no minimum amount of work guaranteed under this contract. Language and ASL interpretation and associated written/document translation should be conducted so as to faithfully and accurately convey the meaning of the source language. Interpretations should reflect the style, register, and cultural context of the source message without omissions, additions, or embellishments.

2.1 In-Person Foreign Language and ASL Interpreter Services

Contractor will:

- A. Provide face-to-face interpretation (from English to another language or vice versa) for NHES' LEP customers in a professional manner.
- B. Provide face-to-face ASL interpretation for NHES' deaf and hard of hearing customers in a professional manner.
- C. Customarily, on-site services will be required during the work week between the hours of 8:00 a.m. and 4:30 p.m., not including travel.
- D. Ensure interpreters are professionally trained, with a verified level of fluency in target languages.
- E. Face-to-face interpretation services shall be provided in NHES facilities in up to twelve (12) locations statewide. NHES facilities include the following:

NHES OFFICE	CONTACT PERSON	TELEPHONE
151 Pleasant Street Berlin, NH 03570-0159	Diana Berthiaume, Manager	(603) 752-5500
17 Water Street Claremont, NH 03743-2261	Rose Brooke, Manager	(603) 543-3111
45 South Fruit Street Concord, NH 03301-4857	Jorge Archundia, Manager	(603) 228-4100

Christina P.
Contractor Initials: *CP*
Date: 6/11

518 White Mountain Highway Conway, NH 03818	Scott Koblich, Manager	(603) 447-5924
426 Union Avenue, Suite 3 Laconia, NH 03246-2894	Jorge Archundia, Manager	(603) 524-3960
149 Emerald Street, Suite Y Keene, NH 03431	Robert Campbell, Manager	(603) 352-1904
646 Union Street Littleton, NH 03561	Martijn Mosselman, Manager	(603) 444-2971
300 Hanover Street Manchester, NH 03104	Kevin Myers, Manager	(603) 627-7841
6 Townsend West Nashua, NH 03060-3285	Karen Desrosiers-Hogan, Manager	(603) 882-5177
2000 Lafayette Road Portsmouth, NH 03801-5673	Cindy Noble-Hanson, Manager	(603) 436-3702
29 South Broadway Salcm, NH 03079-3026	Melanie Axelson, Manager	(603) 893-9185
6 Marsh Brook Drive Somersworth, NH 03878-3878	Catherine Gordon, Manager	(603) 742-3600

- F. Foreign Language Written/Document Translation Services are an enhancement to the Interpreter Services and not as a stand-alone service, and may include the following:
1. Provide written/document translation services (from English to another language or vice versa) for LEP clients.
 2. Translation services shall be provided at the Contractor's work site or in other locations as mutually agreed.
 3. Provide document translations for use in an electronic format.
 4. Work with NHES to maintain accurate documentation of English and second language translations in an archive format.
 5. Transfer translations electronically in a secure format.

Contractor Initials: *CP*
Date: 6/11

- G. For both interpretation and translation services, the Contractor shall ensure that language interpretation and translation services are technically correct and culturally proper.
- H. Contractor shall be able to deliver language interpretation services on-site within one (1) to three (3) days (72 hours) after receiving a request from NHES.
- I. Contractor shall be able to provide translation of documents and other written materials on-site within one (1) to four (4) days (96 hours) after receiving a request from NHES, assuming that the records to be translated are not voluminous.

2.2 Staffing

- A. Contractor shall identify a Team Lead for in-person foreign language interpretation services to be provided for NHES. Contractor's NHES Team Lead is:

Name: Alen Omerbegovic

Phone: 603-657-7407

Email: AOmerbegovic@thelanguagebank.org

- B. NHES shall submit requests for services through Contractor's web-based scheduling software. Contractor shall provide NHES with user accounts as may be requested by NHES. Contractor's scheduling software shall allow NHES users to input all details related to an interpretation request, including interpreter preference, any particular arrangements or specialized instructions.
- C. Once Contractor receives NHES's request, Contractor's Team Lead will work to schedule a qualified interpreter as specified in Section 2.1.
- D. Interpreters shall be assigned to perform in-person translation services for NHES based on their skills and expertise.
- E. All interpreters engaged for in-person translation services shall be certified and licensed to work in New Hampshire.

2.3 Quality of Work and Quality Assurance

- A. In order to meet and promote consistency of interpretations for similar and same transactions, Contractor shall identify key interpreters in each language listed in Exhibit C.

Contractor Signature _____
Date 6/11

- B. Contractor shall maintain client profile sheets based on NHES's service requests. Each client profile sheet shall provide the opportunity for NHES to provide client's preferred interpreter(s) and method(s) of communication.
- C. Contractor's web-based software shall include the ability for NHES to leave feedback following any interaction with Contractor's interpreters.
- D. For any negative feedback, NHES shall have the option of no longer scheduling the subject interpreter for in-person translation services.
- E. Contractor shall annually provide NHES a survey to capture satisfaction levels in an effort to make quality improvements as necessary.

Christina Pappas
Contractor Initials CP
Date 6/11

**EXHIBIT C
METHOD OF PAYMENT**

I. Method of Payment

1.1 Pricing

Contractor agrees to provide NHES with services as indicated in Exhibit B of this Agreement at prices shown below. The Contract is for a term beginning upon necessary approvals by the New Hampshire Governor and Executive Council and continuing through June 30, 2027. Any request for service through the end of that term is covered in accordance with the terms set forth herein.

A. Pricing for In-Person Interpreter Services

	<u>Spanish</u>	<u>Vietnamese</u>	<u>Bosnian</u>	<u>Arabic</u>	<u>Chinese</u>
In-person Interpretation (per HOUR)	\$ 65.00	\$ 65.00	\$ 65.00	\$ 65.00	\$ 65.00
Written Interpretation (per WORD)	\$ 0.18	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Travel Expense (per HOUR)	<u>\$ 65.00</u>				

Additional Terms:

A minimum charge of two hours per appointment will be made for all service visits.

Additional time will be charged in half-hour increments.

If a request for an interpreter is cancelled with less than 24 hours notice (one full business day) prior to the scheduled services, NHES will pay Contractor for the entire block of time that was scheduled but in no case shall such charge be more than the minimum charge of two hours per appointment.

Contractor will charge for travel time and mileage, from interpreter's home and back, at the current IRS reimbursement rate but in no such instance shall the total travel related charges for a single appointment exceed one hundred and twenty (120) miles and one hundred and twenty (120) minutes.

Clifford Pagan
Contractor Initials
Date 6/11

3.2 Invoices

Contractor will invoice NHES following completion and acceptance of each job. NHES will make payment through the normal state payment process, which is up to 30 days following receipt of approved invoice.

Invoice must include the following:

- Date work was performed;
- Address of job site;
- Brief description of work performed;
- Itemized listing of hours worked; and
- Hourly rate charged.

Invoices should be sent to:

New Hampshire Employment Security
ATTN: Fiscal Management Section
45 South Fruit Street
Concord, NH 03301

Christina Pagan
Contractor Initials CP
Date 6/11

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 652197

Certificate Number: 0006674707



IN TESTIMONY WHEREOF,

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

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

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, Tara Browne, hereby certify that:

1. I am a duly elected officer of Ascentria Community Services, Inc.
2. The following is a true copy of a vote taken at a meeting of the Board of Directors, duly called and held on at which a quorum of the Directors were present and voting.

VOTED: That Chris Tappan is duly authorized on behalf of Ascentria Community Services, Inc. to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further are authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in their judgment be desirable or necessary to effect the purpose of this vote.

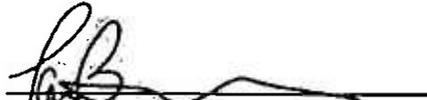
3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority remains valid for thirty (30) days from the date of this Certificate of Authority. I further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

Dated: 6/11/24

Signature of Elected Officer:

Name:

Title:


Tara E. Browne
Corporate Clerk



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/5/2023

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

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

PRODUCER Rays Companies, Inc. 980 Washington St., Suite 325 Dedham MA 02026	CONTACT NAME: Tina Housman
	PHONE (INC. OR EXT.): FAX (INC. NO.): E-MAIL ADDRESS: Tina.Housman@bbrown.com
INSURED Ascenria Care Alliance, Inc. 11 Shattuck St. Worcester MA 01605	INSURER(S) AFFORDING COVERAGE NAIC #:
	INSURER A: Philadelphia Indemnity Insurance Compar 18058
	INSURER B: The First Liberty Insurance Corp. 33588
	INSURER C:
	INSURER D:
	INSURER E:

COVERAGES CERTIFICATE NUMBER: 23-24 GL AUTO UMB WC REVISION NUMBER:

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

INER LTR	TYPE OF INSURANCE	ADOL (INS)	ROUB (VAD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPC2609012	10/1/2023	10/1/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Employee benefits \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO. <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			PHPC2609014	10/1/2023	10/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DEC <input type="checkbox"/> RETENTION \$			PHB883842	10/1/2023	10/1/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	VIN	N/A	WC 1469872 - 90	12/1/2023	12/1/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability			PHPC2609012 Retroactive Date: 1/1/2004	10/1/2023	10/1/2024	Each Occurrence \$1,000,000 Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER NH Employment Security Administrative Services 45 South Fruit Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE James Hays/TADRIG

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