



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION FOR BEHAVIORAL HEALTH

Lori A. Weaver
 Commissioner

Katja S. Fox
 Director

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November 6, 2025

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division for Behavioral Health, to enter into a **Retroactive, Sole Source** amendment to an existing contract with ProtoCall Services, Inc. (VC# 521496), Portland, OR, that operates the New Hampshire Rapid Response Access Point as a centralized crisis operation center, to modify the scope of services to add related crisis response, support, and system navigation services for the NH Doorway System during hours outside of the Doorways standard business hours, defined as Monday through Friday, 8:00 AM to 5:00 PM, including evenings, overnights, weekends, and 24-hour coverage on state and federal holidays, by increasing the price limitation by \$1,190,892 from \$9,137,244 to \$10,328,136 with no change to the contract completion date of June 30, 2027, effective retroactive to September 30, 2025 upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on May 7, 2025, item #70.

Funds are available in the following accounts for State Fiscal Years 2026 and 2027, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-92-921010-20530000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: BEHAVIORAL HEALTH DIV, BUR FOR CHILDRENS BEHAVIORAL HLTH, SYSTEM OF CARE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2026	102-500731	Contracts for Prog Svc	92102053	\$1,413,684	\$0	\$1,413,684
2027	102-500731	Contracts for Prog Svc	92102053	\$1,413,684	\$0	\$1,413,684
			Subtotal	\$2,827,368	\$0	\$2,827,368

05-95-92-922010-41170000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: BEHAVIORAL HEALTH DIV, BUREAU OF MENTAL HEALTH SERVICES, CMH PROGRAM SUPPORT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
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Her Excellency, Governor Kelly A. Ayotte
 and the Honorable Council
 Page 2 of 3

2026	102-500731	Contracts for Prog Svc	92204117	\$2,700,634	\$0	\$2,700,634
2027	102-500731	Contracts for Prog Svc	92204117	\$2,700,634	\$0	\$2,700,634
			Subtotal	\$5,401,268	\$0	\$5,401,268

05-95-92-922010-41200000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES DEPT, HHS: BEHAVIORAL HEALTH DIV, BUREAU OF MENTAL HEALTH SERVICES, MENTAL HEALTH BLOCK GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2025	074-500589	Grants for Pub Asst and Rel	92204120	\$380,608	\$0	\$380,608
2026	074-500589	Grants for Pub Asst and Rel	92204120	\$264,000	\$0	\$264,000
2027	102-500731	Contracts for Prog Svc	92204120	\$264,000	\$0	\$264,000
			Subtotal	\$908,608	\$0	\$908,608

05-95-92-920510-70400000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS, DEPT, HHS: BEHAVIORAL HEALTH DIV, BUREAU OF DRUG AND ALCOHOL SERVICES, SOR GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2026	102-500731	Contracts for Prog Svc	92057076	\$0	\$490,368	\$490,368
2027	102-500731	Contracts for Prog Svc	92057076	\$0	\$210,156	\$210,156
2027	102-500731	Contracts for Prog Svc	TBD	\$0	\$490,368	\$490,368
			Subtotal	\$0	\$1,190,892	\$1,190,892
			Total	\$9,137,244	\$1,190,892	\$10,328,136

EXPLANATION

This request is **Retroactive** to avoid a gap in critical crisis response, support, and system navigation services for the Doorway System, which were provided under a separate agreement that expired on September 29, 2025. These services are concentrated during evenings, weekends, and holidays, to individuals (callers) seeking substance use-related care, services, and supports. This request is **Sole Source** because the Department is modifying the scope of services and adding funding. The Department solicited for these services through a competitive bid process using a Request for Proposals that was posted on the Department's website from July 23, 2025 through August 18, 2025 and received zero (0) responses. For that reason, the

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
Page 3 of 3

Department has identified this Contractor as the only known viable option to provide immediate crisis response services without delay because the Contractor currently operates as a centralized crisis operation center providing similar crisis services through the New Hampshire Rapid Response Access Point (NHRRAP). Additionally, by consolidating the crisis response, support, and system navigation services for the Doorway System during non-standard business hours under the centralized NHRRAP, the Department and the Contractor will be able to maximize staffing and administrative efficiencies for these services.

The purpose of this request is for the Department to ensure continued complementary support services for the NH Doorway System. This request will strengthen the Doorway System, ensuring individuals and families can access substance-use related care, services, and supports 24 hours a day, 7 days a week.

Approximately 11,000 additional callers for the Doorways during non-standard business hours will be served annually.

The Contractor will receive, respond to, and provide first-level crisis response to callers transferred from NH 211 for the Doorways during non-standard business hours. Responses may involve crisis de-escalation techniques such as active listening, non-judgmental support, reassurance, and engagement; as well as a safety screening to determine risk level and appropriate escalation of services including immediate intervention and support services provided by either recovery specialists, clinicians, or referral to the NHRRAP. Additionally, the Contractor will connect with the caller's preferred Doorway during business hours to communicate the information and outcome of the call for continued care and follow-up.

The Department will monitor services through the monthly data reports and Government Performance and Results Act interviews provided by the Contractor, and through regularly scheduled meetings with the Contractor to ensure deliverables are met and to determine quality improvement needs.

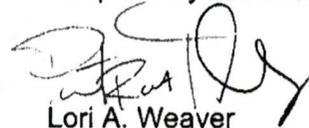
Should the Governor and Council not authorize this request, individuals seeking substance use-related care, services, and supports during evenings, weekends, and holidays through the NH Doorway System may experience challenges navigating the complex treatment and recovery system, may not receive the necessary supports and services, and may experience delays to receiving care.

The Department has determined that the Contractor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. Documents supporting these assertions are available at the agency for review upon request.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number 93.788, FAIN H79TI087843

Respectfully submitted,



Lori A. Weaver
Commissioner

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

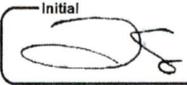
This Amendment to the Behavioral Health Crisis Response Access Point contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and ProtoCall Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on May 7, 2025 (Item #70), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.8., Price Limitation, to read:
\$10,328,136
2. Modify Exhibit A, Revisions to Standard Provisions, by adding Subsection 1.5., to read:
 - 1.5 Paragraph 6, Compliance by Contractor with Laws and Regulations/Equal Employment Opportunity, Subparagraph 6.1., is amended as follows:
 - 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, RSA 151:21 Patients' Bill of Rights, 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.
3. Modify Exhibit B, Scope of Services, Section 1.1., to read:
 - 1.1. The Contractor must operate and maintain the New Hampshire Rapid Response Access Point (NHRRAP) as a centralized crisis operation center that acts as a unified point of entry for individuals experiencing a behavioral health crisis, utilizing the State's designated 10-digit, toll-free telephone number to provide statewide access. The Contractor must:
 - 1.1.1. Ensure the crisis operation center operates twenty-four (24) hours per day, seven (7) days per week, 365 days per year, and accepts telephone calls, texts, and chats through the state designated toll-free crisis line and from the federal 988 Suicide and Crisis Lifeline System from any individual in crisis;
 - 1.1.2. Ensure callers are connected to a live operator in under 30 seconds per national standard for wait time. If due to extenuating circumstances, an individual is not immediately connected, the Contractor may play a pre-recorded message that has been pre-approved in writing by the Department;
 - 1.1.3. Provide screening and assessment, triage, dispatch, and referral services to individuals for urgent behavioral health needs, as defined by the individual, including mental health or substance use support and suicide prevention pathways;

Initial 

- 1.1.4. Direct referrals for NH Rapid Response Mobile Crisis Teams (RR-MCT) and Rapid Response Crisis Stabilization Centers (RR-CSC);
- 1.1.5. Receive emergency transfers from 911 and transfer calls to 911 when needed. The Contractor must ensure:
 - 1.1.5.1. All contacts are handled by the NHRRAP and only transferred to 911 when there is a medical emergency or imminent risk of harm to self or others;
- 1.1.6. Receive, respond to, and provide first-level crisis response to all contacts transferred from NH 211 in order to provide complementary support to the NH Doorway System (“Doorways”) during hours outside of Doorways standard business hours, defined as Monday through Friday, 8:00 AM to 5:00 PM, including evenings, overnights, weekends, and 24-hour coverage on the following state and federal holidays: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day. Coverage hours are subject to change based on updates to The Doorways’ operational hours, as determined by the Department; and
- 1.1.7. Ensure services are provided in accordance with:
 - 1.1.7.1. State and federal laws and rules, as applicable, including, but not limited to the Health Insurance Portability and Accountability Act (HIPAA) 45 CFR 160, 162, 164, and 42 CFR Part 2; and
 - 1.1.7.2. Terms and conditions approved by the Substance Abuse and Mental Health Services Administration (SAMHSA) for the State Opioid Response (SOR) Grant; and Department procedures and policies as they are developed, implemented, and amended.
- 4. Modify Exhibit B, Scope of Services, Section 1.3.3.2.1.4, by adding Section 1.3.3.2.1.4.3., to read:
 - 1.3.3.2.1.4.3. Coordination with the Department’s identified transportation vendor to provide overnight transportation for contacts related to complementary support to the Doorways, when needed as directed by the Department.
- 5. Modify Exhibit B, Scope of Services, Section 1.3.3.2.1.7.2., to read:
 - 1.3.3.2.1.7.2. Basic needs.
- 6. Modify Exhibit B, Scope of Services, Section 1.6., to read:
 - 1.6. State Opioid Response (SOR) Grant Standards
 - 1.6.1. The Contractor must collaborate with the Department and other SOR funded vendors, as requested and directed by the Department, to improve data collection.
 - 1.6.2. The Contractor must comply with all appropriate Department, State of NH, SAMHSA, and other Federal terms, conditions, and requirements.
- 7. Modify Exhibit B, Scope of Services, Section 1.7., to read:
 - 1.7. The Contractor must participate in:
 - 1.7.1. A kick-off meeting with the Department no more than ten (10) days after the contract effective date to review scope deliverables and timelines;
 - 1.7.2. Meetings with the Department on a monthly basis, or as otherwise requested by the Department;
 - 1.7.3. Technical assistance, guidance, and oversight activities for continued development and enhancement of services, as directed by the Department;



- 1.7.4. Regularly scheduled learning and educational sessions with the Doorways that are hosted and/or recommended by the Department; and
- 1.7.5. Operational reviews on a schedule provided by the Department that include, but are not limited to all services, activities, and personnel associated with the Scope of Services.

8. Modify Exhibit B, Scope of Services, Section 1.8.3., Table 1, Number 15., to read:

15. Demographic data on individuals who are served through NHRRAP and 988 when available, as determined by the Department.

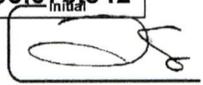
9. Modify Exhibit C, Payment Terms, Section 1., to read:

- 1. This Agreement is funded by:
 - 1.1. 20% Federal funds, by the Substance Abuse and Mental Health Services Administration, as follows:
 - 1.1.1. 9% Block Grants for Community Mental Health Services as awarded on May 16, 2024 and December 6, 2024, ALN 93.958, FAIN B09SM089640 and FAIN B09SM090358; and
 - 1.1.2. 11% State Opioid Response as awarded on September 20, 2025, ALN 93.788, FAIN H79TI087843.
 - 1.2. 80% General funds.

10. Modify Exhibit C, Payment Terms, Sections 4.1. through 4.2, to read:

4.1. Payment shall be made upon completion of deliverables as specified in the table below:

Table A		
Deliverable	Monthly Payment* Amount Not to Exceed	Annual Amount Not to Exceed
<i>*Inclusive of all costs for services provided including, but not limited to, personnel, travel, and equipment.</i>		
A-1: New Hampshire Rapid Response Access Point		
A minimum of 2,500 inquiries served per month	\$255,401.92	\$3,064,823
An answer rate of less than 30 seconds for 95 percent (95%) of calls	\$109,457.92	\$1,313,495
Subtotal		\$4,378,318
A-2: Complementary Support for NH Doorway System		
A minimum of 400 inquiries served per month	\$40,864	\$490,368
An answer rate of less than 30 seconds for 95 percent (95%) of calls	\$17,513	\$210,156
Subtotal		\$700,524
TOTAL		\$5,078,842


 Contractor Initials

1. Calls include contacts made by phone, text and chat
2. "Calls Answered" may include misdirected calls and simple requests for information, where no further engagement nor clinical intervention from the NHRRAP is required. It may also include multiple calls related to the same inquiry.
3. Inquiries include calls, texts, and chats that are opened for callers where NHRRAP provides some level of service to the caller.

4.2. The Department may reduce the monthly reimbursement and withhold payment when a deliverable, as specified in 4.1-Table A above, is not met in any month.

4.2.1. Reduction Methodology for A-1, New Hampshire Rapid Response Access Point

4.2.1.1. When the number of inquiries falls below the minimum:

- Number of inquiries per month/Minimum of 2,500 inquiries served per month = Inquiry percentage.
- Inquiry percentage x Monthly payment amount = Invoice amount to be paid.

4.2.1.2. When the percentage of calls in which the answer rate of less than 30 seconds falls below the minimum:

- Number of calls with the answer rate of less than 30 seconds/number of total monthly calls = Answer rate percentage of calls answered in less than 30 seconds.
- Answer rate percentage of calls answered in less than 30 seconds/95 percent (95%) = Answer rate percentage. The Department will round up to the nearest ten thousandth.
- Answer rate percentage X Monthly payment amount = Invoice amount to be paid.

Examples of Reduction Methodology	Monthly Payment
Answer rate percentage 95% and greater	\$109,457.92
Answer rate percentage 94%	\$108,306.72
Answer rate percentage 90%	\$103,697.92
Answer rate percentage 85%	\$97,936.93
Answer rate percentage 75%	\$86,414.94
Answer rate percentage 70%	\$80,653.94

4.2.2. Reduction Methodology for A-2, Complementary Support for NH Doorway System

4.2.2.1. When the number of inquiries falls below the minimum:

- Number of inquiries per month/Minimum of 400 inquiries served per month = Inquiry percentage.
- Inquiry percentage x Monthly payment amount = Invoice amount to be paid.

4.2.2.2. When the percentage of calls in which the answer rate of less than 30 seconds falls below the minimum:

- Number of calls with the answer rate of less than 30 seconds/number of total monthly calls = Answer rate percentage of calls answered in less than 30 seconds.
- Answer rate percentage of calls answered in less than 30 seconds/95 percent (95%) = Answer rate percentage. The Department will round up to the nearest ten thousandth.
- Answer rate percentage X Monthly payment amount = Invoice amount to be paid.

Examples of Reduction Methodology	Monthly Payment
Answer rate percentage 95% and greater	\$17,513
Answer rate percentage 94%	\$17,328.65
Answer rate percentage 90%	\$16,591.26
Answer rate percentage 85%	\$15,669.53
Answer rate percentage 75%	\$13,826.05
Answer rate percentage 70%	\$12,904.32

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective retroactive to September 30, 2025, upon Governor and Council approval.

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

State of New Hampshire
Department of Health and Human Services

11/10/2025

Date

DocuSigned by:
Katja S. Fox

Name: Katja S. Fox
Title: Director

ProtoCall Services, Inc.

11/7/2025

Date

DocuSigned by:
Laura Schaefer

Name: laura schaefer
Title: laura.schaefer@protocallservices.com

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

OFFICE OF THE ATTORNEY GENERAL

11/13/2025

Date

DocuSigned by:
Robyn Guarino
748734844041460...
Name: Robyn Guarino
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

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 PROTOCOL SERVICES, INC. is a Oregon Profit Corporation registered to transact business in New Hampshire on February 04, 2025. 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: 983703

Certificate Number: 0007327145



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 6th day of November A.D. 2025.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp that matches the Seal of the State of New Hampshire.

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

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

1. I am a duly elected Clerk/Secretary/Officer of Protocall Services, Inc.
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on November 10, 2025, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Laura Schaefer, Chief Operating Officer (may list more than one person)
(Name and Title of Contract Signatory)

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

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

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

Dated: 11/10/2025

Phil Evans
Signature of Elected Officer
Name: Phil Evans
Title: Chief Executive Officer

DESCRIPTIONS (Continued from Page 1)

Liability Sublimit: Sexual Abuse and Misconduct Liability-\$1,000,000. Certificate holder is included as additional insured as required by written contract on General Liability Policy, Cyber Liability Policy.

State of NH Department of Health and Human Services is included as Additional Insured as required by written contract on General Liability policy.