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

Lori A. Weaver
Commissioner

Katja S. Fox
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9544 1-800-852-3345 Ext. 9544
Fax: 603-271-4332 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 12, 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 **Sole Source** amendment to an existing contract with Headrest (VC# 175226-R001), Lebanon, NH, to continue providing 988 Suicide and Crisis Lifeline services, by increasing the price limitation by \$967,495 from \$3,270,522 to \$4,238,017 and by extending the completion date from December 31, 2025 to September 29, 2026, effective January 1, 2026, upon Governor and Council approval. 81% Federal Funds. 19% General Funds

The original contract was approved by Governor and Council on January 22, 2020 (Item #14) and amended on May 19, 2021 (Item #20); June 29, 2022 (Item #30); June 14, 2023 (Item #40); April 10, 2024 (Item #19); and most recently amended on June 25, 2025 (Item #245).

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.

See Attached Fiscal Details

EXPLANATION

This request is **Sole Source** because MOP 150 requires all amendments to agreements originally approved as sole source to be identified as sole source. The Department is in the process of resoliciting for 988 Suicide and Crisis Lifeline services and requests to extend this contract beyond the available renewal options to avoid a gap in critical suicide prevention and intervention services. The Contractor is currently New Hampshire's primary 988 Lifeline Center, accepting 988 suicide and crisis lifeline calls, texts and chats from the national lifeline network 24 hours per day, seven (7) days per week, 365 days per year. The Contractor is accredited through Vibrant Emotional Health, which is identified by the Substance Abuse and Mental Health Services Administration, as the Administrator of the National Suicide Prevention Lifeline.

The purpose of this request is to maintain continuity of 988 Suicide and Crisis Lifeline services while the Department competitively reprocures for these services. The 988 Lifeline offers free and confidential support to individuals experiencing a suicidal crisis or emotional distress. The Contractor's trained staff will continue to provide crisis intervention, suicide intervention, information and referral services, and coordinate with the Department's behavioral health Rapid Response Access Point Contractor to dispatch Rapid Response (mobile crisis) Teams as needed.

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
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This request will allow the Department the necessary time to complete the Request for Proposals (RFP) process for Lifeline services while maintaining continuous, life-saving crisis services and avoiding a gap in 988 services that could result in individuals in crisis being unable to access immediate support. Additionally, the Department will be able to better align contract budget periods with the federal fiscal year and available funding allocations, as well as avoid the inclusion of time-bound federal grant requirements in the new solicitation and resulting contract.

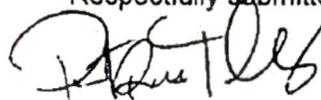
The Department will continue to monitor services through the Contractor's required monthly reports.

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. The Contractor is a non-profit organization, and the Department has also confirmed the Contractor is registered and in good standing with the Department of Justice's Charitable Division.

Area served: Statewide.

Source of Federal Funds: ALN 93.243, FAIN H79FG001183

Respectfully submitted,



 Lori A. Weaver
Commissioner

DEPARTMENT OF HEALTH AND HUMAN SERVICES
FISCAL DETAILS SHEET

05 -95-92-922010- 41170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: BEHAVIORAL HEALTH - DIV OF, BUREAU OF MENTAL HEALTH SERVICES, CMH PROGRAM SUPPORT
100% General Funds

Headrest

Vendor #175226-R001

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2020	102-500731	Contracts for Prog Svc	92204117	\$200,000	\$0	\$200,000
2021	102-500731	Contracts for Prog Svc	92204117	\$200,000	\$0	\$200,000
2022	102-500731	Contracts for Prog Svc	92204117	\$230,000	\$0	\$230,000
2023	102-500731	Contracts for Prog Svc	92204117	\$200,000	\$0	\$200,000
2024	102-500731	Contracts for Prog Svc	92204117	\$250,000	\$0	\$250,000
2025	102-500731	Contracts for Prog Svc	92204117	\$250,000	\$0	\$250,000
2026	102-500731	Contracts for Prog Svc	92204117	\$125,000	\$125,000	\$250,000
2027	102-500731	Contracts for Prog Svc	92204117	\$0	\$62,500	\$62,500
			Subtotal	\$1,455,000	\$187,500	\$1,642,500

05-95-92-920010-25940000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: BEHAVIORAL HEALTH DIV, DIV BEHAVIORAL HEALTH OPERATIONS, 988 GRANT
100% Federal Funds

Headrest

Vendor #175226-R001

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2023	074-500589	Grants For Pub Asst And Rel	92012594	\$171,781	\$0	\$171,781
2024	074-500589	Grants For Pub Asst And Rel	92012594	\$164,982	\$0	\$164,982
2024	074-500589	Grants For Pub Asst And Rel	92032594	\$507,664	\$0	\$507,664
2025	074-500589	Grants For Pub Asst And Rel	92032594	\$470,175	\$0	\$470,175
2026	074-500589	Grants For Pub Asst And Rel	92032594	\$488,920	\$0	\$488,920
2026	102-500731	Contracts for Prog Svc	92032594	\$0	\$535,535	\$535,535
2027	102-500731	Contracts for Prog Svc	92032594	\$0	\$244,460	\$244,460
			Subtotal	\$1,803,522	\$779,995	\$2,583,517

05-95-92-922010- 41200000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: BEHAVIORAL HEALTH - DIV OF, BUREAU OF MENTAL HEALTH SERVICES, MENTAL HEALTH BLOCK GRANT
100% Federal Funds

Headrest

Vendor #175226-R001

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2023	074-500589	Grants For Pub Asst And Rel	92254120	\$12,000	\$0	\$12,000
			Subtotal	\$12,000	\$0	\$12,000
			TOTAL	\$3,270,522	\$967,495	\$4,238,017

**State of New Hampshire
Department of Health and Human Services
Amendment #6**

This Amendment to the Suicide Hotline Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Headrest ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on January 22, 2020 (Item #14) as amended on May 19, 2021 (Item #20); June 29, 2022 (Item #30); June 14, 2023 (Item #40); April 10, 2024 (Item #19); and as most recently amended on June 25, 2025 (Item #245), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Form P-37 General Provisions, Block 1.7., Completion Date, to read:
September 29, 2026
2. Form P-37, General Provisions, Block 1.8., Price Limitation, to read:
\$4,238,017
3. Modify Exhibit C-1, Revisions to Standard Contract Language; Section 1, Revisions to Form P-37, General Provisions, by adding Subsection 1.4., to read:
 - 1.4 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.
4. Modify Exhibit B, Method and Conditions Precedent to Payment, Section 2 to read:
 2. This Agreement is funded by:
 - 2.1. 61% Federal Funds
 - 2.1.1. 1% Block Grants for Community Mental Health Services, as awarded on 5/17/21, by the Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS), ALN 93.958, FAIN B09SM085371.
 - 2.1.2. 7% NH's strategy to address overall capacity, consistency, and quality of 988 services, as awarded on 4/15/22, by SAMHSA, CMHS, ALN 93.243, FAIN H79SM086074.
 - 2.1.3. 53% FY 2023 Cooperative Agreements for States and Territories to Improve Local 988 Capacity, as awarded on 9/27/23, 7/23/24, and 9/15/25 by

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Headrest

A-S-1.3

Contractor Initials

SS-2020-DBH-05-SUICI-01-A06
v7.12.23

Page 1 of 4

Date 11/13/2025

SAMHSA, ALN 93.243, FAIN H79FG001183.

- 2.2. 39% General Funds.
- 2.3. The Contractor shall use the funding in accordance with Exhibit A - Amendment #2, Scope of Services, Section 2.2.
5. Modify Exhibit B, Method and Conditions Precedent to Payment, Section 5.1 to read:
 - 5.1. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement and shall be in accordance with the approved line items as specified in Exhibit B-1, Budget through Exhibit B-11, Budget – Amendment #6.
6. Add Exhibit B-11, Budget – Amendment #6, which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective January 1, 2026, 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

11/14/2025

Date

DocuSigned by:

Katja S. Fox

ED9D05B04C63442...

Name: Katja S. Fox

Title: Director

Headrest

11/13/2025

Date

Signed by:

Beverly McCauley

9A055C4F0309488...

Name: Beverly McCauley

Title: Authorized signer

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

OFFICE OF THE ATTORNEY GENERAL

11/14/2025

Date

DocuSigned by:
Robyn Guarino
748734844941460...

Name: Robyn Guarino

Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

Exhibit B-11, Budget - Amendment #6

New Hampshire Department of Health and Human Services					
Contractor Name: Headrest					
Budget Request for: 988 Suicide and Crisis Lifeline Services					
Budget Period: 1/1/26 - 9/29/26					
Indirect Cost Rate (if applicable): 0.15					
Line Item	Suicide Crisis Lifeline SFY 2026 1/1/26 - 6/30/26	988 Grant SFY 2026 1/1/26 - 6/30/26	Suicide Crisis Lifeline SFY 2027 7/1/26 - 9/29/26	988 Grant SFY 2027 7/1/26 - 9/29/26	
1. Salary & Wages	\$67,094	\$304,456	\$33,049	\$144,651	
2. Fringe Benefits	\$15,400	\$83,184	\$9,240	\$33,752	
3. Consultants	\$2,000	\$40,000	\$1,000	\$20,000	
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$1,000	\$0	\$0	\$0	
5.(a) Supplies - Educational	\$0	\$0	\$0	\$0	
5.(b) Supplies - Lab	\$0	\$0	\$0	\$0	
5.(c) Supplies - Pharmacy	\$0	\$0	\$0	\$0	
5.(d) Supplies - Medical	\$0	\$0	\$0	\$0	
5.(e) Supplies Office	\$620	\$2,500	\$150	\$1,500	
6. Travel	\$1,200	\$1,200	\$500	\$250	
7. Software	\$6,750	\$6,000	\$3,375	\$3,000	
8. (a) Other - Marketing/ Communications	\$500	\$200	\$165	\$100	
8. (b) Other - Education and Training	\$1,000	\$11,500	\$750	\$1,000	
8. (c) Other: Insurance	\$6,120	\$7,200	\$3,060	\$3,600	
Other: Occupancy	\$2,790	\$4,800	\$930	\$2,400	
Other: Rental	\$500	\$743	\$203	\$371	
Other: Phone	\$1,260	\$1,500	\$630	\$750	
Other: Audit and Legal	\$2,592	\$2,400	\$1,296	\$1,200	
9. Subrecipient Contracts	\$0	\$0	\$0	\$0	
Total Direct Costs	\$108,826	\$465,683	\$54,348	\$212,574	
Total Indirect Costs (15%)	\$16,174	\$69,852	\$8,152	\$31,886	
TOTAL	\$125,000	\$535,535	\$62,500	\$244,460	\$967,495

Initial
EM

Contractor Initials: _____

Date: 11/13/2025

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 HEADREST is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on April 27, 1972. 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: 61466

Certificate Number: 0007147195



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 2nd day of April A.D. 2025.

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

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, James Leiter, 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 Headrest.
(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 13 November, 2025, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Beverly McCauley, Office Manager (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of Headrest 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: 13 November 2025

James Leiter III
Signature of Elected Officer
Name:
Title:

NONPROFIT COVER SHEET

A. Entity Name: Headrest

B. Entity's Contact Information:

For Records Requests (e.g., resumes of key personnel; audited financial statements):

Name / Phone / Email: Beverly McCauley, 603-448-4400, Beverly.mccauley@headrest.org

Person responsible for Accuracy and Completeness of information provided:

Name: Matthew McKenney Title: Board Chair

Signature: Matthew S McKenney

C. List Board of Directors and Affiliations

<u>Name (Identify any additional role(s) in Parentheses)</u> E.g., John Doe (President)	<u>Affiliations</u>
Matt McKenney, Board Chair	JobForward
Jay Leiter, Vice Chair	Dartmouth College
Kathie Nolet, Secretary	Mascoma Bank

D. List Key Personnel (Resumes must be available upon request to the person(s) listed in section B or may be attached):

<u>Name</u>	<u>Role</u>	<u>Annual Salary</u>	<u>Amount Paid From This Contract</u>
Christine Dougherty (Part Time)	988 Compliance Program manager	\$20,000	\$20,000
Al Carbonneau	Hotline Manager	\$72,253	\$72,253
Rhonda Bishop	Clinician	\$75,000	\$75,000
Beverly McCauley	Office Manager	\$54,080	\$5,408

DISCLOSURE OF LEGAL ACTIVITIES INVOLVING THE STATE OF NEW HAMPSHIRE OR ANOTHER GOVERNMENT ENTITY

E. Check one of the following:

- The entity is **not currently or has not been** party to any legal proceeding involving the State of New Hampshire (or any agency or subdivision thereof) or any other state/federal government entity before any adjudicative body in any jurisdiction **OR**
 - The entity is or has been party to one or more legal proceedings as set forth above. Identify the jurisdiction, court or other adjudicative body, case number, and briefly describe the nature of the proceeding (Attached extra sheet if necessary).
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CHARITABLE TRUSTS UNIT COMPLIANCE CERTIFICATION

F. Check one of the following:

- is registered and in good standing with the New Hampshire Department of Justice Charitable Trusts Unit (** see note below) **or** has submitted a complete application for registration to the Charitable Trusts Unit and is awaiting a registration determination **OR**
- is not required to register with the Charitable Trusts Unit because it is neither tax-exempt under section 501(c)(3) of the Internal Revenue Code nor engages in charitable solicitations in the State of New Hampshire **OR**
- is exempt from registration with the Charitable Trusts Unit because it is a federal or state government, agency, or subdivision or is a religious organization, an integrated auxiliary of a religious organization, or is a convention or association of churches.

** Note: Attached screen shot from the DOJ Registered Charities List found at:

<https://mm.nh.gov/files/uploads/doj/remote-docs/registered-charities.pdf>

2379	Headrest, Inc.	14 Church Street	Lebanon	NH	03766	G
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FINANCIAL DISCLOSURES

G. Check one the following:

- [x] The organization hired an outside firm to audit its financial statements or to prepare GAAP-compliant financial statements for its most recently completed fiscal year. If so, please ensure that the financial statements and audit results are available to be requested from the contact listed on Page 1 (audited financials may be attached) **OR**
- [] The above does not apply, but the organization filed an IRS Form 990 or Form 990-EZ for its most recently completed fiscal year. Please attach that IRS Form 990 or Form 990-EZ to the submission. (Form 990 Schedule B is not required) **OR**
- [] ***If neither of the above apply***, complete the Income Statement and Balance Sheet below with the following basic financial information from the organization's most recently completed fiscal year:

1. INCOME STATEMENT

<u>Revenue</u>		<u>Expenses</u>	
<i>Grants</i>	\$	<i>Compensation of officers, directors, and key personnel</i>	\$
<i>Donations</i>	\$	<i>Other salaries & wages</i>	\$
<i>Program Services Revenue</i>	\$	<i>Payroll taxes & employee benefits</i>	\$
<i>Interest & Dividends</i>	\$	<i>Occupancy, rent, utilities, and insurance</i>	\$
<i>All other Revenue</i>	\$	<i>Printing, publications, postage, office supplies, and IT</i>	\$
<u>Total Revenue</u>	\$	<i>All other expenses</i>	\$
		<u>Total Expenses</u>	\$

2. BALANCE SHEET

<u>Assets</u>		<u>Liabilities</u>	
<i>Cash & Equivalents</i>	\$	<i>Accounts Payable</i>	\$
<i>Investments</i>	\$	<i>Loans Payable</i>	\$
<i>Real Estate (less any depreciation)</i>	\$	<i>All other liabilities</i>	\$
<i>Other Property & Equipment (less any depreciation)</i>	\$	<u>Total Liabilities</u>	\$
<i>Pledges, grants, accounts receivable</i>	\$		
<i>All other assets</i>	\$		
<u>Total Assets</u>	\$		

Mission Statement

Headrest supports individuals and their families, friends and neighbors affected by substance use, navigating recovery, or in crisis, by providing effective programs and treatment options that support prevention and long-term recovery. Headrest will never turn anyone away.

HEADREST, INC.
FINANCIAL STATEMENTS
June 30, 2024 and 2023

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ROWLEY & ASSOCIATES P.C.

CERTIFIED PUBLIC ACCOUNTANTS

46 N. STATE STREET

CONCORD, NEW HAMPSHIRE 03301

TELEPHONE (603) 228-5400

FAX # (603) 226-3532

MEMBER
AMERICAN INSTITUTE OF
CERTIFIED PUBLIC ACCOUNTANTS

MEMBER OF THE PRIVATE
COMPANIES PRACTICE SECTION

INDEPENDENT AUDITORS' REPORT ON THE FINANCIAL STATEMENTS

To the Board of Directors
Headrest, Inc.
Lebanon, New Hampshire

Opinion

We have audited the accompanying financial statements of Headrest, Inc. (a New Hampshire nonprofit corporation), which comprise the statements of financial position as of June 30, 2024 and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Headrest, Inc. as of June 30, 2024 and the statements of activities and changes in its net assets, functional expenses and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. 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 Headrest, Inc. and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

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

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Headrest, Inc.'s ability to continue as a going concern within one year after the date that the 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 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 generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements, including omissions, are considered material if there is a substantial likelihood that, individually or in aggregate, they would influence the judgement made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards, we:

Exercise professional judgement and maintain professional skepticism throughout the audit.

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Headrest, Inc.'s internal control. Accordingly, no such opinion is expressed.

Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.

Conclude whether, in our judgement, there are conditions or events, considered in the aggregate, that raise substantial doubt about Headrest, Inc.'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.

Report on Summarized Comparative Information

We have previously audited Headrest, Inc.'s 2023 financial statements, and we expressed an unmodified audit opinion on those audited financial statements in our report dated June 25, 2024. In our opinion, the summarized comparative information presented herein as of and for the year ended June 30, 2023, is consistent, in all material respects, with the audited financial statements from which it has been derived.



Rowley & Associates, P.C.
Concord, New Hampshire
July 18, 2025

HEADREST, INC
STATEMENT OF FINANCIAL POSITION
June 30, 2024, With Comparative Totals for June 30, 2023
See Independent Auditors' Report

	Net Assets Without Donor Restrictions	Net Assets With Donor Restrictions	2024 Total	2023
ASSETS				
CURRENT ASSETS				
Cash and cash equivalents	\$ 62,742	\$ 62,813	\$ 125,555	\$ 261,637
Accounts receivable	579,848	-	579,848	168,909
TOTAL CURRENT ASSETS	<u>642,590</u>	<u>62,813</u>	<u>705,403</u>	<u>430,546</u>
FIXED ASSETS				
Land	19,010	-	19,010	19,010
Building and improvements	599,327	-	599,327	599,327
Furnishings and equipment	300,297	-	300,297	300,297
	918,634	-	918,634	918,634
Less accumulated depreciation	(469,785)	-	(469,785)	(436,558)
Total Fixed Assets, Net	<u>448,849</u>	<u>-</u>	<u>448,849</u>	<u>482,076</u>
TOTAL ASSETS	<u>\$ 1,091,439</u>	<u>\$ 62,813</u>	<u>\$ 1,154,252</u>	<u>\$ 912,622</u>
LIABILITIES AND NET ASSETS				
CURRENT LIABILITIES				
Accounts payable	\$ 66,116	\$ -	\$ 66,116	\$ 1,443
Accrued expenses	79,939	-	79,939	99,964
Line of credit	109,975	-	109,975	-
Current portion of long term debt	10,626	-	10,626	11,254
TOTAL CURRENT LIABILITIES	<u>266,656</u>	<u>-</u>	<u>266,656</u>	<u>112,661</u>
LONG-TERM LIABILITIES				
Long term debt, less current	242,118	-	242,118	252,799
TOTAL LIABILITIES	<u>508,774</u>	<u>-</u>	<u>508,774</u>	<u>365,460</u>
NET ASSETS				
Without donor restrictions				
Undesignated	452,213	-	452,213	212,311
Board designated	130,452	-	130,452	130,452
Total without donor restrictions	582,665	-	582,665	342,763
With donor restrictions	-	62,813	62,813	204,399
TOTAL NET ASSETS	<u>582,665</u>	<u>62,813</u>	<u>645,478</u>	<u>547,162</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 1,091,439</u>	<u>\$ 62,813</u>	<u>\$ 1,154,252</u>	<u>\$ 912,622</u>

HEADREST, INC
STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS
For The Year Ended June 30, 2024
With Comparative Totals for the Year Ended June 30, 2023
See Independent Auditors' Report

	Net Assets Without Donor Restrictions	Net Assets With Donor Restrictions	2024 Total	2023
SUPPORT AND REVENUE				
State contracts	\$ 466,963	\$ -	\$ 466,963	\$ 723,421
Local government grants	103,710	-	103,710	180,300
Contributions	110,396	-	110,396	142,857
Service fees	1,520,701	-	1,520,701	1,107,407
Other grants	81,106	5,000	86,106	89,580
Interest	146	-	146	68
TOTAL SUPPORT AND REVENUE	2,283,022	5,000	2,288,022	2,243,633
Net assets released from donor imposed restrictions	146,586	(146,586)	-	-
EXPENSES				
Program services	1,769,569	-	1,769,569	2,063,262
Management and general	376,729	-	376,729	333,157
Fundraising	43,408	-	43,408	49,431
	2,189,706	-	2,189,706	2,445,850
Total (decrease) increase in net assets	239,902	(141,586)	98,316	(202,217)
Net Assets, Beginning of year	342,763	204,399	547,162	749,379
Net assets, End of year	<u>\$ 582,665</u>	<u>\$ 62,813</u>	<u>\$ 645,478</u>	<u>\$ 547,162</u>

HEADREST, INC
STATEMENT OF FUNCTIONAL EXPENSES
For The Year Ended June 30, 2024
With Comparative Totals for the Year Ended June 30, 2023
See Independent Auditors' Report

	Program Services			Management & General	Fundraising	2024	2023
	Outpatient	CMRD	Total			Total	Total
Payroll	\$ 836,936	\$ 278,979	\$ 1,115,915	\$ 97,036	\$ 31,101	\$ 1,244,052	\$1,501,713
Payroll taxes	67,387	22,462	89,849	7,813	2,504	100,166	118,143
Fringe benefits	139,580	46,526	186,106	16,183	5,187	207,476	166,601
Professional fees	-	-	-	159,890	-	159,890	56,159
Telephone and internet	8,311	3,394	11,705	7,836	-	19,541	22,074
Printing	-	-	-	5,305	3,183	8,488	8,622
Depreciation	19,580	7,998	27,578	5,649	-	33,227	38,004
Rent	47,319	19,328	66,647	13,651	-	80,298	78,852
Utilities	27,500	11,233	38,733	7,933	-	46,666	53,074
Billing Services	49,794	-	49,794	-	-	49,794	51,642
Repairs and maintenance	50,414	20,592	71,006	14,544	-	85,550	142,086
Supplies	10,705	4,372	15,077	10,564	-	25,641	41,333
Vehicle expense	2,124	868	2,992	1,921	-	4,913	10,430
Interest	7,943	3,244	11,187	2,275	-	13,462	10,570
Insurance	36,507	14,911	51,418	4,471	1,433	57,322	61,426
Food	-	14,470	14,470	-	-	14,470	25,927
Professional development	3,702	1,512	5,214	9,188	-	14,402	9,573
Membership dues and fees	-	-	-	8,558	-	8,558	11,688
Laundry	-	4,754	4,754	-	-	4,754	3,093
Miscellaneous	-	7,124	7,124	-	-	7,124	9,951
Website & Marketing	-	-	-	3,912	-	3,912	24,889
TOTAL EXPENSES	\$1,307,802	\$ 461,767	\$ 1,769,569	\$ 376,729	\$ 43,408	\$ 2,189,706	\$2,445,850

Notes to Financial Statements

HEADREST, INC
STATEMENTS OF CASH FLOWS
For The Years Ended June 30, 2024 and 2023
See Independent Auditors' Report

	<u>2024</u>	<u>2023</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in Net Assets	\$ 98,316	\$ (197,256)
Adjustments to reconcile increase (decrease) in net assets to net cash provided by operating activities:		
Depreciation	33,227	38,004
(Increase) in Operating Assets		
Accounts receivable	(410,939)	(63,748)
(Decrease) increase In Operating Liabilities		
Accounts payable	64,673	(14,870)
Accrued expenses	(20,025)	12,375
Line of credit	109,975	-
NET CASH (USED) BY OPERATING ACTIVITIES	<u>(124,773)</u>	<u>(225,495)</u>
 CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of building and improvements	-	(76,769)
NET CASH (USED) BY INVESTING ACTIVITIES	<u>-</u>	<u>(76,769)</u>
 CASH FLOW FROM FINANCING ACTIVITIES		
Repayments of long term notes payable	(11,309)	(21,312)
 NET (DECREASE) IN CASH AND CASH EQUIVALENTS	(136,082)	(323,576)
Cash and cash equivalents, beginning of year	261,637	585,213
Cash and cash equivalents, end of year	<u>\$ 125,555</u>	<u>\$ 261,637</u>
 SUPPLEMENTAL SCHEDULE OF CASH FLOW		
Cash paid for interest	<u>\$ 13,462</u>	<u>\$ 10,570</u>
 SUPPLEMENTAL INFORMATION ON NON-CASH ACTIVITES		
Purchase of building and improvements	\$ -	\$ 76,769
Cash paid for purchase	<u>\$ -</u>	<u>\$ 76,769</u>

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 1. NATURE OF ACTIVITIES AND SIGNIFICANT ACCOUNTING POLICIES

Nature of Activities

Headrest, Inc. (“Headrest”) is a New Hampshire nonprofit corporation that provides information and referral, crisis intervention and other related services through the uses of a telephone hotline and office visitations. Headrest also provides outpatient counseling, residential treatment, and information to the community relating to drugs and alcohol. The organization’s primary source of income is from state contracts, service fees, grants, and donations.

Significant Accounting Policies

The summary of significant accounting policies of the Organization is presented to assist in understanding the Organization’s financial statements. The financial statements and notes are representations of the Organization’s management who is responsible for their integrity and objectivity. These accounting policies conform to U.S. generally accepted accounting principles and have been consistently applied in the preparation of the financial statements.

Basis of Presentation

The Organization maintains its accounting records on the accrual basis of accounting whereby revenues are recorded when earned and expenses are recorded when the obligation is incurred. The Organization reports information regarding its financial position and activities according to two classes of net assets: net assets without donor restrictions and net assets with donor restrictions.

Net Assets without Donor Restrictions – These net assets generally result from revenues generated by receiving contributions that have no donor restrictions, providing services, and receiving interest from operating investments, less expenses incurred in providing program-related services, raising contributions, and performing administrative functions.

Net Assets with Donor Restrictions – These net assets result from gifts of cash and other assets that are received with donor stipulations that limit the use of the donated assets, either temporarily or permanently, until the donor restriction expires, that is until the stipulated time restriction ends or the purpose of the restriction is accomplished, the net assets are restricted.

Comparative Financial Information

The financial statements include certain prior-year summarized comparative information in total but not by net asset class. Such information does not include sufficient detail to constitute a presentation in conformity with generally accepted accounting principles. Accordingly, such information should be read in conjunction with the Organization’s financial statements for the year ended June 30, 2023, from which the summarized information was derived.

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 1. NATURE OF ACTIVITIES AND SIGNIFICANT ACCOUNTING POLICIES (continued)

Property and Equipment

All acquisitions of property and equipment in excess of \$1,000 and all expenditures for repairs, maintenance, renewals, and betterments that materially prolong the useful lives of assets are capitalized. Property and equipment are carried at cost or, if donated, at the approximate fair value at the date of donation. Depreciation is computed using primarily the straight-line method. Depreciation expense was \$33,227 and \$38,004 for the years ended June 30, 2024 and 2023, respectively.

Income taxes

The Organization has been notified by the Internal Revenue Service that it is exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code. The Organization is further classified as an organization that is not a private foundation under Section 509(a)(3) of the Code. The most significant tax positions of the Organization are its assertion that it is exempt from income taxes and its determination of whether any amounts are subject to unrelated business tax (UBIT). The Organization follows the guidance of Accounting Standards Codification (ASC) 740, Accounting for Income Taxes, related to uncertain income taxes, which prescribes a threshold of more likely than not for recognition and recognition of tax positions taken or expected to be taken in a tax return. All significant tax positions have been considered by management. It has been determined that it is more likely than not that all tax positions would be sustained upon examination by taxing authorities. Accordingly, no provision for income taxes has been recorded.

Grants Receivable and Recognition of Donor Restricted Contributions

Contributions are recognized when the donor makes an unconditional promise to give to the Organization. Contributions that are restricted by the donor are reported as increases in net assets without donor restriction if the restrictions expire in the fiscal year in which the contributions are recognized. All other donor-restricted contributions are reported as increases in net assets with donor restriction. When a restriction expires, net assets with donor restriction are reclassified to net assets without donor restriction. Contributions of long-lived assets are considered without donor restriction unless the donor specifies a time-restriction.

The Organization provides for losses on grants and accounts receivable using the allowance method. The allowance is based on experience, third-party contracts, and other circumstances, which may affect the ability of donors to meet their obligations. Receivables are considered impaired if full principal payments are not received in accordance with the contractual terms. It is the Organization's policy to charge off uncollectible grants and accounts receivable when management determines the receivable will not be collected. There were no balances in the allowance account related to accounts receivable as of June 30, 2024 and 2023 because all amounts were deemed collectable.

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 1. NATURE OF BUSINESS AND SIGNIFICANT ACCOUNTING POLICIES (continued)

Cash and Cash Equivalents

For purposes of the statement of cash flows, the Organization considers all highly liquid investments with an initial maturity of three months or less to be cash equivalents. For the years ended June 30, 2024 and 2023 the Organization had no cash equivalents.

Public Support and Revenue

All contributions are without donor restriction unless specifically restricted by the donor.

Functional Expenses

Functional and administrative expenses have been allocated among program services based on an analysis of personnel time and space utilized for the related activities.

Cost Allocation

Certain categories of expenses are attributable to more than one program or supporting function and are allocated on a reasonable basis that is consistently applied. The expenses that are allocated are payroll, payroll taxes, and fringe benefits which are allocated based on estimates of time and effort; rent, depreciation, utilities, and maintenance and repairs which are allocated based on space utilized for the related activities.

Compensated Absences

Employees of Headrest are entitled to earned benefit time (EBT) depending on job classification, length of service and other factors. The accrued expense for EBT for the fiscal years ended June 30, 2024 and 2023 were \$26,691 and \$37,990 respectively.

Allowance for Doubtful Accounts

The contracts receivable allowance for doubtful accounts is based upon management's assessment of the credit history with agencies, organizations and individuals having outstanding balances and current relationships with them. There was no balance in the allowance for doubtful accounts as of June 30, 2024 and 2023.

Estimates

The preparation of financial statements in conformity with generally accepted accounting principles require management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 1. NATURE OF BUSINESS AND SIGNIFICANT ACCOUNTING POLICIES (continued)

Concentration of Risk

The Organization maintains cash balances in several accounts at local banks. These accounts are insured by the Federal Deposit Insurance Corporation up to \$250,000. At various times throughout the year, the Organization may have cash balances at the financial institution that exceeds the insured amount. Management does not believe this concentration of cash results in a high level of risk for the Organization. At June 30, 2024 and 2023, the Organization had \$0 and \$11,637 in uninsured cash balances, respectively.

Financial Instruments

The carrying value of cash and cash equivalents, accounts receivable, prepaid expenses, accounts payable and accrued expenses are stated at carrying cost at June 30, 2024 and 2023, which approximates fair value due to the relatively short maturity of these instruments.

Reclassifications

Certain financial statement and note information from the prior year financial statements has been reclassified to conform with current year presentation format.

Subsequent Event

Management has evaluated subsequent events through July 18, 2025, the date on which the financial statements were available to be issued to determine if any are of such significance to require disclosure. It has been determined that no subsequent events matching this criterion occurred during this period.

NOTE 2. ECONOMIC DEPENDENCY

A substantial portion of Headrest's revenue comes from the Department of Health and Human Services of the State of New Hampshire. For the years ended June 30, 2024 and 2023 revenue from the contract was approximately 20% and 32%, respectively of total revenue.

NOTE 3. LINE OF CREDIT

The Organization has a \$150,000 line of credit with a local bank through January, 2025, collateralized by all assets, with interest at Wall Street Journal prime. Interest was 8% as of June 30, 2024. The outstanding balance was \$109,975 and \$0 as of June 30, 2024 and 2023, respectively.

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 4. NOTES PAYABLE AND LONG-TERM DEBT

Notes payable and long-term debt consisted of the following as of:

	<u>June</u> <u>2024</u>	<u>June</u> <u>2023</u>
Mortgage note payable with bank with interest at 4.5% dated July 31, 2003 and due July 31, 2023 with monthly installments of principal and interest of \$996, secured by all assets of the organization.	\$ -	\$ 1,013
Mortgage note payable with bank with interest at 3.75% dated September 10, 2021 and due September 10, 2041 with monthly installments of principal and interest of \$1,660, secured by all assets of the organization.	<u>252,744</u>	<u>263,040</u>
Total Obligation	252,744	264,053
Less current maturities	<u>10,626</u>	<u>11,254</u>
Long term debt, less current maturity	<u>\$242,118</u>	<u>\$252,799</u>

Scheduled principal repayments on long term debt for the next four years and thereafter follows:

Year Ending <u>June 30</u>	
2025	\$ 10,626
2026	11,031
2027	11,452
2028	11,889
2029	12,342
Thereafter	<u>195,404</u>
Total	<u>\$252,744</u>

NOTE 5. OPERATING LEASES

The Organization entered a five-year and three-month lease for office space beginning February 2018 and expiring April 2023 with the right to extend the lease a year at a time after the end date. Rent expense related to this lease was \$45,968 and \$42,432 for the years ended June 30, 2024 and 2023, respectively.

The Organization entered several month-to-month leases for their Impaired Driver Care Management Program. Rent expense related to this lease was \$26,530 and \$29,795 for the years ended June 30, 2024 and 2023, respectively.

HEADREST, INC
 NOTES TO FINANCIAL STATEMENTS
 June 30, 2024 and 2023

NOTE 5. OPERATING LEASES (Continued)

The Organization has a lease expiring each June with the right to extend the lease a year at a time after the end date. Rent expense related to this lease was \$7,800 and \$6,625 for the years ended June 30, 2024 and 2023, respectively.

Future minimum rent related to these leases as of June 30 is:

2025: \$80,298

NOTE 6. FAIR VALUE MEASUREMENTS

In accordance with FASB ASC 820, *Fair Value Measurements and Disclosures*, the Organization is required to disclose certain information about its financial assets and liabilities. Fair values of assets measured on a recurring basis at June 30 were as follows:

	<u>Fair Value</u>	Significant other Observable Inputs (Level 2)
<u>2024</u>		
Accounts receivable	<u>\$ 579,848</u>	<u>\$ 579,848</u>
<u>2023</u>		
Accounts receivable	<u>\$ 168,909</u>	<u>\$ 168,909</u>

The fair market value of accounts receivable is estimated at the present value of expected future cash flows.

NOTE 7. NET ASSETS WITH DONOR RESTRICTIONS

Net assets subject to expenditure for specific purpose as of June 30:

	<u>2024</u>	<u>2023</u>
Wallerstein Foundation	\$ 37,508	\$ 37,508
Capital Reserve Account	8,347	114,643
Restricted Account (HOW)	<u>16,958</u>	<u>52,248</u>
Total Net Assets with Donor Restrictions	<u>\$ 62,813</u>	<u>\$ 204,399</u>

Net assets were released from donor restriction by incurring expenses satisfying the restricted purpose specified by the donors in the amounts of \$141,586 and \$0 for the years ended June 30, 2024 and 2023, respectively.

HEADREST, INC
NOTES TO FINANCIAL STATEMENTS
June 30, 2024 and 2023

NOTE 8. LIQUIDITY AND AVAILABILITY OF FINANCIAL ASSETS

The Organization has a policy to structure its financial assets to be available as its general expenditures, liabilities and other obligations come due. The Organization's primary sources of support are contributions, state contracts and grants. Most of that support is held for the purpose of supporting the Organization's budget. The Organization has the following financial assets that could readily be made available within one year to fund expenses without limitations:

	<u>2024</u>	<u>2023</u>
Cash and cash equivalents	\$ 125,555	\$ 261,637
Accounts receivable	<u>579,848</u>	<u>168,909</u>
	705,403	430,546
Less amounts required to be held for donor restriction	<u>(62,813)</u>	<u>(204,399)</u>
	<u>\$ 642,590</u>	<u>\$ 226,147</u>

CHRISTINE DOUGHERTY



OBJECTIVE

I am a motivated and detail-oriented individual eager to contribute to New Hampshire's 988 Crisis Center at Headrest. I possess strong transferable skills and relevant academic training aligned with the Program Manager role. I look forward to supporting 988 at Headrest, approaching my work with accuracy, integrity, and a strong willingness to learn and grow.

EXPERIENCE

Lebanon School District SAU 88 – Lebanon, NH

Substitute Teacher

Cioffredi & Associates – Lebanon, NH

Patient Care Coordinator

Choice Physical Therapy

Medical Administrative Assistant

EDUCATION

River Valley Community College – Claremont, NH

Accounting Certificate

New Hampshire Technical Institute – Concord, NH

Associates Degree in Science

River Valley Community College – Claremont, NH

Medical Administrative Assistant Certificate

VOLUNTEER EXPERIENCE

Parent Teacher Organization (PTO) Board Member, Drama Club Volunteer, and Four Winds Education Volunteer

MISSION

To work with an organization that values the well-being of each person who is affected by substance use or circumstance that offers hope

EDUCATION

Springfield College, Manchester, NH • May 2015

- Bachelor of Human Service – *Summa Cum Laude*
- Major: Human Service/Concentration: Addiction Studies
- GPA: 3.944

Honors/Awards

- Dean's List/Academic Achievement Award/Kathy Anderson Scholarship
- Springfield College Scholarship Award/*Pi Gamma Mu*

Relevant Courses

- Interviewing Techniques, Addiction Counseling, Crisis Intervention
- Coping with Disease and Death, Group Techniques & Analysis
- Dynamics of Case Management, Substance Use & Abuse, Prevention to Treatment
- Family Counseling and Understanding Diverse Cultures, Psychopathology
- Moral Reconciliation Therapy, Trauma, Prime for Life, Seeking Safety, ORAS

WORKING/COUNSELING EXPERIENCE

Out Patient Counselor – February 2023-Present

Headrest, Inc. – 141 Mascoma Street, Lebanon, NH 03766

- 12 core functions, global criteria and categories of competence
- Maintain accurate and timely documentation (including WITS System)
- Strong organization, communication, and active listening skills
- Facilitate groups, meetings, and counseling services
- Collaborate a multi-team approach to insure positive client outcomes
- Community organizational resource work and networking connections
- Comply with the federal, state, and local regulations
- Outpatient Counseling and facilitate Intensive Outpatient Program

Grafton County Drug Treatment Court, Clinical Coordinator & Counselor

January 2019 - February 2023

NCHC, 262 Cottage Street #230, Littleton, NH 03561

- Individual and group counseling sessions while maintaining a case load
- Complete all related paperwork, including intake summaries, substance abuse evaluations, treatment plans, progress notes, general record keeping, correspondence and discharge.
- Collaborate within a multi-team approach to insure positive client outcomes
- Versed within the Ten Drug Court Treatment Core Competencies

Residential & Out Patient Counselor – December 2015-January 2019

Headrest, Inc. – 14 Church Street, Lebanon, NH 03766

- 12 core functions, global criteria and categories of competence
- Maintain accurate and timely documentation (including WITS System)
- Strong organization, communication, and active listening skills
- Facilitate groups, meetings, and counseling services
- Collaborate a multi-team approach to insure positive client outcomes
- Community organizational resource work and networking connections
- Comply with the federal, state, and local regulations
- Outpatient Counseling and facilitate Intensive Outpatient Program

RHONDA L. BISHOP, BS, LADC

Family Worker/Advocate • August 2014 – November 2015

Tri County Cap Head Start – 610 Sullivan Street, Berlin, NH 03570

- Community/Committee organizational resource work and networking connections
- Comply with the federal, state, and local regulations
- Travel to business sites and home visits, building trusting relationships
- Maintain confidential client files and records, both electronic and paper form
- Motivational interviewing
- High level of professional and ethical standards
- Working with a multi-disciplinary team approach

Support Worker • March 2013 – August 2014

Keystone Hall/Cynthia Day Family Center - 615 Amhurst St, Nashua, NH 03063

- Maintained in house services to include groups, medications, transportation, shift notes
- Conduct a safe and healthy environment with high priority, room checks, and administer substance use testing
- High level of independent functioning and flexibility
- Strong professional service skills and personable support
- Provided substance abuse therapeutic treatment in a caring environment
- Working knowledge of the 12 steps AA, NA, and Nar-anon
- Facilitated therapeutic groups

Recovery Coach • March 2012 – Jan 2013

Friends of Recovery - 25 Lowell Street, Manchester NH 03101

- Administrative Intake/assessments
- Motivational interviewing
- Strength based movement through the stages of change
- Individual evidence based practices in treatment
- Maintained records and referrals

PROFESSIONAL/VOLUNTEER EXPERIENCE

- Mentor/Good Bridges/Goodwill/Shea Farm for woman
- Volunteer Transporter/Transport Central
- Treasurer/Board of NHTIAD/NHADACA
- Treasurer/Board of Transport Central
- Volunteer/Restorative Justice
- Plymouth Planning Board/Town of Plymouth
- Volunteer/Speare Memorial Hospital

PROFESSIONAL ORGANIZATIONS/CERTIFICATIONS

- Licensed Alcohol & Drug Counselor/LADC/State of New Hampshire
- Certified Recovery Support Worker/CRSW/State of New Hampshire
- Certified Recovery Coach and Trainer of Trainers
- Prime for Life Instructor/Certified
- Citizen Involvement/NHDOC
- Impaired Driver Education Instructor/exp. 8/31/2021
- Escort/Sober Escort

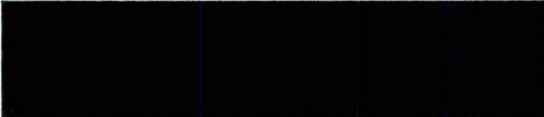
SKILLS

- Microsoft Word
- Excel
- PowerPoint
- Office Experience
- Various computer programs utilized for data entry (WITS) (ORAS) (BestNotes)
- Developing reports
- Networking and communication

- Outdoor activities
- Snow shoeing
- Hiking
- Camping and spending time on the river
- Landscaping and gardening with vegetables and flowers
- Developing my artistic abilities through interior decorating, fashion, photography and painting

Letter of Succession

BEVERLY MCCAULEY



Analytical, organized and detail-oriented accountant with GAAP experience. Collaborative team player with ownership mentality and a track record of delivering the highest quality solutions to resolve challenges, propel business growth in a timely manner.

Work Experience

Office manager/Payroll Admin

Goodhue Boat company
January 2021 to November 2023

Daily cash balance of registers, bank deposit and petty cash reconciliation. Payroll admin for 5 locations, report GL entries. Kept accurate records for A/P, EFT payments, and followed policies for check signing. A/R, CC and Bank, statement reconciliation, inventory ordering and receiving, order supplies, assist with internal business operations. Lightspeed, Outlook, Word, Excel, Scanning, and internet applications.

Success Examples

Created an organized office workspace for information to be utilized with ease of access. Created and maintained all office files to follow federal and state guidelines. Maintained timely records in banking and payroll.

Finance Department - Cold Springs, NV
January 2020 to December 2020

Working in a small office providing professional accounting services for individuals and business clients. Provided full range of services to include balancing cash drawers, maintain accounts payable records, weekly check runs, support payroll with updated employee records, time sheet, PTO, general ledger accounting and bank reconciliation. Worked with converge, lightspeed, word, excel and outlook. General office procedures, scanning, mailing, faxing, and coping.

Success Examples

Streamlined the payroll department's employee files to be in federal and state compliance. Organized Employee packets so no information was missing, created I-9 and workers comp binders for zero default audits. Created filing systems for monthly credit card recording and balancing. Maintained timely payments so discounts could be taken, watched for duplicate invoices. Worked on accounts that were incorrectly paid and invoiced saving and making money.

Accounting Department

wallace building products
January 2018 to December 2020

In-house bookkeeper for a construction manufacturing company. Maintained payroll department, printed payroll checks, reported taxes. Kept employee records in state and federal compliance. Reported timely information to workers comp and insurance company. Posted payable invoices, assisted in all areas of payable department.

Maintained cost accounting reports, followed signature procedures. Answer phones to direct lines throughout the office. Sage software along with word, excel, and outlook. Daily communication with business owners, contractors, and fellow employees.

State Certified CDL Trainer/school Bus Driver

Student transportation of america
September 2009 to December 2018

Maintained drivers' confidential records for DOT compliance, conducted in service meetings for drivers to be in state compliance. Hire and train new drivers for CDL class B licensing. Worked in the office on all office machines and computers, drove a bus, interacted with children, parents, school administrators, management, and DOT state officials.

Receptionist

ROBERT HALF/ARC TECHNOLOGIES
February 2008 to December 2009

Answer phones, accounts payable assistant, Syspro software, word, excel, outlook, along with general office duties.

Perfect Parties/Office Assistant

January 1988 to December 2004
First Student/School Bus Driver
First General/ Accounting Manager
Fidelity Press/Accounts Receivable

Accounts Payable

ROBERT HALF/GATEWAYS COMMUNITY SERVICES
Entering information for accounts payable invoicing, printing checks, following policies for signatures. Working with Solomon software, word, and outlook. All other office procedures applied.

Education

ASSOCIATE OF SCIENCE in BUSINESS ADMINISTRATION/ACCOUNTING

NEW HAMPSHIRE COMMUNITY TECHNICAL COLLEGE - Nashua, NH
September 2005 to May 2007

ASSOCIATE OF SCIENCE in BUSINESS /DENTAL PROGRAM

NORTHEASTERN UNIVERSITY - Boston, MA

Skills

- Administrative experience
- Organizational skills
- Microsoft Word
- Time management
- English
- Typing

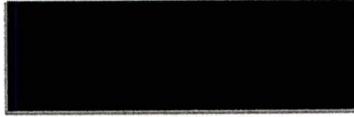
- Microsoft Outlook
- Office experience
- QuickBooks
- General ledger accounting
- Bookkeeping
- Accounts payable
- Accounts receivable
- Sage
- GAAP
- Payroll
- Accounting

Certifications and Licenses

CDL

CDL B

ALBERT CARBONNEAU



EXPERIENCE

FEBRUARY 2020 – PRESENT

HEADREST

HOTLINE MANAGER

PARTICIPATE IN INTERVIEWING AND HIRING APPROPRIATE HOTLINE COUNSELORS, TRAIN NEW HOTLINE STAFF, PROVIDE STAFF EVALUATIONS, MANAGE SCHEDULE, REVIEW CALL LOGS AND PROVIDE FEEDBACK, MANAGE ICARROL DATABASE, PROVIDE REPORTS AS NECESSARY, FACILITATE MONTHLY STAFF MEETINGS, PARTICIPATE IN MANAGEMENT MEETINGS, PROVIDE ON-CALL SUPPORT, WORK WITHIN ASSIGNED HOTLINE BUDGET, OUTREACH INTO THE HOTLINE CATCHMENT AREA

JUNE 2010 – PRESENT

UPPER VALLEY HAVEN

SHELTER STAFF, SHELTER TEAM LEADER, PROGRAM ASSOCIATE/ RECOVERY SUPPORT

Tasks included working on meeting shelter guest's day to day needs. Doing house laundry, making meals when necessary. Keeping notes, entering data, sorting mail, providing transportation when necessary. Attending shelter staff meetings. Oversee Family and Adult Shelters. Assist Shelter staff with their jobs. Maintain shelter staff schedule. Fill in shifts when necessary. Facilitate shelter staff meetings. Submitting supply orders. Oversaw operation of Seasonal Shelter. Transport and advocate for guests, help in food shelf, deliver food to outside programs. Support guests struggling with recovery.

JUNE 2002 - MARCH 2014, MAY 2016 – PRESENT

HEADREST

RESIDENTIAL MANAGER, RECOVERY ASSISTANT, HOTLINE COUNSELOR

Oversee Residential program. Facilitate groups, transport clients, observe medications. One on One counselling. Oversee staff. Maintain schedule. Minor maintenance repairs. Write daily notes for individual as well as group. Enter data into multiple databases. Answer calls on the National Suicide Prevention Hotline, make appropriate referrals, Notify and work with 911 for emergency interventions as needed.

EDUCATION

⋮ JUNE 1981



JONOTHAN LAW HIGH SCHOOL

SKILLS

- Great working with people. Have a calm demeanor. Knowledgeable about homelessness.
- Reliable, dependable, hardworking, punctual, organized.

ACTIVITIES

Trainings include: Motivational Interviewing, CBT, DBT, Recovery Coach, Ethics, Trauma informed practices, Bridges out of Poverty, 12 Core Functions, MAT, De-escalation techniques, Relapse prevention. Trained on HMIS Service Point, NH WITS programs, ICarroll