



Lori A. Weaver
Commissioner

Reuben T. Hampton
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HEALTH ACCESS

97 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-3986 1-800-852-3345 Ext. 3986
Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

116

March 25, 2026

February 11, 2026

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, Office of Health Access, to enter into a **Sole Source** amendment an existing contract with Ascentria Community Services, Inc. (VC#222201), Concord, NH, which was a result of a competitive procurement to add funding to ensure continued language and communication access services to the Department, by increasing the price limitation by \$762,660 from \$5,335,289 to \$6,097,949 with no change to the contract completion date of June 30, 2026, effective upon Governor and Council approval. 34.34% Federal Funds. 65.56% General Funds. 0.10% Other Funds.

The original contract was approved by Governor and Council on June 16, 2021 (Item #8), and amended on March 9, 2022 (Item #9), June 12, 2024 (Item #7A), and most recently amended with Governor and Council approval on May 21, 2025 (Item #169).

Funds are anticipated to be available in State Fiscal Year 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the Department is increasing the price limitation by more than 10% of the original contract. The Department released a Request for Proposals that is currently in process to competitively reprocur for these services starting July 1, 2026; the Department is requesting to add funding for the current contract to ensure continued language and communication access to the Department through June 30, 2026. Based on the current rate at which services are being utilized and historic usage, additional funds are being requested to ensure the Department can provide these essential services to clients and comply with applicable state and federal laws. The Contractor's services include communication access services for individuals who are deaf, have hearing loss, are blind, have low vision, have speech impairments, do not speak English and/or have limited English proficiency.

Approximately 17,260 instances in which Department staff and clients will require these services in SFY26.

The Contractor will continue to provide spoken and signed language interpretation, translation services for written documents, services and maintenance of technology to support

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
Page 2 of 2

increased on-demand video remote interpreting and over-the phone interpreting to Department staff and recipients of Department services. The services provided by the Contractor enables the Department to remain in compliance with federal and state laws and regulations pertaining to Civil Rights and Americans with Disabilities.

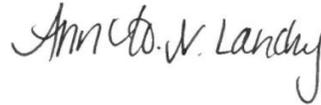
The Department will continue to monitor services by ensuring communication access needs are met by clients and the Department staff.

Should the Governor and Council not authorize this request, the Department may be unable to provide effective communication services for individuals who are deaf, hard of hearing, blind, have low vision, speech impairments, or who do not speak English or have limited English proficiency. This would place the Department in violation of federal civil rights laws, which mandate the provision of language and communication access services for those who need them.

Area served: Statewide.

Source of Funds: Federal Funds 34.34%, General Funds 65.56%, and Other Funds 0.10%.

Respectfully submitted,



For:

Lori A. Weaver
Commissioner

05-95-090-901010-57710000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS; PUBLIC HEALTH DIVISION, BUREAU OF POLICY AND PERFORMANCE PH COVID-19 HEALTH DISPARITIES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	074-500589	Grants for Public Asst and Relief	90577190	\$550,000	\$0	\$550,000
			Subtotal	\$550,000	\$0	\$550,000

05-95-95-950010-72080000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVC, HHS: COMMISSIONERS OFFICE. OFFICE OF THE COMMISSIONER. MINORITY HLTH/ REFUOEE AFFAIRS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2023	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2024	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2025	102-500731	Contracts for Prog Svc	Various	\$1,400,000	\$0	\$1,400,000
2026	102-500731	Contracts for Prog Svc	Various	\$900,000	\$762,660	\$1,662,660
			Subtotal	\$4,735,289	\$762,660	\$5,497,949

05-95-95-950010-50000000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVC, HHS: COMMISSIONERS OFFICE. OFFICE OF THE COMMISSIONER, COMMISSIONER'S OFFICE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2025	102-500731	Contracts for Prog Svc	Various	\$50,000	\$0	\$50,000
			Subtotal	\$50,000	\$0	\$50,000
			Total	\$5,335,289	\$762,660	\$6,097,949



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Drive | Concord, NH | 03301
Fax: (603) 271-1516 | TDD: (800) 753-2964
doit.nh.gov



Denis Goulet, *Commissioner*

February 20, 2026

Lori A. Weaver, Commissioner
Department of Health and Human Services
State of New Hampshire
129 Pleasant Street
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment Ascentria Community Services, Inc., as described below and referenced as DoIT No. 2021-072D.

The purpose of this request is to add funding to ensure continued language and communication access services to the Department of Health and Human Services.

The Total Price Limitation shall increase by \$762,660 for a New Total Price Limitation of \$6,097,949, effective upon Governor and Council approval with no change to the contract end date of June 30, 2026.

A copy of this letter must accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Denis Goulet

DG/jd
DoIT #2021-072D

cc: Ken Gagne, IT Manager, DoIT

**State of New Hampshire
Department of Health and Human Services
Amendment #4**

This Amendment to the Communication Access Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Ascentria Community Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 16, 2021 (Item #8), and as amended on March 9, 2022 (Item #9), June 12, 2024 (Item #7A), and as amended on May 21, 2025 (Item #169), 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 1.8., Price Limitation, to read:
\$6,097,949
2. Modify Exhibit A - Revisions to Standard Provisions, by adding Subsection 1.3., to read:
 - 1.3 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 C, Payment Terms; Section 1, to read:
 - 1.1. 34.34% Federal Funds from various sources.
 - 1.2. 65.56% General Funds.
 - 1.3. .10% Other Funds.
4. Modify Exhibit C Payment Terms, Section 3 to read:
 2. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement and shall be in accordance with the approved line item, as specified in Exhibits C-1, Budget through Exhibit C-10, Budget Sheet – Amendment #4.
5. Modify Exhibit C-9, Budget Sheet – Amendment #3, by replacing it in its entirety with Exhibit C-9, Budget Sheet – Amendment #4, which is attached hereto and incorporated by reference herein.
6. Modify Exhibit C-10, Budget Sheet – Amendment #3, by replacing it in its entirety with Exhibit C-10, Budget Sheet – Amendment #4, which is attached hereto and incorporated by reference herein.

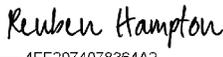
All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

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

State of New Hampshire
Department of Health and Human Services

2/27/2026

Date

Signed by:


Name: Reuben Hampton
Title: Director, Office of Health Access

Ascentria Community Services, Inc.

2/27/2026

Date

Signed by:


Name: Angela Bovill
Title: President/CEO

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

OFFICE OF THE ATTORNEY GENERAL

2/27/2026

Date

DocuSigned by:
Robyn Guarino
748734844941460
Name: Robyn Guarino
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit C-9 Budget , Amendment 4 SFY26

	Workday Hours (M-F, 8:00 a.m. - 4:30 p.m.)			After Hours, Holidays, & Weekends and Emergencies**			Hourly Travel Rates***			Travel Reimbursement****		
	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Billable Portal to Portal Hours 0.00	Total Cost of Transit Hours \$00.00	Travel Reimbursement Rate \$ 0.00 (IRS Rate)	Billable Portal to Portal Mileage 0.0	Total Cost of Travel \$0.00
July 1, 2025 - June 30, 2026 SERVICE TYPE:												
1) In-Person Interpretation												0
*Billed according to NY DOE authorized rates and include administrative overhead												0
** Define emergencies: Requests made in less than 24												
*** Define travel rates: Travel time is portal to portal and covered in hourly fee for service rate												
**** Define travel reimbursement: Travel Reimbursement is based on the federal (IRS) rate and portal to portal												
a) American Sign Language (ASL) Interpretation*	\$ 93.00	1750	\$ 162,750.00	\$ 114.00	330	\$ 37,620.00	Included			\$ 0.725	85,700	\$ 62,132.50
American Sign Language (ASL) Interpretation (Block Schedule)	\$ 83.00	1550	\$ 128,650.00	\$ -	0	\$ -	Included			\$ 0.725	76,150	\$ 55,208.75
English to Foreign Language (if 2 interpreters required for all of the above, each will be charged separately)	\$ 93.00	30	\$ 2,790.00	\$ 114.00	4	\$ 456.00	Included			\$ 0.725	450	\$ 326.25
b) Certified Deaf Interpretation (CDI)	\$ 135.00	275	\$ 37,125.00	\$ 166.00	125	\$ 20,750.00	Included			\$ 0.725	35750	\$ 25,918.75
c) Oral Interpretation/Transliteration	\$ 93.00	79	\$ 7,347.00	\$ 114.00	25	\$ 2,850.00	Included			\$ 0.725	1000	\$ 725.00
d) Deaf-Blind Tactile Interpretation	\$ 93.00	555	\$ 51,615.00	\$ 114.00	250	\$ 28,500.00	Included			\$ 0.725	27500	\$ 19,937.50
e) Cued Speech Interpretation	\$ 93.00	30	\$ 2,790.00	\$ 114.00	10	\$ 1,140.00	Included			\$ 0.725	750	\$ 543.75
2) CART Services (2-hour minimum)	\$ 155.00	250	\$ 38,750.00	\$ 186.00	50	\$ 9,300.00	Included			\$ 0.725	12250	\$ 8,881.25
Projector for CART and other equipment	\$ 60.00	50	\$ 3,000.00	\$ 60.00	10	\$ 600.00	N/A			N/A		
3) Video Remote Interpretation (VRI)												
ASL \$XXX / minute	\$ 3.00	6499	\$ 19,497.00	N/A	0		N/A			N/A		
Services for individuals who experience Speech Impairments												
English to Foreign Language	\$ 93.00	35	\$ 3,255.00	\$ 114.00	10	\$ 1,140.00	Included			\$ 0.725	1550	\$ 1,123.75
English to Foreign Language	\$ 93.00	35	\$ 3,255.00	\$ 114.00	10	\$ 1,140.00	Included			\$ 0.725	300	\$ 217.50
8) Other												
Internet access fee per month	\$ -	0		N/A	0	\$ -	N/A			N/A		
per location	\$ 0	0		N/A	0	\$ -	N/A			N/A		
iPads/ Tablets @\$450.00 per iPad if needed	N/A											
Sub Totals			\$ 460,824.00			\$ 103,496.00			\$ -			\$ 175,015.00
Total for Deaf & Hard of Hearing Services			\$ 739,335.00									

Contractor Initials: 

Exhibit C-10 Budget , Amendment 4 SFY26

	Workday Hours (M-F, 8:00 a.m. - 4:30 p.m.)			After Hours, Holidays, & Weekends and Emergencies**			Hourly Travel Rates***			Travel Reimbursement****			
	July 1, 2025 - June 30, 2026 SERVICE TYPE:	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Billable Portal to Portal Hours 0.00	Total Cost of Transit Hours \$00.00	Travel Reimbursement Rate \$0.00	Billable Portal to Portal Mileage 0.00	Total Cost of Travel \$0.00
5).	Spoken (Foreign) Language Interpretation												
a).	Face-to-Face (FTF) In-Person Interpretation*												
	<i>*Billed at 2 hour minimum, and thereafter in 15 minute increments. Any consecutive appointments at the same location by the same interpreter shall be treated as a singular appointment for billing purposes</i>												
					** Define emergencies: Requests made with less than a 24-hour notice					*** Define travel rates: Travel time is portal to portal and covered in hourly fee for service rate			
	Foreign Language Interpretation*	\$ 65.00	2,550	\$ 165,750.00	\$ 85.00	750	\$ 63,750.00				\$ 0.725	75,000	\$ 54,375.00
	Certified Foreign Language Interpretation*		-	\$ -	\$ 85.00	0	\$ -				\$ 0.725	-	\$ -
b).	Over-the-Phone Interpretation (OPI) (on demand)	\$ 1.30	165,000	\$ 214,500.00	\$ -		\$ -						
	Assistance LEP clients call DHHS departments	\$ 3.00	-	\$ -									
	Dial-out charge	\$ 5.00	-	\$ -	\$ -		\$ -						
	Bi-Lingual Fluency Testing	\$ 150.00	45	\$ 6,750.00									
c).	Video Remote Interpretation (VRI) (on demand)	\$ 1.85	2,500	\$ 4,625.00	\$ -		\$ -						
d).	Site-Specific Dedicated Interpretation (Block)												
	Block Schedule - 3 sites for a minimum of 72 hrs of interpretation up to 90 hrs interpretation	\$ 56.00	4,550	\$ 254,800.00	\$ -		\$ -						
6).	Translation Services												
	Foreign Language to English:												
	Spanish, Portuguese Languages	\$ 0.18	125,000	\$ 22,500.00									
	Western European	\$ 0.25	25,000	\$ 6,250.00									
	Eastern European	\$ 0.30	75,000	\$ 22,500.00									
	Other (Arabic, Hindi, Chinese, Nepali, Somali, etc)	\$ 0.32	25,000	\$ 8,000.00									
	English to Foreign Language:												
	Spanish, Portuguese Languages	\$ 0.18	151,000	\$ 27,180.00									
	Western European	\$ 0.25	23,500	\$ 5,875.00									
	Eastern European	\$ 0.30	2,850	\$ 795.00									
	Other (Arabic, Hindi, Chinese, Nepali, Somali, etc)	\$ 0.32	95,000	\$ 30,400.00									
	Formatting Per Page	\$ 10.00	1,000	\$ 10,000.00									
	24 hour turnaround - surcharge per word	\$ 0.10	75,000	\$ 7,500.00									
	English to Braille	\$ 0.30	10,000	\$ 3,000.00									
	Proofreading / Editing	\$ 62.00	25	\$ 1,550.00									
7).	Services for Individuals who have Low-Vision												
	Reading and recording services	\$ 65.00	22	\$ 1,430.00	\$ 85.00	15	\$ 1,275.00				\$ -		\$ -
	Large Print (editing/formatting) -hours	\$ 65.00	90	\$ 5,850.00	\$ 85.00	12	\$ 1,020.00				0		
	Large Print (per page)	\$ 35.00	90	\$ 3,150.00	\$ 50.00	10	\$ 500.00				0		
	*this includes scheduled OPI and VRI services												
	Sub Totals			\$ 802,405			\$ 66,545		\$ -				\$ 54,375
	Total for Spoken Language Services												\$ 923,325

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: **0007628144**



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 8th day of January A.D. 2026.

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

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, Kelly Head, 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 Ascentria Community 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 July 17, 2025, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Angela Bovill, President and CEO (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of Ascentria Community 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 **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: 02/13/2026

Kelly A. Head
Signature of Elected Officer
Name: Kelly A. Head
Title: Corporate Clerk / Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/2/2025

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 Street Suite 325 Dedham MA 02026 INSURED Ascentria Community Services, Inc. 18 Chestnut Street Worcester MA 01608	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">CONTACT NAME: Janet Walker</td> </tr> <tr> <td>PHONE (A/C, No, Ext):</td> <td>FAX (A/C, No):</td> </tr> <tr> <td colspan="2">E-MAIL ADDRESS: Janet.Walker@bbrown.com</td> </tr> <tr> <td colspan="2" style="text-align: center;">INSURER(S) AFFORDING COVERAGE</td> </tr> <tr> <td>INSURER A: Philadelphia Indemnity Insurance Compar</td> <td>NAIC # 18058</td> </tr> <tr> <td>INSURER B: Memic Casualty Company</td> <td>NAIC # 14164</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	CONTACT NAME: Janet Walker		PHONE (A/C, No, Ext):	FAX (A/C, No):	E-MAIL ADDRESS: Janet.Walker@bbrown.com		INSURER(S) AFFORDING COVERAGE		INSURER A: Philadelphia Indemnity Insurance Compar	NAIC # 18058	INSURER B: Memic Casualty Company	NAIC # 14164	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER C:																					
INSURER D:																					
INSURER E:																					
INSURER F:																					

COVERAGES **CERTIFICATE NUMBER: 25-26 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 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2609012-021	10/1/2025	10/1/2026	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td style="text-align: right;">\$ 100,000</td></tr> <tr><td>MED EXP (Any one person)</td><td style="text-align: right;">\$ 25,000</td></tr> <tr><td>PERSONAL & ADV INJURY</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td style="text-align: right;">\$ 3,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td style="text-align: right;">\$ 3,000,000</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	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		\$
EACH OCCURRENCE	\$ 1,000,000																				
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PRODUCTS - COMP/OP AGG	\$ 3,000,000																				
	\$																				
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input 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			PHPK2609014-021	10/1/2025	10/1/2026	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td style="text-align: right;">\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
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 \$			PHUB883842-021	10/1/2025	10/1/2026	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$ 7,000,000</td></tr> <tr><td>AGGREGATE</td><td style="text-align: right;">\$ 7,000,000</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	EACH OCCURRENCE	\$ 7,000,000	AGGREGATE	\$ 7,000,000		\$								
EACH OCCURRENCE	\$ 7,000,000																				
AGGREGATE	\$ 7,000,000																				
	\$																				
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 <input type="checkbox"/>	N/A	610380116	12/1/2025	12/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>E.L. EACH ACCIDENT</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td style="text-align: right;">\$ 1,000,000</td></tr> </table>	E.L. EACH ACCIDENT	\$ 1,000,000	E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000	E.L. DISEASE - POLICY LIMIT	\$ 1,000,000								
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			PHPK2609012-021 Retroactive Date: 1/1/2004	10/1/2025	10/1/2026	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Each Occurrence</td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>Aggregate</td><td style="text-align: right;">\$3,000,000</td></tr> </table>	Each Occurrence	\$1,000,000	Aggregate	\$3,000,000										
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)

CERTIFICATE HOLDER

CANCELLATION

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

NONPROFIT COVER SHEET

A. Entity Name: Ascentria Community Services, Inc

B. Entity's Contact Information: Angela Bovill
 President and CEO
ABovill@ascentria.org
 774-243.3932

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

Name / Phone / Email: Donna Odde, Contract and Grants Manager
 774-243-3908
dodde@ascentria.org

Person responsible for Accuracy and Completeness of information provided:

Name: Alen Omerbegovic Title: Business Development & Customer Service Manager
 Signature: _____

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>
Alexander Bartholomew (Board Financial Secretary)	Bartholomew & Co.
Angela Bovill (President and CEO)	Ascentria Care Alliance
Marybeth Campbell (Director)	Worcester Community Action Council
Ashish Cowlagi (Board Secretary)	Pragya Systems
Brain Gibbs (Director)	UMass Memorial Health
Ross Goodman (Board Chair)	St Paul's Lutheran Church, Arlington, MA
Debora Jackson (Director)	Worcester Polytechnic Institute
Barry Maloney (Director)	Worcester State University
William Mayo (Director)	The Broad Institute
Nathan Piphoo (Director)	New England Synod ELCA
Keith Robertson (Governance Chair)	The Ziegler Companies
Peter Schmidt (Director)	Transcend Air

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>
<u>Alen Omerbegovic</u>	<u>Business Director</u>	<u>\$101,562</u>	<u>\$16,251</u>
Radia Sefiane	Director of Services	\$88,363.00	\$15,905
Jacob Mandell	Manager of Support Services/Manager	\$64,351.00	\$11,583

	of Translation Services		
Kim Otero	Call Center Manager	\$64,539.00	\$11,617
Brianna LaMonica	Coord Deaf/Hard Hearing	\$26,419.00	\$4,755
Greyson Flax	Lang Serv Sched Coord	\$53,040.00	\$9,547

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

E. Check one of the following:

- [X] 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).

CHARITABLE TRUSTS UNIT COMPLIANCE CERTIFICATION

F. Check one of the following:

- [X] 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>

11474	Ascentria Community Services, Inc.	11 Shattuck StreetWorcester, MA 01605	Worcester	MA	01605	G	5/15/2026
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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>	\$		



Ascentria Community Services

A member of Ascentria Care Alliance

Mission statement:

We are called to strengthen communities by empowering people to respond to life's challenges.

Vision statement:

We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. We become recognized leaders for innovative community services. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.



**ASCENTRIA COMMUNITY SERVICES, INC.
AND SUBSIDIARY**

CONSOLIDATED FINANCIAL STATEMENTS

YEARS ENDED JUNE 30, 2024 AND 2023



CPAs | CONSULTANTS | WEALTH ADVISORS

[CLAconnect.com](https://www.CLAconnect.com)

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
TABLE OF CONTENTS
YEARS ENDED JUNE 30, 2024 AND 2023**

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CliftonLarsonAllen LLP
CLAconnect.com

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, 2024 and 2023, 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, 2024 and 2023, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the 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.

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.

Board of Directors
Ascentria Community Services, Inc. and Subsidiary

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
April 7, 2025

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
JUNE 30, 2024 AND 2023

ASSETS	2024	2023
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 2,947,260	\$ 1,322,647
Accounts and Contracts Receivable	8,783,040	9,201,902
Allowance for Credit Losses	(893,269)	(676,006)
Prepaid Expenses	85,256	123,912
Vehicle Inventory	199,592	183,815
Total Current Assets	11,121,879	10,156,270
ASSETS LIMITED AS TO USE		
Beneficial Interest in Net Assets of Related Party	2,059,236	2,128,958
PROPERTY AND EQUIPMENT		
Land	45,314	45,314
Building	85,798	85,798
Building Improvements	1,259,526	1,094,418
Leasehold Improvements	357,167	353,467
Furniture and Equipment	246,311	246,311
Vehicles	640,385	546,096
Computer Equipment and Software	147,017	147,017
Total	2,781,518	2,518,421
Less: Accumulated Depreciation	1,918,364	1,786,772
Total Property and Equipment	863,154	731,649
DUE FROM RELATED PARTIES	-	4,844,990
OTHER ASSETS		
Deposits	86,035	85,885
Right-of-Use Assets - Operating	766,736	357,966
Right-of-Use Assets - Finance	277,187	101,735
Total Other Assets	1,129,958	545,586
Total Assets	\$ 15,174,227	\$ 18,407,453

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION (CONTINUED)
JUNE 30, 2024 AND 2023

	2024	2023
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current Maturities of Long-Term Debt	\$ 12,150	\$ 11,468
Accounts Payable	981,131	1,568,879
Accrued Expenses	1,827,676	1,361,078
Deferred Revenue	1,759,893	2,297,411
Due to State of Maine	115,383	-
Lease Liabilities - Operating, Current Portion	340,697	319,795
Lease Liabilities - Finance, Current Portion	73,019	43,363
Total Current Liabilities	5,109,949	5,601,994
 LONG-TERM DEBT , Net of Current Maturities	 345,459	 357,609
 DUE TO RELATED PARTIES	 365,510	 340,524
 OTHER LONG-TERM LIABILITIES		
Lease Liabilities - Operating, Net of Current Maturities	420,625	24,808
Lease Liabilities - Finance, Net of Current Maturities	207,974	59,494
Total Liabilities	6,449,517	6,384,429
 NET ASSETS		
Without Donor Restrictions	6,574,649	9,803,241
With Donor Restrictions	2,150,061	2,219,783
Total Net Assets	8,724,710	12,023,024
Total Liabilities and Net Assets	\$ 15,174,227	\$ 18,407,453

See accompanying Notes to Consolidated Financial Statements.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF ACTIVITIES
YEARS ENDED JUNE 30, 2024 AND 2023

	2024	2023
NET ASSET REVENUE WITHOUT DONOR RESTRICTION		
Grant and Contract Revenue	\$ 42,877,596	\$ 37,373,688
Program Service Revenue	5,440,359	5,389,567
Federal and State Relief Grant Revenue	330,049	2,190,415
Donated Vehicles	2,424,653	2,198,508
In-Kind Donations	50,863	47,006
Other Income	327,224	268,665
Net Assets Released from Restrictions Used for Operations	334,322	894,367
Total Revenues	51,785,066	48,362,216
EXPENSES		
Salaries and Wages	22,717,228	22,537,703
Employee Benefits	4,988,172	4,912,418
Occupancy Costs	1,648,637	1,768,191
Operating Supplies and Expenses	1,428,715	415,412
Professional Fees	2,385,396	3,201,591
Garage Expenses	614,239	560,375
Donated Vehicle Expenses	697,200	865,540
Client Support Expenses	3,727,482	3,309,534
Translation Expenses	535,709	685,530
Repairs and Maintenance	541,365	474,127
Travel Expenses	857,254	905,440
Educational Events and Meetings	65,841	56,259
Management Fees	7,506,976	4,456,634
Taxes	246,445	433,488
Recruitment Advertising	3,232	5,485
Advertising	256,477	236,657
Licenses and Fees	9,156	5,513
Insurance	304,588	299,695
Interest	29,283	27,107
Credit Losses	537,207	294,462
Depreciation and Amortization	211,527	172,795
Total Expenses	49,312,129	45,623,956
OPERATING GAIN	2,472,937	2,738,260
NONOPERATING ACTIVITY		
Equity Transfer	(5,701,529)	-
Total Nonoperating Activity	(5,701,529)	-
CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	\$ (3,228,592)	\$ 2,738,260

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF CHANGES IN NET ASSETS
YEARS ENDED JUNE 30, 2024 AND 2023**

	<u>Without Donor Restriction</u>	<u>With Donor Restriction</u>	<u>Total</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	<u>-</u>	<u>(894,367)</u>	<u>(894,367)</u>
Change in Net Assets	<u>2,738,260</u>	<u>(547,793)</u>	<u>2,190,467</u>
BALANCE - JUNE 30, 2023	9,803,241	2,219,783	12,023,024
Increase in Net Assets without Donor Restrictions	(3,228,592)	-	(3,228,592)
Change in Beneficial Interest in Net Assets of Related Party	-	264,600	264,600
Release from Restrictions	<u>-</u>	<u>(334,322)</u>	<u>(334,322)</u>
Change in Net Assets	<u>(3,228,592)</u>	<u>(69,722)</u>	<u>(3,298,314)</u>
BALANCE - JUNE 30, 2024	<u>\$ 6,574,649</u>	<u>\$ 2,150,061</u>	<u>\$ 8,724,710</u>

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
YEAR ENDED JUNE 30, 2024**

	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	\$ 1,038,402	\$ 3,148,447	\$ 3,708,071	\$ 6,792,528	\$ 7,945,738	\$ 22,633,186	\$ 84,042	\$ -	\$ 84,042	\$ 22,717,228
Employee Benefits	278,888	780,200	876,757	1,539,449	1,447,008	4,922,302	65,870	-	65,870	4,988,172
Occupancy Costs	115,313	264,579	515,836	38,375	596,232	1,530,335	118,302	-	118,302	1,648,637
Operating Supplies and Expenses	25,525	56,540	113,235	48,098	1,048,680	1,292,078	136,637	-	136,637	1,428,715
Professional Fees	175,361	25,009	1,021,939	2,065	1,012,421	2,236,795	148,601	-	148,601	2,385,396
Garage and Vehicle Expenses	613,905	54	210	-	70	614,239	-	-	-	614,239
Donated Vehicle Expenses	697,200	-	-	-	-	697,200	-	-	-	697,200
Client Support Expenses	1,607	53,124	198,580	-	3,474,099	3,727,410	72	-	72	3,727,482
Translation Expenses	-	-	1,062	-	534,647	535,709	-	-	-	535,709
Repairs and Maintenance	33,246	39,940	116,655	96,510	245,266	531,617	9,748	-	9,748	541,365
Travel Expenses	223,774	101,781	168,485	34,686	322,908	851,634	5,620	-	5,620	857,254
Educational Events and Meetings	5,660	887	19,349	6,324	32,490	64,710	1,131	-	1,131	65,841
Management Fees	-	-	-	-	-	-	7,506,976	-	7,506,976	7,506,976
Taxes	-	246,213	232	-	-	246,445	-	-	-	246,445
Recruitment Advertising	2,379	-	-	-	853	3,232	-	-	-	3,232
Advertising	191,075	-	606	752	1,234	193,667	62,810	-	62,810	256,477
Licenses and Fees	14	1,056	4,456	250	2,186	7,962	1,194	-	1,194	9,156
Insurance	7,064	48,328	65,856	54,294	126,172	301,714	2,874	-	2,874	304,588
Interest	-	-	-	-	-	-	29,283	-	29,283	29,283
Credit Losses	-	1,978	2,986	3,622	528,532	537,118	89	-	89	537,207
Total Before Depreciation and Amortization	3,409,413	4,768,136	6,814,315	8,616,953	17,318,536	40,927,353	8,173,249	-	8,173,249	49,100,602
Depreciation and Amortization	79,534	14,851	101,572	6,670	8,900	211,527	-	-	-	211,527
Total Functional Expenses	\$ 3,488,947	\$ 4,782,987	\$ 6,915,887	\$ 8,623,623	\$ 17,327,436	\$ 41,138,880	\$ 8,173,249	\$ -	\$ 8,173,249	\$ 49,312,129

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 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	\$ 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	416,404	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
Credit Losses	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 STATEMENTS OF CASH FLOWS
YEARS ENDED JUNE 30, 2024 AND 2023

	2024	2023
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in Net Assets	\$ (3,298,314)	\$ 2,190,467
Adjustments to Reconcile Change in Net Assets to		
Net Cash Provided by Operating Activities:		
Depreciation	129,225	124,192
Amortization of Financing Right of Use Assets	82,302	48,603
Adjustment of ROU Assets - Operating, Net of Amortization	7,949	(13,365)
Provision for Credit Losses	537,207	294,462
Equity Transfer	5,701,529	-
Change in Beneficial Interest in Net Assets of Related Party	(264,600)	(346,574)
(Increase) Decrease in Assets:		
Accounts Receivable	98,918	(1,174,945)
Prepaid Expenses	38,656	(46,597)
Deposits	(150)	3,000
Beneficial Interest in Net Assets of Related Party	334,322	894,908
Vehicle Inventory	(15,777)	(73,644)
Increase (Decrease) in Liabilities:		
Accounts Payable	(587,748)	1,221,532
Accrued Expenses	466,598	(244,327)
Deferred Revenue	(537,518)	(1,109,270)
Due to State of Maine	115,383	(400,035)
Net Cash Provided by Operating Activities	2,807,982	1,368,407
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchases of Property and Equipment	(263,097)	(97,986)
Net Cash Used by Investing Activities	(263,097)	(97,986)
CASH FLOWS FROM FINANCING ACTIVITIES		
Payments on Finance Lease Liability	(77,251)	(47,481)
Proceeds from Long-Term Debt	-	-
Payments on Long-Term Debt	(11,468)	(386,815)
Advanced from Related Parties, Net	4,869,976	(1,539,080)
Equity Transfers	(5,701,529)	-
Net Cash Used by Financing Activities	(920,272)	(1,973,376)
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	1,624,613	(702,955)
Cash and Cash Equivalents - Beginning of Year	1,322,647	2,025,602
CASH AND CASH EQUIVALENTS - END OF YEAR	\$ 2,947,260	\$ 1,322,647
SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION		
Cash Paid for Interest	\$ 29,283	\$ 27,107

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023**

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, 2024 AND 2023**

**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 and Contracts Receivable

Accounts and contracts 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.

Changes in the allowance for credit losses for the years ended June 30 were as follows:

	2024	2023
Balance - Beginning of Year	\$ 676,006	\$ 412,456
Provision for Credit Losses	449,685	289,787
Amounts Written Off	(232,422)	(26,237)
Balance - End of Year	\$ 893,269	\$ 676,006

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, 2024 AND 2023

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. During the year ended June 30, 2024, all related party loans receivable were forgiven and recognized as an equity transfer in the statement of activities.

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 11.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023**

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

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.

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 \$2,059,236 and \$2,128,958 for beneficial interest in net assets of related party and \$90,825 and \$90,825 other program restrictions for the years ended June 30, 2024 and 2023, respectively. There were no net assets invested in perpetuity as of June 30, 2024 and 2023.

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, 2024 and 2023, there was \$15,231,614 and \$10,926,595, 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.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

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

Donated Vehicle Revenue (Continued)

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, 2024 and 2023, there was \$1,711,675 and \$1,259,665, respectively, included in donated vehicles on the consolidated statement of activities.

Federal and State Relief Grant Revenue

The Organizations received payments from the state of Maine, which is administered by the Office of Maine Care Services. The Organization recognized revenue in the amount of \$-0- and \$263,849 during the fiscal year-end 2024 and 2023, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not yet 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, 2024 and 2023.

The Organizations received payments from the state of New Hampshire, which is administered by the Division of Medicaid Services. The Organization recognized revenue in the amount of \$233,097 and \$1,566,836 during the fiscal year-end 2024 and 2023, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not yet 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, 2024 and 2023.

Additionally, the Organizations recognized payments from the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) of \$106,952 and \$359,730, respectively, as revenues as of June 30, 2024 and 2023. 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, 2024 AND 2023

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 Organization's accounts receivables related to program service revenue under Topic 606 that are included in the accounts and contracts receivable on the statement of financial position were as follows:

	<u>2024</u>	<u>2023</u>
Beginning Balance, Accounts Receivables	\$ 793,200	\$ 1,384,711
Ending Balance, Accounts Receivables	634,507	793,200

There were no contract liabilities related to exchange transactions as of June 30, 2024 and 2023.

Advertising Costs

Advertising costs are expensed as incurred. Advertising costs paid for by the Organizations amounted to \$205,614 and \$188,312 for the years ended June 30, 2024 and 2023, 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 \$50,863 and \$47,006 for the years ended June 30, 2024 and 2023, 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, 2024 AND 2023

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, 2024 AND 2023

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, 2024 and 2023.

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.

Adoption of New Accounting Standard

The Organizations have adopted Accounting Standards Update (ASU) No. 2016-13, *Financial Instruments – Credit Losses (Topic 326): Measurement of Credit Losses on Financial Instruments*, as amended, which modifies the measurement of unexpected credit losses. The Organizations adopted this new guidance utilizing the modified retrospective transition method. The adoption of this Standard did not have a material impact on the Organization's financial statements but did change how the allowance for credit losses is determined.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

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

Reclassifications

Certain reclassifications of amounts previously reported have been made to the accompanying financial statements to maintain consistency between periods presented. The reclassifications had no impact on previously reported net assets.

Subsequent Events

In preparing these consolidated financial statements, the Organizations have evaluated events and transactions for potential recognition or disclosure through April 7, 2025, 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 \$2,059,236 and \$2,128,958 at June 30, 2024 and 2023, respectively. For the years ended June 30, 2024 and 2023, the Organizations had a loan payable to the fund totaling \$365,510 and \$340,524 for the years ended June 30, 2024 and 2023, respectively. 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.

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 \$7,151,318 and \$4,410,163 for the years ended June 30, 2024 and 2023, 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 \$128,694 and \$140,012 for the years ended June 30, 2024 and 2023, respectively. Office space and vehicle related party rents amounted to \$410,046 and \$359,957 for the year ended June 30, 2024 and 2023, respectively.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 3 RELATED PARTY TRANSACTIONS (CONTINUED)

- Related party loans that bear no interest and have no fixed repayment terms, are as follows:

	2024	2023
Due from Related Parties:		
Ascentria Care Alliance, Inc.	\$ -	\$ 4,844,990
Total	\$ -	\$ 4,844,990
	2024	2023
Due to Related Parties:		
Ascentria Care Alliance, Inc.	\$ 365,510	\$ 340,524
Total	\$ 365,510	\$ 340,524

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, 2024 and 2023.

NOTE 5 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 82% and 88% of the Organizations' revenue was received from state and federal agencies directly or via pass through for the years ended June 30, 2024 and 2023, respectively.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023**

NOTE 5 CONCENTRATION OF CREDIT RISK (CONTINUED)

Beneficial Interest in Net Assets of Related Party

The Organization's unsecured gifts, held by a related party, amounted to \$2,059,236 and \$2,128,958 at June 30, 2024 and 2023, respectively.

Accounts and Contracts Receivable

The Organizations extend unsecured credit to its customers. Accounts and contracts receivable amounted to \$7,732,046 and \$8,525,896 at June 30, 2024 and 2023, respectively.

NOTE 6 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
Computer Equipment and Software	3 Years

Depreciation expense charged to operations was \$131,592 and \$124,191 for the years ended June 30, 2024 and 2023, respectively.

NOTE 7 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. The amount of the estimated liability was approximately \$115,383 and \$-0- for the year ended June 30, 2024 and 2023, 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.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 8 LONG-TERM DEBT

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

<u>Description</u>	<u>2024</u>	<u>2023</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.	\$ 357,609	\$ 369,077
Total Long-Term Debt	357,609	369,077
Less: Current Maturities	<u>(12,150)</u>	<u>(11,468)</u>
Long-Term Debt, Net of Current Maturities	<u>\$ 345,459</u>	<u>\$ 357,609</u>

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, 2024.

Following are current maturities for the next five years:

<u>Year Ending June 30,</u>	<u>Amount</u>
2025	\$ 12,150
2026	12,815
2027	13,517
2028	14,120
2029	15,035
Thereafter	<u>289,972</u>
Total	<u>\$ 357,609</u>

Interest charged to operations for the above long-term debt amounted to \$20,878 and \$24,300 for the years ended June 30, 2024 and 2023, respectively.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 9 LEASES

The Organizations lease 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 2029.

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

	2024	2023
Lease Cost:		
Amortization of Right-of-Use Assets	\$ 82,302	\$ 48,603
Interest on Lease Liabilities	8,799	2,807
Operating Lease Cost	640,213	694,384
Total Lease Cost	\$ 731,314	\$ 745,794
Other Information:		
Cash Paid for Amounts included in the Measurement of Lease Liabilities:		
Operating Cash Flows from Finance Leases	\$ 88,285	\$ 50,288
Operating Cash Flows from Operating Leases	\$ 632,264	\$ 707,747
Right-of-Use Assets Obtained in Exchange for New Finance Lease Liabilities	\$ 150,338	\$ 150,338
Right-of-Use Assets Obtained in Exchange for New Operating Lease Liabilities	\$ 1,035,930	\$ 1,035,930
Weighted-Average Remaining Lease Term - Finance Leases	3.70 Years	2.48 Years
Weighted-Average Remaining Lease Term - Operating Leases	3.28 Years	.77 Years
Weighted-Average Discount Rate - Finance Leases	3.95%	2.57%
Weighted-Average Discount Rate - Operating Leases	2.72%	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, 2024 is as follows:

Year Ending June 30,	Operating	Finance	Totals
2025	\$ 355,844	\$ 76,789	\$ 432,633
2026	170,449	88,554	259,003
2027	105,332	63,197	168,529
2028	102,259	53,864	156,123
Thereafter	60,660	22,224	-
Undiscounted Cash Flows	794,544	304,628	1,016,288
Less: Imputed Interest	(33,222)	(23,635)	(56,857)
Total Present Value	\$ 761,322	\$ 280,993	\$ 959,431

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 10 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 \$1,295,000 and resides on the books of a related party as of June 30, 2024. 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 8.50% at June 30, 2024. The line is collateralized by various business assets. There was no balance on the line of credit at June 30, 2024. 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, 2024.

The Organizations are 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 11 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.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 11 FAIR VALUE MEASUREMENT (CONTINUED)

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:

	2024			
	Total	Level 1	Level 2	Level 3
Beneficial Interest in Net				
Assets of Related Party:	\$ 2,059,236	\$ -	\$ -	\$ 2,059,236
Total	\$ 2,059,236	\$ -	\$ -	\$ 2,059,236
	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

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

	2024	2023
Contributions	\$ 264,600	\$ 346,574
Payments	(334,322)	(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.

NOTE 12 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.

ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
JUNE 30, 2024 AND 2023

NOTE 12 AVAILABLE RESOURCES AND LIQUIDITY (CONTINUED)

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:

	2024	2023
Cash and Cash Equivalents	\$ 2,947,260	\$ 1,322,647
Accounts Receivable, Net	8,783,040	9,201,902
Total Financial Assets	11,730,300	10,524,549
Donor-Imposed Restrictions	(90,825)	(90,825)
Financial Assets Available to Meet Cash Needs for General Expenditures Within One Year	\$ 11,639,475	\$ 10,433,724

ALEN 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

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

Jacob K. Mandell, Esq.

Operations Officer

Operations professional with concentrations in process improvement, data collection, and creative problem solving. Dynamic and strategic ability to fulfill company goals and objectives to meet tight deadlines and demanding project directives.

Strong work ethic and track record of success. High level of reliability and focus, with a history of developing long-lasting business relationships based on a foundation of integrity, trust, and outstanding client service.

Acknowledged for capacity to inspire, build teams, achieve consensus, mediate, and deliver on predefined goals despite a diversity of personalities, sensitive situations, and changing priorities. Adept at managing multiple tasks and isolating and resolving problems.

KEY STRENGTHS

Executive Leadership • High-Impact Decision Making • Risk Assessment • Exceptional Communication Problem Solving • Client Education • Client Relationship Building • Strategic Planning Initiatives
Process Improvements • Detailed Documentation • Consultative Expert • Staff Training

PROFESSIONAL EXPERIENCE

THE LANGUAGE BANK (A MEMBER OF ASCENTRIA CARE ALLIANCE), MANCHESTER, NH, APRIL 2015 - PRESENT
An industry leader in social enterprise and interpretation services.

**OPERATIONS MANAGER / BUSINESS AND QUALITY ASSURANCE MANAGER / SUPPORT SERVICES MANAGER /
TRANSLATIONS MANAGER**

Responsible for day-to-day operations of, and special projects in, the Language Bank central office. Created, implemented, and disseminated program procedures. Collected and analyzed data to determine program hiring needs and resource allocation for best effect. Interviewed, onboarded, and trained new staff. Acted as point of contact for facilities and personnel issues at the Ascentria Manchester, NH office. Handled secure and confidential client information. Interfaced with I.T. department to requisition equipment and effect change as necessary.

- **Reorganized program structure for efficient, effective operation.**
- Oversaw 225 field personnel and 15 office staff handling more than 40,000 appointments per year.
- Managed Language Bank during **annual business growth of 8-16%**.
- **Standardized and systematized job descriptions and workstreams.**
- Created, implemented, and sustained data collection systems to track billable activities and measurable outcomes.
- **Maintained company compliance with relevant statutes and regulations, including H.I.P.A.A.**
- Edited and reviewed business contracts with worth in excess of \$500,000

HOMEOWNER OPTIONS FOR MASSACHUSETTS ELDERS, LOWELL, MA, FEBRUARY 2007 – JANUARY 2015

DEPUTY DIRECTOR FOR OPERATIONS (AUGUST, 2008 – JANUARY, 2015)

Responsible for the day-to-day operations in assisting the elderly with financial and homeownership challenges. Created and implemented company procedures and disseminated procedures to staff. Assigned cases to counselors and coordinated counselors' and interns' endeavors in the field. Recruited, interviewed, onboarded, and trained new staff. Acted as point of contact for escalated client issues. Handled quantities of secure and confidential client information.

- Wrote grant proposals and **secured funding in excess of \$350,000.**
- Liaised with Housing and Urban Development (H.U.D.) intermediaries.
- **Standardized agency record keeping practices**, thereby streamlining report and statistics generation.
- Created, implemented, and sustained data collection systems to track billable activities for funding sources.
- **Maintained company compliance with relevant statutes and regulations.**
- Wrote organizational communications and other public facing documents including press releases and advertisements.

SENIOR COUNSELOR (FEBRUARY 2007 - JULY 2008)

Visited clients in their homes and advised underserved elders regarding financial difficulties. Executed client intake interviews; conducted foreclosure prevention administrative work. Delivered reverse mortgage counseling.

TOWN OF WATERTOWN, WATERTOWN, MA, SEPTEMBER 2006 - FEBRUARY 2007

SUBSTITUTE TEACHER

Taught classes to a variety of grade levels (pre-kindergarten to eighth grade). Subject matters included: English, math, French, Spanish, reading, history, special education, and science.

NASHUA HOUSING AUTHORITY, Nashua, NH, Summers, 2002 & 2003

Managerial Assistant

Handled incoming client and tenant telephone calls. Dispatched maintenance personnel in both routine and emergency situations. Updated filing systems. Brought agency files into compliance with contemporary laws and regulations.

EDUCATION

NORTHEASTERN UNIVERSITY SCHOOL OF LAW, BOSTON, MA

Juris Doctor

Member of the Massachusetts Bar

BATES COLLEGE, LEWISTON, ME

Bachelor of Arts, *cum laude*, English

Concentration in Creative Writing

Kimberly Otero

Relationship Manager | Call Center Operations

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

Key Highlights

- Proven ability utilizing a variety of innovative techniques to achieve department, organization, and individual goals
- Track record of displaying professional growth and judgment related to individual and department initiatives
- Strong willingness to work with others and share expertise and materials
- Professional on a remote level demonstrating excellent written, verbal and proficient signing communication
- Responsible, courteous, and respectful behavior with customers, faculty and staff
- Proven ability providing a positive, challenging, supportive environment, effective instruction, assessment, and evaluation
- Solid working knowledge of ASL/English Interpretation, Deaf and Hard of Hearing Community, RID Code of Professional Conduct and Best Practices
- Professional experience/solid working knowledge of Scheduling and Multi-Line Phone Systems, Special Education, Curriculum planning, Microsoft Office Suit, Google Office, WebEx, Zoom, ASPEN Industry Software, Mindbody Online Software, Schedule Interpreter, and Interpreter Management Software

Professional Experience

Ascentria Care Alliance – The Language Bank, Manchester, NH – 2021 - Present

Coordinator of Deaf and Hard of Hearing Services

Professional duties and responsibilities include:

- Partner closely with senior managers to promptly identify and fill open positions with suitable candidates
- Develop and implement service support schedules per ASL/CDI/CART interpreter/provider availability using database SI- Schedule Interpreter
- Coordinate effectively and consistently with Recruiter and Business Development Specialist when onboarding new candidates
- Properly identify appropriate match of interpreter-to-consumer based on language needs and skill sets
- Consistently seek out, obtain and confirmed demographic information with all parties- entered/ updated as necessary
- Consistently and professionally maintain confidentiality between Deaf Services, interpreter team, consumer, and clientele
- Manage timely changes/ updates to ASL interpreter schedules in central scheduling system daily

Brazilian Top Team of Londonderry – Martial Arts – Londonderry, NH

Office Assistant - 2022- Present (Part-time)

- Maintain data using computer and manual system, sorting and record keeping of students, maintain attendance and filing system, monitor inventory on supplies and gear; completing assignments and projects according to instructions from supervisor

Pinkerton Academy – Derry New Hampshire – 2018 – 2021

Program Educational Paraprofessional Instructor – 2019 - 2021

- Professional duties/responsibilities included full syllabus support as a Para in Special Education classroom, providing resources and support of various needs of tasks relating to instructional needs of students
- Developed/drove implementing instructional programs with the inclusion of self-help and behavior, recording management of student instruction with Case Coordinators

World Language Educator – 2018-2019

- Convey knowledge and develop skills of American Sign Language and Deaf Community of a High School level, Administration
- Established clear, accurate grading procedures, monitor progress of students and issue reports when appropriate
- Developed/managed accurate attendance records for students
- Successfully/consistently utilized available resources of the department and others in establishing effective communication with students and parents when appropriate
- Engaged and promoted opportunities for students within Deaf Community and encourage interaction

Fairgrounds Middle School – Nashua, New Hampshire 2016 – 2018

Program Educational Paraprofessional Instructor

- Assisted Teacher of the Deaf, facilitated communication, provided academic support with Deaf and Hard of Hearing students grades Kindergarten/ Middle School in a Self-contained classroom

Educational Background

Bachelor of Arts, Communication Arts and Deaf Studies, University of New Hampshire, Manchester, N.H., 2016

Certification, Northern Essex Community College, Sign Language Interpreting Program, Haverhill M.A., 2020

The Justice Interpreter: Law Enforcement Course, Camaraderie-Solutions, N.H., 2022

The Learning Center for the Deaf, Framingham, M.A. 2016

Student Representative, NH Registry of Interpreters for the Deaf, 2015

The Children's Center for Communication; Beverly School for the Deaf, Beverly M.A., 2015

Greyson Flax

PROFESSIONAL PROFILE

Experienced customer service professional with unwavering commitment to customer service. Demonstrated ability to build productive relationships, resolve issues and win customer loyalty. Uses effective listening, verbal and written skills to provide information clearly and in a timely manner. Applies discretion and good judgment. Excellent organizational and time management skills. Demonstrates initiative and the ability to work independently, shift priorities and organizes multiple tasks simultaneously. Maintains work efficiency and responds positively to a changing environment. Strong work ethic. Dependable.

COMPETENCIES

• Ability to Multi-task	• Detail Oriented	• Mathematics
• Communication Proficiency	• Ethical Conduct	• Planning and Scheduling
• Computer Savvy	• Food Safety Practices	• Relationship Building
• Customer/Client Focus	• Food Sanitation	• Service Orientation

EXPERIENCE

- Coordinated schedules between consumer, client and interpreter appointments to meet their needs
- Maintained high standards of customer service during high-volume, fast-paced operations
- Communicated clearly and positively with coworkers and management
- Handled currency and credit transactions quickly and accurately
- Followed procedures for safe food preparation, assembly, and presentation
- Assisted management with inventory control and stock ordering
- Built loyal clientele through friendly interactions and consistent appreciation
- Resolved complaints promptly and professionally
- Took initiative to find extra tasks when scheduled duties were completed

EMPLOYMENT HISTORY

Ascentria Language Bank	<i>Client Services Coordinator</i>	11/2018 - Present
Fidelity Investments	<i>Customer Service</i>	04/2018 - 09/2018
National Dentex Corp. Manchester, NH	<i>Customer Service</i>	09/2016-12/2016
Hannaford Supermarkets Manchester, NH	<i>Overnight Crew</i>	03/2016 - 06/2016
Blake's Ice Cream Manchester, NH	<i>Ice Cream Maker</i>	04/2015 - 08/2015
Prestige Auto Body		02/2009 - 02/2015

Manchester, NH

Customer Service

EMPLOYMENT HISTORY (Continued)

Goldenrods Restaurant

09/2008 - 02/2009

Manchester, NH

Cook

Hannaford Supermarkets

08/2007 - 08/2008

Manchester, NH

Customer Service Associate/Cashier

Verizon Wireless Arena

11/2002 - 06/2007

Manchester, NH

Customer Service Associate/Stand Worker

EDUCATION AND PROFESSIONAL DEVELOPMENT

Hesser College

Manchester, NH

- Majored in Audio and Video production

Manchester Central High School

Manchester, NH

- Honors Graduate