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STATE OF NEW HAMPSHIRE  
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT  
OFFICE OF THE COMMISSIONER

172 Pembroke Road P.O. Box 1856 Concord, New Hampshire 03302-1856

October 18, 2012

His Excellency Governor John H. Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Resources and Economic Development, Office of Workforce Opportunity (DRED/OWO), to amend a contract (#1018853) for services with Southern NH Services, Inc. (SNHS) (VC#177198) 40 Pine Street, Manchester NH, by increasing the contract amount from \$13,750,688.00 to \$14,150,626.00 (an increase of \$399,938.00); and amending the end date for these funds only from June 30, 2015 to June 30, 2014; for the delivery of Workforce Investment Act (WIA) Incentive Grant services. The original contract was approved by the Governor and Executive Council on September 14, 2011, Item #54 and amended on February 28, 2012 (Item #46). The US Department of Labor (USDOL) funds this program. This program is 100% federal funding.

Funding for this contract is to be encumbered from account titled, Workforce Opportunity, as follows:

	<u>FY 13</u>	<u>FY14</u>
03-35-35-350510-53360000-102-500731 Contract for Program Services	\$299,938	\$100,000

**EXPLANATION**

The original contract between DRED/OWO and SNHS for the delivery of Workforce Investment Act (WIA) Adult & Dislocated Worker Program services was issued in response to Request for Proposals (RFP) #02-DREDOWOWIA. DRED/OWO is the state grant recipient for WIA federal funds awarded by the USDOL. The State Workforce Investment Board (Board) is the oversight body established by federal regulation to oversee the appropriate use of WIA federal funds received by DRED/OWO. The SWIB has determined to use WIA Incentive Funds to improve sector development efforts on the local level.

In executing its responsibilities for WIA Adult and Dislocated Worker funds, the Board, through DRED/OWO, has designated specific operational and fiscal responsibilities (in accordance with RFP #02-DREDOWOWIA) for WIA funds to SNHS through this contract agreement. As a condition of this agreement, SNHS assumes responsibility for the specific operational, fiscal, and monitoring responsibilities cited in this contract. Funds made available through this contract modification will support sector strategy development efforts on the local level as approved by DRED/OWO.

The Attorney General's Office has reviewed and approved this contract as to form, substance and execution.

Respectfully submitted,

TM  
  
George M. Bald  
Commissioner

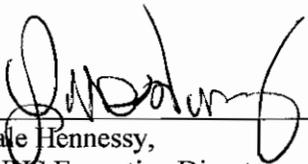


MODIFICATION OF CONTRACT WITH RESPECT TO THE IMPLEMENTATION OF NEG  
WORKFORCE INVESTMENT ACT (WIA) OJT SERVICES

The Department of Resources and Economic Development, Office of Workforce Opportunity and Southern NH Services, Inc. (SNHS), Manchester, NH (VC#177198) hereby mutually agree to amend their contract (#1018853) for WIA Services, which was originally approved by the Governor and Executive Council on September 14, 2011 (Item #54), and amended on February 28, 2012 (Item #46) with a completion date of June 30, 2015. This modification of an existing agreement is hereby incorporated by reference to the existing agreement by the parties and must be attached to the said agreement.

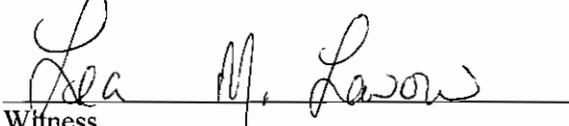
1. Increase current contract amount of 13,750,688.00 to 14,150,626.00.
2. Increase of \$399,938.00 awarded for WIA Incentive Funds (CFDA#17.267). Funds to be used as follows: program funds: \$384,938; administration funds: \$15,000
3. End date for these funds only of June 30, 2014.
4. Funds awarded through this contract amendment shall be used to support local sector strategy development efforts at the local level as defined and approved by DRED/OWO.
5. All other terms and conditions of this contract shall remain the same in full force and effect as originally set forth; and
6. This amendment is subject to approval by the Governor and Executive Council.

IN WITNESS WHEREOF, the parties hereto have set their hands as of the day and year written below.

  
Gale Hennessy, SNHS Executive Director  
Date 10-17-12

  
George M. Bald, DRED Commissioner  
Date 10/19/12

  
Diane P. Erisson  
Witness 10/17/12

  
Lea M. Lawton  
Witness

Approved by the Attorney General (Form, Substance and Execution)

Date: 10/23/12

By: 

Approved by Governor and Executive Council

Date: \_\_\_\_\_

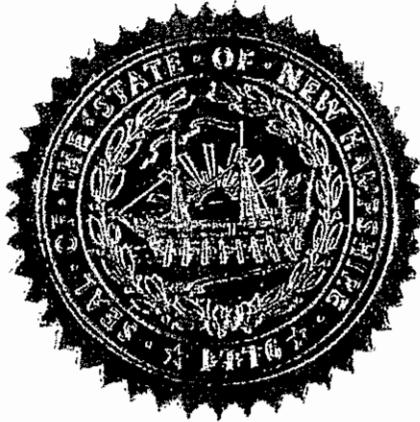
Item \_\_\_\_\_



# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that SOUTHERN NEW HAMPSHIRE SERVICES INC. is a New Hampshire nonprofit corporation formed May 28, 1965. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire this 2<sup>nd</sup> day of April A.D. 2012

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/6/2011

PRODUCER (603) 669-3218 FAX: (603) 645-4331

Ferdinando Insurance

Laura Perrin

637 Chestnut Street

Manchester NH 03104

INSURED

Southern NH Services

Michael O'Shea

P.O. Box 5040

Manchester NH 03108

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

## INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: Philadelphia Ins Co

INSURER B: Maine Employers Mutual Ins

INSURER C:

INSURER D:

INSURER E:

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY				EACH OCCURRENCE \$ 1,000,000
X	COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
A	CLAIMS MADE X OCCUR	PHPK633562	12/31/2011	12/31/2012	MED EXP (Any one person) \$ 10,000
X	Employee Benefits				PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER				GENERAL AGGREGATE \$ 2,000,000
X	POLICY PRO-JECT LOC				PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
X	ANY AUTO				BODILY INJURY (Per person) \$
A	ALL OWNED AUTOS	PHPK633562	12/31/2011	12/31/2012	BODILY INJURY (Per accident) \$
	SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
X	HIRED AUTOS				
X	NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	ANY AUTO				OTHER THAN AUTO ONLY - EA ACC AGG \$
	EXCESS / UMBRELLA LIABILITY				EACH OCCURRENCE \$ 5,000,000
X	OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$ 5,000,000
A	DEDUCTIBLE	PHUB323599	12/31/2011	12/31/2012	
X	RETENTION \$ 10,000				
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				WC STATUTORY LIMITS OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	Y/N <input type="checkbox"/> 3102801290	12/31/2011	12/31/2012	E.L. EACH ACCIDENT \$ 500,000
					E.L. DISEASE - EA EMPLOYEE \$ 500,000
					E.L. DISEASE - POLICY LIMIT \$ 500,000
A	OTHER Crime	PHPK633562	12/31/2011	12/31/2012	Fidelity 250,000

## DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Refer to policy for exclusionary endorsements and special provisions.

## CERTIFICATE HOLDER

Office of WorkForce Opportunity  
Dept of Resources & Economic  
Development  
172 Pembroke Road  
PO Box 1856  
Concord, NH 03302

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Laura Perrin/KS5

ACORD 25 (2009/01)  
INS025 (200901)

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**CERTIFICATE OF VOTE**  
**(Corporate Authority)**

I Nancy Guthrie, Secretary of Southern New Hampshire Services, Inc.  
(name) (corporation name)

(hereinafter the "Corporation"), a New Hampshire corporation, hereby certify that: (1) I  
(state of incorporation)

am the duly elected and acting Secretary of the Corporation; (2) I maintain and have custody and am familiar with the minute books of the Corporation; (3) I am duly authorized to issue certificates with respect to the contents of such books; (4) that the Board of Directors of the Corporation have authorized, on 9/27/12, such authority to be in force and effect until 6/30/14.  
Contract Termination Date

The person(s) holding the below listed position(s) to execute and deliver on behalf of the Corporation any contract or other instrument for the sale of products and services:

<u>Gale F. Hennessy</u>	<u>Executive Director</u>
<u>Michael O'Shea</u>	<u>Fiscal Officer</u>
<u>Denise Vallancourt</u>	<u>Accounting Manager</u>

(5) the meeting of the Board of Directors was held in accordance with New Hampshire  
(state of incorporation)

law and the by-laws of the Corporation; and (6) said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary of the Corporation this 17th  
day of October, 2012

Nancy Guthrie  
Nancy Guthrie, Secretary

STATE OF New Hampshire  
COUNTY OF Hillsborough

On this the 17th day of October, 2012, before me, Diane P. Erikson  
the undersigned officer, personally appeared, Nancy Guthrie who acknowledged herself to be the Secretary  
Secretary of Southern New Hampshire Services, Inc., a corporation, and that she as  
such Secretary being authorized to do so, executed the foregoing instrument for the  
purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Diane P. Erikson  
Notary Public

SEAL

My Commission expires:





## SNHS - Incentive Grant Budget

**Contract Period: July 1, 2012 - June 30, 2014**

**Total WIA Incentive Funds: \$399,938.00**

EXPENSE ITEM	Budget	
	Admin	Program
Staff Salaries (1 Sect.Devel/2 Sect. Case Mgrs)		\$194,307
1 Sector Developer Manchester 9 months @ 3083 per month=	\$27,747	
1 Sector Developer Manchester 12 months @ 3333 per month=	\$40,000	
2 Sector Case Managers (1 Man/1Nash) 9 @ 2917 per month =	\$52,560	
2 Sector Case Managers (1 Man/1Nash) 12 @ 3083 per month =	\$74,000	
Staff Fringe Benefits: 30%		\$58,292
Staff Travel - (1 Sector Developers Only - In and Out of State)		\$12,000
Communications (1 cell phone @35.00 month x 21)		\$1,000
Facilities (other than overhead costs)		\$0
MOU Space Costs (3 staff for 21 months @ 1,625 per month)		\$102,375
Office Supplies (includes 3 computers @ 2,000 per)		\$6,000
Assessment & Testing/Instructional Materials		\$0
Equipment		\$0
Intensive Services/Basic Skills		\$0
Training - Tuition Payments		\$0
Training - OJT Reimbursements		\$0
Supportive Services (participant only)		\$0
Outreach/Marketing/Training		\$10,964
Staff Training (CAP Conference)		
Administration	\$15,000	
<b>TOTAL</b>		<b>\$384,938</b>
<b>COMBINED ADMIN/PROGRAM TOTAL</b>		<b>\$399,938</b>



# SOUTHERN NEW HAMPSHIRE SERVICES, INC.

PO Box 5040, Manchester, NH 03108 - (603)668-8010

*The Community Action Agency for Hillsborough and Rockingham Counties*

## BOARD OF DIRECTORS ~ OCTOBER 2012

Public Sector	Private Sector	Low-Income Sector	HS Policy Council
<p><b><u>Representing Manchester</u></b>  <b>Lou D'Allesandro</b>                      332 St. James Avenue                      Manchester, NH 03102                      NH State Senator  <i>Home: 669-3494</i>  <i>Work: 271-2117</i></p> <p><b>Peter Ramsey</b>                      418 North Gate Road                      Manchester, NH 03104                      NH State Representative                      Hillsborough-District 08  <i>Home: 668-9702</i></p> <p><b><u>Representing Nashua</u></b>  <b>Constance J. Erickson, Treasurer</b>                      13 April Drive                      Nashua, NH 03060                      Representing Shirley Santerre                      (Clerk of Ward 4 Nashua)  <i>Home: 888-0431</i>  <i>Work: 595-1925</i></p> <p><b>Arthur T. Craffey, Jr.</b>                      109 Vine Street                      Nashua, NH 03060                      Alderman, City of Nashua  <i>Home: 595-2649</i></p> <p><b><u>Representing Towns</u></b>  <b>Thomas Mullins</b>                      33 East Road                      Greenfield, NH 03047                      Greenfield Town Moderator  <i>Home: 547-2362</i>  <i>Work: 357-9806</i></p> <p><b>Linda T. Foster</b>                      3 Blood Road                      Mont Vernon, NH 03057                      Representing Howard Brown                      (Secretary, Souhegan Cooperative                      School Board)  <i>Home: 673-6104</i></p> <p><b><u>Representing Rockingham County</u></b>  <b>Donna Schlachman</b>                      2 Langdon Avenue                      Exeter, NH 03833                      NH State Representative                      Rockingham-District 13  <i>Home: 772-4934</i></p> <p><b>Jill McLaughlin</b>                      25 Hale Street                      Manchester, NH 03102                      Representing Denise Neale                      (Town Clerk/Derry, NH)  <i>Home: 490-7695</i>  <i>Work: 432-6753</i></p>	<p><b><u>Representing Manchester</u></b>  <b>German J. Ortiz</b>  <i>Term: 9/12-9/15</i>                      8 Reverend Houston Drive                      Bedford, NH 03110                      Hispanic/Latino Community Services  <i>Home: 471-0753</i>  <i>Work: 668-5100</i></p> <p><b>Sarah Jacobs</b>  <i>Term: 9/11-9/14</i>                      1465 Hooksett Road, #267                      Hooksett, NH 03106                      Southern NH University  <i>Home: (617)877-2769</i>  <i>Work: (603)314-7965</i></p> <p><b><u>Representing Nashua</u></b>  <b>Dolores Bellavance, Vice-Chairman</b>  <i>Term: 9/12-9/15</i>                      3 Denise Street                      Nashua, NH 03063                      United Way, Nashua  <i>Home: 882-9528</i></p> <p><b>Wayne R. Johnson</b>  <i>Term: 9/12-9/15</i>                      17 Valhalla Drive                      Nashua, NH 03062                      National Association for the                      Advancement of Colored People  <i>Home: 882-7921</i></p> <p><b><u>Representing Towns</u></b>  <b>Richard Delay, Sr., Chairman</b>  <i>Term: 9/12-9/15</i>                      74 Dodge Road                      Bennington, NH 03442                      NH Grocers Association  <i>Home: 588-2470</i></p> <p><b>Mary M. Moriarty</b>  <i>Term: 9/12-9/15</i>                      62 Coventry Ct.                      P. O. Box 2                      Merrimack, NH 03054                      St. John Neumann Church  <i>Home: 424-5685</i></p> <p><b><u>Representing Rockingham County</u></b>  <b>Thomas Meissner</b>  <i>Term: 9/11-9/14</i>                      133 Islington Street                      Portsmouth, NH 03801                      Unitil  <i>Home: 436-7479</i></p> <p><b>Dan McKenna</b>  <i>Term: 12/11-9/14</i>                      1331 Fairway Drive                      Derry, NH 03038  <i>Home: 490-1381</i>                      Representing Mark Buttaro                      (Committee Chair, Troup 402                      Boys Scouts of America/ Derry, NH)</p>	<p><b><u>Representing Manchester</u></b>  <b>James Brown</b>  <i>Term: 9/12-9/15</i>                      325 Beaver Street                      Manchester, NH 03104  <i>Home: 669-3922</i></p> <p><b>Nancy Guthrie, Secretary</b>  <i>Term: 9/12-9/15</i>                      49 Appleton Street                      Manchester, NH 03104  <i>Home: 892-3708</i></p> <p><b><u>Representing Nashua</u></b>  <b>Janet Allard</b>  <i>Term: 9/11-9/14</i>                      76 Temple Street, Apt. 107                      Nashua, NH 03060  <i>Home: 889-0328</i></p> <p><b>Shirley Pelletier</b>  <i>Term: 6/12-9/14</i>                      76 Temple Street, Apt. 312                      Nashua, NH 03060  <i>Home: 809-1424</i></p> <p><b><u>Representing Towns</u></b>  <b>Martha Verville</b>  <i>Term: 9/10-9/13</i>                      5 Wyman Road                      New Ipswich, NH 03071  <i>Home: 878-0692</i></p> <p><b>* Vacant Position</b></p> <p><b><u>Representing Rockingham County</u></b>  <b>Jennifer O'Neil</b>  <i>Term: 9/11-9/13</i>                      10 Roberts Drive                      Hampton, NH 03842  <i>Home: 601-6454</i></p> <p><b>* Vacant Position</b></p>	<p><b>Julie Stokes</b>  <i>Term: 12/11-12/13</i>                      214 Chases Grove Road                      Derry, NH 03038  <i>Home: 479-7899</i></p>





G+C 2/8/12  
#46

STATE OF NEW HAMPSHIRE  
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT  
OFFICE OF THE COMMISSIONER

172 Pembroke Road P.O. Box 1856 Concord, New Hampshire 03302-1856

# 1018853

January 19, 2012

His Excellency Governor John H Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Resources and Economic Development, Office of Workforce Opportunity (DRED/OWO), to amend a contract (#1018853) for services with Southern NH Services, Inc. (SNHS) (VC#177198) 40 Pine Street, Manchester NH, by increasing the contract amount from \$13,450,688.00 to \$13,750,688.00 (an increase of \$300,000.00); and amending the end date for these funds only from June 30, 2015 to June 30, 2013; for the delivery of Workforce Investment Act (WIA Dislocated Worker Program Rapid Response services. The original contract was approved by the Governor and Executive Council on September 14, 2011, Item #54. The US Department of Labor (USDOL) funds this program. This program is 100% federal funding.

Funding for this contract is to be encumbered from account titled, Workforce Opportunity, as follows:

	<u>FY 12</u>	<u>FY13</u>
03-35-35-350510-53360000-102-500731 Contract for Program Services	\$275,000	\$25,000

**EXPLANATION**

The original contract between DRED/OWO and SNHS for the delivery of Workforce Investment Act (WIA) Adult & Dislocated Worker Program services was issued in response to Request for Proposals (RFP) #02-DREDOWOWIA. DRED/OWO is the state grant recipient for WIA federal funds awarded by the USDOL. The State Workforce Investment Board (Board) is the oversight body established by federal regulation to oversee the appropriate use of WIA federal funds received by DRED/OWO.

In executing its responsibilities for WIA Adult and Dislocated Worker funds, the Board, through DRED/OWO, has designated specific operational and fiscal responsibilities (in accordance with RFP #02-DREDOWOWIA) for WIA funds to SNHS through this contract agreement. As a condition of this agreement, SNHS assumes responsibility for the specific operational, fiscal, and monitoring responsibilities cited in this contract including the provision of local rapid response services. The additional funds made available through this contract modification will support ongoing rapid response services to workers laid-off from Fraser Paper, Balsams Resort, Pro-Flo Industries, and similar dislocation events as identified by the Office of Workforce Opportunity.

The Attorney General's Office has reviewed and approved this contract as to form, substance and execution.

Respectfully submitted,

George M. Bald  
Commissioner

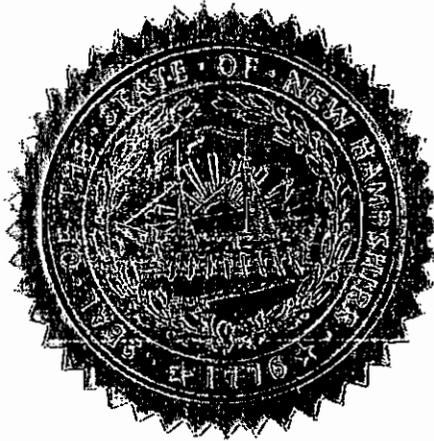




State of New Hampshire  
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that SOUTHERN NEW HAMPSHIRE SERVICES INC. is a New Hampshire nonprofit corporation formed May 28, 1965. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 1<sup>st</sup> day of April A.D. 2011

A handwritten signature in cursive script, appearing to read "Wm Gardner".

William M. Gardner  
Secretary of State

**CERTIFICATE OF VOTE  
(Corporate Authority)**

I, Mary M. Moriarty, Secretary of Southern New Hampshire Services, Inc.  
(name) (corporation name)

(hereinafter the "Corporation"), a New Hampshire corporation, hereby certify that: (1) I  
state of incorporation

am the duly elected and acting Secretary of the Corporation; (2) I maintain and have custody and am familiar with the minute books of the Corporation; (3) I am duly authorized to issue certificates with respect to the contents of such books; (4) that the Board of Directors of the Corporation have authorized, on 9/22/11, such authority to be in force and effect until 6/30/13

Contract Termination Date

The person(s) holding the below listed position(s) are authorized to execute and deliver on behalf of the Corporation any contract or other instrument for the sale of products and services:

Gale F. Hennessy  
Michael O'Shea  
Denise Vallancourt

Executive Director  
Fiscal Officer  
Accounting Manager

(5) the meeting of the Board of Directors was held in accordance with State of New Hampshire  
(state of incorporation)

law and the by-laws of the Corporation; and (6) said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof. Excerpt of dated minutes or copy of article or section of authorizing by-law must be attached.

IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary of the corporation this 18th day of January, 2012.

Mary M. Moriarty  
Mary M. Moriarty, Secretary

STATE OF New Hampshire  
COUNTY OF Hillsborough

On this 18th day of January, 2012, before me, Diane P. Erikson the undersigned Officer, personally appeared Mary M. Moriarty who acknowledged herself to be the Secretary of Southern New Hampshire Services, Inc., a corporation and that she as such Secretary being authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Diane P. Erikson  
Diane P. Erikson, Notary Public

My Commission Expires:





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/6/2011

PRODUCER (603) 669-3218 FAX: (603) 645-4331  
 Ferdinando Insurance  
 Laura Perrin  
 637 Chestnut Street  
 Manchester NH 03104  
 INSURED  
 Southern NH Services  
 Michael O'Shea  
 P.O. Box 5040  
 Manchester NH 03108

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE NAIC #  
 INSURER A: Philadelphia Ins Co  
 INSURER B: Maine Employers Mutual Ins  
 INSURER C:  
 INSURER D:  
 INSURER E:

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR PHPK633562 <input checked="" type="checkbox"/> Employee Benefits		12/31/2011	12/31/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:					
	<input checked="" type="checkbox"/> POLICY	PRO-JECT	LOC		
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS PHPK633562 SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		12/31/2011	12/31/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<b>GARAGE LIABILITY</b>				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
A	<b>EXCESS / UMBRELLA LIABILITY</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE PHUB323599 <input checked="" type="checkbox"/> RETENTION \$ 10,000		12/31/2011	12/31/2012	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	3102801290	12/31/2011	12/31/2012	WC STATUTORY LIMITS OTH-ER: E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	<b>OTHER Crime</b>	PHPK633562	12/31/2011	12/31/2012	Fidelity 250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
 Refer to policy for exclusionary endorsements and special provisions.

## CERTIFICATE HOLDER

Office of WorkForce Opportunity  
 Dept of Resources & Economic Development  
 172 Pembroke Road  
 PO Box 1856  
 Concord, NH 03302

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE  
 Laura Perrin/KS5



U+L 711711  
#54

STATE OF NEW HAMPSHIRE  
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT  
OFFICE OF THE COMMISSIONER

172 Pembroke Road P.O. Box 1856 Concord, New Hampshire 03302-1856

PO 1018853

August 15, 2011

His Excellency Governor John H Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Resources and Economic Development, Office of Workforce Opportunity (DRED/OWO), to enter into a contract for services with Southern NH Services, Inc. (SNHS) (VC#177198) 40 Pine Street, Manchester NH, for \$13,450,688.00, for the delivery of Workforce Investment Act (WIA) Adult and Dislocated Worker Program services effective upon Governor and Council approval through June 30, 2015. The US Department of Labor (USDOL) funds this program. This program is 100% federal funding.

Funding for this contract is to be encumbered from account titled, Workforce Opportunity, as follows and pending budget approval for FY 2014 and FY 2015:

03-35-35-350510-53360000-102-500731		Contract for Program Services		
<u>FY12</u>	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>	
\$3,034,235	\$3,472,151	\$3,472,151	\$3,472,151	

**EXPLANATION**

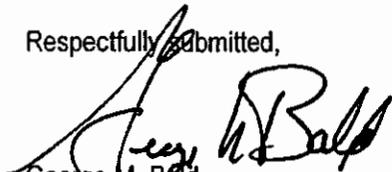
This contract between DRED/OWO and SNHS for the delivery of Workforce Investment Act (WIA) Adult and Dislocated Worker Program services is issued in response to Request for Proposals (RFP) #02-DREDOWOWIA. (See Attachment A for RFP details). DRED/OWO is the state grant recipient for WIA federal funds awarded by the USDOL. The State Workforce Investment Board (Board) is the oversight body established by federal regulation to oversee the appropriate use of WIA federal funds received by DRED/OWO.

In executing its responsibilities for WIA Adult and Dislocated Worker funds the Board, through DRED/OWO, has designated specific operational and fiscal responsibilities for WIA funds to SNHS through this contract agreement. As a condition of this agreement, SNHS assumes responsibility for the specific operational, fiscal, and monitoring responsibilities cited in the contract for the purpose of delivering services to WIA eligible customers, and agrees to carry out these duties consistent with all the conditions and terms of this contract, and all applicable federal and state laws, regulations, and requirements.

This is a four-year contract for services to ensure program continuity. For major WIA service contracts, efficiency in operation is a paramount policy consideration for the Board, as disruption in service would adversely affect program clientele. Funds are allocated for operating a standardized program that requires significant training and program management experience and understanding, along with sufficient resources to reimburse the state for any disallowed costs incurred as a result of erroneous eligibility determinations.

The Attorney General's Office has reviewed and approved this contract as to form, substance and execution.

Respectfully submitted,

  
George M. Bald  
Commissioner

## ATTACHMENT A –WIA RFP #2-DREDOWOWIA DETAILS

### Purpose of the RFP

The Department of Resources and Economic Development, Office of Workforce Opportunity (DRED) solicited a Request for Proposal (RFP) on behalf of the State Workforce Investment Board (Board). The purpose of the RFP is to identify an appropriate service provider to provide employment and training services for Workforce Investment Act (WIA) Adult and Dislocated Worker activities on a statewide basis for four continuous years, contingent on annual funding availability and evaluation of successful performance.

The re-employment services offered will be funded under the *Workforce Investment Act of 1998, P.L. 105-220, 20 USC 9201* and shall be delivered through the established one-stop service delivery system known as NH Works (currently there are twelve NH Works offices located throughout the State).

The first year award will be for Program Year 2011, beginning October 1, 2011, and ending June 30, 2012. Subsequent contract years (program years 2012 -2014) will run twelve months, July 1 to June 30 of each year, with a final date of service of June 30, 2015.

### RFP Process Details

- On June 14, 2011, DRED/OWO issued a RFP for WIA services on behalf of the State Workforce Investment Board.
- The purpose of the RFP was to identify a service provider to operate the statewide Workforce Investment Act program for Adult and Dislocated Workers for four consecutive years (October 1, 2011 – June 30, 2015) consistent with federal and state policy and procedures.
- A copy of the RFP was posted on the NH Works website and the State of NH procurement website. A Public Notice appeared in both the Concord Monitor and the Union Leader. In addition, a copy of the RFP was sent via email to NH Works partner agencies and USDOL staff with instructions to share as appropriate.
- A sub-committee of the State Workforce Investment Board served as the RFP review panel. The review panel members are as follows:
  - Mr. Dick Anagnost – Chair, State Workforce Investment Board/CEO/Owner Anagnost, Inc.
  - Mr. Jay Kahn – Vice President for Finance and Planning, Keene State College
  - Mr. Dwight Davis – Chair, State Workforce Investment Board Youth Council/Masiello Real Estate
  - Mr. Dave Cioffi – Board Member/Former Small Business Owner
- Bonnie St.Jean, OWO Program Administrator served as staff to the review committee.
- The review panel evaluated each submitted proposal based on the following:

Cover Page	Pass/Fail
Proposal Checklist	Pass/Fail
Organizational Experience and Past Performance	30 points
Relationships and Collaboration	30 points
Program Design	60 points
Program Cost and Performance	30 points
Statement of Compliance Form	Pass/Fail

- Three organizations submitted a proposal in response to the WIA RFP – Goodwill Industries of New England, Southern NH Services, Inc., Manchester, NH, and KRA with headquarters in Silver Springs, MD.
- The RFP review panel reviewed and scored two of the three proposals, Goodwill Industries and SNHS, Inc.; KRA withdrew their application after the bidder's conference.
- The final scores for Goodwill Industries and SNHS are as follows:

Name of Reviewer	Goodwill				Goodwill	SNHS				SNHS
	Organizational Experience and Past Performance (30)	Relationships and Collaboration (30)	Program Design (60)	Program Cost and Performance (30)	Total (150)	Organizational Experience and Past Performance (30)	Relationships and Collaboration (30)	Program Design (60)	Program Cost and Performance (30)	Total (150)
Dick Anagnost	30	25	51	20	126	30	30	55	25	140
David Cioffi	25	30	55	20	130	30	25	55	25	135
Dwight Davis	24	22	45	14	105	28	23	50	24	125
Jay Kahn	30	25	50	25	130	30	30	55	30	145
Grand Total	109	102	201	79	491	118	108	215	104	545

- Based on the scores above, OWO/DRED is proposing to award the WIA Adult/Dislocated Worker Service Delivery contract to SNHS, Inc. contingent upon Governor and Council approval.



**STATE OF NEW HAMPSHIRE DEPT. OF RESOURCES & ECONOMIC DEVELOPMENT  
SCSEP CONTRACT AGREEMENT**

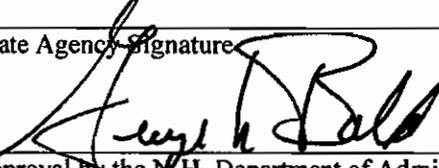
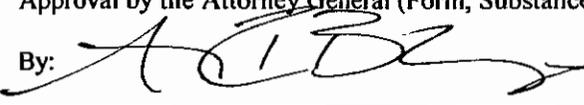
Subject: Workforce Investment Act (WIA) Adult & Dislocated Worker Contract for Services

**AGREEMENT**

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

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

1.1 State Agency Name NH Dept. of Resources & Economic Development Office of Workforce Opportunity		1.2 State Agency Address 172 Pembroke Road PO Box 1856 Concord, NH 03302-1856	
1.3 Contractor Name Southern NH Service, Inc.		1.4 Contractor Address 40 Pine Street, PO Box 5040, Manchester, NH 03103	
1.5 Contractor Phone Number 603-668-8010	1.6 Account Number 010-035-5336-102-500731	1.7 Completion Date 6/30/2015	1.8 Price Limitation \$13,450,688.00
1.9 Contracting Officer for State Agency Jackie Heuser, Director		1.10 State Agency Telephone Number 603-271-7275	
1.11 Contractor Signature 		1.11 Name and Title of Contractor Signatory Gale F. Hennessy, Executive Director	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>HILLSBOROUGH</u> On <u>AUGUST 16, 2011</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace <u>Diane P. Erikson, Notary Public</u> [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace <u>DIANE P. ERIKSON, NOTARY PUBLIC</u>			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory George M. Bald, Commissioner	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: <u>n/a</u> Director, On:			
1.17 Approval by the Attorney General (Form, Substance and Execution) By:  On: <u>8/19/2011</u>			
1.18 Approval by the Governor and Executive Council By: <u>#54</u> On: <u>9/14/11</u>			



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

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**  
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").  
3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.** Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**  
5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.  
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.  
5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement

those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.  
5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**  
6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.  
6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.  
6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**  
7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.  
7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.  
7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

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

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

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

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

- 8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;
- 8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;
- 8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or
- 8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

**9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

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

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

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

**10. TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of

termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

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

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

**13. INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

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

- 14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and
- 14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer

identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

**15. WORKERS' COMPENSATION.**

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

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

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

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

**18. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.**

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

**NH Department of Resources & Economic Development  
Office of Workforce Opportunity**

**STANDARD EXHIBIT A**

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**SCOPE OF SERVICES**

**Contract Period: Governor and Council approval to June 30, 2015**

**Contractor: Southern New Hampshire Services, Inc.**

**SCOPE OF SERVICES**

This cost reimbursement agreement for services between Southern NH Services, Inc. (SNHS) and NH Department of Resources & Economic Development, Office of Workforce Opportunity (DRED/OWO) will be for a **term beginning upon Governor and Council approval and terminating on June 30, 2015. Total payments under this agreement shall not exceed: \$13,450,688.00** and shall be expended consistent with the line item budget in Exhibit B of this agreement. Funds authorized under this agreement are for the sole purpose of implementing Workforce Investment Act (WIA) Adult and Dislocated Worker services and shall not be used for any purpose other than those activities identified in the Statement of Work in this agreement and in accordance with US DOL WIA program rules and regulations.

As a condition of this agreement, SNHS assumes responsibility for the specific operational, fiscal and monitoring responsibilities cited in this agreement for the purpose of delivering services to WIA eligible participants, and agrees to carry out these duties consistent with all the conditions and terms of this agreement, and all applicable federal and state laws, regulations and requirements. In addition, by signing this agreement SNHS acknowledges the substantial operational level oversight retained by the DRED/OWO under this agreement for the duration of the agreement performance period.

SNHS shall delivery Workforce Investment Act (WIA) statewide services consistent with the policy and procedures established by DRED, the US Department of Labor, and as specified in Section V: Statement of Work of RFP#02-DREDOWOWIA11, incorporated by reference into this contract agreement.

**Deliverables**

SNHS will be responsible for the deliverables outlined in Section V: Statement of Work of RFP#02-DREDOWOWIA11 (page 21- page 40).

SNHS is authorized to sub-contract for services with other New Hampshire based Community Action Programs for the purpose of delivering WIA services in designated areas of the State. SNHS is required to ensure that all sub-contract awards contain the same regulatory requirements as those contained in this agreement.

**Performance Goals**

WIA Program Goals are established by USDOL on an annual basis. SNHS will be responsible for achieving the performance goals listed below for Program Year 2011. These measures are applied to all participants exited during the WIA program year, and shall be determined to have been met or not met performance based on the WIA final year-end performance report issued by DRED/OWO.

Performance Measure	Entered Employment	Retention	Average Earnings
Funding Source	Performance Goal	Performance Goal	Performance Goal
ADULT	74%	84%	\$9,200
DISLOCATED WORKER	80%	87%	\$15,000

Performance goals will be assigned to SNHS at the time of USDOL issuance for the remaining program years covered under this agreement and/or for future NEG grants as they are awarded.

**Staffing Requirements**

SNHS will maintain a staffing level adequate to effectively delivery WIA services state-wide, consistent with the requirements outlined in the RFP #02 DREDOWOWIA Statement of Work – STAFF REQUIREMENTS. Direct services staff shall be stationed in the local NH Works office, unless otherwise approved by the OWO Director. SNHS shall submit a staffing plan for approval by DRED/OWO by no later than June 30<sup>th</sup> of each program year. The staffing plan for Program Year 2011 is attached to this agreement.

**Reporting Requirements**

SNHS will submit timely and accurate reports consistent with the requirements outlined in the RFP#02DREDOWOWIA11 Statement of Work – PROGRAM REPORTING REQUIREMENTS.

SNHS shall be aware that fiscal invoices are due on a monthly basis (versus the quarterly requirement in previous contracts) effective at the time of contract approval by the Governor and Council.

**System Requirements**

SNHS will be responsible for maintaining adequate technology and internet access to ensure timely data entry in the state managed E-Teams WIA case management system consistent with RFP #02 DREDOWOWIA Statement of Work – PROGRAM REPORTING REQUIREMENTS (C.)

**Special Conditions**

As demonstrated by signing this contract, SNHS acknowledges and shall adhere to the terms and conditions as outlined in RFP #02 DREDOWOWIA11, SECTION VI: PROVISIONS AND DISCLAIMERS

SNHS shall also be responsible for adhering to the terms and conditions outlined in Exhibit C Special Provisions of this contract document.

Contractor Initials: GA  
Date: 9/16/11

**NH Department of Resources & Economic Development  
Office of Workforce Opportunity**

**STANDARD EXHIBIT B**

**TERMS AND CONDITIONS OF PAYMENT**

Contractor's Name: **Southern New Hampshire Services, Inc.**

Contract Period: **From date of Governor and Council approval to June 30, 2015.**

1. Subject to the Contractor's compliance with the terms and conditions of this agreement, and for services provided consistent with Exhibit A - Scope of Services, the Department of Resources & Economic Development (DRED/OWO) shall reimburse the contractor up to a maximum total payment of \$3,034,235 for FY 12, \$3,472,151 for FY 13, \$3,472,151 for FY 14, \$3,472,151 for FY 15. These amounts are further delineated as follows:

	Funding Source	Program Funds	Administration	MOU Costs	TOTAL
Program Year 2011	Adult	\$1,143,376	\$113,082	152,000	1,408,458
	Dislocated Worker	\$1,341,137	\$132,640	152,000	1,625,777
Program Year 2012*	Adult	\$1,251,427	\$123,768	152,000	1,527,195
	Dislocated Worker	\$1,631,590	\$161,366	152,000	1,944,956
Program Year 2013*	Adult	\$1,251,427	\$123,768	152,000	1,527,195
	Dislocated Worker	\$1,631,590	\$161,366	152,000	1,944,956
Program Year 2014*	Adult	\$1,251,427	\$123,768	152,000	1,527,195
	Dislocated Worker	\$1,631,590	\$161,366	152,000	1,944,956

\* Estimates based on current funding; actual funding contingent upon federal awards issued in June of each program year.

2. This contract is funded with federal funds from the US Department of Labor made available under the Catalog of Federal Domestic Assistance (CFDA) number: **17.258** WIA Adult Activities – States, and **17.278** WIA Dislocated Workers – Formula - States for the purpose of the delivery of WIA services to eligible individuals.
3. Contractor use of funds in this contract must be in accordance with Title IB Workforce Investment Act (WIA) program assurances. See Exhibit C and attachments for specifics.
4. The Contractor must have written authorization from DRED/OWO prior to using contract funds to purchase any property or equipment with a cost in excess of \$100.00 and with a useful life beyond one-year, and shall maintain an inventory of property and equipment either purchased or leased with funds made available through this contract.
5. Payments for services under this contract are limited to reimbursement for actual expenses incurred in the fulfillment of this agreement during the contract period from G&C approval date through June 30, 2015. The total payments made by DRED/OWO under this agreement shall not exceed the **sum of \$13,450,688.00 for the period of G&C approval through June 30, 2015**, unless otherwise modified by signed agreement between DRED/OWO and SNHS.

6. Expenditures shall be in accordance with an annual line item budget, which shall be submitted to DRED/OWO for final approval no later than June 30 for each program year covered under this agreement. With the exception of personnel related costs, the Contractor may amend the contract budget through line item increases, decreases or the creation of new line items provided these amendments do not exceed 20% of the original line item amount and the total contract price. Such amendments shall only be made upon written request and approval by DRED/OWO. Any adjustments in Personnel related expenses shall require the prior written approval of DRED/OWO. Adjusted budgets shall not exceed the negotiated administration costs for each program year.
7. The Contractor agrees that all financial reports shall at a minimum be itemized by administrative, program and MOU expenses.
8. Invoices must be submitted monthly **within 30 days of the end of the previous month** and be submitted in a format consistent with the approved budget. The payment of invoices is subject to receipt by DRED/OWO of required reports as stated in Exhibit A – Scope of Services.
9. A final payment request shall be submitted no later than forty-five (45) days after the contract ends. Failure to submit the invoice by this date could result in non-payment.

10. Invoices shall be sent to:

Tammy Moore, Fiscal Administrator  
 Office of Workforce Opportunity  
 Department of Resources & Economic Development  
 172 Pembroke Road/PO Box 1856  
 Concord, NH 03302-1856

Invoices shall be paid to:  
 Southern NH Services, Inc.  
 40 Pine Street  
 Concord, NH 03302-1016  
 Attention: Denise Vallancourt, Staff Accountant

11. The Contractor shall maintain sufficient documentation on file in their offices to support invoices, and make such documentation available for review by authorized DRED/OWO staff and/or its auditors.
12. The Contractor shall report expenditures by program year and will be responsible for achieving the financial performance goal of 100% expenditure of total funds awarded in this agreement for each program year funded (e.g., July 1st –June 30<sup>th</sup>), unless otherwise agreed to in writing by DRED/OWO.
13. DRED/OWO reserves the right to request ad hoc financial and/or participant status reports in the event further information is needed to evaluate program effectiveness as deemed reasonable and necessary by DRED/OWO and/or the State of New Hampshire.
14. The Contractor shall adhere to all cash management policies and procedures stipulated in the body of this agreement, and all other applicable WIA federal, State and DRED/OWO cash management regulations and policies.

Contractor Initials: GM  
 Date: 8/16/11

15. The Contractor is solely responsible for paying to DRED/OWO any disallowed costs associated with the misappropriation of federal funds and/or costs expended on individuals who were erroneously determined to be eligible for WIA services. Disallowed costs may not be paid with federal funds, regardless of the funding source.
16. DRED/OWO reserves the right to increase and/or decrease contract funds subject to continued availability of federal funds, satisfactory performance of services, and approval by the Governor and Executive Council.
17. The Contractor is prohibited from using federal funds awarded under this contract for the following items and/or activities: automobiles; lobbying; real property and improvements; cost of interest payments; membership dues; professional license; annual professional dues or fees; finance charges, late fees or penalties; and depreciation charges. This is not intended to be an all-inclusive list, the contractor must review any proposed cost outside of the approved line item budget with the Director for the Office of Workforce Opportunity.



**NH Department of Resources & Economic Development  
Office of Workforce Opportunity**

**STANDARD EXHIBIT C**

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**SPECIAL PROVISIONS**

**Contractors Obligations:** The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
2. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the DRED for that purpose and shall be made and remade at such times as are prescribed by the DRED.
3. **Documentation:** In addition to the determination forms required by the DRED, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the DRED requests. The Contractor shall furnish DRED with all forms and documentation regarding eligibility determinations that DRED may request or require.
4. **Grievance Procedures/Customer Complaints:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with the required grievance policy.
  - a. The Contractor shall ensure that all applicants for WIA funded services receive a written grievance procedure notice, and that a signed copy attesting to the receipt of this information is included in each applicant's hard copy file.
  - b. The Contractor shall ensure that all personnel funded with WIA funds are trained in the grievance policy and procedure applicable for the funding source supporting this contract agreement.
  - c. The Contractor shall ensure that the DRED (Office of Workforce Opportunity) EO Officer is informed immediately of any formal grievance filed by a program applicant or participant.
  - d. The Contractor shall respond either verbally or in writing to any complaint that does not constitute a formal grievance within two days from receipt of such complaint.
5. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received

by any officials, officers, employees or agents of the Contractor/Sub-Contractor.

6. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
7. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:
  - a. **Fiscal Records:** books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to DRED, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by DRED.
  - b. **Statistical Records:** Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to DRED to obtain payment for such services.
  - c. **Record Retention:** Complete paper ("hard copy") participant files shall be maintained by the contractor for no less than three years as required under federal regulation. DRED may require the retention of hard copy files for up to six years, if the participant file is selected for a data validation review. The Contractor shall not destroy any participant files without written permission from DRED.
8. **Audit:** Contractor shall submit an annual audit report to DRED within 60 days after the close of the agency fiscal year. The report must be prepared in accordance with the provisions of the Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non-Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.
  - a. **Audit and Review:** During the term of this Contract and the period for retention hereunder, DRED, the United States Department of Labor, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.
  - b. **Audit Liabilities:** In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to DRED, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.
9. **Confidentiality of Records:** The Contractor agrees to maintain the confidentiality of any information regarding participants and their immediate families that may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other source. Without the permission of the applicant/participant such information shall be divulged only as

necessary for purposes related to the performance or evaluation of this agreement, and to persons having responsibilities under the agreement.

- a. The Contractor is responsible for taking reasonable steps to ensure the physical security of such data under its control.
  - b. The Contractor is responsible for ensuring each of its employees, vendors or sub-recipients having any involvement with personal data or other confidential information are informed in the laws and regulations relating to confidentiality.
  - c. Each employee funded through this contract agreement shall be required to sign a confidentiality statement provided by DRED.
10. **Reports: Program and Fiscal:** The Contractor agrees to submit the following reports at the following times if requested by the DRED.
- a. **Quarterly Progress Reports:** Written reports containing a detailed description of all planned verses actual program performance to the date of the report and containing such other information as shall be deemed satisfactory by the DRED to justify the rate of payment hereunder. Such Reports shall be submitted on the form designated by the DRED or deemed satisfactory by the DRED.
  - b. **Annual Report:** An annual report shall be submitted within thirty (30) days after the end of the term of this Contract. The Report shall be in a form satisfactory to the DRED and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the DRED.
11. **Completion of Services:** The Contractor will be legally obligated to turn over complete data files in the specified electronic format, as well as hard copy case files, to DRED at the time that the Contractor ceases to operate the program/project funded through this contract agreement.
12. **Credits:** All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:
- The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Resources & Economic Development, with funds provided by the United States Department of Labor.
13. **Veterans' Priority Provisions:** The Contractor agrees to comply with the provisions of the "Jobs for Veterans Act" (JVA), Public Law 107-288 (38 USC 4215), as implemented by the Final Rule published on December 19, 2008 at 73 Fed. Reg. 78132. The JVA provides priority of service to veterans and spouses of eligible veterans for the receipt of employment, training, and placement services. Agreement by a program operator to implement priority of service is a condition of receipt of DOL funds.
14. **Buy American Notice Requirement:** To the greatest extent practicable, and the extent to which purchases are allowable in this agreement, the Contractor agrees to purchase American made equipment and products. (See WIA Section 505—Buy American Requirements).
15. **Salary and Bonus Limitations:** In compliance with Pub. L. 111-117 (Division D, sec. 107), none of the funds made available under this agreement shall be used by the Contractor, or sub-recipient of the Contractor to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II.

16. **Intellectual Property Rights:** The Federal Government reserves a paid-up, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use for federal purposes: i) the copyright in all products developed with WIA funds, including a sub-grant or contract under the Contractor; and ii) any rights of copyright to which the Contractor purchases ownership with WIA funds (including but not limited to curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise. Federal funds may not be used to pay any royalty or licensing fee associated with such copyrighted material, although they may be used to pay costs for obtaining a copy which is limited to the developer/seller costs of copying and shipping. If revenues are generated through selling products developed with Contract funds, including intellectual property, these revenues are program income. Program income is added to the Contract and must be expended for allowable Contract activities.
17. **Mandated Data Entry Systems:** The Contractor will be legally obligated to enter data required by DRED and/or the US Department of Labor, relating to all participants served during the contract period in the case management system mandated by DRED. (e.g., E-Teams for WIA services). Contractors shall be responsible for keeping participants files up-to-date, especially in time to meet quarterly reporting deadline requirements.
18. **Disallowed Costs:** The Contractor will be solely responsible for paying DRED any and all disallowed costs associated with the misappropriation of federal funds and/or costs expended on participants who were erroneously determined to be eligible for services. Disallowed costs may not be paid with any other federal funds.

*[Handwritten signature]*  
                      
10.16.11

**NH Department of Resources and Economic Development**

**STANDARD EXHIBIT D**

**CERTIFICATION REGARDING LOBBYING**

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

**US DEPARTMENT OF LABOR - CONTRACTORS**

Programs (indicate applicable program covered):

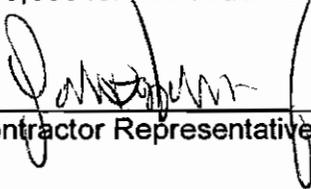
Title IB Workforce Investment Act (WIA) Programs

Contract Period: Date of Governor & Council Approval through June 30, 2015

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

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

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



(Contractor Representative Signature)

Gale F. Hennessy, Executive Director

(Authorized Contractor Representative Name & Title)

Southern NH Services, Inc.

(Contractor Name)

8-16-11

(Date)



# NH Department of Resources and Economic Development

## STANDARD EXHIBIT E

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

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

#### INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Resources & Economic Development (DRED) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DRED determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DRED may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to DRED to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DRED.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and

Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Non-procurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DRED may terminate this transaction for cause or default.

#### **PRIMARY COVERED TRANSACTIONS**

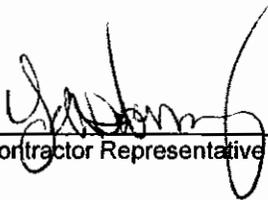
- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - (b) have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c) are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

**LOWER TIER COVERED TRANSACTIONS**

By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:

- (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
- (b) where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).

The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

  
\_\_\_\_\_  
(Contractor Representative Signature)

Gale F. Hennessy, Executive Director  
\_\_\_\_\_  
(Authorized Contractor Representative Name & Title)

Southern NH Services, Inc.  
\_\_\_\_\_  
(Contractor Name)

8/10/11  
\_\_\_\_\_  
(Date)



**NH Department of Resources and Economic Development**

**STANDARD EXHIBIT F**

**CERTIFICATION REGARDING  
COMPLIANCE WITH SECTIONS 504 OF THE REHABILITATION ACT OF 1973, as  
AMENDED AND AMERICANS WITH DISABILITIES ACT OF 1990**

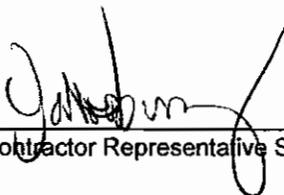
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The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

The Contractor hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, and American's with Disabilities Act of 1990, as amended, and all requirements imposed by the applicable regulations (45 CFR Part 84) and guidelines and interpretations issued pursuant thereto.

Pursuant to subsection 84.5(a) of the regulations (45 CFR 84.5(a)), the Contractor gives this Assurance in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, (except procurement contracts and contracts of insurance or guaranty), property, discounts, or other federal financial assistance extended by DRED after the date of this Assurance, including payments or other assistance made after such date on applications for federal financial assistance that were approved before such date. The Contract recognizes and agrees that such federal financial assistance will be extended in reliance on the representation and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means. This Assurance is binding on the Contractor, its successors, transferees, and assignees, and the person or person whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which federal financial assistance is extended to it by DRED or, where the assistance is in the form of real property for the period provided for in subsection 84.5(b) of the regulation (45CRF 84.5(b)).

  
\_\_\_\_\_  
(Contractor Representative Signature)

**Gale F. Hennessy, Executive Director**  
\_\_\_\_\_  
(Authorized Contractor Representative Name & Title)

**Southern NH Services, Inc.**  
\_\_\_\_\_  
(Contractor Name)

**8-16-11**  
\_\_\_\_\_  
(Date)



# NH Department of Resources and Economic Development

## STANDARD EXHIBIT G

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

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

#### BUSINESS ASSOCIATE AGREEMENT

(1) Definitions.

- a. "Breach" shall have the same meaning as the term "Breach" in Title XXX, Subtitle D. Sec. 13400.
- b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164.
- i. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).

- j. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.501.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreasonable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

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

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, the Business Associate shall not, and shall ensure that its directors, officers, employees and agents, do not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
  - I. For the proper management and administration of the Business Associate;
  - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
  - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HITECH Act, Subtitle D, Part 1, Sec. 13402 of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide

services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

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

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

- a. Business Associate shall report to the designated Privacy Officer of Covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, including any security incident involving Covered Entity data, in accordance with the HITECH Act, Subtitle D, Part 1, Sec. 13402.
- b. The Business Associate shall comply with all sections of the Privacy and Security Rule as set forth in, the HITECH Act, Subtitle D, Part 1, Sec. 13401, and Sec.13404.
- c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section (3) b and (3) k herein. The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision #13 of this Agreement for the purpose of use and disclosure of protected health information.
- e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- f. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.

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

**(4) Obligations of Covered Entity**

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

disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) **Termination for Cause**

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

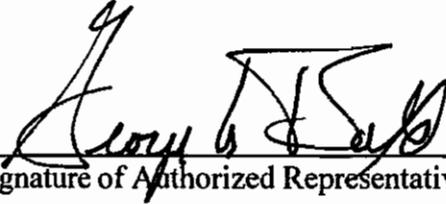
(6) **Miscellaneous**

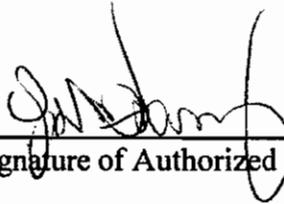
- a. **Definitions and Regulatory References.** All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, and the HITECH Act as amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. **Amendment.** Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. **Data Ownership.** The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. **Interpretation.** The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule and the HITECH Act.
- e. **Segregation.** If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. **Survival.** Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section 3 k, the defense and indemnification provisions of section 3 d and standard contract provision #13, shall survive the termination of the Agreement.

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

NH Depart. of Resources & Economic Development  
The State Agency Name

Southern NH Services, Inc.  
Name of the Contractor

  
Signature of Authorized Representative

  
Signature of Authorized Representative

George M. Bald, Commissioner  
Name of Authorized Representative

Gale F. Hennessy, Executive Director  
Name of Authorized Representative

8/17/11  
Date

8-18-11  
Date

# NH Department of Resources and Economic Development

## STANDARD EXHIBIT H

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

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

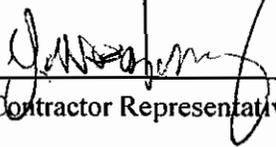
In accordance with 2 CFR Part 170 (*Reporting Sub-award and Executive Compensation Information*), the Department of Resources and Economic Development (DRED) must report the following information for any sub-award or contract award subject to the FFATA reporting requirements:

- 1) Name of entity
- 2) Amount of award
- 3) Funding agency
- 4) NAICS code for contracts / CFDA program number for grants
- 5) Program source
- 6) Award title descriptive of the purpose of the funding action
- 7) Location of the entity
- 8) Principle place of performance
- 9) Unique identifier of the entity (DUNS #)
- 10) Total compensation and names of the top five executives if:
  - a. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - b. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (*Reporting Sub-award and Executive Compensation Information*), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Resources and Economic Development and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

	Gale F. Hennessy, Executive Director
(Contractor Representative Signature)	(Authorized Contractor Representative Name & Title)
Southern NH Services, Inc.	8/16/11
(Contractor Name)	(Date)

FORM A

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

1. The DUNS number for your entity is: 088584065 ~~GA~~

2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements?

YES  \_\_\_\_\_

NO \_\_\_\_\_

**If the answer to #2 above is NO, stop here**

**If the answer to #2 above is YES, please answer the following:**

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

YES  \_\_\_\_\_

NO \_\_\_\_\_

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

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

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

Name: \_\_\_\_\_

Amount:

# NH Department of Resources and Economic Development

## STANDARD EXHIBIT I

### CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

#### ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

##### US DEPARTMENT OF LABOR - CONTRACTORS

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to: NH Department of Resources & Economic Development, Office of Workforce Opportunity, 172 Pembroke Road, Concord, NH 03302.

- (A) The grantee certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about—
    - (1) The dangers of drug abuse in the workplace;
    - (2) The grantee's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—
  - (1) Abide by the terms of the statement; and
  - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—
  - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

(B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance: NH Works Offices located throughout the State; 45 Pine St. Manchester, NH

**Period Covered by this Certification:** From: Date of G&C Approval To: June 30, 2015

**Contractor Name:** Southern NH Services, Inc.

**Name & Title of Authorized Contractor Representative:** Gale F. Hennessy, Executive Director

**Contractor Representative Signature:**



**Date:** 8/16/11

# NH Department of Resources and Economic Development

## STANDARD EXHIBIT J

### STATEMENT OF CONFIDENTIALITY

Every client has the right to privacy and confidentiality of his or her record. Information contained in an individual's case record is designated confidential under state and federal law.

All staff and employees of the Department of Resources and Economic Development (DRED), including agencies under contract with DRED, are under an equal obligation to treat as confidential any information they may acquire, by any means, about an applicant, a recipient or former recipient.

The fact that an individual is a current or past participant in any US Department of Labor funded program administered by DRED is considered confidential information. Information about a client may be shared among staff of DRED (or contract agency) only as is necessary for the administration of the program(s) from which the individual is receiving services.

No information is to be shared outside of DRED (or the contract agency) with anyone except with the informed written authorization of the client or the person authorized to give consent on the client's behalf. Clients must be advised of the information that will be shared and the time period this sharing will take place.

Contract agencies and DRED shall share information with one another that is related to the service(s) provided and administration of the program as described in the contract without an additional release.

Without a specific release, discussions cannot include mention of any client names or facts that would identify an individual. Information cannot be given over the phone unless it is given directly to the client or an individual whom the client has designated, in writing, to act in their behalf. This prohibition applies to police officers, legislators, lawyers and others who assert a need to know confidential information. All third parties must provide written authorization of the client to discuss or receive confidential information.

Breaches of confidentiality will be regarded as a serious offense and grounds for disciplinary action.

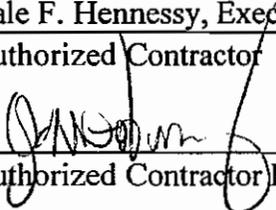
The contractor agrees to ensure that a signed confidentiality form is placed in the personnel file of all staff funded with Workforce Investment Act funds.

Southern NH Service, Inc.

\_\_\_\_\_  
Contractor Name

Gale F. Hennessy, Executive Director

\_\_\_\_\_  
Authorized Contractor Representative Name and Title

  
\_\_\_\_\_  
Authorized Contractor Representative Signature



# NH Department of Resources & Economic Development

## STANDARD EXHIBIT K

### WIA ASSURANCES AND CERTIFICATIONS- 2011

The contractor assures and certifies that they will comply with:

1. WIA Statute: The Workforce Investment Act of 1998, Public Law 105-220, is incorporated herein as if fully written.
2. WIA Regulations, Title 20 Code of Federal Regulations (CFR), Part 652 et al. Workforce Investment Act (WIA); Final Rules dated August 11, 2000.
3. Federal Standards and Uniform Administrative Requirements for State and Local Governments, Institutions of Higher Education and Other Non-Profit Organizations Title 29 CFR, Parts 95 or 97, and OMB Circulars A-21, A-87, or A-122.

In addition, all procurement contracts and other transactions must be conducted only on a cost reimbursement basis. No provision for profit is allowed. A modified cost reimbursement process, which allows for regular estimated payments, is permitted as long as a reconciliation of expenses and cash drawn is conducted no less frequently than quarterly.

4. WIA State Policy All the terms and conditions of its contract with DRED and the State of New Hampshire Unified Workforce Development Plan as said plan applies to the program services provided by the sub-recipient/contractor are by this reference incorporated herein as if fully written.

Further, the sub-recipient/contractor shall abide by and follow the directions of the WIA Policy and Procedures developed by DRED as issued and/or all subsequent WIA Policy and Procedure revisions and modifications thereto.

Hereinafter, the term "WIA Policy" is inclusive of the contract, plan, policies, and procedures previously mentioned, unless otherwise specified.

5. Conflict In the event that a term or condition of this contract is incompatible with WIA authorizing legislation, applicable Federal Regulations, and State Policy, then the terms of WIA shall supersede that term or condition and govern the performance of the parties under that part.
6. Amendments The sub-recipient/contractor further assures and certifies that if the Federal Regulations or State Policy is amended, it shall comply with same or notify DRED in writing within 15 days after promulgation of the amendments that it cannot so comply, so that DRED may take such action, as it deems necessary.

It is the responsibility of DRED to notify the sub-recipient/contractor in writing of any proposed or promulgated amendments of the Act, Federal Regulations, or State Policy to allow the sub-recipient/contractor a reasonable time to effect compliance.

7. Other Applicable Statutes The sub-recipient/contractor shall comply with the provisions of:

29 CFR Part 93 Restrictions on Lobbying

29 CFR Part 98 Government wide Debarment and Suspension, Requirements for a Drug Free Workplace

29 CFR Part 37 Nondiscrimination and Equal Opportunity Requirements

OMB Circular A-133 Audits of States, Local Governments, and Non-Profit Organizations

The Americans with Disabilities Act of 1990 (Pub. L. 101-336, 104 Stat. 327, 42 U.S.C. 12101-12213 and 47 U.S.C. 225 and 611)

Hatch Act (5 U.S.C. Subsection 1501-1508 and 7324-7328) which limits the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds

Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 as amended (P.L.91-616)

Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. Section 794, 29 CFR Part 32)

Title IX of the Education Amendments Act of 1972, as amended (20 U.S.C. Subsection 1681-1683, and 1685 and 1686)

The Age Discrimination Act of 1975 as amended (42 U.S.C. Section 6101-6107)

Title VI of the Civil Rights Act of 1964 (P.L. 88-352 / 29 CFR Part 31)

Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255) as amended

Davis-Bacon Act (40 U.S.C. Subsection 276a to 276a-7) regarding labor standards for federally assisted construction sub-agreements

Copeland Act (40 U.S.C. Subsection 276C and 18 U.S.C. Subsection 874) regarding labor standards for federally assisted construction sub-agreements

Contract Work Hours and Safety Standards Act (40 U.S.C. Subsections 327-333) regarding labor standards for federally assisted construction sub-agreements

Occupational Safety and Health Act, including State and Federal law which are applicable to similarly employed employees of the same employer who are not participants in programs under WIA.

Implementation of the Priority of Service provisions of the Jobs For Veterans Act (73 Fed. Reg. 78132)

8. Political Activities The sub-recipient/contractor shall not provide financial assistance for any program under this Act which involves the following political activities:

No participant may engage in any political activities during hours for which the participant is paid with funds under the Act.

No participant may, at any time engage in any political activities in which such participant represents himself/herself as a spokesperson of any program under this Act.

No participant may be employed or out stationed in the Office of a member of Congress, of a state or local legislator or on any staff of a legislative committee.

No participant may be employed or out stationed in the immediate office of any chief-elected executive official (or officials, if the office of chief executive is shared by more than one person) of the State or unit of general local government, except that:

- Sub-recipient/contractors in rural areas may employ participants in such positions provided that documentation is presented to and approved by DRED which makes clear that such positions are non-political; and
- Where positions are technically in such office, but are actually program activities not in any way involved in political functions, documentation attesting to the non-political nature of the position is to be provided to DRED for approval prior to enrollment of participants in such positions.

Sub-recipient/contractors shall develop safeguards to ensure that participants placed in these positions are not involved in political activities.

9. Nepotism No individual may be placed in a WIA employment activity if a member of his/her immediate family is engaged in

an administrative capacity for the employment agency.

To the extent that an applicable State or local legal requirement regarding nepotism is more restrictive than this provision, such State or local requirement shall be followed.

"Administrative capacity" includes those persons who have overall administrative responsibility for a program, including: all elected and appointed officials who have any responsibility for the obtaining of and/or approval of any grant funded under the Act, as well as other officials who have influence or control over the administration of the program, such as project directors, and persons who have selection, hiring, placement or supervisory responsibilities for participants.

"Immediate family" means wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, and stepchildren.

10. Political Patronage The sub-recipient/contractor shall not select, promote, or reject a participant, vendor, or sub-recipient/contractor based on political affiliations or belief. The selection or advancement of employees as a reward for political services or as a form of political patronage is prohibited whether or not the political service or patronage is partisan in nature.
11. Conflicts of Interest The sub-recipient/contractor shall be aware of, and abide by, any and all conflict of interest policies currently in place, or later established by DRED.
12. Kickbacks No officer, employee, or agent of any sub-recipient/contractor shall solicit or accept gratuities, favors, or anything of monetary value from any actual or potential participant or any of its potential sub-sub-recipient/contractors.
13. Unionization and Anti-unionization Activities/Work Stoppages

No funds under the Act shall be used in any way to either promote or oppose unionization.

No individual shall be required to join a union as a condition for enrollment in a program in which only institutional training is provided, unless such institutional training involves individuals employed under a collective bargaining agreement, which contains a union security provision.

No participant may be referred to or placed into, or remain working in any position which is affected by labor disputes involving work stoppage. If such a work stoppage occurs during the grant period, participants in affected positions must: (a) be relocated to positions not affected by the dispute; (b) be suspended through administrative leave; or (c) where participants belong to the labor union involved in the work stoppage, be treated in the same manner as any other union member except such members must not remain working in the affected position. The sub-recipient/contractor shall make every effort to relocate participants, who wish to remain working, into suitable positions unaffected by the work stoppage.

14. Fees No funds under this Act shall be used for payment of a fee charged to an individual for the placement of that individual in a training or employment program under the Act. The sub-recipient/contractor shall not charge a fee to any individual for the referral or placement of that individual in any program.
15. Consultation with Labor Organizations Any assistance program conducted with funds made available under this Act, which will provide services to a substantial number of members of a labor organization, shall be established only after full consultation with such labor organizations.
16. Displacement Funds provided under this Act shall only be used for activities that are in addition to those which would otherwise be available in the area in the absence of such funds.

No currently employed worker shall be displaced by any participant (including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits).

WIA participants will not be enrolled in employment activities, which violate existing contracts for services or collective bargaining agreements. Where an employment activity would violate a collective bargaining agreement, the affected labor organization, and employer must provide written concurrence before the employer activity can be undertaken.

No participant shall be employed or a job opening filled: (1) when any other individual is on layoff from the same or any substantially equivalent job within the same organizational unit, or (2) when the employer has terminated the employment of any regular employee or otherwise reduced its work force with the intention of filling the

vacancy so created by hiring a participant whose wages are subsidized under this Act.

No jobs shall be created in a promotional line that will infringe in any way upon the promotional opportunities of currently employed individuals.

Regular employees or program participants alleging displacement may file a complaint.

17. **Financial Management** GAAP shall be used, or in absence of such system, the sub-recipient/contractor shall maintain a financial and accounting system that provides adequate internal controls and records to allow DRED, USDOL, State auditors, etc. to audit and monitor the sub-recipient/contractor's programs.

Bank accounts shall have FDIC coverage.

Funding advances are discouraged. Cost reimbursement is the preferred method. However, should advances be approved, minimal time between fund requests and expenditures shall exist, and in NO event shall advances exceed 10% of sub-recipient/contractor's contract.

All grant expenditures shall be supported with source documentation such as cancelled checks, invoices, etc.

Sufficient internal controls shall exist to prevent fraud and program abuse.

Any person with knowledge of fraud, abuse, or criminal activity shall report such activity to DRED within three (3) working days of obtaining such knowledge.

18. **Program Income** The addition method shall be required for use of all program income earned under WIA grants. The cost of generating program income shall be subtracted from the amount earned to establish the amount of the program income available for use under the grants.
19. **Record Retention** The sub-recipient/contractor shall retain all records pertinent to the grant including participant, employee, financial, statistical, and non-expendable property records and supporting documents for a period of three years beginning on the date of the sub-recipient/contractor's submission of the final report to DRED, or for up to six years if selected for Data Validation review.

If, prior to the expiration of the three-year retention period, any litigation or audit is begun or a claim is instituted involving the grant covered by the records, the sub-recipient/contractor shall retain the records beyond the three-year period until the litigation, audit findings, or claim has been finally resolved;

Upon written request of DRED, records with long-term retention value (beyond the six-year period) shall be transferred to DRED;

The sub-recipient/contractor shall carry out the destruction or disposal of any or all documentation, in a manner so as to preserve the confidentiality of said material;

Records including books of account for the expenditure of WIA funds to enable DRED, the State, or USDOL to audit and monitor the program.

Records concerning each employee and participant involved in a WIA program. Records shall provide information required by DRED and outlined in the contract.

The sub-recipient/contractor shall observe the Federal and State regulatory policies regarding public access to records and confidentiality of personnel records maintained for a program under this grant.

20. **Title to Property** Title to any and all real or non-expendable personal property received or acquired by the sub-recipient/contractor under this grant or through use of funds or proceeds from funds provided under this grant are subject to the terms and conditions of use and disposition as set forth in 29 CFR, Part 97, Subsections 97.31 and 97.32 through 97.34 and State surplus property regulations.
21. **Relocations** The sub-recipient/contractor shall not use funds under the Act to assist in relocating

establishments, or parts thereof, from one area to another unless such relocations will not result in an increase in unemployment in the area of original location or in any other area.

22. Program Management The sub-recipient/contractor shall monitor its programs monthly.

Written policies and procedures shall be established, implemented, in effect, and followed.

Policies shall include procedures for collecting performance information, assessing performance problems, developing, and implementing appropriate remedial actions, and shall provide descriptions of each activity and service provided under the contract.

Sufficient management systems shall exist to provide regular and continuous assessment and monitoring of all program and fiscal systems covered under the contract, as well as grievance and hearing procedures. Monitoring shall ensure compliance with the Act, federal regulations, state policy, and any subsequent amendments thereto, and shall assessments include any and all subcontractors. Sub-recipient/contract shall take appropriate corrective actions on any of the above issues, if necessary.

Between regularly scheduled reporting dates, written notification of problems, delays, or other adverse conditions, which may materially affect contract performance, shall be submitted to DRED. Such notification shall include a statement of remedial actions taken or contemplated, and any assistance needed from DRED to resolve the situation. Should favorable developments or events occur, such information shall also be submitted to DRED.

The sub-recipient/contractor shall fully cooperate with authorized DRED and Federal representatives who visit to review program accomplishments and/or provide technical assistance.

23. DRED Monitoring and Evaluation of Sub-recipient/contractors DRED will periodically monitor / evaluate and review through on-site visits, and program administration and management practices supported with funds under the Act in order to ensure compliance with the Act, the Regulations and the terms of any subcontracts entered into under the contract. Examples of monitored areas are:

- Reviewing all systems for controlling program administration
- Reviewing pay records and attendance reports to ensure controls are established for preventing unauthorized payments
- Interviewing participants
- Examining work sites and work conditions
- Reviewing plans and procedures and sub-recipient/contractor capability to carry out programs and activities
- Monitoring sub-recipient/contractor maintenance of records on all expenditures of funds
- Reviewing EEO procedures as applicable
- DRED will document its findings and make recommendations for corrective action whenever it identifies noncompliance with the Act Regulations, or terms of the contract.
- The sub-recipient/contractor shall review all material submitted to it by DRED and respond to DRED with respect to the action taken or planned in response to the recommendations made.

24. Sub-recipient/Contractor monitoring The sub-recipient/contractor is responsible for monitoring all of its subcontractors to ensure compliance with:

- The Act and the Regulations
- The provisions of its contract
- The provisions of agreements awarded by it

All monitoring activities shall be appropriately documented and reported to DRED.

25. Bonding Sub-recipient/contract shall show evidence of a bond (or self-insured status) for every officer, director, agent, or employee of the sub-recipient/contractor or its sub- sub-recipient/contractors, if any, authorized to act on behalf of the sub-recipient/contractor or its sub-sub-recipient/contractors for the purpose of receiving or depositing funds into program accounts, or issuing financial documents, checks, or other instruments of payments for program costs. The amount of the coverage shall be \$100,000.00.

26. Eligibility The sub-recipient/contractor shall establish effective systems to ensure accurate participant eligibility review determinations exist. Changes in eligibility status may only be done by designated eligibility staff.
27. Assessment – Once enrolled, the sub-recipient/contractor shall make or have made a more detailed assessment for each participant. Specific assessment requirements are outlined in the contract body.
28. Participants Rights and Benefits Every participant, prior to entering a WIA activity shall be informed of that individual's rights and benefits in connection with the activity including but not limited to:
- Working conditions: Nondiscrimination;
  - Confidentiality of personnel participant information;
  - Personnel policies applicable to the individual participant's circumstances;
  - The WIA complaint and Hearing Procedure; and if the participant is still active in a partners' services, the sub-recipient/contractor must provide information pertinent to the complaint to DRED, and attend and testify on behalf of DRED at the fair hearing if so requested; and
  - The complaint procedures provided by the sub-recipient/contractor. (O.J.T. participants will first follow specific complaint hearing procedures of their employers.)
29. Termination Nothing in this section shall restrict a sub-recipient/contractor from effecting terminations for cause, or from effecting suspensions or transfers; under such terms and conditions determined appropriate under the Policy and/or directions of DRED. If a participant is being terminated involuntarily and for cause other than completion of program intent, the sub-recipient/contractor shall provide the participant with written notice of the impending termination from his/her particular program activity or from the total WIA program and a contact person for questions and further information at least two (2) weeks prior to the effective date of termination. A dated copy of the notice shall be maintained in the participant's file. The sub-recipient/contractor will cooperate in assisting DRED staff in conciliation if so warranted.
30. Payment of Wages Participants in On-the-Job Training shall be compensated by the employer at such rates, including periodic increases, as are reasonable, considering such factors as industry, geographic region, and the participant's skills. In no event shall the wage rate be less than the highest of the following:
- The minimum wage rate specified in section (6) (a) (1) of the Fair Labor Standards Act;
- The prevailing wage rate for persons similarly employed;
- The minimum entrance wage rate for inexperienced workers in the same occupation in the establishment or, if the occupation is new to the establishment, the prevailing entrance wage rate for the occupation in other establishments in the area;
- The wage rate required by an applicable collective bargaining agreement; or
- The prevailing wage rate established by the Department of Labor in accordance with the Davis-Bacon Act
31. Working Conditions Each participant shall be assured that: Conditions of employment and training shall be appropriate and reasonable, in light of such factors as the type of work, geographical region and proficiency of the participant;
- No participant shall be required or permitted to be trained or receive services in buildings or surroundings or under work conditions, which are unsanitary, hazardous, or dangerous to the participant's health or safety. The sub-recipient/contractor agrees to abide by all relevant Federal and State "Safety" laws. Participants employed or trained for inherently dangerous occupations, e.g., fire or police jobs, shall be assigned to work in accordance with reasonable safety practices;
- All individuals employed in subsidized jobs shall be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work; and:
- No funds available under this Act may be used for contributions on behalf of any participant to retirement systems or plans.
32. Confidential Information Where possible, the identity of any person who has furnished information relating to, or

assisted in, an investigation of a possible violation of the Act will be held in confidence. Where the disclosure of the person's identity is essential to assure a fair determination of the issues or where necessary to effectively accomplish responsibilities under the Act, the Inspector General, the Solicitor, Regional Administrator for WIA, the Administrative Law Judge, New Hampshire State Judiciary or DRED Hearing Officer presiding over a hearing in which the matter arises, may disclose such identity upon such conditions as shall promote the continued receipt of confidential information by DRED and effectuate the protection and policies of the Act. No person is entitled under the Act, the Regulations, or terms and conditions of this grant because such person has filed any complaint instituted or caused to be instituted and proceeding under or related to the Act, has testified or is to testify in any such proceedings or investigation or has provided information or assisted in an investigation.

33. Access to Records/Audits All WIA records shall be accessible to authorized Federal and State staff. Further, if subject to an audit performed under the guidelines of Federal Office of Management and Budget Circular A-133, such audit shall include any and all funds provided by DRED to sub-recipient/contractor during the period of time covered by such audit. Sub-recipient/contractor assures that a copy of the final audit, which pertains to such funds, shall be forwarded to DRED within thirty (30) days following the final audit's issuance date.
34. Sanctions In the event of noncompliance with the contract or these Assurances, DRED may, with written notice to the sub-recipient/contractor stating the reasons therefore, immediately terminate, suspend or transfer all or part of the funding provided under this contract or take action, or direct such other action be taken by the sub-recipient/contractor, pertaining to program or financial operations as DRED deems necessary. If the sub-recipient/contractor has been found to be in violation of the non-discrimination and/or equal opportunity provisions of WIA, DRED shall follow their policy, based on the administrative procedures set forth in 29 CFR part 37.
35. Reimbursement to DRED The sub-recipient/contractor shall be responsible for refund, repayment, and reimbursement for funds under the following conditions:

When any or all monies provided under this contract or under any previous contract have been expended by the sub-recipient/contractor in a manner or for a purpose determined by DRED as a result of audit or monitoring to be in violation of the provisions of the contract, Act, Federal Regulation, or State Policy, such sum shall be due and owing to DRED and shall be repaid to DRED immediately, upon demand, from non-federal funds; and

When any cost charged to or any expenditure of, funds or proceeds of funds provided under this contract or under previous contract is not supported, documented or otherwise accounted for by the sub-recipient/contractor as required by the contract, Act, Federal Regulations, or State Policy, and is determined by DRED not to be an allowable or allocable cost or expenditure, such sum shall be due and owing DRED and shall be repaid to DRED immediately, upon demand, from non-federal funds.

36. Additional Standards DRED may, in lieu but not to the exclusion of suspension or termination, or transfer, impose additional standards of performance on the sub-recipient/contractor if DRED determines on the basis of monitoring, audits or evaluation, that the sub-recipient/contractor has a history of poor performance; is not financially stable; or has a management system which does not meet DRED standards as set forth in this contract.

A meeting between DRED and the sub-recipient/contractor will occur for discussion of DRED's concerns regarding the sub-recipient/contractor's performance before DRED imposes additional standards of performance upon the sub-recipient/contractor.

In imposing additional standards of performance, DRED shall notify the sub-recipient/contractor of the additional standards imposed; an explanation as to why the standards are needed; and any corrective actions, which must be taken, by the sub-recipient/contractor to have the additional standards removed.

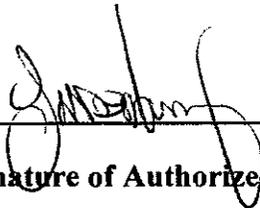
37. Cessation or Transfer of Activities In the event of notification to the sub-recipient/contractor of termination, suspension or transfer by DRED, the sub-recipient/contractor shall, at the direction of DRED, immediately cease and desist from any and all expenditure, commitment or encumbrance of any and all monies received by the sub-recipient/contractor under this or any previous contract with DRED. Any monies so received by this sub-recipient/contractor and remaining at the time of termination, suspension, or transfer shall be immediately refunded or otherwise disposed of by the sub-recipient/contractor in accordance with the directions of DRED.

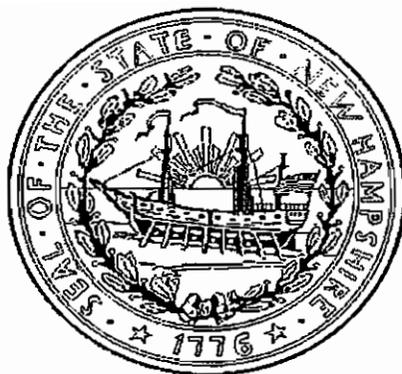
In the event of termination, suspension or transfer, the sub-recipient/contractor warrants that it will fully

cooperate with and provide all reasonable assistance to DREID in effecting or maintaining continuity of services to participants, including, but not limited to, the efficient and orderly transfer of services, benefits, funds, and administration of programs and activities to such other parties or organizations as directed by DREID.

To the extent that reasonable and allowable expenses are incurred after the cessation of the contract in effecting and maintaining continuity of participant services as above described and there having been no funding already provided to cover these expenses by DREID the sub-recipient/contractor shall be reimbursed for those expenses.

**By signing below, I certify that Southern NH Services, Inc. currently complies with each of the listed requirements and will remain in compliance for the duration of the contract period.**

 \_\_\_\_\_ 5-16-11 \_\_\_\_\_  
**Signature of Authorized Representative** **Date**



**State of New Hampshire**  
**Department of Resources & Economic Development**

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***REQUEST FOR PROPOSALS***

**Office of Workforce Opportunity**  
**Workforce Investment Act Title IB**  
**Services to Adult and Dislocated Workers**

RFP # 02-DREDOWOWIA  
Release Date: June 14, 2011  
Due Date: July 18, 2011

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## **SECTION V: STATEMENT OF WORK**

Successful Contractors to this RFP must demonstrate the capacity to successfully manage statewide services consistent with the NH Works one-stop service delivery model; commit to several program elements deemed by the Board to be required components of the Adult and Dislocated Worker program design; and recognize the direct oversight and leadership role that DRED shall maintain in managing service delivery contracts.

### **ORGANIZATION/AGENCY REQUIREMENTS**

- A. Service delivery may be operated under a contract with any private, non-profit agency, governmental organization, education facility, or private-for-profit organization with certain restrictions. To be eligible to operate such a program, an agency or organization must have the management capacity to administer a complicated Federal Grant Program statewide, and demonstrated experience in the operation of employment and training programs on a statewide level.
- B. Only costs directly related to the operation of the grant program, and properly justified with supporting documentation will be allowable charges to this program. Required supporting documentation such as properly completed time cards, time sheets, travel reports, invoices, receipts, etc., must be maintained. Funds provided under WIA shall not be used to supplant or duplicate facilities or services available in the area from federal, state, or local sources.
- C. The Contractor must be able to demonstrate a working knowledge of the Act, Final Rules and Regulations, the key program services required under WIA, an understanding of the required performance measures and strategies for achieving measures, and how the effective delivery of Adult and Dislocated Worker Program services helps to align workforce and economic development efforts in the State.
- D. An agency or organization awarded a contract for the delivery of WIA services shall:

- 1) Have demonstrated ability to be flexible and adapt quickly to change. Specifically, the agency or organization must operate within an infrastructure that can support the mobilization of existing staff, as well as the ability to ramp up staffing on short notice, to meet the demand for specialized/customized services in response to mass layoffs and/or new program services – conversely, a contractor must be able to downsize delivery and/or management staff in response to changing program needs and/or funding limitations
- 2) Be subject to an extensive set of fiscal and programmatic reporting and oversight requirements, which shall include the use of specific forms and reports required to carry out the monitoring and evaluation of programs as mandated by the federal regulations and/or DRED policy and procedures.
- 3) Be liable for any disallowed or illegal expenditure of funds or program operations conducted under their contract - resources used to reimburse disallowed/illegal expenses may not come from federal funds.
- 4) Be required to use the WIA eTeams case management system, as well as maintain hardcopy participant files. All books, records, documents, and papers (including participant files) relating to WIA service delivery shall be retained by the contractor for a minimum period of three (3) years following submission of the final expenditure report, participant exit or data validation date, or until such time as any litigation, audit findings or other claims have been resolved and so certified by DRED.
- 5) Be required to sign a Contract for services, which will provide for the full indemnification and hold harmless of any liability to DRED and/or the Board for any activities conducted by the contractor. This includes a full statement of responsibility for reimbursing DRED for any costs or expenditures which are disallowed in an audit, or any other claims which might be made against a program operator by a WIA participant or other interested party. The contractor shall also be required to subscribe to the WIA assurances and certifications.

- 6) Be required to assign staff whose sole responsibility and commitment is the delivery of comprehensive WIA services. WIA services shall be implemented as a “whole” service consistent with the intent of WIA rules and regulations. No other federal, state or local program services offered by the contractor shall be allowed to take precedence over the intent of WIA service delivery. Careful scrutiny of contractors with an inherent conflict of interest resulting from the operation of programs with conflicting mandates shall be undertaken.
- 7) Be required to ensure that all staff funded under contract is adequately trained in WIA regulations, process and procedures, including EO and confidentiality procedures consistent with US DOL requirements.
- 8) Be required to have the capacity to provide consistent content and quality of services on a statewide basis – i.e., in each of the 13 NH Works offices.
- 9) Be required to ensure timely data entry of participant enrollment and case management information into the electronic WIA case management system (eTeams) to ensure complete and accurate data is available to meet performance and reporting requirements.
- 10) Be required to achieve established performance goals on an annual bases; failure to meet performance goals shall require corrective action and/or be used as a factor in determining future contract awards.
- 11) Be required to ensure that participant confidentiality is maintained at all times.
- 12) Be required to recruit and enroll eligible individuals consistent with established enrollment goals.

- 13) Be required to develop local operational and fiscal policies and reporting procedures, to ensure federal and state goals, objectives and performance measures for WIA funds are met.
- E. The Contractor must be able to offer cost-effective services; preference will be given to those who combine Adult and Dislocated Worker services to maximize limited resources.
- F. The Contractor must have an existing financial infrastructure sufficient to support the processing of WIA financial reports, WIA participant training and support service payments, and the availability of non-federal financial resources to cover any costs incurred as a result of erroneous eligibility determinations and/or disallowed program activities.
- G. The Contractor shall be registered (and in good standing) to conduct business in the State of New Hampshire, and must not be the subject of any past or current federal suspension or disbarment proceedings.
- H. The Contractor shall carry appropriate liability and workers compensation insurances.
- I. The Contractor must have the ability to carry out the Direct Service Requirements as defined in this RFP.
- J. In addition, Contractors shall abide by State procedures that recognize DRED as the sole contact with the U.S. Department of Labor (USDOL) for all issues related to the implementation and management of WIA funded activities in the State of New Hampshire. As such, all contractor communication with USDOL regarding WIA issues must be directed through DRED.

#### DIRECT SERVICE REQUIREMENTS

The Contractor shall develop, implement, and maintain statewide WIA Title I Adult and Dislocated Worker services and/or programs consistent with WIA regulations, NH's WIA & Wagner-Peyser State Plan, the NH Works One-Stop Operators MOU, and DRED policy and

procedures such as, but not limited to, the NH Works Guidance Letters. In carrying out the direct service requirements listed below the Contractor shall ensure WIA funds are charged to only those individuals determined to be WIA eligible in accordance with WIA law and regulations; develop and implement all WIA-funded services consistent with the goals and objectives of the NH Works system and the NH Works branding; and coordinate services to avoid duplication of services with NH Works partner agencies.

The primary direct service requirements for the Contractor shall be as follows:

- A. To provide Core, Intensive, and Training Services to eligible Adults and Dislocated Workers as defined in WIA section 134 (d) (2) through (4).
- B. To provide for the application process for adults and dislocated workers who are interested in accessing WIA services. The application process will be performed according to rules as issued by the DRED or the U.S. Department of Labor. The DRED case management system (E-Teams) shall be the only system used in this process.
- C. To provide eligibility determination for adults and dislocated workers entering WIA programs as registered customers. This determination will be performed according to rules as issued by DRED, consistent with U. S. Department of Labor regulations. The E-Teams system will be used in this process.
- D. To provide any additional assessment that might be required of customers. This will be in addition to that provided to the customer during core services. This is to include assessment of basic skills, abilities, interests, evaluation of work history, evaluation of support service needs and other assessment instruments that might be of value in assisting the customer. Any and all assessment processes and tools must be approved by DRED prior to implementation and must be applied in a consistent and equitable manner.
- E. To provide for individual employment plans required for participation in WIA programs. These plans will be documented in the eTeams case management system. Each customer

receiving WIA intensive services will jointly develop an IEP (Individual Employment Plan) with the assistance of a counselor/case manager.

- F. To provide case management for customers. This means frequent contact according to rules established by DRED. Case management efforts will be documented in the eTeams system.
- G. To provide supportive services determined to be necessary for the customer's participation.
- H. To provide other intensive services determined to be necessary or that are prescribed by DRED.
- I. To assist customers in making informed customer choice in the selection of service providers for training.
- J. To deliver or assist DRED in the delivery of rapid response services to dislocated workers.
- K. To refer customers to other services when the customer is not eligible for participation in WIA activities.
- L. To provide information on the full array of applicable or appropriate services that are available through the local NH Works office, other eligible providers or One-Stop Partners.
- M. To enroll all Trade Act eligible customers in WIA Dislocated Worker programs as appropriate, and ensure that services are non-duplicative of those services provided for and/or funded through the Trade Act program.
- N. To provide follow-up services for all participants who exit the program, consistent with WIA regulations.

- O. To adhere at all times to the Priority of Service policy and procedures established by the NH Works Consortium.

### **STAFF REQUIREMENTS**

- A. All staff funded with WIA funds shall have a written job description with roles and responsibilities specific to the delivery of WIA services as specified in this RFP. The Contractor may not assign WIA-funded staff to any duties or responsibilities beyond the comprehensive delivery of WIA services without the express written consent of DRED.
- B. The Contractor must have sufficient staff to ensure direct access to services in each of the 13 NH Works offices.
- C. The Contractor shall submit a staffing plan to DRED for approval on an annual basis. The staffing plan shall be sufficient to provide for staff to deliver services on a statewide basis through the NH Works offices, yet cost effective to ensure the maximum use of funds for participant training.
- D. The Contractor must be willing to maintain maximum staff flexibility to allow for the mobilization of appropriate staff to meet new and/or unexpected service delivery demands within the state.
- D. The Contractor shall notify DRED immediately of any vacant WIA position; when new staff is expected to be hired, and be committed to filling staff vacancies with qualified candidates without delay.
- E. The Contractor shall assign a statewide administrator to serve as the contract manager to work with DRED on all issues related to carrying out the terms and conditions of the contract between DRED and Contractor

F. The Contractor shall ensure that WIA funded staff , at a minimum, have the following skills, knowledge and/or abilities:

- 1) customer services skills
- 2) computer literacy skills sufficient to perform accurate and timely data entry and other data collection functions
- 3) knowledge of labor market information and resource tools
- 4) knowledge of skills and work readiness assessment techniques and tools
- 5) skilled in techniques for coaching others
- 6) ability to succeed in “work team” environment
- 7) knowledge of history and purpose of workforce development programs
- 8) fiscal staff knowledgeable in OMB guidelines applicable to basic cost allocation plans, budgeting, system payment processes, training payments, etc

G. The Contractor shall ensure that all staff hired to work under this contract are trained in the following areas:

- 1) WIA process and procedures, specifically WIA eligibility procedures, employment plans and assessment.
- 2) conducting intensive assessments, including the use of specific assessment tools approved for use by USDOL and/or DRED
- 3) planning for successful performance outcomes
- 4) information on re-employment services available through the NH Works system
- 5) the use of specific USDOL workforce development/one-stop service Internet tools (e.g. Americas Career Net Tool, Americas Service Locator, ONET)
- 6) the use of Labor Market Information in determining career goals
- 7) the use of the e-Teams case management system, e-Teams reporting requirements and interpretation of e-Teams report data
- 8) the rules and procedures governing confidentiality, and ensure a signed confidentiality form is included in the personnel file of each WIA-funded staff person

- H. The Contractor shall ensure that all staff funded through this contract have undergone a criminal background check and do not have any violations or convictions that could adversely affect the participants served under this program.
- I. The Contractor shall ensure that all staff read and sign the State of Confidentiality form provided by DRED, and that all such forms are filed in the individual personnel files maintained by the Contractor.
- J. The Contractor shall maintain one full-time equivalent staff position assigned to perform local quality assurance functions, including internal compliance monitoring of WIA services.
- K. Any sub-contracted staff shall be identified as such by the contractor, and shall meet or exceed the staffing requirements articulated herein.

**PROGRAM PERFORMANCE REQUIREMENTS**

- A. The contractor shall be responsible for achieving WIA program performance goals. Performance goals shall be revised each contract year on an annual basis. Performance goals are established by USDOL. Performance goals are tracked through the PACIA Quarterly Performance Report. The chart below is an **example** of WIA performance goals based on current measures.

<b>Performance Measure</b>	<b>Performance Goal PY11</b>
Adult Entered Employment	74%
Adult Retention	84%
Adult Average Earnings	\$9,200
Dislocated Worker Entered Employment	80%
Dislocated Worker Retention	87%

Dislocated Worker Average Earnings	\$15,000
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- B. The Contractor must demonstrate achievement of the above outcomes on at least an annual basis and no more frequently than a quarterly basis. In the event an outcome target is not reached, the Contractor shall provide DRED with a detailed plan for corrective action within thirty (30) days. Corrective action plans shall be subject to DRED approval. Failure to obtain an approved corrective action plan, or to reach outcome targets after an approved corrective action plan has been implemented, may be considered unsatisfactory Contractor performance. DRED/OWO reserves the right to terminate the contract, or any portion thereof, with sixty (60) days advance written notice, due to unsatisfactory Contractor performance.
- C. Regarding performance goals and reporting requirements, the contractor shall:
- 1) achieve all performance WIA goals/measures as specified in the contract agreement
  - 2) conduct follow-up services for all WIA participant exiters and report on results as defined by WIA regulation and/or DRED policy
  - 3) work in concert with the Performance Accountability and Customer Information Agency (PACIA), a subdivision of NHES' Economic and Labor Market Information (ELMI) Bureau to populate the Workforce Investment Act Standard Record (WIASRD) through e-Teams and to assure that the appropriate data is collected and tracked to support the PACIA unit in developing the quarterly and annual performance reports
  - 4) assist DRED in conducting data validation activities consistent with federal requirements

### **PROGRAM REPORTING REQUIREMENTS**

A. Reporting requirements shall include both program and financial reports and will include but not be limited to the following:

1. Programmatic:

- a. Timely and accurate data entry in the eTeams case management system to ensure current information is available for Quarterly and Final Quarterly Performance Reports (QPRs).
- b. Contractors will be required to use eTeams tracking and performance report modules to manage system performance on the local level.
- c. Quarterly plan versus actual enrollment reports.
- d. Mid-year and year end performance and expenditure reports.
- e. A written year-end program performance report by no later than the last day of August following the program year end date.
- f. Corrective action reports as deemed necessary.
- g. Ad-hoc reports requested by USDOL and/or DRED as deemed necessary.

2. Financial:

- a. Invoice for services and related expenses shall be billed monthly. Invoices are due by the last day of the month following the reporting month.
- b. The Contractor shall use the invoice format provided by DRED
- c. The Contractor shall maintain sufficient documentation on file in their offices to support invoices, and make such documentation available for review by authorized DRED staff and/or its auditors. DRED reserves the right to require the Contractor to attach detailed documentation to support invoice costs at any point during the contract period.
- d. Reporting Administration costs separate from Program costs consistent with federal cash management policies and procedures.

3. Property Management:

- a. The Contractor must maintain a fixed asset inventory system that clearly identifies all non-expendable property with a life expectancy of one year or more and a unit price of \$100 or more which is purchased or leased with WIA funds.

- b. The Contractor will be required to submit to DRED a complete property inventory report that identifies all property (defined as a unit cost of \$100 or more) and equipment (defined as a unit cost of \$5,000 or more) at the end of each program year.
- B. DRED reserves the right to adjust reporting requirements, upon mutual agreement with the Contractor, if such adjustments are deemed necessary to meet program objectives.
- C. Regarding system management requirements and reporting, the contractor shall:
  - 1) Develop and maintain effective financial systems for the planning and budgeting of WIA funds in accordance with WIA regulations and applicable OMB guidelines.
  - 2) Maintain participant hard copy and electronic case management system files in compliance with WIA rules and regulations, and DRED procedures and policies.
  - 3) Utilize the e-Teams system at the time of registration/intake to avoid incomplete information and/or re-work, and ensure that all WIA customer information is entered into the e-Teams system within a specified period of time in accordance with DRED policy and procedures.
  - 4) Assign an appropriate staff person to assist in the ongoing development of the e-Teams case management system, and to provide ongoing technical assistance and training for field staff on the e-Teams system.
  - 5) Notify DRED in writing of any e-Teams case management system problems, or any other State-level system management issues that may interfere with the contractor's ability to monitor and/or report on local performance in a timely manner.
  - 6) Comply with all established reporting requirements, ensuring accurate and timely submissions.

## **MARKETING/PROMOTIONS/OUTREACH ACTIVITIES**

- A. The Contractor shall submit a minimum of two written “customer success stories” to DRED for each program year of the agreement.
- B. The Contractor shall coordinate any publicity and other promotional activities specific to WIA activities with DRED, who shall be informed in advance of any promotional plans.
- C. The Contractor shall clearly state that DRED is the sponsor of WIA programs/services and related activities on all written and electronic materials developed with WIA funds or promoting WIA services/performance, including Contractor annual reports.
- D. The Contractor shall comply with the disclaimer requirements of 29 CRF 37 (Equal Opportunity) on all solicitations, advertisements, or promotional activities.
- E. The Contractor shall use the NH Works logo as the heading on all program forms and written correspondence to WIA customers/participants.
- F. Regarding recruitment/outreach to participants and employers, the contractor shall -
  - 1) Develop a recruitment/outreach plan to reach potential WIA eligible customers, including traditional Adult target populations (e.g., TANF, mature worker, economically disadvantaged, seasonal migrant farm workers, etc.).
  - 2) Develop an annual enrollment plan by activity for DRED approval.
  - 3) Promote the full array of services available in the NH Works office on all recruitment/outreach efforts.
  - 4) Implement a local recruitment/outreach plan in sufficient time to help meet full enrollment and expenditure/obligation performance goals for the annual contract period.
  - 5) Budget sufficient WIA funding to support local recruitment/outreach plans to participants and employers, subject to administrative spending restrictions.

- 6) Coordinate recruitment/outreach plans with other NH Works partners.

### **LOCAL PROGRAM MONITORING**

Regarding local program monitoring and outcome management responsibilities, the contractor shall:

- A. Conduct a comprehensive internal monitoring of WIA program operations a minimum of twice per year (December (mid-point) and June (end-point), using the monitoring tool developed by DRED, and submit a complete copy of each monitoring report to DRED for each monitoring activity.
- B. Conduct monitoring of each NH Works office at least once within the program year to ensure program compliance; including the monitoring of any contractor/sub-recipient relationships. A complete copy of each monitoring report shall be submitted to DRED.
- C. Conduct pro-active management and monitoring of end-of-program performance outcome projections on the local level and make timely program/service delivery system adjustments as needed to achieve planned outcomes.
- D. Conduct a comprehensive internal fiscal monitoring review at least once per program year that includes a fiscal review of any and all sub-contracts funded in full or part with WIA funds.
- E. Cooperate with DRED monitoring, and allow for full access to information, records and staff for compliance monitoring purposes.
- F. Respond to monitoring report findings and/or corrective action directives within the time frames specified.
- G. Assist with problem resolution for any audit and/or federal compliance findings.

## **CONTRACTING RESPONSIBILITIES**

Regarding contracting responsibilities/requirements, the contractor shall:

- A. Develop appropriate documents for the payment of WIA Title I Adult and Dislocated Worker funds to eligible training providers and support service contractors prior to authorizing any payments.
- B. Provide both WIA programmatic and financial technical assistance to eligible training providers and/or support service contractors in WIA Title I Adult and Dislocated Worker issues, rules and regulations.
- C. Ensure that no assignment or subcontracting of any of the rights or responsibilities of the contractor is initiated unless approved in writing by DRED, or unless clearly described in the Statement of Work as written in the Contract agreement.

## **POLICIES AND PROCEDURES**

Regarding policies and procedures, the contractor shall:

- A. Develop appropriate operational and fiscal policies, and reporting procedures to ensure federal and state goals, objectives, and performance measures are met. Prior to implementation, all policies must be reviewed and approved by DRED.
- B. Ensure that all staff are sufficiently trained in WIA operational policies and reporting procedures.
- C. Provide staff, in each NH Works local office, access to both hard copy and electronic copies of all policies and procedures developed.
- D. Ensure that all newly developed policies and procedures are shared with all staff within 10 days of the policy/procedure effective date.
- E. Engage other NH Works partners in developing new policy and procedures that impact how WIA services are delivered in the NH Works Center.

- F. Assign administrative level staff to assist in the development/revision of the State WIA Plan, implementation of pilot projects or other undertakings identified and agreed upon by DRED, NH Works Consortium members and the contractor.

### **PARTICIPANT CONFIDENTIALITY**

Regarding participant confidentiality, the contractor shall -

- a. Maintain participant confidentiality at all times. Confidentiality requirements include any information regarding project applications or participants and their immediate families that may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other source.
- b. Take reasonable steps to ensure the physical security of all data gathered, and inform each of its employees, contractors, and sub-recipients having any involvement with personal data or other confidential information, of the laws and regulations relating to confidentiality.

### **RAPID RESPONSE SERVICES**

- A. The Contractor shall train staff about, and comply with, the Rapid Response Memo of Understanding (MOU) negotiated by the NH Works Consortium.
- B. The Contractor shall provide timely rapid response services to dislocated workers consistent with the terms of the Rapid Response MOU, and any and all dislocated worker services within the agreement.
- C. The Contractor shall inform DRED of all planned rapid response activities in advance.
- D. The Contractor shall assign specific staff to participate on the local rapid response teams, and ensure this staff is readily available to plan and implement rapid response services that meet both company and individual dislocated worker needs.

- E. The Contractor shall conduct all rapid response sessions and/or workshops in a highly professional manner with quality information and presentation materials that meet business standards.

### **ELIGIBLE TRAINING PROVIDER SYSTEM (ETP)**

- A. The Contractor shall train staff in the ETP process in the role of assisting participants in understanding the ETP process.
- B. The Contractor shall ensure that participants are only enrolled in training programs that will lead to employment in an occupation in demand in accordance with the State issued occupations in demand list.
- C. The Contractor shall train staff in the use of the Consumer Report System ([www.NSCITE.org](http://www.NSCITE.org)) and utilize this tool to assist customers interested in training services.
- D. The Contractor shall place in the local policy/procedures handbook, all ETP policy and procedures, both state and local level, including exception/waiver provisions that exist, or may be developed, and train staff in these policies and procedures.

### **WORKFORCE DEVELOPMENT SYSTEM COMMITTEE MEETINGS**

- A. The Contractor shall assign the WIA administrative/management staff to serve on the Interagency Director's Group.
- B. The Contractor shall designate a staff person to represent the service provider on the interagency teams assigned by DRED (e.g., Youth Vision, Professional Development, etc.)

- C. The Contractor shall designate a staff person to serve on the e-Teams user group committee.
- D. The Contractor shall ensure consistent attendance at assigned meetings. (Costs for attending meetings are included in the Contract for services, and may not be billed separate of the agreement).
- E. The Contractor will assign staff to coordinate and convene quarterly local one-stop partner meetings.

### **GRIEVANCE PROCEDURES/CUSTOMER COMPLAINTS**

- A. The Contractor shall provide all applicants for WIA services a written grievance procedure notice, and ensure that a signed copy attesting to the receipt of this information is included in each applicant's hard copy file.
- B. The Contractor shall train all staff in the WIA grievance procedure process, which shall take precedence over any other contractor-specific grievance procedures and policies when applied to WIA-funded participants/employees, and ensure that copies of all grievance policy and procedures are available in each NH Works office.
- C. The Contractor shall inform DRED immediately of all complaints oral and written, formal or informal, which are received by or about any WIA-funded staff.
- D. The Contractor shall respond to all oral or informal e-mail "complaints" received directly, or forwarded by DRED within two days from receipt of the complaint.

### **DUPLICATE FUNDING**

- A. The Contractor shall submit to DRED copies of all requests for Federal, State, or local grants that may materially affect the quality of cost or the services provided under this contract, prior to submitting the request to the funding source. Contractor shall also inform

the Board of the receipt of any such grant, in which event the Board shall have the right to renegotiate the price or deliverable performance of this contract.

- B. Contractor costs or earnings claimed in one contract or grant may not also be claimed under any other contract or grant.

### **DISPUTE RESOLUTION**

- A. The Contractor agrees to use administrative processes and negotiation in attempting to resolve disputes arising from this contract. The Contractor shall continue performance of the contract activities during such dispute and shall immediately submit written request for informal review and consultation to DRED. Should the dispute not be resolved at this level within thirty (30) calendar days of such request, the Board, through its committee, shall review the disputed matter and after consultation with the Board Chair, and the Contractor, shall resolve same in accordance with standards as set forth in WIA Section 184, and such decision shall be rendered in writing and become binding to all parties. Nothing in this paragraph shall imply that the Contractor is prevented from appealing to DRED or State decisions pursuant to WIA regulations.

### **DE-OBLIGATION/RE-OBLIGATION/EXTENSIONS**

- A. Throughout the contract year DRED will compare the Contractor's actual performance with planned performance as set forth in the Contractor's proposal and in accordance with WIA, and the local plan. If the Contractor's actual performance is below planned performance, the Contractor shall implement corrective action, and shall inform DRED of the action and expected results.
- B. Modifications reducing the budget levels of any contract may be considered and implemented during the course of the contract if and when a contractor fails to meet expenditure, client, outcome goals, or notification from the DRED or the U.S. Department of Labor of a funding reduction. It is anticipated that if a contractor falls below 90% of

planned expenditures, DRED may de-obligate the unspent portion and require a revised budget from the contractor.

- C. Either party may terminate this contract without cause after giving the other party sixty (60) days advance written notice of their intent to terminate this agreement. However, no termination is allowable without cause within the 30 day period immediately prior to the beginning date of the contract.
  
- D. This agreement may be terminated, in whole or in part, without limiting remedies, by either party to this agreement if the other party fails to perform in accordance with the terms of this contract. Performance does not mean only actual delivery of the product or service specified in the contract. It is meant to include the delivery of the product or service in a manner, which would be appropriate for good quality. In this event, the aggrieved party shall deliver three (3) working days advance written notice to the other party specifying the performance failure and the intent to terminate. The Contractor will have ten (10) days from the receipt of such notice to correct the condition to DRED's satisfaction. If the condition is not corrected within the ten (10) day period, the Contractor will be determined to be in breach of contract.
  
- E. The Board may unilaterally terminate or negotiate modification of this agreement at any time if its Federal or State grants are suspended, reduced, or terminated before or during the contract period, or if Federal or State Grant terms and regulations change significantly.
  
- F. In the event of early termination initiated by either party for whatever reason, the Contractor is entitled to payment earned through the date of contract termination. Only reimbursement for costs incurred under this contract from the contract beginning date through the date of contract termination will be eligible for payment under this contract.

### **CORRECTIVE ACTION**

DRED reserves the right for DRED or its designee to conduct monitoring and evaluation of the performance provided under this agreement. DRED will notify the Contractor in writing of any deficiencies noted during such review, and may withhold or disallow payments as appropriate based upon such deficiencies. DRED will provide technical assistance to Contractor in correcting the deficiencies noted. DRED shall conduct follow-up visits to review the previous deficiencies and to assess the efforts made to correct them. If such deficiencies persist, DRED may terminate this contract.

### **LEGAL AUTHORITY**

Contractor assures and guarantees that it possesses the legal authority pursuant to any proper, appropriate and official motion, resolution or action passed or taken, giving Contractor legal authority to enter into this contract, receive the payments authorized under this contract, and to perform the work Contractor has obligated itself to perform under this contract.

### **INDEPENDENT CONTRACTORS**

It is expressly understood and agreed by both parties that DRED is subcontracting with the Contractor as an independent Contractor and that the Contractor agrees to indemnify DRED against all disallowed costs or other claims which may be established by the Contractor or any third party occurring in connection with the services to be provided by the Contractor under this contract.

## SECTION VI: PROVISIONS AND DISCLAIMERS

1. All solicitations are contingent upon availability of funds.
2. This RFP is for four years; October 1, 2011 through June 30, 2015. If a proposal is not submitted, non-Contractors may be excluded in providing WIA services for up to four years.
3. DRED reserves the right to accept or reject any or all proposals received.
4. The Board is not required to award bids to the lowest Contractor or to the best score, but must make award decisions based on the best overall proposals considering all relevant factors. These factors include, but are not limited to: price, technical qualifications, demonstrated experience, etc.
5. DRED reserves the right to waive informalities and minor irregularities in offers received.
6. The Board reserves the right to re-release this RFP if no qualified applications are received and/or due to funding restrictions, reallocations, or funding/program-related issues at the state or federal level.
7. This RFP does not commit DRED to award a contract.
8. This RFP is for WIA services and other related programs and funding streams which may become available to DRED during this funding period.
9. DRED may accept any item or group of items of any offer, unless the Contractor qualified its offer by specific limitations.
10. DRED may select a service provider based on initial offers received, without discussion of such offers. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint that the Contractor can submit to DRED.
11. Proposals should follow the format set forth in the SUBMISSION OF PROPOSALS section of the RFP and adhere to the minimum requirements specified therein.
12. DRED reserves the right to request additional data or oral discussion or documentation in support of written offers.
13. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIA.

14. All data, material, and documentation originated and prepared by the Contractor pursuant to the contract shall belong exclusively to DRED and be subject to disclosure under the Freedom of Information Act.
15. Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of WIA funds anticipated, results of negotiations between selected contractor and DRED staff, continued availability of WIA funds and NH Governor and Council approval.
16. Any changes to the WIA program, performance measures, funding level, or board direction may result in a change in contracting. In such instances, DRED will not be held liable for what is in the Contractor's proposal or this Request for Proposals package.
17. Proposals submitted for funding consideration must be consistent with, and if funded operated according to, the federal WIA legislation, all applicable federal regulations, State of New Hampshire policies, and DRED policies and procedures.
18. The Contractor selected for funding must also ensure compliance with the following, as applicable: U.S. DOL regulations 20 CFR Part 652; 29 CFR Parts 96, 93, 37,2, and 98; and 48 CFR Part 31; Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, A-122, and A-133 OR 46 CFR part 31, whichever is applicable.
19. The Contractor will be expected to adhere to DRED procedures to collect, verify, and submit required data as required and monthly invoices to DRED.
20. Additional funds received by DRED may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the Board.
21. DRED may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of DRED, the services proposed are not needed, or the costs are higher than DRED finds reasonable in relation to the overall funds available, or if past management concerns lead DRED to believe that the Contractor has undertaken more services than it can successfully provide.
22. DRED has a right to fund a lower ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.

23. Any proposal approved for funding is contingent on the results of a pre-award review that may be conducted by DRED staff. This site visit will establish, to DRED's satisfaction, whether the Contractor is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of DRED, that the Contractor may not be able to fulfill contract expectations, DRED reserves the right not to enter into contract with the organization, regardless of DRED approval of the Contractor's proposal.
24. DRED is required to abide by all WIA legislation and regulations. Therefore, DRED reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.
25. Contractors must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
26. Contractors must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
27. Contractors must accept liability for all aspects of any WIA program conducted under contract with DRED. Contractors will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted. Disallowed costs may not be paid with any other federal funds.
28. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a Contractor fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
29. Contractors will allow local, state, and federal representatives access to all WIA records, program materials, staff, and participants. In addition, Contractors are required to maintain all WIA records for three years, beginning on the last day of the program year. (29 CFR Part 95) Records pulled for data validation purposes will restart the three year clock, in which case some records may need to be stored for up to six years.
30. The contract award will not be final until DRED and the Contractor have executed a mutually satisfactory contractual agreement. DRED reserves the right to make an award

without further discussion of the proposal submitted. No program activity may begin prior to final DRED approval of the award and execution of a contractual agreement between the successful Contractor and DRED.

31. DRED reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
32. DRED reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this RFP will be rejected.
33. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the Contractor.
34. DRED reserves the right to reject any or all proposals received and to negotiate with any and all Contractors on modifications to proposals.
35. DRED reserves the right to accept proposals with minor clerical errors such as misspellings, incorrect page order or similar non-consequential errors.
36. All contractors shall purchase annually an organization-wide audit according to the requirements of the Single Audit Act and Office of Management and Budget Circular A-128 or A-133, as appropriate. Commercial organizations will purchase A-128 audits. Include audit costs in the proposed budget detail.
37. Each party shall be responsible for the negligence of its own employees or agents in the performance of this contract. All contracts warrant that the contractor will maintain coverage sufficient to cover contracting activities. At the request of DRED, the contractor will provide certification of third party insurance or self-insurance and bonding. Insurance and bonding coverage will be effective for the term of the contract.
38. Applicants are advised that most documents in the possession of DRED are considered public records and subject to disclosure under the State of New Hampshire's Public Records Law.
39. Continuation of funding is dependent on availability of federal funds and the Contractor's successful performance to be evaluated at the end of each program year.

40. Attendance is required at any training during the program year deemed mandatory by DRED, and the Contractor must ensure that funds are available to support such attendance.
41. That Contractor will be legally obligated to enter all required data relating to all participants served during the contract period in the eTeams case management system. Contractors shall be responsible for keeping participant files up-to-date, especially in time to meet quarterly reporting deadline requirements.
42. The Contractor will be legally obligated to turn over complete data files in the specified electronic format, as well as hard copy case files, to DRED at the time that the Contractor ceases to operate the WIA Adult and Dislocated Worker program.
43. The Contractor will ensure that criminal record checks are performed for all employees who have direct contact with program participants.
44. DRED will be monitoring, auditing, and evaluating the Contractor's fiscal records, written policies and procedures, programs and activities throughout the contract period. Contractors must allow DRED staff or its agent full access to all files, policies and procedures, and records relating directly to WIA funding, client case files, accounting files and records, and any related files and records associated with proper accounting of such funds and clients. Denying access to records, files, policies and procedures, and related information shall be sufficient reason to terminate the contract immediately.
45. Contractors need to be aware that WIA re-authorization is currently under discussion and may result in significant programmatic and/or funding changes.
46. Contractor shall not subcontract in whole or any part any contractual duties without the written prior approval of the Board. The Contractor remains responsible for assuring compliance by such subcontractors with WIA, Federal, State and local laws, regulations, policies, procedures, and the contract conditions.
47. All contract staff funded with WIA funds must agree to the terms of confidentiality and sign a confidentiality agreement to the affect.
48. The selected Contractor must be in compliance with and/or agree to comply with all of the program assurances and certifications required by DRED and/or State and Federal law as outlined in Attachment I – Certifications, Assurances and Contract Forms, included in this RFP document.

49. Once a contract is awarded, that Contractor becomes fully responsible for administration of the program(s) and other policies or regulations established by the U.S. Department of Labor, DRED, and/or the Board.
50. All Contractors must be registered with the New Hampshire Secretary of State as a Vendor in order to enter into contracts with the State of New Hampshire (i.e., DRED). Contractors must provide a current copy of such certification or a copy of the submitted application for certification. An application for this certification can be obtained by contacting the NH Secretary of State at 603-271-3242 or 3246.

**SNHS - WIA ADULT FUNDING LINE ITEM BUDGET - PY 2011**

Contract Period: July 1, 2011 - June 30, 2012

Report Date:

**Total Adult Funds: \$1,527,195**

EXPENSE ITEM	Budget		YTD Expenditures		Accrual+Obligations		TOTAL		Remaining Funds- Admin	Remaining Funds- Program
	Admin	Program	Admin	Program	Admin	Program	EXPENDITURES			
Staff Salaries	\$18,576	\$394,229								
Staff Fringe Benefits:	\$4,104	\$118,269								
Staff Travel - In State Only	\$225	\$12,690								
Communications		\$3,825								
Facilities (other than overhead costs)										
MOU Space Costs		\$152,000								
Office Supplies (other than MOU covered costs)		\$7,364								
Assessment & Testing/Instructional Materials *		\$450								
Equipment										
Purchase										
Lease										
Intensive Services/Basic Skills (20 @\$500)		\$10,000								
Training - Tuition Payments (193 @ \$3,000)		\$579,000								
Training - OJT Reimbursements (20 @\$3,600)		\$72,000								
Supportive Services (participant only)		\$50,000								
Outreach/Marketing		\$900								
Publications/Membership		\$0								
Staff Training		\$2,700								
Administration	\$100,863									
TOTAL	\$123,768	\$1,403,427								
<b>COMBINED ADMIN/PROGRAM TOTAL</b>	<b>\$1,527,195</b>		<b>0.00</b>		<b>0.00</b>		<b>0.00</b>		<b>0</b>	



**SNHS - WIA DISLOCATED WORKER FUNDING LINE ITEM BUDGET - PY 2011**

**Contract Period: July 1, 2011 - June 30, 2012**

**Report Date:**

**Total Dislocated Worker Funds: \$1,944,956**

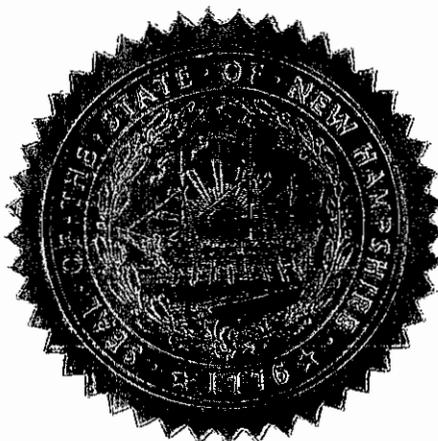
EXPENSE ITEM	Budget		YTD Expenditures		Accrual+Obligations		Total		Remaining Funds	
	Admin	Program	Admin	Program	Admin	Program	Expenditures	Admin	Program	
Staff Salaries and Fringe	\$15,198	\$481,836								
Staff Fringe Benefits:	\$5,016	\$144,551								
Staff Travel - In State Only	\$275	\$15,510								
Communications		\$4,675								
Facilities										
MOU Space Costs		\$152,000								
Office Supplies (other than MOU covered costs)		\$9,968								
Assessment & Testing/Instructional Materials		\$550								
Equipment										
Purchase										
Lease										
Intensive Services/Basic Skills (20 @ 500)		\$10,000								
Training - Tuition Payments (251 @ \$3,300)		\$828,300								
Training - OJT Reimbursements (18 @ \$3,600)		\$64,800								
Supportive Services (participant only)		\$67,000								
Reserve Funds										
Outreach/Marketing		\$1,100								
Publications/Membership		\$0								
Staff Training		\$3,300								
Administration	\$140,877									
<b>TOTAL</b>	\$161,366	\$1,783,590								
<b>COMBINED ADMIN/PROGRAM TOTAL</b>	<b>\$1,944,956</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>		



# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that SOUTHERN NEW HAMPSHIRE SERVICES INC. is a New Hampshire nonprofit corporation formed May 28, 1965. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 1<sup>st</sup> day of April A.D. 2011

A handwritten signature in cursive script, appearing to read "William Gardner".

William M. Gardner  
Secretary of State



**CERTIFICATE OF VOTE**  
**(Corporate Authority)**

I Mary M. Moriarty, Secretary of Southern New Hampshire Services, Inc.  
(name) (corporation name)

(hereinafter the "Corporation"), a New Hampshire corporation, hereby certify that: (1) I  
(state of incorporation)

am the duly elected and acting Secretary of the Corporation; (2) I maintain and have custody and am familiar with the minute books of the Corporation; (3) I am duly authorized to issue certificates with respect to the contents of such books; (4) that the Board of Directors of the Corporation have authorized, on September 30, 2010, such authority to be in force and effect until June 30, 2015.  
Contract Termination Date

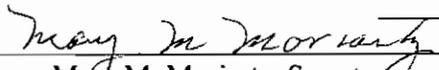
The person(s) holding the below listed position(s) to execute and deliver on behalf of the Corporation any contract or other instrument for the sale of products and services:

<u>Gale F. Hennessy</u>	<u>Executive Director</u>
<u>Michael O'Shea</u>	<u>Fiscal Officer</u>
<u>Denise Vallancourt</u>	<u>Accounting Manager</u>

(5) the meeting of the Board of Directors was held in accordance with New Hampshire  
(state of incorporation)

law and the by-laws of the Corporation; and (6) said authorization has not been modified, amended or rescinded and continues in full force and effect as of the date hereof.

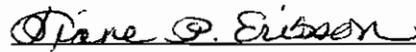
IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary of the Corporation this 16th  
day of August, 2011.

  
Mary M. Moriarty, Secretary

STATE OF New Hampshire  
COUNTY OF Hillsborough

On this the 16th day of August, 2011, before me, Diane P. Erikson  
the undersigned officer, personally appeared, Mary M. Moriarty who acknowledged herself to be the Secretary of Southern New Hampshire Services, Inc., a corporation, and that she as such Secretary being authorized to do so, executed the foregoing instrument for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

  
Notary Public

SEAL

My Commission expires:



RECEIVED  
MAY 10 1964  
U.S. DEPARTMENT OF AGRICULTURE  
WASHINGTON, D.C.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/4/2010

PRODUCER (603) 669-3218 FAX: (603) 645-4331  
**Ferdinando Insurance**  
 Laura Perrin  
 637 Chestnut Street  
 Manchester NH 03104

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED  
**Southern NH Services**  
 Michael O'Shea  
 P.O. Box 5040  
 Manchester NH 03108

INSURERS AFFORDING COVERAGE  
 INSURER A: **Philadelphia Ins Co**  
 INSURER B: **Maine Employers Mutual Ins**  
 INSURER C:  
 INSURER D:  
 INSURER E:

### COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	PHPK633562	10/1/2010	10/1/2011	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> Employee Benefits				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
					MED EXP (Any one person) \$ 10,000
					PERSONAL & ADV INJURY \$ 1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC					GENERAL AGGREGATE \$ 2,000,000
					PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO	PHPK633562	10/1/2010	10/1/2011	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	ALL OWNED AUTOS				BODILY INJURY (Per person) \$
	SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE (Per accident) \$
					AUTO ONLY - EA ACCIDENT \$
					OTHER THAN EA ACC \$
					AUTO ONLY: AGG \$
A	EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE	PHUB323599	10/1/2010	10/1/2011	EACH OCCURRENCE \$ 5,000,000
	DEDUCTIBLE				AGGREGATE \$ 5,000,000
	<input checked="" type="checkbox"/> RETENTION \$ 10,000				\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	3102801290	12/31/2010	12/31/2011	WC STATUTORY LIMITS OTH-ER
					E.L. EACH ACCIDENT \$ 500,000
					E.L. DISEASE - EA EMPLOYEE \$ 500,000
A	OTHER Crime	PHPK633562	10/1/2010	10/1/2011	E.L. DISEASE - POLICY LIMIT \$ 500,000
					Money & Securities 25,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
 Refer to policy for exclusionary endorsements and special provisions.

### CERTIFICATE HOLDER

State of NH, DRED  
 Office of Workforce Opportunity  
 64 Old Suncook Road  
 Concord, NH 03301

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE  
 Laura Perrin/KS5

*Laura Perrin*



**Southern New Hampshire Services, Inc.**

**Audited Financial Statements**

**July 31, 2010**

**Ron L. Beaulieu & Company**  
CERTIFIED PUBLIC ACCOUNTANTS

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**

**JULY 31, 2010**

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# Ron L. Beaulieu & Company

## CERTIFIED PUBLIC ACCOUNTANTS

[www.rlbco.com](http://www.rlbco.com)  
[accting@rlbco.com](mailto:accting@rlbco.com)

41 Bates Street  
Portland, Maine 04103

Tel: (207) 775-1717  
Fax: (207) 775-7103

### INDEPENDENT AUDITORS' REPORT

April 29, 2011

Board of Directors  
Southern New Hampshire Services, Inc.  
Manchester, New Hampshire

We have audited the accompanying combined statements of financial position of Southern New Hampshire Services, Inc., as of July 31, 2010 and 2009 and the related combined statements of activities, functional expenses, and cash flows for the years then ended. These financial statements are the responsibility of Southern New Hampshire Services, Inc.'s management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America, and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Southern New Hampshire Services, Inc. as of July 31, 2010 and 2009, and the results of its operations and its cash flows for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated April 29, 2011, on our consideration of Southern New Hampshire Services, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grants. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be read in conjunction with this report in considering the results of our audit.

*Ron L. Beaulieu & Co.*

Certified Public Accountants

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENTS OF FINANCIAL POSITION**  
**JULY 31,**

	<b>2010</b>	<b>2009</b>
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 6,673,667	\$ 3,872,554
Investments	1,633,892	1,260,698
Accounts receivable	2,764,314	2,882,521
Prepaid expenses	287,283	265,801
Fees receivable	80,546	123,262
Total current assets	11,439,702	8,404,836
<b>FIXED ASSETS</b>		
Land	4,426,539	3,913,592
Buildings and improvements	57,728,349	51,262,816
Vehicles and equipment	1,822,699	1,593,838
Total fixed assets	63,977,587	56,770,246
Less - accumulated depreciation	(15,287,665)	(13,719,378)
Net fixed assets	48,689,922	43,050,868
<b>OTHER ASSETS</b>		
Restricted cash	2,738,743	2,479,503
Miscellaneous other assets	161,934	167,272
Total other assets	2,900,677	2,646,775
<b>TOTAL ASSETS</b>	<b>\$ 63,030,301</b>	<b>\$ 54,102,479</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	2,140,115	\$ 757,060
Accrued payroll and payroll taxes	438,472	378,634
Accrued compensated absences	521,115	492,554
Accrued other liabilities	346,941	206,234
Deferred revenue	3,032,236	1,742,882
Tenant security deposits	217,027	209,252
Current portion of long-term debt	163,091	132,209
Total current liabilities	6,858,997	3,918,825
<b>LONG-TERM DEBT, less current portion</b>	<b>55,207,385</b>	<b>48,885,893</b>
<b>TOTAL LIABILITIES</b>	<b>62,066,382</b>	<b>52,804,718</b>
<b>NET ASSETS</b>		
Unrestricted	963,919	1,297,761
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 63,030,301</b>	<b>\$ 54,102,479</b>

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENTS OF ACTIVITIES**  
**FOR THE YEARS ENDED JULY 31,**

	<b>2010</b>	<b>2009</b>
<b>REVENUES</b>		
Grant/contract support	\$ 35,208,064	\$ 30,960,069
Program service fees	867,270	587,065
Local funding	171,856	229,390
Rental income	5,592,886	5,357,219
Gifts and contributions	331,521	293,350
Special events and activities	130,640	67,119
Memberships	62,622	55,449
Interest income	13,004	28,256
Unrealized gain (loss) on investments	173,193	(258,353)
Revenue from commercial products	66,190	36,313
In-kind	1,116,492	800,460
Miscellaneous	1,341,400	1,703,303
<b>TOTAL REVENUES</b>	<b>45,075,138</b>	<b>39,859,640</b>
<b>EXPENSES</b>		
Program services:		
Child Development	6,295,743	5,980,984
Community Services	2,302,708	1,408,359
Economic and Workforce Development	10,374,648	9,191,392
Energy	14,432,976	12,106,580
Hispanic-Latino Community Services	404,235	228,295
Housing and Homeless	72,385	65,654
Nutrition and Health	1,471,717	1,449,254
Special Projects	954,234	1,184,880
Volunteer Services	219,943	184,909
SNHS Management Corporation	1,147,200	1,496,641
Housing Corporations	6,234,482	5,926,343
Total program services	43,910,271	39,223,291
Support services:		
Management and general	1,498,709	1,249,752
<b>TOTAL EXPENSES</b>	<b>45,408,980</b>	<b>40,473,043</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(333,842)</b>	<b>(613,403)</b>
<b>NET ASSETS - AUGUST 1</b>	<b>1,297,761</b>	<b>1,911,164</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ 963,919</b>	<b>\$ 1,297,761</b>

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENT OF FUNCTIONAL EXPENSES**  
**FOR THE YEAR ENDED JULY 31, 2010**

	Program Services						
	Child Development	Community Services	Economic Workforce Development	Energy	Hispanic-Lat. Community Services	Housing and Homeless	Nutrition and Health
Payroll	\$ 3,006,275	\$ 1,341,405	\$ 1,971,760	\$ 1,416,850	\$ 220,344	\$ 49,387	\$ 739,570
Payroll taxes	280,331	123,955	174,242	130,176	22,861	4,794	70,174
Fringe benefits	581,143	171,383	244,317	256,114	25,518	12,026	116,435
Workers comp. insurance	28,847	12,666	5,368	11,143	1,496	917	12,082
Retirement benefits	121,828	58,914	97,586	64,841	417	114	24,257
Consultant and contractual	92,581	72,705	4,177,399	1,876,004	47,477	204	8,056
Travel and transportation	37,845	41,120	54,730	77,225	7,721	3,278	36,384
Conferences and meetings	419	31,382	8,190	19,464	1,257	50	1,120
Occupancy	478,247	30,255	340,036	68,726	46,086	62	104,079
Advertising	2,411	7,169	44	574	-	-	-
Supplies	280,389	20,080	64,757	83,648	9,580	143	54,658
Equip. rentals and maintenance	18,692	94,536	15,425	46,637	3,907	-	8,875
Insurance	8,328	40,836	480	19,166	-	-	6,676
Telephone	38,929	15,730	48,810	51,847	6,520	1,384	29,246
Postage	3,869	2,428	2,587	39,743	88	-	2,195
Printing and publications	6,871	4,692	-	2,115	655	-	149
Subscriptions	-	2,806	-	-	-	-	-
Program support	-	86,588	597	-	-	-	-
Interest	-	-	-	-	-	-	1,759
Depreciation	33,378	9,910	8,674	20,488	2,816	-	16,245
Assistance to clients	4,414	2,239	3,146,688	10,240,281	-	-	11,973
Other direct expense	134,333	5,944	9,638	7,471	-	-	223,119
Miscellaneous	20,121	125,965	3,320	463	7,492	26	4,665
In-kind	1,116,492	-	-	-	-	-	-
Loss on disposal of assets	-	-	-	-	-	-	-
Indirect costs	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>\$ 6,295,743</b>	<b>\$ 2,302,708</b>	<b>\$ 10,374,648</b>	<b>\$ 14,432,976</b>	<b>\$ 404,235</b>	<b>\$ 72,385</b>	<b>\$ 1,471,717</b>

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENT OF FUNCTIONAL EXPENSES**  
**FOR THE YEAR ENDED JULY 31, 2010**

	Program Services						Total Program Services	Support Services	
	Special Projects	Volunteer Services	SNHS		Housing Corporations	Management Corporation		Management and General	Total Expenses
			Management Corporation	Corporation					
Payroll	\$ 243,396	\$ 147,123	\$ 265,598	\$ 1,191,236	\$ 10,592,944	\$ 766,877	\$ 11,359,821		
Payroll taxes	23,286	13,748	16,868	108,965	969,400	59,992	1,029,392		
Fringe benefits	14,313	21,166	51,551	223,402	1,717,368	86,083	1,803,451		
Workers comp. insurance	3,454	396	2,925	38,501	117,795	4,542	122,337		
Retirement benefits	15,408	6,404	12,219	75,811	477,799	73,190	550,989		
Consultant and contractual	496,479	6,035	137,144	480,919	7,395,003	122,414	7,517,417		
Travel and transportation	41,792	3,067	94,144	14,882	412,188	6,163	418,351		
Conferences and meetings	28,521	2,795	35,509	2,468	131,175	745	131,920		
Occupancy	19,913	80	123,652	2,013,218	3,224,354	55,033	3,279,387		
Advertising	-	-	-	939	11,137	765	11,902		
Supplies	3,688	3,937	6,591	35,156	562,627	24,031	586,658		
Equip. rentals and maintenance	380	305	4,163	1,429	194,349	960	195,309		
Insurance	572	1,772	25,226	331,788	434,844	1,069	435,913		
Telephone	10,033	3,552	6,792	56,257	269,100	11,880	280,980		
Postage	279	1,657	791	5,803	59,440	16,457	75,897		
Printing and publications	309	500	-	-	15,291	48	15,339		
Subscriptions	-	-	-	-	2,806	145	2,951		
Program support	-	(102)	-	-	87,083	-	87,083		
Interest	-	-	50,935	210,991	263,685	-	263,685		
Depreciation	8,788	-	171,697	1,383,907	1,655,903	626	1,656,529		
Assistance to clients	40,920	-	30,043	-	13,476,558	-	13,476,558		
Other direct expense	383	726	247	11,712	393,573	3,356	396,929		
Miscellaneous	2,320	6,782	111,105	4,340	286,599	1,062	287,661		
In-kind	-	-	-	-	1,116,492	-	1,116,492		
Loss on disposal of assets	-	-	-	42,758	42,758	-	42,758		
Indirect costs	-	-	-	-	-	263,271	263,271		
<b>TOTAL</b>	<b>\$ 954,234</b>	<b>\$ 219,943</b>	<b>\$ 1,147,200</b>	<b>\$ 6,234,482</b>	<b>\$ 43,910,271</b>	<b>\$ 1,498,709</b>	<b>\$ 45,408,980</b>		

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
COMBINED STATEMENT OF FUNCTIONAL EXPENSES  
FOR THE YEAR ENDED JULY 31, 2009**

	Program Services						
	Child Development	Community Services	Economic Workforce Development	Energy	Hispanic-Lat. Community Services	Housing and Homeless	Nutrition and Health
Payroll	\$ 2,670,739	\$ 689,559	\$ 1,734,947	\$ 1,135,485	\$ 154,099	\$ 46,348	\$ 782,951
Payroll taxes	221,922	55,296	138,906	95,990	14,023	3,826	67,600
Fringe benefits	486,576	77,224	209,778	191,716	14,515	9,200	115,434
Workers comp. insurance	30,532	7,440	6,067	8,795	938	1,098	15,715
Retirement benefits	112,119	51,546	86,143	47,617	-	1,358	27,318
Consultant and contractual	90,109	53,007	3,817,838	591,761	13,487	162	3,530
Travel and transportation	31,089	25,965	50,939	49,803	5,904	2,335	34,754
Conferences and meetings	1,564	17,081	3,838	16,519	-	-	1,048
Occupancy	569,371	24,761	760,729	54,312	13,794	-	107,232
Advertising	2,241	5,205	4,143	1,492	-	-	855
Supplies	85,382	34,450	82,138	85,647	1,194	52	43,068
Equip. rentals and maintenance	6,964	9,214	26,130	25,831	-	-	10,419
Insurance	7,834	47,117	956	9,890	391	-	6,245
Telephone	33,233	11,933	49,193	27,573	2,879	1,225	23,146
Postage	6,256	3,269	3,199	37,578	138	-	1,631
Printing and publications	6,811	5,109	60	679	-	-	100
Subscriptions	-	2,160	-	-	-	-	-
Program support	-	199,948	600	-	-	-	-
Interest	852	-	-	-	-	-	-
Depreciation	37,228	12,633	8,595	9,417	2,835	-	7,261
Assistance to clients	703,936	200	2,192,627	9,698,070	-	-	-
Other direct expense	63,599	950	12,664	17,476	-	-	196,817
Miscellaneous	12,167	74,292	1,902	929	4,098	50	4,130
In-kind	800,460	-	-	-	-	-	-
Loss on disposal of assets	-	-	-	-	-	-	-
Indirect costs	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>\$ 5,980,984</b>	<b>\$ 1,408,359</b>	<b>\$ 9,191,392</b>	<b>\$ 12,106,580</b>	<b>\$ 228,295</b>	<b>\$ 65,654</b>	<b>\$ 1,449,254</b>

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENT OF FUNCTIONAL EXPENSES**  
**FOR THE YEAR ENDED JULY 31, 2009**

	Program Services						Total Program Services	Support Services Management and General	Total Expenses
	SNHS								
	Special Projects	Volunteer Services	Management Corporation	Housing Corporations					
Payroll	\$ 350,132	\$ 123,831	\$ 288,451	\$ 1,150,786	\$ 9,127,328	\$ 723,995	\$ 9,851,323		
Payroll taxes	29,938	10,294	22,097	93,191	753,083	51,695	804,778		
Fringe benefits	25,029	18,987	53,194	201,340	1,402,993	72,277	1,475,270		
Workers comp. insurance	5,777	433	5,422	44,102	126,319	5,352	131,671		
Retirement benefits	14,960	7,151	15,199	77,698	441,109	68,919	510,028		
Consultant and contractual	528,666	575	459,971	467,021	6,026,127	121,159	6,147,286		
Travel and transportation	64,319	5,296	76,417	12,325	359,146	5,686	364,832		
Conferences and meetings	3,968	746	54,866	131	99,761	1,098	100,859		
Occupancy	65,412	102	162,892	1,860,232	3,618,837	154,963	3,773,800		
Advertising	-	-	-	1,281	15,217	992	16,209		
Supplies	19,182	4,232	3,599	23,286	382,230	29,328	411,558		
Equip. rentals and maintenance	5,937	320	4,927	2,100	91,842	804	92,646		
Insurance	617	1,751	25,208	325,606	425,615	1,069	426,684		
Telephone	12,128	2,543	6,793	50,467	221,113	10,076	231,189		
Postage	352	1,676	648	4,480	59,227	14,344	73,571		
Printing and publications	4,142	-	-	-	16,901	-	16,901		
Subscriptions	-	-	46	-	2,206	-	2,206		
Program support	-	-	-	-	200,548	-	200,548		
Interest	-	-	75,591	214,112	290,555	-	290,555		
Depreciation	8,575	-	172,452	1,364,788	1,623,784	626	1,624,410		
Assistance to clients	38,900	-	45,445	-	12,679,178	-	12,679,178		
Other direct expense	612	389	250	10,205	302,962	645	303,607		
Miscellaneous	6,234	6,583	23,173	5,921	139,479	646	140,125		
In-kind	-	-	-	-	800,460	-	800,460		
Loss on disposal of assets	-	-	-	17,271	17,271	-	17,271		
Indirect costs	-	-	-	-	-	(13,922)	(13,922)		
<b>TOTAL</b>	<b>\$ 1,184,860</b>	<b>\$ 184,909</b>	<b>\$ 1,496,641</b>	<b>\$ 5,926,343</b>	<b>\$ 39,223,291</b>	<b>\$ 1,249,752</b>	<b>\$ 40,473,043</b>		

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINED STATEMENTS OF CASH FLOWS**  
**FOR THE YEARS ENDED JULY 31,**

	<b>2010</b>	<b>2009</b>
<b>OPERATING ACTIVITIES</b>		
Change in net assets	\$ (333,842)	\$ (613,403)
Adjustments to reconcile change in net assets to net cash provided by operating activities		
Depreciation	1,656,529	1,624,410
Loss on disposal of assets	42,758	17,271
Unrealized (gain) loss on investments	(173,193)	258,353
Changes in operating assets and liabilities		
(Increase) decrease in accounts receivable	118,207	(187,734)
(Increase) decrease in prepaid expenses	(21,482)	19,811
(Increase) decrease in fees receivable	42,716	2,088
Increase (decrease) in accounts payable	1,383,055	(37,737)
Increase (decrease) in accrued payroll and payroll taxes	59,838	123,638
Increase (decrease) in accrued comp. absences	28,561	60,997
Increase (decrease) in accrued other liabilities	140,707	22,270
Increase (decrease) in deferred revenue	1,289,354	(32,770)
Increase (decrease) in tenant security deposits	7,775	3,855
<b>NET CASH PROVIDED (USED) BY OPERATING ACTIVITIES</b>	<b>4,240,983</b>	<b>1,261,049</b>
<b>INVESTING ACTIVITIES</b>		
Purchase of fixed assets	(7,338,341)	(1,406,994)
Purchase of investments	(200,001)	-
Proceeds from sale of investments	-	400,000
Other financing activities	5,338	5,339
<b>NET CASH PROVIDED (USED) BY INVESTING ACTIVITIES</b>	<b>(7,533,004)</b>	<b>(1,001,655)</b>
<b>FINANCING ACTIVITIES</b>		
Proceeds from long-term debt	6,484,458	1,477,412
Payments on long-term debt	(132,084)	(147,180)
<b>NET CASH PROVIDED (USED) BY FINANCING ACTIVITIES</b>	<b>6,352,374</b>	<b>1,330,232</b>
<b>INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS</b>	<b>3,060,353</b>	<b>1,589,626</b>
<b>CASH AND CASH EQUIVALENTS - AUGUST 1</b>	<b>6,352,057</b>	<b>4,762,431</b>
<b>CASH AND CASH EQUIVALENTS - JULY 31</b>	<b>\$ 9,412,410</b>	<b>\$ 6,352,057</b>
<b>RECONCILIATION OF CASH BALANCE TO STATEMENTS OF FINANCIAL POSITION</b>		
Cash	6,673,667	3,872,554
Restricted cash	2,738,743	2,479,503
Total cash	<b>\$ 9,412,410</b>	<b>\$ 6,352,057</b>
<b>SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION</b>		
Cash paid during the year for:		
Interest	<b>\$ 263,685</b>	<b>\$ 290,555</b>

See accompanying independent auditors' report and notes to financial statements.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 1 - ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Organization

Southern New Hampshire Services, Inc. is an umbrella agency that offers an array of services to the elderly, disabled, and low-income households in Hillsborough County, New Hampshire. The Corporation's programs provide assistance in the areas of education, child development, employment, energy and its conservation, housing and homelessness prevention. The organization is committed to providing respectful support service and assisting individuals and families in achieving self-sufficiency by helping them overcome the causes of poverty. Services are provided through:

Southern New Hampshire Services, Inc.	Rural Housing for the Elderly II, Inc.
SNHS Management Corporation	Sundial Elderly Housing, Inc.
SNHS Elderly Housing, Inc.	SNHS Ashland Elderly Housing, Inc.
SNHS Elderly Housing II, Inc.	SNHS Farmington Elderly Housing, Inc.
SNHS Elderly Housing III, Inc.	SNHS Greenfield Elderly Housing, Inc.
SNHS Elderly Housing IV, Inc.	SNHS North Berwick Elderly Housing, Inc.
SNHS Elderly Housing V, Inc.	SNHS Northwood Elderly Housing, Inc.
SNHS Elderly Housing VI, Inc.	SNHS Pittsburg Elderly Housing, Inc.
SNHS Elderly Housing VII, Inc.	SNHS Raymond Elderly Housing, Inc.
Rural Housing for the Elderly, Inc.	

Basis of Presentation

The financial statements have been prepared on the accrual basis of accounting in accordance with generally accepted accounting principles. All significant interagency items and transactions have been eliminated from the basic financial statements. The financial statements include the accounts of:

Southern New Hampshire Services, Inc.	Rural Housing for the Elderly II, Inc.
SNHS Management Corporation	Sundial Elderly Housing, Inc.
SNHS Elderly Housing, Inc.	SNHS Ashland Elderly Housing, Inc.
SNHS Elderly Housing II, Inc.	SNHS Farmington Elderly Housing, Inc.
SNHS Elderly Housing III, Inc.	SNHS Greenfield Elderly Housing, Inc.
SNHS Elderly Housing IV, Inc.	SNHS North Berwick Elderly Housing, Inc.
SNHS Elderly Housing V, Inc.	SNHS Northwood Elderly Housing, Inc.
SNHS Elderly Housing VI, Inc.	SNHS Pittsburg Elderly Housing, Inc.
SNHS Elderly Housing VII, Inc.	SNHS Raymond Elderly Housing, Inc.
Rural Housing for the Elderly, Inc.	

Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reported period. Actual results may differ from those amounts

None of the estimates used in preparing the financial statements are significant.

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
NOTES TO FINANCIAL STATEMENTS  
JULY 31, 2010 AND 2009

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

Cash equivalents

For the purpose of the statement of cash flows, the Corporation considers all unrestricted highly liquid debt instruments purchased with a maturity of three months or less to be cash equivalents.

Fixed asset acquisitions

Fixed assets acquired by the Corporation are capitalized at cost and depreciated over their estimated useful lives on a straight-line method. It is the Corporation's policy to capitalize expenditures for these items in excess of \$5,000.

In-kind

In-kind revenues and expenses represent fair market value of volunteer services and non-paid goods which were donated to the Corporation during the current fiscal year.

**NOTE 2 - CASH**

The Corporation maintains its cash balances at several financial institutions located in New Hampshire and Maine. The balances are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000 per financial institution. In addition, on October 2, 2008, the Corporation entered into an agreement with its principal banking partner to collateralize all deposits in excess of the FDIC insurance limitation. Therefore, as of July 31, 2010, there are no uninsured cash balances. It is the opinion of management that the solvency of the referenced financial institutions is not of particular concern at this time.

**NOTE 3 - OPERATING LEASES**

The Corporation leases various facilities throughout Hillsborough County under several operating leases. Total lease payments for the years ended July 31, 2010 and 2009 equaled \$727,660 and \$1,354,321, respectively.

The following is a schedule of future minimum lease payments for the operating leases as of July 31, 2010:

2011	\$ -
2012	-
2013	-
2014	-
2015	-

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 4 - INVESTMENTS**

It is the Organization's policy to value investments at their fair value at the balance sheet date.

The investments of the Organization consisted of the following as of July 31,:

Description	2010				
	Cost	Fair Value	Fair value at reporting date		
			Quoted prices in active markets for identical assets (Level 1)	Significant other observable inputs (Level 2)	Significant un-observable inputs (Level 3)
Equity securities	1,687,825	1,633,892	1,633,892	-	-
Total	<u>\$ 1,687,825</u>	<u>\$ 1,633,892</u>	<u>\$ 1,633,892</u>	<u>\$ -</u>	<u>\$ -</u>

Description	2009				
	Cost	Fair Value	Fair value at reporting date		
			Quoted prices in active markets for identical assets (Level 1)	Significant other observable inputs (Level 2)	Significant un-observable inputs (Level 3)
Equity securities	1,461,477	1,260,698	1,260,698	-	-
Total	<u>\$ 1,461,477</u>	<u>\$ 1,260,698</u>	<u>\$ 1,260,698</u>	<u>\$ -</u>	<u>\$ -</u>

The activities of the Organization's investment account are summarized as follows:

	2010	2009
Fair Value - August 1	\$ 1,260,698	\$ 1,919,051
Additions	200,001	-
Distributions	-	(400,000)
Realized gains (losses)	-	-
Unrealized gains (losses)	173,193	(258,353)
Fair Value - July 31	<u>\$ 1,633,892</u>	<u>\$ 1,260,698</u>

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 5 - LONG-TERM DEBT**

Long-term debt consisted of the following as of July 31,:

	<b>2010</b>	<b>2009</b>
<u>SNHS, Inc.</u>		
Mortgage payable to City of Manchester, secured by real estate located in Manchester, NH. \$2,255 of principal will be forgiven annually for a period of five years if SNHS can demonstrate the service objectives have been achieved.	\$ 11,275	\$ 13,530
Mortgage payable to bank, secured by real estate located on Temple St., Nashua, NH, payable in monthly installments of \$3,349 including interest through 2030. Interest is at 4.000%.	440,000	-
<u>SNHS Management Corporation</u>		
Mortgage payable to bank, secured by real estate located on Allds St. Nashua, NH, payable in monthly installments of \$1,789 including interest through 2011. Interest is at 7.500%.	56,030	72,578
Mortgage payable to bank, secured by real estate located on Pine St., Manchester, NH, payable in monthly installments of \$2,591 including interest through 2017. Interest is at 8.040%.	76,156	102,360
Mortgage payable to bank, secured by real estate located on West Pearl St., Nashua, NH. Mortgage will be forgiven only if real estate remains low income housing for 40 years. Interest is at 0.000%.	170,000	170,000
Mortgage payable to bank secured by real estate located on Silver St., Manchester, NH, payable in monthly installments of \$3,090 including interest through 2019. Interest is at 7.960%.	218,406	237,195
Mortgage payable to bank, secured by real estate located on Allds St., Nashua, NH, payable in monthly installments of \$3,654 including interest through 2019. Interest is at 7.500%.	327,386	344,620

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
NOTES TO FINANCIAL STATEMENTS  
JULY 31, 2010 AND 2009

NOTE 5 - LONG-TERM DEBT (CONTINUED)

<u>Housing Corporations</u>	<u>2010</u>	<u>2009</u>
Mortgage payable between HUD and Rural Housing for the Elderly II, Inc., secured by real estate located in Nashua, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	\$ 3,167,260	\$ 3,167,260
Mortgage payable between HUD and SNHS Rural Housing for the Elderly, Inc., secured by real estate located in Greenville, NH, payable in monthly installments of \$18,051 including interest through 2021. Interest is at 7.625%.	2,589,782	2,624,736
Mortgage payable between HUD and SNHS Elderly Housing, Inc., secured by real estate located in Epping, NH, payable in monthly installments of \$7,793 including interest through 2028. Interest is at 9.000%.	851,344	867,444
Mortgage payable between HUD and Sundial Elderly Housing, Inc., secured by real estate located in Nashua, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is 0.000%.	4,278,218	4,278,218
Mortgage payable between HUD and SNHS Northwood Elderly Housing, Inc., secured by real estate located in Northwood, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	3,460,700	3,460,700
Mortgage payable between the Town of Northwood and SNHS Northwood Elderly Housing, Inc., secured by real estate located in Northwood, NH. Mortgage will be forgiven if real estate remains low income housing for 20 years and the entity does not generate residual receipts. Interest is at 0.000%.	95,000	95,000
Mortgage payable between HUD and SNHS Farmington Elderly Housing, Inc., secured by real estate located in Manchester, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	2,841,617	2,841,617

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 5 - LONG-TERM DEBT (CONTINUED)**

	<u>2010</u>	<u>2009</u>
Mortgage payable between HUD and SNHS Elderly Housing V, Inc., secured by real estate located in Manchester, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	\$ 2,948,706	\$ 2,948,706
Mortgage payable between HUD and SNHS Elderly Housing II, Inc., secured by real estate located in Rochester, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%	2,485,859	2,485,859
Mortgage payable between HUD and SNHS Elderly Housing III, Inc., secured by real estate located in Rochester, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	3,518,900	3,518,900
Mortgage payable between HUD and SNHS Elderly Housing II, Inc., secured by real estate located in Rochester, NH. Mortgage will be forgiven in real estate remains low income housing for 40 years. Interest is at 0.000%.	2,966,900	2,966,900
Mortgage payable between HUD and Rural Housing for the Elderly II, Inc., secured by real estate located in Nashua, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	2,410,181	2,410,181
Mortgage payable between HUD and SNHS Elderly Housing IV, Inc., secured by real estate located in Nashua, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	4,412,500	4,412,500
Mortgage payable between HUD and SNHS Raymond Elderly Housing, Inc., secured by real estate located in Raymond, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	1,720,923	1,720,923

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 5 - LONG-TERM DEBT (CONTINUED)**

	<u>2010</u>	<u>2009</u>
Mortgage payable between HUD and SNHS Pittsburg Elderly Housing, Inc., secured by real estate located in Pittsburg, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	\$ 1,479,700	\$ 1,479,700
Mortgage payable between HUD and SNHS North Berwick Elderly Housing, Inc., secured by real estate located in North Berwick, ME. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	2,016,067	2,016,067
Mortgage payable between HUD and SNHS Greenfield Elderly Housing, Inc., secured by real estate located in Greenfield, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	1,566,333	1,566,333
Mortgage payable between NHHFA and SNHS Greenfield Elderly Housing, Inc., secured by real estate located in Greenfield, NH. Mortgage payments are based upon surplus cash. Remaining balance due in 2040 or upon sale of the property. Interest is at 0.000%.	450,000	450,000
Mortgage payable between HUD and SNHS Ashland Housing, Inc., secured by real estate located in Ashland, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	3,426,100	3,426,100
Mortgage payable between HUD and SNHS Elderly Housing VI, Inc., secured by real estate located in Bristol, NH. Mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	2,711,900	1,340,675

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JULY 31, 2010 AND 2009**

**NOTE 5 - LONG-TERM DEBT (CONTINUED)**

	<b>2010</b>	<b>2009</b>
Capital advance between HUD and SNHS Elderly Housing VII, Inc., secured by real estate located in Manchester, NH. The advance is expected to be converted into a mortgage once construction has been completed. The mortgage will be forgiven if real estate remains low income housing for 40 years. Interest is at 0.000%.	<u>\$ 4,673,233</u>	<u>\$ -</u>
Total Long Term Debt	<u>\$ 55,370,476</u>	<u>\$ 49,018,102</u>
Current portion	\$ 163,091	\$ 132,209
Long-term portion	<u>55,207,385</u>	<u>48,885,893</u>
	<u>\$ 55,370,476</u>	<u>\$ 49,018,102</u>

Principal maturities for long-term debt for the five subsequent fiscal years from July 31, 2010, are as follows:

2011	\$ 163,091
2012	172,602
2013	168,435
2014	137,784

**NOTE 6 - RETIREMENT BENEFITS**

The Corporation has an Employer-Sponsored 403(b) plan offering coverage to all of its employees. Participating employees must contribute at least 5% of their wages, while the Corporation contributes 10% of their wages. The pension expense for the years ended July 31, 2010 and 2009 was \$550,989 and \$510,030, respectively.

**NOTE 7 - INCOME TAXES**

The Corporation qualifies as an organization exempt from income tax under Section 501(c)(3) of the Internal Revenue Code. Management believes there is no tax on unrelated business income, therefore no income tax provisions have been made in the accompanying financial statements.

**Ron L. Beaulieu & Company**  
CERTIFIED PUBLIC ACCOUNTANTS

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**INDEPENDENT AUDITORS' REPORT ON COMBINING INFORMATION**

April 29, 2011

Board of Directors  
Southern New Hampshire Services, Inc.  
Manchester, New Hampshire

Our report on our audit of the combined financial statements of Southern New Hampshire Services, Inc. for the year ended July 31, 2010 appears on page 1. This audit was made for the purpose of forming an opinion on the combined financial statements taken as a whole. The combining information in Schedules A and B, for the year ended July 31, 2010, has been subjected to the auditing procedures applied in the audit of the combined financial statements and is presented for the purposes of additional analysis of the combined financial statements rather than to present the financial position and activities of the individual corporations. Accordingly, we do not express an opinion on the financial position and activities of the individual corporations. However, in our opinion, the combined information in Schedules A and B, for the year ended July 31, 2010, is fairly stated in all material respects in relation to the combined financial statements taken as a whole.

*Ron L. Beaulieu & Co.*

Certified Public Accountants

## SCHEDULE A

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF FINANCIAL POSITION**  
**JULY 31, 2010**

	10/15/30/40/50	105	110	120	
	SNHS, Inc.	SNHS Management Corporation	Rural Housing for the Elderly II Landing II	Rural Housing for the Elderly	SNHS Elderly Housing
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
Cash	\$ 882,937	\$ 4,976,879	\$ 52,388	\$ 113,776	\$ 18,714
Investments	92,528	1,541,364	-	-	-
Accounts receivable	2,565,580	112,697	8,404	7,106	2,207
Prepaid expenses	15,458	4,666	25,144	17,183	742
Fees receivable	-	69,454	-	-	-
Due from other corporations	1,747,774	2,341,829	-	-	-
Total current assets	<u>5,304,277</u>	<u>9,046,889</u>	<u>85,936</u>	<u>138,065</u>	<u>21,663</u>
<b>FIXED ASSETS</b>					
Land	219,849	696,443	2,898	166,890	58,991
Buildings and improvements	1,156,304	3,081,328	3,240,924	3,451,944	1,061,223
Vehicles and equipment	808,960	343,313	20,868	280,300	19,668
Total fixed assets	<u>2,185,113</u>	<u>4,121,084</u>	<u>3,264,690</u>	<u>3,899,134</u>	<u>1,139,882</u>
Less - accumulated depreciation	<u>(989,111)</u>	<u>(1,865,168)</u>	<u>(784,298)</u>	<u>(2,043,034)</u>	<u>(593,676)</u>
Net fixed assets	<u>1,196,002</u>	<u>2,255,916</u>	<u>2,480,392</u>	<u>1,856,100</u>	<u>546,206</u>
<b>OTHER ASSETS</b>					
Restricted cash	-	148,474	140,921	580,116	20,502
Miscellaneous other assets	-	-	-	161,934	-
Total other assets	<u>-</u>	<u>148,474</u>	<u>140,921</u>	<u>742,050</u>	<u>20,502</u>
<b>TOTAL ASSETS</b>	<u>\$ 6,500,279</u>	<u>\$ 11,451,279</u>	<u>\$ 2,707,249</u>	<u>\$ 2,736,215</u>	<u>\$ 588,371</u>
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT LIABILITIES</b>					
Accounts payable	\$ 40,620	\$ 1,485,917	\$ -	\$ -	\$ -
Accrued payroll and payroll taxes	-	412,482	2,889	4,456	765
Accrued compensated absences	-	521,115	-	-	-
Accrued other liabilities	148,281	-	5,186	15,561	13,145
Deferred revenue	3,018,253	-	882	5,609	417
Tenant security deposits	-	9,431	15,556	19,767	5,820
Due to other corporations	3,097,403	84,118	38,396	62,368	41,381
Current portion of long-term debt	2,255	106,727	-	36,630	17,479
Total current liabilities	<u>6,306,812</u>	<u>2,619,790</u>	<u>62,909</u>	<u>144,391</u>	<u>79,007</u>
<b>LONG-TERM DEBT, less current portion</b>	<u>449,020</u>	<u>741,251</u>	<u>3,167,260</u>	<u>2,553,152</u>	<u>833,865</u>
<b>TOTAL LIABILITIES</b>	<u>6,755,832</u>	<u>3,361,041</u>	<u>3,230,169</u>	<u>2,697,543</u>	<u>912,872</u>
<b>NET ASSETS</b>					
Unrestricted	(255,553)	8,090,238	(522,920)	38,672	(324,501)
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 6,500,279</u>	<u>\$ 11,451,279</u>	<u>\$ 2,707,249</u>	<u>\$ 2,736,215</u>	<u>\$ 588,371</u>

See accompanying independent auditors' report on combining information.

## SCHEDULE A (CONTINUED)

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF FINANCIAL POSITION**  
**JULY 31, 2010**

	130	140	145	147	148
	Sundial Elderly Housing	SNHS Northwood Elderly Housing	SNHS Elderly Housing VII	SNHS Elderly Housing VII Construction	OLPH II Construction
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
Cash	\$ 59,131	\$ 43,323	\$ 100	\$ 50	\$ -
Investments	-	-	-	-	-
Accounts receivable	885	-	-	-	-
Prepaid expenses	34,178	12,497	-	-	-
Fees receivable	-	-	-	-	-
Due from other corporations	-	-	-	21,505	-
Total current assets	<u>94,194</u>	<u>55,820</u>	<u>100</u>	<u>21,555</u>	<u>-</u>
<b>FIXED ASSETS</b>					
Land	311,653	75,801	-	662,211	307,501
Buildings and improvements	4,007,530	3,460,959	-	4,467,598	-
Vehicles and equipment	41,898	20,408	-	3,336	-
Total fixed assets	4,361,081	3,557,168	-	5,133,145	307,501
Less - accumulated depreciation	(1,399,680)	(386,327)	-	-	-
Net fixed assets	<u>2,961,401</u>	<u>3,170,841</u>	<u>-</u>	<u>5,133,145</u>	<u>307,501</u>
<b>OTHER ASSETS</b>					
Restricted cash	280,650	42,032	10,100	-	-
Miscellaneous other assets	-	-	-	-	-
Total other assets	<u>280,650</u>	<u>42,032</u>	<u>10,100</u>	<u>-</u>	<u>-</u>
<b>TOTAL ASSETS</b>	<u>\$ 3,336,245</u>	<u>\$ 3,268,693</u>	<u>\$ 10,200</u>	<u>\$ 5,154,700</u>	<u>\$ 307,501</u>
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT LIABILITIES</b>					
Accounts payable	\$ -	\$ -	\$ -	\$ 481,467	\$ -
Accrued payroll and payroll taxes	3,277	-	-	-	-
Accrued compensated absences	-	-	-	-	-
Accrued other liabilities	5,421	5,421	-	-	-
Deferred revenue	-	-	-	-	-
Tenant security deposits	24,768	10,759	-	-	-
Due to other corporations	39,727	26,212	13,037	-	307,501
Current portion of long-term debt	-	-	-	-	-
Total current liabilities	<u>73,193</u>	<u>42,392</u>	<u>13,037</u>	<u>481,467</u>	<u>307,501</u>
LONG-TERM DEBT, less current portion	<u>4,278,218</u>	<u>3,555,700</u>	<u>-</u>	<u>4,673,233</u>	<u>-</u>
<b>TOTAL LIABILITIES</b>	<u>4,351,411</u>	<u>3,598,092</u>	<u>13,037</u>	<u>5,154,700</u>	<u>307,501</u>
<b>NET ASSETS</b>					
Unrestricted	<u>(1,015,166)</u>	<u>(329,399)</u>	<u>(2,837)</u>	<u>-</u>	<u>-</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 3,336,245</u>	<u>\$ 3,268,693</u>	<u>\$ 10,200</u>	<u>\$ 5,154,700</u>	<u>\$ 307,501</u>

See accompanying independent auditors' report on combining information.

SCHEDULE A (CONTINUED)

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
 COMBINING SCHEDULE OF FINANCIAL POSITION  
 JULY 31, 2010

	150	155	157	160	170
	SNHS Farmington Elderly Housing	SNHS Elderly Housing V	SNHS Elderly Housing V Construction	SNHS Elderly Housing II - Roberge	SNHS Elderly Housing III
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
Cash	\$ 58,416	\$ 36,699	\$ -	\$ 29,339	\$ 49,452
Investments	-	-	-	-	-
Accounts receivable	1,543	586	6	339	655
Prepaid expenses	2,148	13,768	-	16,528	10,060
Fees receivable	-	-	-	-	-
Due from other corporations	-	-	6,533	-	-
Total current assets	62,107	51,053	6,539	46,206	60,167
<b>FIXED ASSETS</b>					
Land	267,538	150,000	-	126,045	286,801
Buildings and improvements	2,701,324	2,772,894	-	2,381,087	3,297,395
Vehicles and equipment	22,706	25,750	-	33,172	19,689
Total fixed assets	2,991,568	2,948,644	-	2,540,304	3,603,885
Less - accumulated depreciation	(919,212)	(330,200)	-	(966,238)	(1,014,362)
Net fixed assets	2,072,356	2,618,444	-	1,574,066	2,589,523
<b>OTHER ASSETS</b>					
Restricted cash	59,843	96,825	-	118,832	181,500
Miscellaneous other assets	-	-	-	-	-
Total other assets	59,843	96,825	-	118,832	181,500
<b>TOTAL ASSETS</b>	<b>\$ 2,194,306</b>	<b>\$ 2,766,322</b>	<b>\$ 6,539</b>	<b>\$ 1,739,104</b>	<b>\$ 2,831,190</b>
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT LIABILITIES</b>					
Accounts payable	\$ -	\$ -	\$ 6,539	\$ -	\$ -
Accrued payroll and payroll taxes	2,926	2,564	-	-	-
Accrued compensated absences	-	-	-	-	-
Accrued other liabilities	17,831	24,837	-	-	5,421
Deferred revenue	117	-	-	1,232	480
Tenant security deposits	11,643	9,501	-	12,242	16,245
Due to other corporations	33,035	12,524	-	42,182	26,013
Current portion of long-term debt	-	-	-	-	-
Total current liabilities	65,552	49,426	6,539	55,656	48,159
<b>LONG-TERM DEBT, less current portion</b>	<b>2,841,617</b>	<b>2,948,706</b>	<b>-</b>	<b>2,485,859</b>	<b>3,518,900</b>
<b>TOTAL LIABILITIES</b>	<b>2,907,169</b>	<b>2,998,132</b>	<b>6,539</b>	<b>2,541,515</b>	<b>3,567,059</b>
<b>NET ASSETS</b>					
Unrestricted	(712,863)	(231,810)	-	(802,411)	(735,869)
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 2,194,306</b>	<b>\$ 2,766,322</b>	<b>\$ 6,539</b>	<b>\$ 1,739,104</b>	<b>\$ 2,831,190</b>

See accompanying independent auditors' report on combining information.

## SCHEDULE A (CONTINUED)

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF FINANCIAL POSITION**  
**JULY 31, 2010**

	175	180	185	190	200
	SNHS Elderly Housing II - Chasse	Rural Housing for the Elderly II - Landing I	SNHS Elderly Housing IV	SNHS Raymond Elderly Housing	SNHS Pittsburg Elderly Housing
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
Cash	\$ 51,884	\$ 59,760	\$ 38,004	\$ 41,963	\$ 17,737
Investments	-	-	-	-	-
Accounts receivable	1,454	8,028	65	2	2,604
Prepaid expenses	11,371	18,190	23,175	18,546	31,192
Fees receivable	-	-	-	-	-
Due from other corporations	-	-	-	-	-
Total current assets	<u>64,709</u>	<u>85,978</u>	<u>61,244</u>	<u>60,511</u>	<u>51,533</u>
<b>FIXED ASSETS</b>					
Land	7,420	7,898	163,377	118,481	16,000
Buildings and improvements	2,947,617	2,499,962	4,318,951	1,731,235	1,586,665
Vehicles and equipment	24,590	14,382	21,625	11,384	10,105
Total fixed assets	<u>2,979,627</u>	<u>2,522,242</u>	<u>4,503,953</u>	<u>1,861,100</u>	<u>1,612,770</u>
Less - accumulated depreciation	(528,158)	(684,085)	(502,552)	(570,562)	(482,442)
Net fixed assets	<u>2,451,469</u>	<u>1,838,157</u>	<u>4,001,401</u>	<u>1,290,538</u>	<u>1,130,328</u>
<b>OTHER ASSETS</b>					
Restricted cash	99,736	89,546	148,792	95,410	34,789
Miscellaneous other assets	-	-	-	-	-
Total other assets	<u>99,736</u>	<u>89,546</u>	<u>148,792</u>	<u>95,410</u>	<u>34,789</u>
<b>TOTAL ASSETS</b>	<u>\$ 2,615,914</u>	<u>\$ 2,013,681</u>	<u>\$ 4,211,437</u>	<u>\$ 1,446,459</u>	<u>\$ 1,216,650</u>
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT LIABILITIES</b>					
Accounts payable	\$ -	\$ -	\$ -	\$ -	\$ -
Accrued payroll and payroll taxes	-	2,887	3,121	-	-
Accrued compensated absences	-	-	-	-	-
Accrued other liabilities	5,186	5,186	22,216	27,567	5,421
Deferred revenue	4,247	-	-	-	-
Tenant security deposits	11,644	11,360	17,503	8,501	4,101
Due to other corporations	18,571	42,593	18,930	27,541	44,923
Current portion of long-term debt	-	-	-	-	-
Total current liabilities	<u>39,648</u>	<u>62,026</u>	<u>61,770</u>	<u>63,609</u>	<u>54,445</u>
<b>LONG-TERM DEBT, less current portion</b>	<u>2,966,900</u>	<u>2,410,181</u>	<u>4,412,500</u>	<u>1,720,923</u>	<u>1,479,700</u>
<b>TOTAL LIABILITIES</b>	<u>3,006,548</u>	<u>2,472,207</u>	<u>4,474,270</u>	<u>1,784,532</u>	<u>1,534,145</u>
<b>NET ASSETS</b>					
Unrestricted	<u>(390,634)</u>	<u>(458,526)</u>	<u>(262,833)</u>	<u>(338,073)</u>	<u>(317,495)</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 2,615,914</u>	<u>\$ 2,013,681</u>	<u>\$ 4,211,437</u>	<u>\$ 1,446,459</u>	<u>\$ 1,216,650</u>

See accompanying independent auditors' report on combining information.

## SCHEDULE A (CONTINUED)

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF FINANCIAL POSITION**  
**JULY 31, 2010**

	210 Berwick Elderly	220 Greenfield Elderly	230 Ashland Elderly	232 Ashland Elderly	235 SNHS Elderly Housing VI
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
Cash	\$ 31,761	\$ 58,775	\$ 34,426	\$ 1	\$ 18,152
Investments	-	-	-	-	-
Accounts receivable	3,402	-	479	-	10,434
Prepaid expenses	7,391	14,250	5,728	-	5,068
Fees receivable	-	-	-	-	-
Due from other corporations	-	-	-	-	-
Total current assets	<u>42,554</u>	<u>73,025</u>	<u>40,633</u>	<u>1</u>	<u>33,654</u>
<b>FIXED ASSETS</b>					
Land	109,866	62,337	295,000	-	309,800
Buildings and improvements	1,931,807	1,954,227	2,994,796	13,125	2,575,556
Vehicles and equipment	14,732	20,286	45,171	-	20,356
Total fixed assets	<u>2,056,405</u>	<u>2,036,850</u>	<u>3,334,967</u>	<u>13,125</u>	<u>2,905,712</u>
Less - accumulated depreciation	(500,967)	(473,515)	(206,726)	-	(47,352)
Net fixed assets	<u>1,555,438</u>	<u>1,563,335</u>	<u>3,128,241</u>	<u>13,125</u>	<u>2,858,360</u>
<b>OTHER ASSETS</b>					
Restricted cash	50,368	104,851	414,941	-	20,515
Miscellaneous other assets	-	-	-	-	-
Total other assets	<u>50,368</u>	<u>104,851</u>	<u>414,941</u>	<u>-</u>	<u>20,515</u>
<b>TOTAL ASSETS</b>	<u>\$ 1,648,360</u>	<u>\$ 1,741,211</u>	<u>\$ 3,583,815</u>	<u>\$ 13,126</u>	<u>\$ 2,912,529</u>
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT LIABILITIES</b>					
Accounts payable	\$ -	\$ -	\$ -	\$ -	\$ -
Accrued payroll and payroll taxes	-	-	1,863	-	1,242
Accrued compensated absences	-	-	-	-	-
Accrued other liabilities	5,421	5,421	22,464	-	6,955
Deferred revenue	566	-	433	-	-
Tenant security deposits	7,719	6,520	8,891	-	5,056
Due to other corporations	13,598	28,022	18,897	13,126	46,548
Current portion of long-term debt	-	-	-	-	-
Total current liabilities	<u>27,304</u>	<u>39,963</u>	<u>52,548</u>	<u>13,126</u>	<u>59,801</u>
LONG-TERM DEBT, less current portion	<u>2,016,067</u>	<u>2,016,333</u>	<u>3,426,100</u>	<u>-</u>	<u>2,711,900</u>
<b>TOTAL LIABILITIES</b>	<u>2,043,371</u>	<u>2,056,296</u>	<u>3,478,648</u>	<u>13,126</u>	<u>2,771,701</u>
<b>NET ASSETS</b>					
Unrestricted	<u>(395,011)</u>	<u>(315,085)</u>	<u>105,167</u>	<u>-</u>	<u>140,828</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 1,648,360</u>	<u>\$ 1,741,211</u>	<u>\$ 3,583,815</u>	<u>\$ 13,126</u>	<u>\$ 2,912,529</u>

See accompanying independent auditors' report on combining information.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF FINANCIAL POSITION**  
**JULY 31, 2010**

ASSETS	237 Housing VI	Sub-Total	Elimination	Totals
<b>CURRENT ASSETS</b>				
Cash	\$ -	\$ 6,673,667	\$ -	\$ 6,673,667
Investments	-	1,633,892	-	1,633,892
Accounts receivable	37,838	2,764,314	-	2,764,314
Prepaid expenses	-	287,283	-	287,283
Fees receivable	-	69,454	-	69,454
Due from other corporations	(9,903)	4,107,738	(4,096,646)	11,092
Total current assets	<u>27,935</u>	<u>15,536,348</u>	<u>(4,096,646)</u>	<u>11,439,702</u>
<b>FIXED ASSETS</b>				
Land	3,739	4,426,539	-	4,426,539
Buildings and improvements	93,898	57,728,349	-	57,728,349
Vehicles and equipment	-	1,822,699	-	1,822,699
Total fixed assets	<u>97,637</u>	<u>63,977,587</u>	<u>-</u>	<u>63,977,587</u>
Less - accumulated depreciation	-	(15,287,665)	-	(15,287,665)
Net fixed assets	<u>97,637</u>	<u>48,689,922</u>	<u>-</u>	<u>48,689,922</u>
<b>OTHER ASSETS</b>				
Restricted cash	-	2,738,743	-	2,738,743
Miscellaneous other assets	-	161,934	-	161,934
Total other assets	<u>-</u>	<u>2,900,677</u>	<u>-</u>	<u>2,900,677</u>
<b>TOTAL ASSETS</b>	<u>\$ 125,572</u>	<u>\$ 67,126,947</u>	<u>\$ (4,096,646)</u>	<u>\$ 63,030,301</u>
<b>LIABILITIES AND NET ASSETS</b>				
<b>CURRENT LIABILITIES</b>				
Accounts payable	\$ 125,572	\$ 2,140,115	\$ -	\$ 2,140,115
Accrued payroll and payroll taxes	-	438,472	-	438,472
Accrued compensated absences	-	521,115	-	521,115
Accrued other liabilities	-	346,941	-	346,941
Deferred revenue	-	3,032,236	-	3,032,236
Tenant security deposits	-	217,027	-	217,027
Due to other corporations	-	4,096,646	(4,096,646)	-
Current portion of long-term debt	-	163,091	-	163,091
Total current liabilities	<u>125,572</u>	<u>10,955,643</u>	<u>(4,096,646)</u>	<u>6,858,997</u>
LONG-TERM DEBT, less current portion	<u>-</u>	<u>55,207,385</u>	<u>-</u>	<u>55,207,385</u>
<b>TOTAL LIABILITIES</b>	<u>125,572</u>	<u>66,163,028</u>	<u>(4,096,646)</u>	<u>62,066,382</u>
<b>NET ASSETS</b>				
Unrestricted	<u>-</u>	<u>963,919</u>	<u>-</u>	<u>963,919</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 125,572</u>	<u>\$ 67,126,947</u>	<u>\$ (4,096,646)</u>	<u>\$ 63,030,301</u>

See accompanying independent auditors' report on combining information.

## SCHEDULE B

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF ACTIVITIES**  
**FOR THE YEAR ENDED JULY 31, 2010**

	SNHS, Inc.	10/15/30/40/50 SNHS Management Corporation	105 Rural Housing for the Elderly II Landing II	110 Rural Housing for the Elderly	120 SNHS Elderly Housing
<b>REVENUES</b>					
Grant/contract support	\$ 35,042,064	\$ -	\$ -	\$ -	\$ -
Program service fees	263,939	603,331	-	-	-
Local funding	171,856	-	-	-	-
Rental income	40,400	403,929	286,372	885,116	250,369
Gifts and contributions	328,338	3,183	-	-	-
Special events and activities	130,640	-	-	-	-
Memberships	62,622	-	-	-	-
Interest income	668	9,224	154	1,037	32
Unrealized gain (loss) on invest.	10,693	162,500	-	-	-
Rev. from commercial products	66,190	-	-	-	-
In-kind	1,116,492	-	-	-	-
Miscellaneous	702,026	466,153	11,089	32,199	2,921
<b>TOTAL REVENUES</b>	<b>37,935,928</b>	<b>1,648,320</b>	<b>297,615</b>	<b>918,352</b>	<b>253,322</b>
<b>EXPENSES</b>					
Program services:					
Child Development	6,295,743	-	-	-	-
Community Services	2,302,708	-	-	-	-
Economic and Workforce Dev.	10,374,648	-	-	-	-
Energy	14,432,976	-	-	-	-
Hispanic-Latino Com. Services	404,235	-	-	-	-
Housing and Homeless	72,385	-	-	-	-
Nutrition and Health	1,471,717	-	-	-	-
Special Projects	954,234	-	-	-	-
Volunteer Services	219,943	-	-	-	-
SNHS Management Corporation Housing Corporations	-	1,147,200	-	-	-
Total program services	36,528,589	1,147,200	389,219	914,528	259,961
Support services:					
Management and general	1,498,709	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>38,027,298</b>	<b>1,147,200</b>	<b>389,219</b>	<b>914,528</b>	<b>259,961</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(91,370)</b>	<b>501,120</b>	<b>(91,604)</b>	<b>3,824</b>	<b>(6,639)</b>
<b>NET ASSETS - AUGUST 1</b>	<b>(164,183)</b>	<b>7,589,118</b>	<b>(431,316)</b>	<b>34,848</b>	<b>(317,862)</b>
<b>DONATED CAPITAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ (255,553)</b>	<b>\$ 8,090,238</b>	<b>\$ (522,920)</b>	<b>\$ 38,672</b>	<b>\$ (324,501)</b>

See accompanying independent auditors' report on combining information.

SCHEDULE B (CONTINUED)

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
 COMBINING SCHEDULE OF ACTIVITIES  
 FOR THE YEAR ENDED JULY 31, 2010

	130	140	145	147	148
	Sundial Elderly Housing	SNHS Northwood Elderly Housing	SNHS Elderly Housing, VII	SNHS Elderly Housing, VII Construction	OLPH II Construction
<b>REVENUES</b>					
Grant/contract support	\$ -	\$ -	\$ -	\$ -	\$ -
Program service fees	-	-	-	-	-
Local funding	-	-	-	-	-
Rental income	493,726	225,801	-	-	-
Gifts and contributions	-	-	-	-	-
Special events and activities	-	-	-	-	-
Memberships	-	-	-	-	-
Interest income	299	52	-	-	-
Unrealized gain (loss) on invest.	-	-	-	-	-
Rev. from commercial products	-	-	-	-	-
In-kind	-	-	-	-	-
Miscellaneous	16,119	5,832	-	-	-
<b>TOTAL REVENUES</b>	<b>510,144</b>	<b>231,685</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>EXPENSES</b>					
Program services:					
Child Development	-	-	-	-	-
Community Services	-	-	-	-	-
Economic and Workforce Dev.	-	-	-	-	-
Energy	-	-	-	-	-
Hispanic-Latino Com. Services	-	-	-	-	-
Housing and Homeless	-	-	-	-	-
Nutrition and Health	-	-	-	-	-
Special Projects	-	-	-	-	-
Volunteer Services	-	-	-	-	-
SNHS Management Corporation	-	-	-	-	-
Housing Corporations	592,724	299,704	2,837	-	-
Total program services	592,724	299,704	2,837	-	-
Support services:					
Management and general	-	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>592,724</b>	<b>299,704</b>	<b>2,837</b>	<b>-</b>	<b>-</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(82,580)</b>	<b>(68,019)</b>	<b>(2,837)</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - AUGUST 1</b>	<b>(932,586)</b>	<b>(261,380)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>DONATED CAPITAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ (1,015,166)</b>	<b>\$ (329,399)</b>	<b>\$ (2,837)</b>	<b>\$ -</b>	<b>\$ -</b>

See accompanying independent auditors' report on combining information.

## SCHEDULE B (CONTINUED)

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF ACTIVITIES**  
**FOR THE YEAR ENDED JULY 31, 2010**

	150 SNHS Farmington Elderly Housing	155 SNHS Elderly Housing V	157 SNHS Elderly Housing V Construction	160 SNHS Elderly Housing II - Roberge	170 SNHS Elderly Housing III
<b>REVENUES</b>					
Grant/contract support	\$ -	\$ -	\$ -	\$ -	\$ -
Program service fees	-	-	-	-	-
Local funding	-	-	-	-	-
Rental income	289,084	195,074	-	297,636	350,338
Gifts and contributions	-	-	-	-	-
Special events and activities	-	-	-	-	-
Memberships	-	-	-	-	-
Interest income	66	111	-	120	159
Unrealized gain (loss) on invest.	-	-	-	-	-
Rev. from commercial products	-	-	-	-	-
In-kind	-	-	-	-	-
Miscellaneous	9,294	5,322	-	8,545	9,063
<b>TOTAL REVENUES</b>	<b>298,444</b>	<b>200,507</b>	<b>-</b>	<b>306,301</b>	<b>359,560</b>
<b>EXPENSES</b>					
Program services:					
Child Development	-	-	-	-	-
Community Services	-	-	-	-	-
Economic and Workforce Dev.	-	-	-	-	-
Energy	-	-	-	-	-
Hispanic-Latino Com. Services	-	-	-	-	-
Housing and Homeless	-	-	-	-	-
Nutrition and Health	-	-	-	-	-
Special Projects	-	-	-	-	-
Volunteer Services	-	-	-	-	-
SNHS Management Corporation	-	-	-	-	-
Housing Corporations	346,448	281,713	-	388,586	387,113
Total program services	346,448	281,713	-	388,586	387,113
Support services:					
Management and general	-	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>346,448</b>	<b>281,713</b>	<b>-</b>	<b>388,586</b>	<b>387,113</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(48,004)</b>	<b>(81,206)</b>	<b>-</b>	<b>(82,285)</b>	<b>(27,553)</b>
<b>NET ASSETS - AUGUST 1</b>	<b>(664,859)</b>	<b>(150,604)</b>	<b>-</b>	<b>(720,126)</b>	<b>(708,316)</b>
<b>DONATED CAPITAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ (712,863)</b>	<b>\$ (231,810)</b>	<b>\$ -</b>	<b>\$ (802,411)</b>	<b>\$ (735,869)</b>

See accompanying independent auditors' report on combining information.

SCHEDULE B (CONTINUED)

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
 COMBINING SCHEDULE OF ACTIVITIES  
 FOR THE YEAR ENDED JULY 31, 2010

	175	180	185	190	200
	SNHS Elderly Housing II - Chasse	Rural Housing for the Elderly II - Landing I	SNHS Elderly Housing IV	SNHS Raymond Elderly Housing	SNHS Pittsburg Elderly Housing
<b>REVENUES</b>					
Grant/contract support	\$ -	\$ -	\$ -	\$ -	\$ -
Program service fees	-	-	-	-	-
Local funding	-	-	-	-	-
Rental income	294,378	260,681	262,091	204,167	164,791
Gifts and contributions	-	-	-	-	-
Special events and activities	-	-	-	-	-
Memberships	-	-	-	-	-
Interest income	111	106	137	67	47
Unrealized gain (loss) on invest.	-	-	-	-	-
Rev. from commercial products	-	-	-	-	-
In-kind	-	-	-	-	-
Miscellaneous	7,724	8,014	10,105	3,385	2,401
<b>TOTAL REVENUES</b>	<b>302,213</b>	<b>268,801</b>	<b>272,333</b>	<b>207,619</b>	<b>167,239</b>
<b>EXPENSES</b>					
Program services:					
Child Development	-	-	-	-	-
Community Services	-	-	-	-	-
Economic and Workforce Dev.	-	-	-	-	-
Energy	-	-	-	-	-
Hispanic-Latino Com. Services	-	-	-	-	-
Housing and Homeless	-	-	-	-	-
Nutrition and Health	-	-	-	-	-
Special Projects	-	-	-	-	-
Volunteer Services	-	-	-	-	-
SNHS Management Corporation	-	-	-	-	-
Housing Corporations	348,720	326,969	383,967	230,751	194,928
Total program services	348,720	326,969	383,967	230,751	194,928
Support services:					
Management and general	-	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>348,720</b>	<b>326,969</b>	<b>383,967</b>	<b>230,751</b>	<b>194,928</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(46,507)</b>	<b>(58,168)</b>	<b>(111,634)</b>	<b>(23,132)</b>	<b>(27,689)</b>
<b>NET ASSETS - AUGUST 1</b>	<b>(344,127)</b>	<b>(400,358)</b>	<b>(151,199)</b>	<b>(314,941)</b>	<b>(289,806)</b>
<b>DONATED CAPITAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ (390,634)</b>	<b>\$ (458,526)</b>	<b>\$ (262,833)</b>	<b>\$ (338,073)</b>	<b>\$ (317,495)</b>

See accompanying independent auditors' report on combining information.

SCHEDULE B (CONTINUED)

SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
 COMBINING SCHEDULE OF ACTIVITIES  
 FOR THE YEAR ENDED JULY 31, 2010

	210	220	230	232	235
	SNHS North Berwick Elderly Housing	SNHS Greenfield Elderly Housing	SNHS Ashland Elderly Housing	SNHS Ashland Elderly Housing Construction	SNHS Elderly Housing VI
<b>REVENUES</b>					
Grant/contract support	\$ -	\$ -	\$ -	\$ -	\$ 166,000
Program service fees	-	-	-	-	-
Local funding	-	-	-	-	-
Rental income	244,223	207,569	170,132	-	67,009
Gifts and contributions	-	-	-	-	-
Special events and activities	-	-	-	-	-
Memberships	-	-	-	-	-
Interest income	66	119	322	-	107
Unrealized gain (loss) on invest.	-	-	-	-	-
Rev. from commercial products	-	-	-	-	-
In-kind	-	-	-	-	-
Miscellaneous	5,544	3,658	5,815	-	26,191
<b>TOTAL REVENUES</b>	<b>249,833</b>	<b>211,346</b>	<b>176,269</b>	<b>-</b>	<b>259,307</b>
<b>EXPENSES</b>					
Program services:					
Child Development	-	-	-	-	-
Community Services	-	-	-	-	-
Economic and Workforce Dev.	-	-	-	-	-
Energy	-	-	-	-	-
Hispanic-Latino Com. Services	-	-	-	-	-
Housing and Homeless	-	-	-	-	-
Nutrition and Health	-	-	-	-	-
Special Projects	-	-	-	-	-
Volunteer Services	-	-	-	-	-
SNHS Management Corporation	-	-	-	-	-
Housing Corporations	276,937	227,958	262,940	-	118,479
Total program services	276,937	227,958	262,940	-	118,479
Support services:					
Management and general	-	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>276,937</b>	<b>227,958</b>	<b>262,940</b>	<b>-</b>	<b>118,479</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>(27,104)</b>	<b>(16,612)</b>	<b>(86,671)</b>	<b>-</b>	<b>140,828</b>
<b>NET ASSETS - AUGUST 1</b>	<b>(367,907)</b>	<b>(298,473)</b>	<b>191,838</b>	<b>-</b>	<b>-</b>
<b>DONATED CAPITAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET ASSETS - JULY 31</b>	<b>\$ (395,011)</b>	<b>\$ (315,085)</b>	<b>\$ 105,167</b>	<b>\$ -</b>	<b>\$ 140,828</b>

See accompanying independent auditors' report on combining information.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**COMBINING SCHEDULE OF ACTIVITIES**  
**FOR THE YEAR ENDED JULY 31, 2010**

	237 SNHS Elderly Housing VI Construction	Sub-Total	Elimination	Totals
<b>REVENUES</b>				
Grant/contract support	\$ -	\$ 35,208,064	\$ -	\$ 35,208,064
Program service fees	-	867,270	-	867,270
Local funding	-	171,856	-	171,856
Rental income	-	5,592,886	-	5,592,886
Gifts and contributions	-	331,521	-	331,521
Special events and activities	-	130,640	-	130,640
Memberships	-	62,622	-	62,622
Interest income	-	13,004	-	13,004
Unrealized gain (loss) on invest.	-	173,193	-	173,193
Rev. from commercial products	-	66,190	-	66,190
In-kind	-	1,116,492	-	1,116,492
Miscellaneous	-	1,341,400	-	1,341,400
<b>TOTAL REVENUES</b>	-	<b>45,075,138</b>	-	<b>45,075,138</b>
<b>EXPENSES</b>				
Program services:				
Child Development	-	6,295,743	-	6,295,743
Community Services	-	2,302,708	-	2,302,708
Economic and Workforce Dev.	-	10,374,648	-	10,374,648
Energy	-	14,432,976	-	14,432,976
Hispanic-Latino Com. Services	-	404,235	-	404,235
Housing and Homeless	-	72,385	-	72,385
Nutrition and Health	-	1,471,717	-	1,471,717
Special Projects	-	954,234	-	954,234
Volunteer Services	-	219,943	-	219,943
SNHS Management Corporation	-	1,147,200	-	1,147,200
Housing Corporations	-	6,234,482	-	6,234,482
Total program services	-	43,910,271	-	43,910,271
Support services:				
Management and general	-	1,498,709	-	1,498,709
<b>TOTAL EXPENSES</b>	-	<b>45,408,980</b>	-	<b>45,408,980</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	-	<b>(333,842)</b>	-	<b>(333,842)</b>
<b>NET ASSETS - AUGUST 1</b>	-	<b>1,297,761</b>	-	<b>1,297,761</b>
<b>DONATED CAPITAL</b>	-	-	-	-
<b>NET ASSETS - JULY 31</b>	<b>\$ -</b>	<b>\$ 963,919</b>	<b>\$ -</b>	<b>\$ 963,919</b>

See accompanying independent auditors' report on combining information.

**Ron L. Beaulieu & Company**  
CERTIFIED PUBLIC ACCOUNTANTS

[www.rlbc.com](http://www.rlbc.com)  
[accting@rlbc.com](mailto:accting@rlbc.com)

41 Bates Street  
Portland, Maine 04103

Tel: (207) 775-1717  
Fax: (207) 775-7103

**ACCOUNTANTS' COMPILATION REPORT**

April 29, 2011

Board of Directors  
Southern New Hampshire Services, Inc.  
Manchester, New Hampshire

We have compiled the accompanying schedules of revenues and expenses – by contract of Southern New Hampshire Services, Inc. as of July 31, 2010, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants.

A compilation is limited to presenting, in the form of schedules of activities, information that is the representation of management. We have not audited or reviewed the accompanying schedules of activities and, accordingly, do not express an opinion or any other form of assurance on them.

*Ron L. Beaulieu & Co.*

Certified Public Accountants

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT  
FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
Headstart Program  
For the Period  
August 1, 2009 to July 31, 2010  
Fund # 305

	<u>Federal</u>	<u>State</u>	<u>Total</u>
<b>REVENUES</b>			
Program funding	\$ 2,569,734	\$ 62,061	\$ 2,631,795
Other revenue	98,339	-	98,339
In-kind	717,015	-	717,015
Allocated corporate unrestricted revenue	6,635	-	6,635
Total revenue	<u>3,391,723</u>	<u>62,061</u>	<u>3,453,784</u>
<b>EXPENSES</b>			
Payroll	1,519,032	62,061	1,581,093
Payroll taxes	149,051	-	149,051
Fringe benefits	349,363	-	349,363
Workers comp. insurance	16,368	-	16,368
Retirement benefits	62,379	-	62,379
Consultant and contractual	22,516	-	22,516
Travel and transportation	23,888	-	23,888
Conference and meetings	419	-	419
Occupancy	111,307	-	111,307
Advertising	1,069	-	1,069
Supplies	106,425	-	106,425
Equip. rentals and maintenance	4,232	-	4,232
Insurance	6,604	-	6,604
Telephone	22,168	-	22,168
Postage	2,000	-	2,000
Printing and publications	6,446	-	6,446
Subscriptions	-	-	-
Program support	-	-	-
Interest	-	-	-
Depreciation	2,282	-	2,282
Assistance to clients	3,750	-	3,750
Other direct expense	34,738	-	34,738
Miscellaneous	10,526	-	10,526
In-kind	717,015	-	717,015
Administrative costs	220,145	-	220,145
Total expenses	<u>3,391,723</u>	<u>62,061</u>	<u>3,453,784</u>
Excess of expenses over revenue	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT**  
**FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
LIHEAP Program  
For the Period  
October 1, 2009 to July 31, 2010  
Fund # 630-10

**REVENUES**

Program funding	\$ 10,779,384
Other revenue	-
In-kind	-
Allocated corporate unrestricted revenue	-
Total revenue	<u>10,779,384</u>

**EXPENSES**

Payroll	400,025
Payroll taxes	39,127
Fringe benefits	92,570
Workers comp. insurance	1,057
Retirement benefits	14,843
Consultant and contractual	14,272
Travel and transportation	3,052
Conference and meetings	818
Occupancy	16,906
Advertising	30
Supplies	9,591
Equip. rentals and maintenance	-
Insurance	259
Telephone	15,837
Postage	18,163
Printing and publications	273
Subscriptions	-
Program support	-
Interest	-
Depreciation	8,476
Assistance to clients	10,085,076
Other direct expense	369
Miscellaneous	287
In-kind	-
Administrative costs	58,353
Total expenses	<u>10,779,384</u>

Excess of expenses over revenue	<u>\$ -</u>
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See accompanying accountants' compilation report

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT  
FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
LIHEAP Program  
For the Period  
August 1, 2009 to September 30, 2009  
Fund # 630-09

**REVENUES**

Program funding	\$ 258,399
Other revenue	14
In-kind	-
Allocated corporate unrestricted revenue	28,508
Total revenue	<u>286,921</u>

**EXPENSES**

Payroll	100,831
Payroll taxes	7,705
Fringe benefits	23,872
Workers comp. insurance	370
Retirement benefits	3,147
Consultant and contractual	25,366
Travel and transportation	2,913
Conference and meetings	165
Occupancy	14,251
Advertising	-
Supplies	43,200
Equip. rentals and maintenance	16,059
Insurance	-
Telephone	18,086
Postage	2,937
Printing and publications	1,842
Subscriptions	-
Program support	-
Interest	-
Depreciation	-
Assistance to clients	-
Other direct expense	3,273
Miscellaneous	42
In-kind	-
Administrative costs	22,862
Total expenses	<u>286,921</u>

Excess of expenses over revenue	<u>\$ -</u>
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See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT**  
**FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
Weatherization Program  
For the Period  
April 1, 2010 to July 31, 2010  
Fund # 650-10

**REVENUES**

Program funding	\$ 119,218
Other revenue	-
In-kind	-
Allocated corporate unrestricted revenue	-
Total revenue	<u>119,218</u>

**EXPENSES**

Payroll	13,996
Payroll taxes	1,101
Fringe benefits	1,463
Workers comp. insurance	170
Retirement benefits	1,296
Consultant and contractual	97,236
Travel and transportation	59
Conference and meetings	-
Occupancy	-
Advertising	-
Supplies	30
Equip. rentals and maintenance	1,208
Insurance	-
Telephone	804
Postage	-
Printing and publications	-
Subscriptions	-
Program support	-
Interest	-
Depreciation	-
Assistance to clients	-
Other direct expense	-
Miscellaneous	-
In-kind	-
Administrative costs	1,855
Total expenses	<u>119,218</u>

Excess of expenses over revenue	<u>\$ -</u>
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See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT  
FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
Weatherization Program  
For the Period  
August 1, 2009 to March 31, 2010  
Fund # 650-09

**REVENUES**

Program funding	\$	203,533
Other revenue		-
In-kind		-
Allocated corporate unrestricted revenue		-
Total revenue		203,533

**EXPENSES**

Payroll		40,738
Payroll taxes		3,568
Fringe benefits		7,383
Workers comp. insurance		854
Retirement benefits		3,289
Consultant and contractual		130,145
Travel and transportation		135
Conference and meetings		-
Occupancy		2,071
Advertising		-
Supplies		499
Equip. rentals and maintenance		2,383
Insurance		3,067
Telephone		2,603
Postage		-
Printing and publications		-
Subscriptions		-
Program support		-
Interest		-
Depreciation		-
Assistance to clients		-
Other direct expense		90
Miscellaneous		-
In-kind		-
Administrative costs		6,708
Total expenses		203,533

Excess of expenses over revenue	\$	-
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See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.**  
**SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT**  
**FOR THE YEAR ENDED JULY 31, 2010**

NH Workforce Opportunity Council  
 Workforce Investment Act  
 For the Period  
 August 1, 2009 to July 31, 2010  
 Fund # 975, 1000, 1005, 1010, 1015

**REVENUES**

Program funding	\$ 5,163,192
Other revenue	-
In-kind	-
Allocated corporate unrestricted revenue	-
Total revenue	<u>5,163,192</u>

**EXPENSES**

Payroll	524,240
Payroll taxes	45,722
Fringe benefits	46,567
Workers comp. insurance	1,441
Retirement benefits	44,762
Consultant and contractual	2,986,624
Travel and transportation	18,751
Conference and meetings	4,185
Occupancy	37,725
Advertising	-
Supplies	12,199
Equip. rentals and maintenance	3,636
Insurance	-
Telephone	7,306
Postage	1,586
Printing and publications	-
Subscriptions	-
Program support	-
Interest	-
Depreciation	6,949
Assistance to clients	1,419,468
Other direct expense	716
Miscellaneous	1,315
In-kind	-
Administrative costs	-
Total expenses	<u>5,163,192</u>

Excess of expenses over revenue	<u>\$ -</u>
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See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT  
FOR THE YEAR ENDED JULY 31, 2010**

State of NH Governor's Office of Energy & Community Services  
Early Headstart Program  
For the Period  
August 1, 2009 to July 31, 2010  
Fund # 300

**REVENUES**

Program funding	\$ 969,426
Other revenue	13,127
In-kind	286,021
Allocated corporate unrestricted revenue	24,736
Total revenue	<u>1,293,310</u>

**EXPENSES**

Payroll	505,448
Payroll taxes	45,042
Fringe benefits	85,691
Workers comp. insurance	4,537
Retirement benefits	25,869
Consultant and contractual	2,009
Travel and transportation	3,361
Conference and meetings	-
Occupancy	86,376
Advertising	729
Supplies	104,816
Equip. rentals and maintenance	2,699
Insurance	1,068
Telephone	8,372
Postage	76
Printing and publications	425
Subscriptions	-
Program support	-
Interest	-
Depreciation	22,525
Assistance to clients	-
Other direct expense	20,182
Miscellaneous	5,317
In-kind	286,021
Administrative costs	82,747
Total expenses	<u>1,293,310</u>

Excess of expenses over revenue	<u>\$ -</u>
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See accompanying accountants' compilation report.

**SOUTHERN NEW HAMPSHIRE SERVICES, INC.  
SCHEDULE OF REVENUES AND EXPENSES – BY CONTRACT  
FOR THE YEAR ENDED JULY 31, 2010**

Electric Energy Assistance

For the Period  
August 1, 2009 to July 31, 2010  
Fund # 665

**REVENUES**

Program funding	\$ 429,871
Other revenue	471,223
In-kind	-
Allocated corporate unrestricted revenue	5,889
Total revenue	<u>906,983</u>

**EXPENSES**

Payroll	242,528
Payroll taxes	23,622
Fringe benefits	45,734
Workers comp. insurance	654
Retirement benefits	7,009
Consultant and contractual	11,215
Travel and transportation	1,890
Conference and meetings	50
Occupancy	18,821
Advertising	30
Supplies	13,984
Equip. rentals and maintenance	1,742
Insurance	260
Telephone	9,954
Postage	18,535
Printing and publications	-
Subscriptions	-
Program support	-
Interest	-
Depreciation	2,944
Assistance to clients	-
Other direct expense	190
Miscellaneous	134
In-kind	-
Administrative costs	36,464
Total expenses	<u>435,760</u>

Excess of expenses over revenue	<u>\$ 471,223</u>
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See accompanying accountants' compilation report.

# SOUTHERN NEW HAMPSHIRE SERVICES, INC.

*The Community Action Agency for Hillsborough County*

## BOARD OF DIRECTORS

*August 2011*

### **Public Sector:**

Lou D'Allesandro  
332 St. James Avenue  
Manchester, NH 03102  
NH State Senator  
Home: 669-3494  
Work: 271-2117

Constance J. Erickson, *Treasurer*  
13 April Drive  
Nashua, NH 03060-2101  
Representing Shirley Santerre  
(Clerk of Ward 4 Nashua)  
Home: 888-0431  
Work: 595-1925

Thomas Mullins  
33 East Road  
Greenfield, NH 03047  
Greenfield Town Moderator  
Home: 547-2362  
Work: 357-9806

Arthur T. Craffey, Jr.  
109 Vine Street  
Nashua, NH 03060  
Alderman, City of Nashua  
Home: 595-2649

*Vacant Position*

*Vacant Position*

### **Private Sector:**

Richard Delay, Sr., *Chairman*  
74 Dodge Street  
Bennington, NH 03442  
NH Grocers Association  
Home: 588-2470  
Work: 547-3414

Mary M. Moriarty, *Secretary*  
62 Coventry Ct.  
P. O. Box 2  
Merrimack, NH 03054  
St. John Neumann Church  
Home: 424-5685

German J. Ortiz  
8 Reverend Houston Drive  
Bedford, NH 03110  
Hispanic/Latino  
Community Services  
Home: 471-0753  
Work: 668-5100

Dolores Bellavance, *Vice-Chairman*  
3 Denise Street  
Nashua, NH 03063  
United Way, Nashua  
Home: 882-9528

Wayne R. Johnson  
17 Valhalla Drive  
Nashua, NH 03062-1629  
National Association for the  
Advancement of Colored People  
Home: 882-7921

*Vacant Position*

### **Representatives of the Low-Income:**

*Representing Manchester*  
James Brown  
325 Beaver Street  
Manchester, NH 03104  
Home: 669-3922

*Representing Nashua*  
Norma Roy  
145 Ledge Street  
Nashua, NH 03060  
Home: 595-9210

*Representing Towns*  
Martha Verville  
5 Wyman Road  
New Ipswich, NH 03071  
Home: 878-0692

Nancy Guthrie  
49 Appleton Street  
Manchester, NH 03104  
Home: 860-8036

Janet Allard  
76 Temple Street, Apt. 107  
Nashua, NH 03060  
Home: 889-0328

Leo G. Sauve, Sr.  
1 North Mast Street  
Goffstown, NH 03045  
Home: 497-4758

### **Head Start-Policy Council**

Amanda Soucy  
1 Heon Ct  
Nashua, NH 03060  
Home: 891-0160



**GALE F. HENNESSY**  
**8 Weymouth Drive**  
**Bedford, New Hampshire 03110**

**EXPERIENCE**

January 1976 - Present

**CEO & Executive Director - Southern New Hampshire Services, Inc.**  
**Community Action Agency for Hillsborough County, NH**

Responsible for overall Agency administration, including fiscal, program development and implementation, evaluation, grants development, public relations coordination, liaison with community groups, public and private agencies as well as interaction with advisory committees and the Board of Directors.

*State, Regional and National Activities:*

President – NH Community Action Association – 1981 - Present

Representative of the State of New Hampshire on the Executive Committee of the New England Community Action Association – 1976 - Present

Representative of the New England Community Action Partnership to the Board of Directors of the National Community Action Partnership -- 1978 - Present

Chairman of the New England Community Action Association Conference Committee – 1975 - 1988

Member - Board of Directors, CAPLAW -- 1994 - Present

January 1968 - 1976

**Deputy Director - Southern New Hampshire Services, Inc.**

Responsible for overall Agency administration, including fiscal, program development and implementation, evaluation, grants development, public relations coordination, liaison with community groups, public and private agencies as well as interaction with advisory committees and the Board of Directors.

March 1967 - 1968

**Operation HELP Director**

Responsible for operating the largest self-help, information referral and direct service program funded by OEO in Hillsborough County, Operation HELP including staff direction, program implementation and development, grants development, and coordination of Board of Directors as well as evaluation of the needs of the poor of Hillsborough County.

- 1967      **Acting Director Operation HELP**  
Responsible for implementation of the first OEO funded local initiative program in Hillsborough County, Operation HELP. Participated in the concept, design and implementation of this first anti-poverty activity. Established the first outreach office in Milford, followed by a second office in Nashua. Participated in the recruitment, selection and training of the original Operation HELP staff. Supervised the staff in contacting of local officials, OEO outreach activities as well as establishing mini-offices in the twenty-nine towns of Hillsborough County.
- 1964 - 1965   **Assistant Principal, Wilton High School**  
Responsible for the administration of a medium size New Hampshire high school including scheduling, curriculum development, audio-visual program development, and overall educational administration.
- 1962 -1966   **Chairman, Social Studies Department, Wilton High School**  
Responsible for the overall supervision of the Social Studies Department including curriculum design and implementation of modern educational techniques, staff coordination and evaluation of the entire social studies department.
- Teacher-Coach, Wilton High School**  
Responsible for developing social studies curriculum grades 8 - 12 as well as implementation of modern educational techniques. Served as coach for baseball and basketball teams as well as coordination and scheduling of those and other athletic events.
- 1961-1962   **Teacher and Assistant Principal, Cornish School**  
Responsible for school administration, recreation and athletic programs, discipline throughout the educational complex, class scheduling and supervision of staff members. Worked with staff and local school board on updating curriculum, evaluation and assessing current staff.

## **EDUCATION**

Graduated Peterborough, NH High School 1956  
BA Degree in Government, University of New Hampshire 1961  
Graduate Work: University of New Hampshire and Keene State College  
Certified Community Action Professional – Community Action Partnership 1993

**AFFILIATIONS**

New England Community Action Partnership - Member, Board of Directors  
Community Action Partnership – Region 1 Representative, Board of Directors  
New Hampshire Community Action Association - President  
Community Action Program Legal Services, Inc. (CAPLAW). - Treasurer, Board of Directors



**MICHAEL O'SHEA  
280 Smyth Road  
Manchester, NH 03104**

**EXPERIENCE**

- 1976 - Present      **Southern New Hampshire Services, Inc.  
Community Action Agency for Hillsborough County, N H  
Fiscal Officer / Deputy Director**  
Responsible for overseeing all organization fiscal operations, including general ledgers, budget preparation, purchasing, insuring fiscal accountability, monitoring cash management systems, contracting independent annual audits, and insuring acceptable accounting standards and procedures. Responsible for maintaining fiscal and accounting practices in accordance with funding source requirements and policies of the SNHS Board of Directors.
- 1973 - 1976      **Accountant**  
Assistant to comptroller in all agency accounting functions. Programs included: CETA - Department of Labor; Elderly Nutrition - State Council on Aging; Head Start - Dept. of Health, Education and Welfare; Administration, Office of Economic Opportunity; and various other Federal and State grants.  
  
Major responsibilities included reporting to management as well as the various Government agencies on all fiscal affairs. Duties included monthly financial reports, budgets, general ledger, accounts payable, receivable, and payroll.
- 1973 - 1974      **Social Worker**  
Helped with running of food co-op. Distributed surplus foods. Certified needy people for fuel loans. Placed high scholars in jobs through Rent-A-Kid.
- 1969 - 1973      **Jordan Marsh, Portland, Maine**  
Shuttle driver responsible for passengers and mail from Portland to Boston and return. Stock boy.

**EDUCATION**

- 1972 - 1974      New Hampshire College, Manchester, NH  
B.S. Accounting. Major courses in Accounting and Math.
- 1970 - 1972      Andover Institute of Business, Portland, Maine  
A. S. Accounting. Major courses in Accounting and Math.



## **DEBORAH A GOSSELIN**

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Manchester, NH 03104

Home Phone: (603) 669-9141  
Email: debbie@snhs.org

### **EXPERIENCE**

**Southern New Hampshire Services, Inc.,  
(1979 – Present)  
Manchester, NH**

#### **Director of Program Operations (1997 – Present)**

- Coordinate the operations of more than two dozen current programs and implement new programs, all providing services for economically disadvantaged population
- The diverse component programs which require an integrating factor for effective management, targeting of resources and fiscal responsibility to the agency, to each other and to the general community
- Work with developmental staff to start-up, integrate with other component program through initial orientation of new Program Directors
- Facilitate meetings
- Develop partnerships with community agencies who can lend support
- Serve as resource person for development and implementation of management skills, techniques and trainings.

#### **Head Start/Child Development Director (1994 – 1997)**

- Administered federally funded Head Start Program
- Duties included Grant writing, program planning implementation, evaluation responsible for development and coordination of the major components of the Head Start program; education, health, mental health, social services, parent involvement, nutrition, disabilities and transportation.

#### **Family Services Director (1982 – 1994)**

- Administered several federally funded energy programs
- Duties included program planning, implementation, evaluation
- Designed programs with private sector which included: Neighbor Helping Neighbor, Residential Low Income Conservation and Residential Space Heating Programs
- Developed strong relationships with community organizations and funding sources
- Served as the state chairperson of New Hampshire's Fuel Assistance Directors Association
- Acted as liaison between Community Action Agencies and the Governor's Office of Energy and Planning
- Also provided supervision and training to program coordinator, oversaw the budget, approved final selection of staff for Accompanied Transportation and Parent Aide Programs.

#### **Field Coordinator (1980 – 1983)**

- Assisted the Director of the Fuel Assistance Program
- Trained, supervised and evaluated staff
- Implemented program outreach activities
- Wrote public service announcements and press releases.

#### **Community Liaison (1979 – 1983)**

- Established social service network through Hillsborough County
- Informed the general public about agency services and program criteria
- Started Citizen's Advisory Council.

#### **Head Start Lead Teacher/Family Coordinator (1977 – 1979)**

**Nashua and Manchester, NH**

- Responsible for classroom management of pre-school children and daily planning geared towards individual needs
- Conducted parenting skills workshops and home visits
- Developed a Parent Advisory Council and coordinator of the Curriculum Committee.

## **EDUCATION & TRAINING**

- Bachelor of Science, Early Childhood Education – Cum Laude  
University of New Hampshire, Durham, NH
- Southern New Hampshire University Graduate School of Business  
Non-Profit Management for Community Development Organizations
- Head Start Program In-Service Training  
Rivier College, Nashua, NH  
Perspectives of Parenting and Multi-culturism
- NH Office of Alcohol and Drug Prevention  
Life Balance and Stress Solutions  
National Business Women's Leadership Association  
National Seminars Group, Rockhurst College
- UNH Continuing Education, Nashua, NH  
Whole Language in the Early Years (K-3)
- Notre Dame College, Manchester, NH  
Diagnostic and Remedial Reading
- NH Office of Alcohol and Drug Prevention  
Parenting Conference

## **COMMUNITY INVOLVEMENT / RECOGNITIONS**

- CCAP, Certified Community Action Professional
- Governor's Task Force to Study Temporary Assistance to Needy (TANF) HB1461  
Served as Sub-committee – Transportation, Chairperson
- NH Works Operator Consortium Committee, Member
- New Hampshire Employment Program, Oversight Team Member
- Seniors Count Coordinating Committee, Member
- Greater Manchester Association of Social Agencies (GMASA), Executive Committee Member
- James B. Sullivan Services Leadership Award

## **COMMUNITY INVOLVEMENT PAST**

- Seniors Count Home Maintenance Committee
- Manchester Community Resource Center, Board of Directors
- Kiwanis International

**CHRISTINE A. BEAUVAIS**  
16 Kokohehas Circle Litchfield, NH 03052  
home (603) 424-4021 work (617) 727-8158

## **SUMMARY**

A creative, competent program manager and career and organization development professional with extensive experience in both private and public sector environments. Proficient in designing, implementing and managing programs and training interventions, consulting with individuals and organizations, and providing career development services.

Committed to teamwork, collaboration, and valuing differences.

## **WORK EXPERIENCE AND ACCOMPLISHMENTS**

**2003 - Present Southern New Hampshire Services, Inc., Manchester, NH**

### **Workforce Development Operations Administrator**

- Manage the complex implementation and oversight of the NH Community Action Association (NHCAA) WIA Program in a highly coordinated interagency environment; proficient in workforce development program operations, WIA laws and regulations, case management, customer service, continuous improvement principles, and management reporting and planning consistent with the goals and objectives set forth by the Office of Workforce Opportunity.
- Provide direct supervision to all SNHS WIA funded staff; exercise oversight of the day-to-day activities of the Workforce Development Coordinators; develop, plan and direct ongoing staff training and development.
- Manage annual \$3-4 million statewide budget including funds for WIA Adult, Dislocated Worker and Special Projects; manage \$3 million statewide budget from ARRA funds; contract with and provide ongoing technical assistance to the other five NH Community Action Agencies whose staff provide direct services to customers.
- Design and implement National Emergency Grants and Special Projects for large company closures such as Jac Pac Foods, Wausau Papers and Ethan Allen; provide ongoing oversight including establishment of Worker Assistance Centers, budget development and management, staffing and training, and required reporting.
- Plan, organize and administer policies and procedures for the WIA Program; ensure administrative and operational goals, objectives and performance measures are met; increase productivity; maximize return on investment..
- Manage, monitor the WIA service delivery system consistent with established goals and performance standards; implement continuous improvement recommendations and/or corrective action plans to improve system performance.
- Collaborate and regularly consult with staff, NH Works partner agencies and businesses to discuss and resolve issues and coordinate activities to improve service delivery to customers to maximize customer satisfaction.

**1992 - 2003 Commonwealth Corporation, Boston, MA**

### **Program Manager, National Reserve Account (NRA)/National Emergency Grants (NEG) – Operations**

- Wrote, submitted and provided program management and operational oversight for \$38 million in U.S. Department of Labor NRA/NEG Grants for dislocated workers including proposal development and submission, project design and implementation, and assurance of program effectiveness and integrity.
- Delivered ongoing project specific and statewide technical assistance including facilitation of multi-operator project coordination meetings and advisory boards, policy development, and design and delivery of statewide staff development training. Represented Massachusetts on the USDOL NEG National Workgroup.
- Collaborated and communicated on project design, implementation and oversight with stakeholders/partners including USDOL/ETA, Workforce Investment Boards, Lead Elected Officials, project operators and political entities.
- Functioned as Fund/Budget Manager for NRA grants; supervised NRA staff; managed a cross-functional team to facilitate and foster communication and ensure high quality program management.
- Wrote and managed \$16 million in NRA/NEG grants to train and reemploy dislocated fishermen; facilitated a statewide management team to develop policies, unique program design, and synergistic solutions.
- Managed and oversee the Gloucester Fishermen Center including direct management of a \$1.2 million annual budget, direct supervision and staff development, design and implementation of unique, individualized re-employment strategies for customers, and assurance of federal regulatory compliance.
- Participated in annual planning process for JTPA/WIA formula funds including plan review and response.

**Program Manager, Special Projects – Operations/Entrepreneurial Group**

- Provided program management, design, and oversight to Extended Care Career Ladder Initiative program; developed RFP, conducted bidders' conferences; provided technical assistance and statewide training to project operators.
- Co-designed and provided program management and oversight to training programs in fields including Computer Software, Biotechnology, Adult Basic Education, ESOL and CNC Machining.
- Provided program management, consultation and oversight to JTPA funded and operated Entrepreneurial Training Programs; prepared and issued RFPs; designed and implemented program evaluation process.
- Developed and implemented systems and methods for sharing best practices among program operators; collaborated with project staff to design and implement new initiatives and investigate funding sources.
- Designed and facilitated a field-based statewide Quality Improvement Steering Committee to meet corporate and federal objectives for continuous quality improvement of service delivery to customers.

**Training Program Manager – Training and Education Department (TRED)**

- Designed and implemented unique, non-traditional training programs for dislocated workers; managed RFP process to fund innovative programs; collaborated with training vendors and industry councils.
- Developed and evaluated training program curriculum; designed and delivered over 20 different workshops for dislocated workers including Team Building, Communication Skills, and the Myers-Briggs Type Indicator; performed individual assessment, career consulting, job development and job clubs for customers.
- Facilitated project teams to create synergy and excellence in program direction and operation.
- Developed SCANS curriculum for unique demonstration training programs for dislocated workers; consulted with staff to integrate ABE, SCANS and Occupational Training to ensure program quality.

**Springfield College, School of Human Services, Manchester, NH****1991 - 2003 Adjunct Faculty Member**

- Designed and delivered core undergraduate course: Personal Growth and Development.

**1990 – Present Christine Beauvais Consulting, Litchfield, NH**

- Designed and delivered training including Team Building, Myers-Briggs, and Career Development
- Provided career development and consulting services; facilitated job search groups for the unemployed.

**Digital Equipment Corporation, Maynard, MA****1987 - 1990 Human Resources/Transition Manager**

- Co-developed Inplacement Career Centers for redeployed employees; provided transition management training and consultation to senior management; created a temporary job/skills matching process.
- Co-developed Transition Management Forum to facilitate worker reemployment; facilitated placement and eliminated hiring barriers through participation in Career Development Sourcing Consortium.
- Managed over fifty redeployed employees in transition including performance management, salary planning and employee relations; delivered career planning, placement services and workshops.
- Designed and implemented FOCUS, an innovative, self-managing work/support group which was successful in empowering and motivating transition clients in their career change and job search.
- Provided consultation, curriculum design and training to clients in the area of Valuing Differences.

**1984 - 1987 Senior Project Specialist****1981 - 1984 Senior Business Systems Analyst****1976 - 1981 Senior Order Administration Specialist/Credit Manager****EDUCATION**

**M.B.A. cum laude; concentration in Organization Development. Rivier College, Nashua, NH 1991**

**Organization Development Track Certificate, National Training Labs (NTL Institute), Alexandria, VA 1991**  
**Myers-Briggs Type Indicator Qualification. Otto Kroeger Associates, Fairfax, VA 1989**

**B.A. English; President of English Honor Society. Glassboro State College, Glassboro, NJ 1971**