



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

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Lori A. Sblinette
 Commissioner

Lori A. Weaver
 Deputy Commissioner

March 17, 2021

His Excellency, Governor Christopher T. Sununu
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a **Retroactive, Sole Source** contract with Ascentria Community Services, Inc. (VC# 222201), Concord, NH, in the amount of \$738,490 for statewide communication access services at COVID-19 vaccination sites, with the option to renew for up to one (1) additional year, effective retroactive to March 11, 2021, upon Governor approval through December 31, 2021. 100% Other Funds (FEMA Public Assistance).

Funds are available in the following account for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-095-950010-1919 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES, HHS: OFFICE OF THE COMMISSIONER, COMMISSIONERS OFFICE, COVID19 FEMA DHHS

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2021	103-502664	Contracts for Oper Svc	95010690	\$553,870
2022	103-502664	Contracts for Oper Svc	95010690	\$184,620
			Total	\$738,490

EXPLANATION

This request is **Retroactive** because the Department needed to quickly provide Communication Access Services to individuals receiving COVID-19 vaccinations.

This request is **Sole Source** because the Department, in the interest of the public's health and safety, identified vendors with capacity to quickly respond to the COVID-19 pandemic. The Contractor is the Department's current vendor for the Statewide Communication Access Services and has the capacity to immediately provide Communication Access Services at COVID-19 vaccination sites.

The purpose of this request is for the provision of statewide communication access services for individuals who are receiving COVID-19 vaccinations, are deaf, have hearing loss, are blind, have low vision, have speech impairments, do not speak English, or have Limited English Proficiency (LEP). The Contractor will provide the following services by telephone or in-

person: spoken language interpretation, American Sign Language, Certified Deaf Interpreters, Oral Interpreters, Deaf-Blind Tactile Interpreters, Cued Speech Interpreters, and Communication Access Real-Time Service. The Contractor will also translate written materials as needed. These services ensure a uniform and comprehensive approach for all individuals to experience meaningful access to Department information, programs, and services.

The population served includes residents statewide. The exact number of residents of the State of New Hampshire who will be served depends on the trajectory of the COVID-19 pandemic.

The Department will coordinate scheduling of communication access services with the Contractor to ensure the COVID-19 vaccination sites have the proper staff available to assist individuals.

The Department will monitor contracted services using the following performance measures:

- Department staff have the translated written materials they need in order to serve individuals effectively as evidenced by translation requests being fulfilled within 14 calendar days at least 90% of the time.
- Communication Access service capacity is consistently maintained with 95% of submitted interpretation/communication access requests fulfilled, or a mutually agreeable alternative is provided by the Contractor.

As referenced in Exhibit A of the attached contract, the parties have the option to extend the agreement for up one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and appropriate State approval.

Area served: Statewide

Source of Funds: 100% Other Funds (FEMA Public Assistance).

In the event that the Other Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,


Lori A. Shibanette
Commissioner

I hereby approve this request pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, and 2021-04, and suspend the Manual of Procedures 150, V., A., 3 requirement.

3-18-21
Date


Name: Governor Christopher T. Sununu