Nevada Governor’s Council on Developmental Disabilities

Notice of Funds Available (NOFA) Application

for Federal Fiscal Year 2024

Organization: Global Technical Communications, LLC

Project Name: Nevada Mobile Communication Access

If past grantee, please list year(s) awards received: 2022-2023 award received

1. NGCDD Goal/Objective

List the NGCDD Goal AND Objective(s) you are applying for.

**See Index A**

Response limited to 250 characters.

2. Executive Summary

Provide a brief overview of the proposed project.

The project's primary objective is to create an inclusive and technology accessible digital environment for these marginalized communities. It seeks to achieve this by implementing several key initiatives:

1. ASL Anywhere Platform: The project aims to provide a user-friendly mobile platform that provides American Sign Language (ASL) interpretation services app for marginalized communities. This platform will ensure that Deaf/Hard-of-Hearing individuals have equal access to information when communicating with hearing people in the same room. For example, at the stores, the neighbor's house, or their residence dealing with the contractors, often at a moment's notice. It is common for every person with hearing loss to experience communication barriers multiple times a day. Providing the underserved group with this type of communication tool will help the individuals to become independent and self-sufficient, thus reducing communication barriers created due to their disabilities.
2. The ASL Anywhere app is available on all mobile devices, such as smartphones and tablets, with Apple and Android support. They work well through cellular and Wi-Fi networks.
3. Outreach and Education: The project will conduct an outreach plan to raise awareness about the barriers faced by the deaf and hard-of-hearing communities in accessing technology and mobile interpreting service.
4. Community Partnerships: Collaboration with community organizations, advocacy groups, and local service providers will be crucial to the project's success. By partnering with existing resources, the project can leverage their expertise, networks, and community connections to maximize impact and reach underserved populations.

By providing tailored solutions, raising awareness, and advocating for change, the project seeks to empower these communities and ensure their full participation in technology access and the digital world in receiving communication access anywhere and at any time.

Response limited to 2000 characters.

3. Detailed Narrative

Answer this question in **2** sections:

Section A) Identify and reference one or more of the strategies listed in the NOFA that will be utilized in your project.

**See Index A**

Section B) Describe how that strategy, or strategies will be used, providing specific detail regarding your proposal and the activities you will use to accomplish the strategy or strategies, goal(s), objective(s) AND expected outcome(s) of the grant.

**See Index A**

Response limited to 5,000 characters.

4. Timeline

Provide a proposed timeline for completion of each activity you described above.

October – December 2023:

1. GTC's Nevada Account Manager will continue collaborating with the State of Nevada to ensure effective coordination into year 2023-2024.
2. Continue an outreach and marketing campaign utilizing social media platforms, email campaigns and town hall meetings.
3. Continue information and application forms specific to Nevada's State programs on the ASL Anywhere website.
4. Conduct community training sessions through Zoom and community centers to educate and familiarize individuals and organizations with the ASL Anywhere app.
5. Online applications for individuals to sign up for the service.
6. Strengthen collaboration with the Nevada Commission for Persons who are Deaf and Hard of Hearing (NCPDHH) to leverage their expertise and support.

January – March 2024:

1. Generate quarterly reports outlining the overall operation expenditure, number of packages purchased, registered users, notable successes, challenges, and any recommended modifications.
2. Continue outreach and marketing.
3. Maintain online application availability for new sign-ups.
4. Continue training sessions when needed.
5. Sustain collaboration with the NCPDHH to ensure alignment and support.

April – June 2024:

1. Produce quarterly reports of operation expenditure, package purchases, users, successes, challenges, and any recommended modifications.
2. Continue outreach and marketing initiatives.
3. Online applications for new sign-ups.
4. Offer training sessions based on demand and feedback from previous quarters.
5. Maintain an ongoing collaboration with NCPDHH and the process of collecting and documenting community feedback on its services to facilitate evaluation and improvement. This includes comprehensive data analysis to gain deeper insights, identify the advantages of the package and service offerings, and recognize any impacts and barriers that may arise during implementation.

July - September 2024:

1. Produce quarterly reports of operation expenditure, package purchases, user count, successes, challenges, and any recommended modifications.
2. Continue outreach and marketing initiatives via social media, email campaigns, and town hall meetings.
3. Continue to offer training sessions.
4. Online application for new sign-ups.
5. Maintain an ongoing collaboration with NCPDHH and the process of collecting and documenting community feedback on its services to facilitate evaluation and improvement. This includes comprehensive data analysis to gain deeper insights, identify the advantages of the package and service offerings, and recognize any impacts and barriers that may arise during implementation.

By following this timeline and incorporating the mentioned activities, GTC aims to establish a robust presence in Nevada, facilitate user engagement, gather valuable feedback, and continually enhance the services provided to the deaf, hard of hearing, and deaf-blind communities.

Response limited to 3,000 characters.

5. Qualifications

What are the qualifications of the agency and key personnel involved in this project. If you have received a grant with us in the past, provide specifics on what you accomplished with that grant that would make you a good candidate to receive another one.

**See Index A**

Response limited to 3,000 characters.

6. Evaluation Process

Provide an overview of how you will evaluate the impact and effectiveness of your project. All grantees will be required to submit quarterly and final project reporting forms in addition to personal stories of impact and consumer satisfaction surveys supplied by the Council for ALL grant activities. A portion of the quarterly and final report will require tracking and reporting on data about projects and participants.

To evaluate the impact and effectiveness of the project, GTC will implement the following evaluation process:

1. Submission of Quarterly and Final Project Reporting Forms: As the grant guidelines require, GTC will diligently complete and submit the quarterly and final project reporting forms. These forms will comprehensively overview the project's progress, outcomes, and challenges.
2. Personal Stories of Impact: GTC will collect personal stories from users highlighting the impact of the ASL Anywhere app on their lives. These stories will serve as anecdotal evidence of the positive effects of the project and its ability to enhance communication accessibility.
3. Consumer Satisfaction Surveys: GTC will administer consumer satisfaction survey supplied by the Council to gather feedback on user experiences with the service. These surveys will help assess the satisfaction levels, identify areas of improvement, and measure the overall effectiveness of the project.
4. Tracking and Reporting Data: GTC will track, and report relevant data related to the project and its participants. This may include metrics such as the number of people signed up for the service and the number of approved 60-minute packages. By monitoring these data points, GTC can assess the reach and utilization of the service.
5. Data Collection and Online Consumer Survey: GTC will conduct its data collection process to evaluate the project's impact and effectiveness. This may involve collecting and analyzing data on usage patterns, user feedback, and engagement levels. Additionally, an online consumer survey will be conducted after the first 60 minutes are exhausted to gather feedback on various aspects of the service. Interviews with consumers may also be conducted to gain deeper insights into their experiences.
6. Recommendations: Based on the evaluation findings, GTC will provide recommendations for consideration. These recommendations may include suggestions for improving the service, addressing challenges, or enhancing the overall quality of the services provided.

By implementing this comprehensive evaluation process, GTC aims to benefit both the State of Nevada and improve the quality of services for the Nevadan community. The regular collection of consumer feedback and evaluation data will enable GTC to make informed decisions, address user needs, and continually enhance the project's impact and effectiveness.

Furthermore, the project endeavors to raise awareness among service providers, policymakers, and the public about the barriers faced by the deaf, hard-of-hearing, and deaf-blind individuals in accessing technology.

Through these combined efforts, the project aims to empower these communities and ensure their full participation in the digital world. By providing communication access anywhere and at any time, individuals from these communities can enjoy equal opportunities and actively engage in various aspects of life, including education, employment, social interactions, and more.

Response limited to 3,000 characters.

7. Sustainability

Explain how or if you expect to sustain this project once the funding has ended.

Once the initial funding for the mobile ASL interpreting service provided by GTC ends, sustaining the project will require exploring long-term funding sources from various state agencies and organizations in Nevada. GTC plans to collaborate with several organizations to help identify potential funding opportunities from agencies that can benefit from this service.

Some of the state agencies and organizations that may find value in this service include the Nevada Department of Employment, Training, and Rehabilitation, Nevada Division of Emergency Management, Nevada Department of Health and Human Services (including aging and Disability divisions), employers, and non-profit agencies. By demonstrating the benefits and positive impact of the service, GTC aims to position it as a valuable investment for their deaf, hard of hearing, and deaf-blind clients, especially as technology continues to evolve, providing more accessibility options.

To attract long-term funding and expand the reach of the service, GTC plans to offer trial packages to potential partners in the first quarter. If the potential partners find the service satisfactory during the trial period, they may choose to purchase packages for their consumers.

Building solid relationships with these agencies will be crucial in understanding and recognizing how the service can benefit their consumers effectively.

With ongoing support from the Nevada Governor's Council on Developmental Disabilities and the Nevada Commission for Persons who are Deaf and Hard of Hearing, the demand for the service is expected to grow. As more agencies and organizations recognize the positive impact and value of the service, there will be opportunities to expand its reach and cater to the evolving needs of the community.

In summary, sustaining the sign language interpreting service beyond the initial funding phase will involve the following:

* Actively seeking support from relevant state agencies.
* Offering trial packages to potential partners.
* Continually demonstrating the benefits of the service to secure long-term funding and expansion opportunities.

The strong backing from key organizations in Nevada will play a vital role in driving the growth and success of the service.

Response limited to 3,000 characters.

8. Targeted Disparity/Un/Underserved Populations

Describe how your project will identify and positively affect a targeted disparity/sub population within the disability community (i.e., racial, ethnic, sexual orientation, mental/behavioral health, gender minority groups or other stigmas with developmental disabilities) that are vulnerable to disparities (i.e., health, education, employment, overall safety, transportation, etc.) as a part of your proposed project.

The proposed project specifically targets the disparities and vulnerabilities faced by a subpopulation within the disability community, namely individuals who are deaf, hard-of-hearing, and deaf-blind. These individuals encompass a diverse range of backgrounds, including various races, ethnicities, sexual orientations, mental/behavioral health conditions, and developmental disabilities. The common thread among them is their utilization of American Sign Language (ASL) as their primary means of communication.

By focusing on instant communication access in both ADA and non-ADA environments, the project aims to address disparities that impact these individuals in various areas, such as health, education, employment, overall safety, and transportation. The project acknowledges the unique challenges they encounter when seeking services, information, or assistance, particularly in walk-in service settings.

In state offices where individuals obtain official records/documents or apply for programs and services, the project recognizes the barriers faced by deaf, hard-of-hearing, and deaf-blind individuals. These include being asked to write in English, which may not be their first language, and experiencing burdensome communication situations while waiting in line. The project emphasizes the importance of ensuring that consumers are not pressured to sign important documents without a complete understanding of their contents, disclosures, and obligations.

Furthermore, the project recognizes the challenges that arise when consumers need to communicate with state law enforcement, report to domestic violence centers, or discuss health matters with emergency medical technicians (EMTs). These situations create intense stress for both the individuals and the first responders, emphasizing the need for immediate understanding and effective communication.

The disparities also extend to non-ADA settings, where deaf, hard-of-hearing, and deaf-blind Nevadans face challenges in communicating with individuals who do not understand ASL. Examples include difficulties when shopping for products or being excluded from family discussions due to a lack of primary sign language communication.

Through the proposed project, the aim is not only to address the disparities and vulnerabilities these individuals face but also to create an environment of inclusivity and access. By providing communication services that bridge the gap between ASL users and non-ASL users, the project benefits the targeted subpopulation and hearing individuals seeking communication access to the signing community.

Response limited to 3,000 characters.

9. Replicable Changes

Are there other states that have shown success in areas that you are targeting? If so, please provide details on this success and include information on geographic representation and information about any sub populations within the disability community that may have been impacted from this project.

Yes, other states have shown success in areas similar to those targeted by Global Technical Communications, LLC (GTC).

In 2018, Gateway Group 3, LLC (owned by Dr. Soukup) launched the Mobile Video Interpreting Services (MVIS) pilot project, attracting 67 deaf, hard of hearing, and deaf-blind customers. The following year, the Mobile Communications Access (MCA) pilot project continued for two years, with 82 customers signing up. However, MCA was temporarily paused due to the COVID-19 pandemic.

In July 2022, Global Technical Communications, LLC (GTC) secured a successful contract for ASL Anywhere services with the State of South Dakota, featuring enhanced provisions and expanded service hours. The project's success led to the state extending GTC's contract for another year.

South Dakota, where various initiatives have been implemented to improve communication access for the deaf and hard-of-hearing community. In collaboration with service providers and organizations, South Dakota has successfully implemented ASL Anywhere projects. These initiatives have significantly enhanced communication access for deaf and hard-of-hearing individuals across various settings, including businesses, schools, and government agencies. The success of these programs is reflected in the increased number of users and positive feedback from the community.

In terms of geographic representation, South Dakota's initiatives have been implemented across the state, ensuring accessibility for deaf and hard-of-hearing individuals in both urban and rural areas.

Regarding sub-populations within the disability community, these initiatives have significantly impacted various groups. For instance, deaf individuals from ethnic and linguistic minority backgrounds often face additional communication barriers due to limited access to interpreters who understand their specific cultural and language needs. Mobile ASL interpreting services have helped address these challenges, improving communication access and inclusion for diverse communities.

As GTC continues to collaborate with seven other states to provide mobile interpreting services, these states will likely experience success in improving communication access for their respective deaf and hard-of-hearing communities. Providing services in airports, large businesses, and national organizations will undoubtedly create a positive impact and foster a more inclusive environment for individuals who are deaf and hard of hearing in these states.

Response limited to 3,000 characters.

10. Additional Information

Provide any additional information, relevant to the grant, that did not fit in the above categories.

Response limited to 3,500 characters.

**Index A (Up to allowable 10 pages)**

1. NGCDD Goal/Objective

List the NGCDD Goal AND Objective(s) you are applying for.

**GOAL I:** Individuals with I/DD and/or family members of individuals with I/DD will be able to make more informed decisions about their lives by improving access to information on services, supports and rights.

**Objective 1.3** Reduce identified barriers to accessing technology and digital information for individuals with I/DD representing racial and/or ethnic disparities, Deaf/Hard of Hearing, Blind/Visually Impaired and/or those living in rural communities.

3. Detailed Narrative

Answer this question in **2** sections:

Section A) Identify and reference one or more of the strategies listed in the NOFA that will be utilized in your project.

Three (3) strategies listed in the NOFA as follows:

#1. Use information gathered from Council efforts and other stakeholder input to educate technology service providers and policymakers on the barriers faced by people with I/DD and recommendations on best practice for systems change.

#2. Work with digital providers and policymakers to implement best practice recommendations.

#3. Provide ongoing, coordinated outreach to Hispanic, Blind/Visually Impaired, Deaf/Hard of Hearing and Rural communities statewide on resources and supports for accessing digital information needed to make informed decisions, and track outcomes to inform future needs.

Section B) Describe how that strategy, or strategies will be used, providing specific detail regarding your proposal and the activities you will use to accomplish the strategy or strategies, goal(s), objective(s) AND expected outcome(s) of the grant.

**Strategy #1:** Global Technical Communications, LLC (GTC) will generate a quarterly report encompassing several key aspects, including the number of constituent sign-ups, package requests, and positive testimonials from consumers. This report will be shared with both the Council and the public. By presenting this information, GTC aims to demonstrate to technology service providers and policymakers the reasons behind the growing popularity and high demand among the deaf, hard-of-hearing, and deaf-blind constituents.

The report will highlight the significant advantages this service brings to the community, providing a new level of access previously unavailable and unappreciated by the vulnerable group. This newfound accessibility, available anywhere and anytime, will be recognized as highly beneficial by providers and policymakers. It has the potential to inspire them to think outside the box and reconsider their strategies in terms of investment, budgeting, policymaking, direct services, and the overall quality of access, particularly in rural areas.

The goal is to encourage a paradigm shift that acknowledges the positive impact such a product can have on this specific group, fostering a more inclusive approach that addresses their unique needs and requirements.

To achieve our objectives, we have devised the following action plan:

1. Conduct App Demonstrations: We will showcase the functionality and features of the ASL Anywhere app to constituents and agencies that currently offer "walk-in" services. By providing hands-on demonstrations, we aim to familiarize them with the app's capabilities and showcase its advantages over traditional methods.
2. Training Sessions: GTC will organize training sessions for constituents and agencies, guiding them on effectively utilizing the ASL Anywhere app. These sessions will ensure that users are well-equipped to leverage the app's potential, maximizing their experience and improving communication accessibility.
3. Cost-effective Recommendations: Considering that many individuals and agencies already possess mobile devices such as smartphones and tablets, we will emphasize the cost-effectiveness of utilizing the ASL Anywhere app. By utilizing existing devices, the need for additional hardware investments can be minimized, making the solution more accessible and affordable.
4. App Upgrades and Maintenance: We will regularly upgrade the app's features, functionality, and user experience to meet the evolving needs of individuals relying on it for communication accessibility. This commitment ensures that the app remains a reliable and effective tool for the user community.

By implementing these strategies, we aim to foster greater adoption and utilization of the ASL Anywhere app, enabling improved communication access for deaf, hard-of-hearing, and deaf-blind individuals while encouraging service providers and agencies to embrace this innovative solution.

**Strategy #2:** GTC will compile a quarterly report, which will contain recommendations for modifications, the enhancement of user-friendly systematic services, and the expansion of access. Through collaboration with various organizations, including the Nevada Commission for Persons Who are Deaf and Hard-of-Hearing, we will consult with them and other policymakers. If legal language proves to be a barrier, we may seek legislative measures. Additionally, we may receive the internal access policies of providers and agencies to facilitate the implementation of language services and aid in the review process. It is crucial to appropriately identify and explore the budget and funds in the State of Nevada to ensure the provision of these essential services that uphold the rights of the deaf, hard of hearing, and deaf-blind population.

**Strategy #3:** GTC's marketing team is dedicated to providing comprehensive outreach services to diverse individuals within the deaf, hard-of-hearing, and deaf-blind communities. We will utilize both English and American Sign Language (ASL) to effectively communicate with these communities. Our primary goal is to ensure they are well informed about our product. The user experience with the app holds the utmost importance for GTC.

The anticipated outcomes of the grant are as follows:

1. Empowering Sign Language Users: By tracking the number of sign-ups and package requests, we aim to empower sign language users to communicate efficiently with non-sign language users, regardless of their location. This empowerment creates a mutually beneficial situation, relieving unnecessary stress for both parties involved in the communication process.
2. Fostering Dialogue Among Service Providers and Policymakers: The grant serves as a catalyst for service providers and policymakers to initiate discussions and engage with stakeholders regarding the unique needs of vulnerable groups, particularly in the realm of telecommunication technology and access. This facilitates a deeper understanding of the challenges faced by these communities and helps shape future policies and initiatives.
3. Building Support and Collaboration: The grant plays a vital role in garnering support and fostering collaboration between the community and state agencies. By showcasing the value and effectiveness of interpretation service apps, we aim to secure long-term funding for these vulnerable groups, ensuring continued access to interpretation services that can be utilized anywhere.

These outcomes collectively contribute to creating a more inclusive and accessible environment for the deaf, hard-of-hearing, and deaf-blind communities, promoting equal opportunities for communication and engagement.

5. Qualifications

What are the qualifications of the agency and key personnel involved in this project. If you have received a grant with us in the past, provide specifics on what you accomplished with that grant that would make you a good candidate to receive another one.

GTC's qualifications as an agency involved in this project are as follows:

1. Expertise in Communication Solutions: GTC is a leading business entity with specialized knowledge and experience in providing effective communication solutions for individuals who are deaf, hard of hearing, and deaf-blind. Their focus on this specific population allows them to better understand their unique needs and challenges, ensuring that their solutions are tailored to meet their communication requirements.
2. In-Depth Understanding of Deaf and Hard-of-Hearing Communities: By primarily operating with deaf and hard-of-hearing individuals, GTC has developed a deep understanding of the communities they serve. This familiarity enables them to identify the specific communication barriers their target audience faces and design solutions that effectively address these challenges.
3. Experience in Complex Technology Solutions: GTC's track record includes developing and administering complex technology solutions to facilitate communication access. This expertise is crucial for creating innovative tools and services that enhance communication opportunities for the deaf and hard-of-hearing community.
4. Local and International Reach: GTC's work extends beyond regional borders, as they actively address communication challenges on an international scale. Their global approach to communication solutions demonstrates their commitment to reaching and serving a diverse range of deaf and hard-of-hearing individuals worldwide.
5. Commitment to Public-Private Partnerships: GTC's dedication to fostering positive public-private partnerships underscores its collaborative approach to addressing systematic communication challenges. This willingness to work with various stakeholders reflects their commitment to achieving the project's goals through collective efforts.

**Dr. Benjamin J. Soukup,** as the co-owner and CEO of GTC, Dr. Soukup has a long-standing commitment to advocating for the rights of deaf and hard-of-hearing individuals. His vast experience in the field, including his previous role as founder and CEO of Communication Service for the Deaf, Inc. (CSD), demonstrates his profound knowledge and contributions to the industry.

**Mark Apodaca** serves as GTC's Chief Financial Officer and has more than 45 years of experience in finance, spanning corporate, nonprofit, and government sectors, providing valuable financial expertise to the project. His involvement in various nonprofit organizations showcases his dedication to community service beyond his finance profession.

**Bridget Bonheyo** brings a wealth of experience in business development, marketing, and customer relations, particularly within the deaf and hard-of-hearing community. Her extensive involvement in various nonprofit and for-profit organizations showcases her dedication to advocating for communication accessibility and inclusivity.

**Thomas W. D'Angelo's** expertise in marketing, outreach, and the telecommunications/relay industry, serving the deaf and hard-of-hearing as the primary focus. This continues his dedication to advocating for the rights and interests of the deaf community at local and statewide levels. With extensive experience and a strong commitment to community involvement, he continues to be a valuable advocate and leader in advancing communication accessibility for the deaf and hard-of-hearing community.

**Patty Kuglitsch** is a passionate advocate for the deaf and hard-of-hearing community in South Dakota. She firmly believes in ensuring equal participation for all individuals without barriers. Through her advocacy in state legislative affairs, she has achieved positive changes, including expanding telecommunications services to include essential technologies for the deaf and hard of hearing. Patty's dedication to communication accessibility is evident in her persistent efforts to secure interpreters and captions for legislative hearings and ASL interpreters during emergencies. Her unwavering commitment has profoundly impacted South Dakota's accessibility landscape, fostering a more inclusive and equitable society.

These key personnel's diverse skills and experiences complement GTC's qualifications as an agency, making them a well-rounded team equipped to effectively implement the project and address communication challenges for the deaf, hard-of-hearing, and deaf-blind community.

In our first year of receiving a grant from the Nevada Governor's Council on Developmental Disabilities, we achieved significant milestones in creating history. Nevada became the second state to offer a free mobile interpreting service for the deaf and hard of hearing community, effectively eliminating daily communication barriers they had been facing. This service has brought about numerous positive changes, including improved job opportunities, stronger connections with nonsigning family members, and the ability to communicate freely with anyone, anywhere, reducing their daily stress.

This year, we successfully registered 93 deaf and hard-of-hearing individuals as users of the mobile interpreting service. Their feedback and testimonials highlight the life-changing impact of this tool:

* Many users expressed feeling independent and capable of communicating with anyone effectively.
* The service facilitated meaningful conversations with family members who do not know sign language, improving understanding and relationships.
* In various situations, like visiting the car shop or tax services, the app provided clear and reliable communication, ensuring essential information was received.
* The app's availability filled the gaps when on-site interpreters were unavailable in remote or small towns, ensuring access to critical information, including health-related matters.

The positive impact of this service is just the beginning. With the potential of receiving a second-year grant, we plan to extend our outreach to other service providers, including EMTs and businesses. This will demonstrate the pressing need to eliminate communication barriers and advocate for respectful treatment for the deaf and hard-of-hearing community. The continued support will allow us to make a lasting difference in their lives and promote inclusivity and accessibility throughout Nevada.

**Additional support information:**

Joe from Nevada Audiologist Video

<https://youtu.be/Q14K79P7t9c>

David and his job promotion video

<https://youtu.be/HwK01K8VDyw>

Joe's family video

<https://youtu.be/_Mie71IgSsk>

Christmas video

<https://youtu.be/lP1jq-umxtw>

Leasing Apartment video

<https://youtu.be/6UisqHHWAZk>

The police and the deaf driver video

<https://youtu.be/h3wviaA7RAA>

Nevada Governor’s Council on Developmental Disabilities (NGCDD)

Federal Fiscal Year 2024 Notice of Funds Available (NOFA)

Assurances and Budget

\*If awarded, you will be held accountable for all content so please take the time to read through this document. Be sure to complete **all items** that require a response. Do not include match amounts in Sections G through L. Enter match amounts in Section H (pg. 18) only. If you have questions about this form or need to request an accommodation, contact Ellen Marquez at 775-684-8621 or elmarquez@dhhs.nv.gov.

# General Information

**Organization: Global Technical Communications, LLC**

**Project Director Name: Bridget Bonheyo, Vice President of Business Development, Marketing, & Consumer Relations**

**EIN Number: 88-0699991**

**State Vendor Number: T32013296**

**Dun and Bradstreet (DUNS) Number: 059555387**

**Indirect Rate (cannot be more than 10% of total award): 10%**

**Match amount in actual dollars or value (must be at least 25% of total award): $10,000**

# General Terms and Conditions:

In accepting these grant funds, it is understood that:

1. This award is subject to the availability of appropriate funds.
2. Expenditures must comply with any statutory guidelines and be consistent with the narrative, goals, objectives, and budget as approved and documented.
3. Subrecipient must comply with all applicable Federal regulations.
4. Quarterly progress reports are due by the 10th of each month following the end of the quarter, unless specific exceptions are provided in writing by the grant administrator. Additionally, a final report and subsequent materials must be submitted as outlined in the NGCDD Grants Procedure Manual.
5. Financial Status Reports and Requests for Funds must be submitted no later than 15 days following the end of the month the expense is incurred for the entire duration of the grant unless prior authorization has been received by the grant administrator.
6. The NGCDD must be acknowledged on all work.

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| Incorporated Documents1. Grant Conditions and Assurances;
2. Scope of Work
3. Budget and Financial Reporting Requirements;
4. ~~Request for Reimbursement~~ (Provided Upon Award)
 | 1. Audit Information Request;
2. Current/Former State Employee Disclaimer;
3. DHHS Business Associate Addendum; and
4. Matching Funds Agreement (optional: only if matching funds are required)
 |

Your signature below signifies compliance with all sections of this packet.

|  |
| --- |
| **Project Director Signature:** A black line of objects  Description automatically generated |
| **Date: July 27, 2023** |

## SECTION A

### GRANT CONDITIONS AND ASSURANCES

#### General Conditions

1. Nothing contained in this Agreement is intended to, or shall be construed in any manner, as creating, or establishing the relationship of employer/employee between the parties. The Recipient shall at all times remain an “independent contractor” with respect to the services to be performed under this Agreement. The Department of Health and Human Services (hereafter referred to as “Department”) shall be exempt from payment of all Unemployment Compensation, FICA, retirement, life and/or medical insurance and Workers’ Compensation Insurance as the Recipient is an independent entity.
2. The Recipient shall hold harmless, defend, and indemnify the Department from any and all claims, actions, suits, charges and judgments whatsoever that arise out of the Recipient’s performance or nonperformance of the services or subject matter called for in this Agreement.
3. The Department or Recipient may amend this Agreement at any time provided that such amendments make specific reference to this Agreement, and are executed in writing, and signed by a duly authorized representative of both organizations. Such amendments shall not invalidate this Agreement, nor relieve or release the Department or Recipient from its obligations under this Agreement.
* The Department may, in its discretion, amend this Agreement to conform with federal, state, or local governmental guidelines, policies and available funding amounts, or for other reasons. If such amendments result in a change in the funding, the scope of services, or schedule of the activities to be undertaken as part of this Agreement, such modifications will be incorporated only by written amendment signed by both the Department and Recipient.
1. Either party may terminate this Agreement at any time by giving written notice to the other party of such termination and specifying the effective date thereof at least 30 days before the effective date of such termination. Partial terminations of the Scope of Work in Section B may only be undertaken with the prior approval of the Department. In the event of any termination for convenience, all finished or unfinished documents, data, studies, surveys, reports, or other materials prepared by the Recipient under this Agreement shall, at the option of the Department, become the property of the Department, and the Recipient shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.
* The Department may also suspend or terminate this Agreement, in whole or in part, if the Recipient materially fails to comply with any term of this Agreement, or with any of the rules, regulations or provisions referred to herein; and the Department may declare the Recipient ineligible for any further participation in the Department’s grant agreements, in addition to other remedies as provided by law. In the event there is probable cause to believe the Recipient is in noncompliance with any applicable rules or regulations, the Department may withhold funding.

#### Grant Assurances

A signature on the cover page of this packet indicates that the applicant is capable of and agrees to meet the following requirements, and that all information contained in this proposal is true and correct.

1. Adopt and maintain a system of internal controls which results in the fiscal integrity and stability of the organization, including the use of Generally Accepted Accounting Principles (GAAP).
2. Compliance with state insurance requirements for general, professional, and automobile liability; workers’ compensation and employer’s liability; and, if advance funds are required, commercial crime insurance.
3. These grant funds will not be used to supplant existing financial support for current programs.
4. No portion of these grant funds will be subcontracted without prior written approval unless expressly identified in the grant agreement.
5. Compliance with the requirements of the Civil Rights Act of 1964, as amended, and the Rehabilitation Act of 1973, P.L. 93-112, as amended, and any relevant program-specific regulations, and shall not discriminate against any employee for employment because of race, national origin, creed, color, sex, religion, age, disability or handicap condition (including AIDS and AIDS-related conditions).
6. Compliance with the Americans with Disabilities Act of 1990 (P.L. 101-136), 42 U.S.C. 12101, as amended, and regulations adopted there under contained in 28 CFR 26.101-36.999 inclusive, and any relevant program-specific regulations.
7. Compliance with Title 2 of the Code of Federal Regulations (CFR) and any guidance in effect from the Office of Management and Budget (OMB) related (but not limited to) audit requirements for grantees that expend $750,000 or more in Federal awards during the grantee’s fiscal year must have an annual audit prepared by an independent auditor in accordance with the terms and requirements of the appropriate circular. To acknowledge this requirement, Section E of this notice of subaward must be completed.
8. Compliance with the Clean Air Act (42 U.S.C. 7401–7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251–1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
9. Certification that neither the Recipient nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. This certification is made pursuant to regulations implementing Executive Order 12549, Debarment and Suspension, 28 C.F.R. pt. 67 § 67.510, as published as pt. VII of May 26, 1988, Federal Register (pp. 19150-19211).
10. No funding associated with this grant will be used for lobbying. \*See guidance on activities allowed under Public Law 106-402, Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15001 et seq) located in the NGCDD Grants Procedure Manual.
11. Disclosure of any existing or potential conflicts of interest relative to the performance of services resulting from this grant award.
12. Provision of a work environment in which the use of tobacco products, alcohol, and illegal drugs will not be allowed.
13. An organization receiving grant funds through the Department of Health and Human Services shall not use grant funds for any activity related to the following:
* Any attempt to influence the outcome of any federal, state or local election, referendum, initiative or similar procedure, through in-kind or cash contributions, endorsements, publicity or a similar activity.
* Establishing, administering, contributing to or paying the expenses of a political party, campaign, political action committee or other organization established for the purpose of influencing the outcome of an election, referendum, initiative or similar procedure.
* Any attempt to influence:
* The introduction or formulation of federal, state or local legislation; or
* The enactment or modification of any pending federal, state or local legislation, through communication with any member or employee of Congress, the Nevada Legislature or a local governmental entity responsible for enacting local legislation, including, without limitation, efforts to influence State or local officials to engage in a similar lobbying activity, or through communication with any governmental official or employee in connection with a decision to sign or veto enrolled legislation.
* Any attempt to influence the introduction, formulation, modification or enactment of a federal, state or local rule, regulation, executive order or any other program, policy or position of the United States Government, the State of Nevada or a local governmental entity through communication with any officer or employee of the United States Government, the State of Nevada or a local governmental entity, including, without limitation, efforts to influence state or local officials to engage in a similar lobbying activity.
* Any attempt to influence:
* The introduction or formulation of federal, state or local legislation;
* The enactment or modification of any pending federal, state or local legislation; or
* The introduction, formulation, modification or enactment of a federal, state or local rule, regulation, executive order or any other program, policy or position of the United States Government, the State of Nevada or a local governmental entity, by preparing, distributing or using publicity or propaganda, or by urging members of the general public or any segment thereof to contribute to or participate in any mass demonstration, march, rally, fundraising drive, lobbying campaign or letter writing or telephone campaign.
* Legislative liaison activities, including, without limitation, attendance at legislative sessions or committee hearings, gathering information regarding legislation and analyzing the effect of legislation, when such activities are carried on in support of or in knowing preparation for an effort to engage in an activity prohibited pursuant to subsections 1 to 5, inclusive.
* Executive branch liaison activities, including, without limitation, attendance at hearings, gathering information regarding a rule, regulation, executive order or any other program, policy or position of the United States Government, the State of Nevada or a local governmental entity and analyzing the effect of the rule, regulation, executive order, program, policy or position, when such activities are carried on in support of or in knowing preparation for an effort to engage in an activity prohibited pursuant to subsections 1 to 5, inclusive.
1. An organization receiving grant funds through the Department of Health and Human Services may, to the extent and in the manner authorized in its grant, use grant funds for any activity directly related to educating persons in a nonpartisan manner by providing factual information in a manner that is:
* Made in a speech, article, publication, or other material that is distributed and made available to the public, or through radio, television, cable television or other medium of mass communication; and
* Not specifically directed at:
* Any individual member or employee of Congress, the Nevada Legislature or a local governmental entity responsible for enacting local legislation;
* Any governmental official or employee who is or could be involved in a decision to sign or veto enrolled legislation; or
* Any officer or employee of the United States Government, the State of Nevada or a local governmental entity who is involved in introducing, formulating, modifying or enacting a Federal, State or local rule, regulation, executive order or any other program, policy or position of the United States Government, the State of Nevada or a local governmental entity.

This provision does not prohibit a recipient or an applicant for a grant from providing information that is directly related to the grant or the application for the grant to the granting agency.

To comply with reporting requirements of the Federal Funding and Accountability Transparency Act (FFATA), the sub-grantee agrees to provide the Department with copies of all contracts, sub-grants, and or amendments to either such documents, which are funded by funds allotted in this agreement.

## SECTION B

Scope of Work – To include information on the objective, activities to be completed and the timeline of estimated completion.

**Objective 1.3** Reduce identified barriers to accessing technology and digital information for individuals with I/DD representing racial and/or ethnic disparities, Deaf/Hard of Hearing, Blind/Visually Impaired and/or those living in rural communities.

October – December 2023:

1. GTC's Nevada Account Manager will continue collaborating with the State of Nevada to ensure effective coordination into year 2023-2024.
2. Continue an outreach and marketing campaign utilizing social media platforms, email campaigns and town hall meetings.
3. Continue information and application forms specific to Nevada's State programs on the ASL Anywhere website.
4. Conduct community training sessions through Zoom and community centers to educate and familiarize individuals and organizations with the ASL Anywhere app.
5. Online applications for individuals to sign up for the service.
6. Strengthen collaboration with the Nevada Commission for Persons who are Deaf and Hard of Hearing (NCPDHH) to leverage their expertise and support.

January – March 2024:

1. Generate quarterly reports outlining the overall operation expenditure, number of packages purchased, registered users, notable successes, challenges, and any recommended modifications.
2. Continue outreach and marketing.
3. Maintain online application availability for new sign-ups.
4. Continue training sessions when needed.
5. Sustain collaboration with the NCPDHH to ensure alignment and support.

April – June 2024:

1. Produce quarterly reports of operation expenditure, package purchases, users, successes, challenges, and any recommended modifications.
2. Continue outreach and marketing initiatives.
3. Online applications for new sign-ups.
4. Offer training sessions based on demand and feedback from previous quarters.
5. Maintain an ongoing collaboration with NCPDHH and the process of collecting and documenting community feedback on its services to facilitate evaluation and improvement. This includes comprehensive data analysis to gain deeper insights, identify the advantages of the package and service offerings, and recognize any impacts and barriers that may arise during implementation.

July - September 2024:

1. Produce quarterly reports of operation expenditure, package purchases, user count, successes, challenges, and any recommended modifications.
2. Continue outreach and marketing initiatives via social media, email campaigns, and town hall meetings.
3. Continue to offer training sessions.
4. Online application for new sign-ups.
5. Maintain an ongoing collaboration with NCPDHH and the process of collecting and documenting community feedback on its services to facilitate evaluation and improvement.

GTC will provide 60-minute packages to the deaf and hard-of-hearing Nevadans who meet the eligibility criteria so that they can access mobile ASL interpreting service anywhere, and the hours of service will be between 6 AM to 6 PM PST daily. Each 60-minute package is valued at $480.

This includes comprehensive data analysis to gain deeper insights, identify the advantages of the package, marketing, and service offerings, and recognize any impacts and barriers that may arise during implementation.

## SECTION C

### BUDGET

The Department of Health and Human Services policy allows no more than 10% flexibility of the total not to exceed amount of the subaward, within the approved Scope of Work/Budget. Subrecipient will obtain written permission to redistribute funds within categories. Note: the redistribution cannot alter the total not to exceed amount of the subaward. Modifications in excess of 10% require a formal amendment.

* Equipment purchased with these funds belongs to the federal program from which this funding was appropriated and shall be returned to the program upon termination of this agreement.
* Travel expenses, per diem, and other related expenses must conform to the procedures and rates allowed for State officers and employees. It is the Policy of the Board of Examiners to restrict contractors/ Subrecipients to the same rates and procedures allowed State Employees. The State of Nevada reimburses at rates comparable to the rates established by the US General Services Administration, with some exceptions (State Administrative Manual 0200.0 and 0320.0).
* "The program Contract Monitor or Program Manager shall, when federal funding requires a specific match, maintenance of effort (MOE), "in-kind", or earmarking (set-aside) of funds for a specific purpose, have the means necessary to identify that the match, MOE, "in-kind", or earmarking (set-aside) has been accomplished at the end of the grant year. If a specific vendor or subrecipient has been identified in the grant application to achieve part or all of the match, MOE, "in-kind", or earmarking (set-aside), then this shall also be identified in the scope of work as a requirement and a deliverable, including a report of accomplishment at the end of each quarter to document that the match, MOE, "in-kind", or earmarking (set-aside) was achieved. These reports shall be held on file in the program for audit purposes, and shall be furnished as documentation for match, MOE, "in-kind", or earmarking (set-aside) reporting on the Financial Status Report (FSR) 90 days after the end of the grant period."

#### The Subrecipient agrees:

To request reimbursement according to the schedule specified below for the actual expenses incurred related to the Scope of Work during the subaward period.

* Total reimbursement through this subaward will not exceed **$ 40,000**
* Requests for Reimbursement will be accompanied by supporting documentation, including a line item description of expenses incurred and funds used for match during the entire project period. Supporting documents of grant expenditures must be in sufficient detail to show the exact nature of expenditures.
* There is an expectation that all awarded applicants will spend down at least 60% of their award by June 30 of the calendar year in which the grant was awarded.
* Additional expenditure detail will be provided upon request from the Department.

Additionally, the Subrecipient agrees to provide:

* A complete financial accounting of all expenditures to the Department within 30 days of the CLOSE OF THE SUBAWARD PERIOD. Any un-obligated funds shall be returned to the Department at that time, or if not already requested, shall be deducted from the final award.
* Any work performed after the BUDGET PERIOD will not be reimbursed.
* If a Request for Reimbursement (RFR) is received after the 45-day closing period, the Department may not be able to provide reimbursement.
* If a credit is owed to the Department after the 45-day closing period, the funds must be returned to the Department within 30 days of identification.

#### The Department agrees:

* To provide technical assistance, upon request from the Subrecipient;
* The Department reserves the right to hold reimbursement under this subaward until any delinquent forms, reports, and expenditure documentation are submitted to and accepted by the Department.

#### Both parties agree:

* To comply with all terms, conditions, rules and regulations of the [Nevada Governor’s Council on Developmental Disabilities Grants Procedure Manual](http://www.nevadaddcouncil.org/for-grantees/) and the [U.S. Department of Health and Human Services Grants Policies and Regulations](https://www.hhs.gov/grants/grants/grants-policies-regulations/index.html),
* The Subrecipient will, in the performance of the Scope of Work specified in this subaward, perform functions and/or activities that could involve confidential information; therefore, the Subrecipient is requested to fill out Section G, which is specific to this subaward, and will be in effect for the term of this subaward.
* All reports of expenditures and requests for reimbursement processed by the Department are SUBJECT TO AUDIT.
* This subaward agreement may be TERMINATED by either party prior to the date set forth on the Notice of Subaward, provided the termination shall not be effective until 30 days after a party has served written notice upon the other party. This agreement may be terminated by mutual consent of both parties or unilaterally by either party without cause. The parties expressly agree that this Agreement shall be terminated immediately if for any reason the Department, state, and/or federal funding ability to satisfy this Agreement is withdrawn, limited, or impaired.

#### Financial Reporting Requirements

* A Request for Reimbursement and accompanying documentation will be submitted to the Nevada Governor’s Council on Developmental Disabilities no later than 15 days following the end of the month the expense is incurred (unless prior authorization has been received) during the entire project period. This includes the final month and any instances where funds are not requested for that month based on the terms of the subaward agreement.
* Reimbursement is based on actualexpenditures incurred during the period being reported.
* Payment will not be processed without all reporting being current.
* Reimbursement may only be claimed for expenditures approved within the Notice of Subaward.

Identify the source of funding on all printed documents purchased or produced within the scope of this subaward, using a statement similar to: “This publication (journal, article, etc.) was supported by the Nevada Governor’s Council on Developmental Disabilities through grant funds from the Federal Office of Intellectual and Developmental Disabilities and Nevada State Department of Health and Human Services through Grant Number (to be given upon grant award). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Department nor NGCDD or OIDD.” All written work product is required to include the NGCDD logo.

Any activities performed under this subaward shall acknowledge the funding was provided through the NGCDD and Department by Grant Number (to be given upon grant award) from 10/1/23 to 9/30/24.

PLEASE make sure to read and complete **all items** that need a response. Missing information may result in your application not being accepted. Subrecipient agrees to adhere to the following budget:

#### Personnel Total = N/A. It will be a part of in-kind value.

**Total Fringe Cost for All Employees =**

**Total Salary Cost for All Employees =**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name and Title of Employee:** | **Fringe Rate** | **Annual Salary** | **Projected % of Time**  | **Projected # of Months**  | **Annual % of Months**  | **Total Amount Requested**  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

\*Copy and paste for additional employees.

#### In State Travel Total = N/A. It will be a part of in-kind value.

* + - 1. **Title, destination and justification of trip =**

**Additional trips need to be entered separately**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **All fees must be GSA rate** | **Cost x** | **# Trips x** | **# Days or Nights if Lodging x** | **# Staff**  |  **= Total**  |
| **Roundtrip Airfare (cost per trip x # of trips x # of staff =)** |  |  | **N/A** |  |  |
| **Baggage Fee ($ amount per person x # of trips x # of staff)** |  |  | **N/A** |  |  |
| **Per Diem ($ per day @ GSA rate x # of trips x # of days x # of staff)** |  |  |  |  |  |
| **Lodging ($ per day incl. tax x # of trips x # of nights x # of staff)** |  |  |  |  |  |
| **Ground Transportation ($ per r/trip x # of trips x # of staff)** |  |  | **N/A** |  |  |
| **Mileage (rate per mile x # of miles per r/trip) x # of trips x # of staff)** |  |  | **N/A** |  |  |
| **Parking ($ per day x # of trips x # of days x # of staff)** |  |  |  |  |  |

\*Copy and paste above for additional trips.

#### Operating Expenses Total = **N/A. It will be a part of in-kind value.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Cost x** | **# staff x** | **# months** | **= Total**  |
| **Office Supplies: $ amount x # of FTE staff x # of mo. =**  |  |  |  |  |
| **Rent: $ per/mo. x 12 months x # of FTE =**  |  |  |  |  |
| **Communications: what and how often =** |  |  |  |  |

**Justification for supplies listed above:**

#### Contractual/Pass Through (Sub-Recipient) Sub Awards Total =

1. **Name:**
* **Method of Selection (sole source or competitive bid, if sole source justify reason) :**
* **Dates of Performance:**
* **What will they be doing:**
* **Personnel Costs:**
* **Travel Costs:**
* **Method of Accountability: describe how progress and performance of the sub-recipient will be monitored and who will be responsible for supervising sub-recipient’s work.:**

\*Copy and paste above for additional contracts.

#### Training Total = N/A. It will be a part of in-kind value.

Include narrative to justify any special budget line items included in this category, such as stipends, scholarships, marketing brochures or public information. Tie budget piece to project deliverable.

1. **Description of training:**
* **Cost(s) associated with training (provide an itemized list including amounts for all costs associated with training:**
* **Justification for training:**

\*Copy and paste above for additional trainings.

1. Other Total = **$36,000**

Identify other expenditures, which can include any relevant expenditure associated with the project, such as audit costs, etc. Stipends or scholarships that are a component of a larger project or program may be included here but require special justification.

* **Printing Services =**
* **Copier/Printer Lease =**
* **Property and Contents Insurance per year =**
* **Other Utilities =**
* **Postage =**
* **Phone Line =**
* **Conference Calls =**
* **Long Distance =**
* **Email =**
* **Other = $36,000**

**Justification for items listed above** (include narrative to justify items included in this category. Tie budget piece to project deliverables)**:** It is $480 per 60-minute package.

#### Total Direct Costs (G thru L) **= $36,000 and in-kind value of $10,000.**

#### Indirect Total=

* **Indirect % = $4,000**

Indirect Methodology: The NGCDD allows up to 10% indirect costs. Indirect costs would apply to direct costs that include salaries and wages of employees assigned to the project, costs of materials, services and travel incurred in carrying out the project, data processing and accounting activities.

#### Budget Total: (M + N) = **$40,000 and in-kind value of $10,000**

## SECTION D

Request for Reimbursement form provided upon award.

SECTION E

### Audit Information Request

Compliance with this section is acknowledged by signing the subaward cover page of this packet.

Non-Federal entities that expend $750,000.00 or more in total federal awards are required to have a single or program-specific audit conducted for that year, in accordance with 2 CFR § 200.501(a).

* **Did your organization expend $750,000 or more in all federal awards during your organization’s most recent fiscal year? N/A**
* **When does your organization’s fiscal year end? N/A**
* **What is the official name of your organization? N/A**
* **How often is your organization audited? N/A**
* **When was your last audit performed? N/A**
* **What time-period did your last audit cover? N/A**
* **Which accounting firm conducted your last audit? N/A**

## SECTION F

### Notification of Utilization of Current or Former State Employee

For the purpose of State compliance with NRS 333.705, subrecipient represents and warrants that if subrecipient, or any employee of subrecipient who will be performing services under this subaward, is a current employee of the State or was employed by the State within the preceding 24 months, subrecipient has disclosed the identity of such persons, and the services that each such person will perform, to the issuing Agency. Subrecipient agrees they will not utilize any of its employees who are Current State Employees or Former State Employees to perform services under this subaward without first notifying the Agency and receiving from the Agency approval for the use of such persons. This prohibition applies equally to any subcontractors that may be used to perform the requirements of the subaward. The provisions of this section do not apply to the employment of a former employee of an agency of this State who is not receiving retirement benefits under the Public Employees’ Retirement System (PERS) during the duration of the subaward.

Are any current or former employees of the State of Nevada assigned to perform work on this subaward?

If “YES”, list the names of any current or former employees of the State and the services that each person will perform.

* **Name:**
* **Services:**

Subrecipient agrees that if a current or former state employee is assigned to perform work on this subaward at any point after execution of this agreement, they must receive prior approval from the Department.

Subrecipient agrees that any employees listed cannot perform work until approval has been given from the Department.

## SECTION G

### Business Associate Addendum

Between the Nevada Department of Health and Human Services/Nevada Governor’s Council on Developmental Disabilities (Hereinafter referred to as the “Covered Entity”) **and Global Technical Communications, LLC**

Hereinafter referred to as the “Business Associate”

PURPOSE. In order to comply with the requirements of HIPAA and the HITECH Act, this Addendum is hereby added and made part of the agreement between the Covered Entity and the Business Associate. This Addendum establishes the obligations of the Business Associate and the Covered Entity as well as the permitted uses and disclosures by the Business Associate of protected health information it may possess by reason of the agreement. The Covered Entity and the Business Associate shall protect the privacy and provide for the security of protected health information disclosed to the Business Associate pursuant to the agreement and in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-5 (“the HITECH Act”), and regulation promulgated there under by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws.

WHEREAS, the Business Associate will provide certain services to the Covered Entity, and, pursuant to such arrangement, the Business Associate is considered a business associate of the Covered Entity as defined in HIPAA, the HITECH Act, the Privacy Rule and Security Rule; and

WHEREAS, Business Associate may have access to and/or receive from the Covered Entity certain protected health information, in fulfilling its responsibilities under such arrangement; and

WHEREAS, the HIPAA Regulations, the HITECH Act, the Privacy Rule and the Security Rule require the Covered Entity to enter into an agreement containing specific requirements of the Business Associate prior to the disclosure of protected health information, as set forth in, but not limited to, 45 CFR Parts 160 & 164 and Public Law 111-5.

THEREFORE, in consideration of the mutual obligations below and the exchange of information pursuant to this Addendum, and to protect the interests of both Parties, the Parties agree to all provisions of this Addendum.

#### DEFINITIONS

#### The following terms shall have the meaning ascribed to them in this Section. Other capitalized terms shall have the meaning ascribed to them in the context in which they first appear.

1. Breach means the unauthorized acquisition, access, use, or disclosure of protected health information which compromises the security or privacy of the protected health information. The full definition of breach can be found in 42 USC 17921 and 45 CFR 164.402.
2. Business Associate shall mean the name of the organization or entity listed above and shall have the meaning given to the term under the Privacy and Security Rule and the HITECH Act. For full definition refer to 45 CFR 160.103.
3. CFR stands for the Code of Federal Regulations.
4. Agreement shall refer to this Addendum and that particular agreement to which this Addendum is made a part.
5. Covered Entity shall mean the name of the Department listed above and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to 45 CFR 160.103.
6. Designated Record Set means a group of records that includes protected health information and is maintained by or for a covered entity or the Business Associate that includes, but is not limited to, medical, billing, enrollment, payment, claims adjudication, and case or medical management records. Refer to 45 CFR 164.501 for the complete definition.
7. Disclosure means the release, transfer, provision of, access to, or divulging in any other manner of information outside the entity holding the information as defined in 45 CFR 160.103.
8. Electronic Protected Health Information means individually identifiable health information transmitted by electronic media or maintained in electronic media as set forth under 45 CFR 160.103.
9. Electronic Health Record means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff. Refer to 42 USC 17921.
10. Health Care Operations shall have the meaning given to the term under the Privacy Rule at 45 CFR 164.501.
11. Individual means the person who is the subject of protected health information and is defined in 45 CFR 160.103.
12. Individually Identifiable Health Information means health information, in any form or medium, including demographic information collected from an individual, that is created or received by a covered entity or a business associate of the covered entity and relates to the past, present, or future care of the individual. Individually identifiable health information is information that identifies the individual directly or there is a reasonable basis to believe the information can be used to identify the individual. Refer to 45 CFR 160.103.
13. Parties shall mean the Business Associate and the Covered Entity.
14. Privacy Rule shall mean the HIPAA Regulation that is codified at 45 CFR Parts 160 and 164, Subparts A, D and E.
15. Protected Health Information means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. Refer to 45 CFR 160.103 for the complete definition.
16. Required by Law means a mandate contained in law that compels an entity to make a use or disclosure of protected health information and that is enforceable in a court of law. This includes but is not limited to: court orders and court-ordered warrants; subpoenas, or summons issued by a court; and statues or regulations that require the provision of information if payment is sought under a government program providing public benefits. For the complete definition refer to 45 CFR 164.103.
17. Secretary shall mean the Secretary of the federal Department of Health and Human Services (HHS) or the Secretary’s designee.
18. Security Rule shall mean the HIPAA regulation that is codified at 45 CFR Parts 160 and 164 Subparts A and C.
19. Unsecured Protected Health Information means protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued in Public Law 111-5. Refer to 42 USC 17932 and 45 CFR 164.402.
20. USC stands for the United States Code.

#### OBLIGATIONS OF THE BUSINESS ASSOCIATE

1. Access to Protected Health Information. The Business Associate will provide, as directed by the Covered Entity, an individual or the Covered Entity access to inspect or obtain a copy of protected health information about the Individual that is maintained in a designated record set by the Business Associate or, its agents or subcontractors, in order to meet the requirements of the Privacy Rule, including, but not limited to 45 CFR 164.524 and 164.504(e) (2) (ii) (E). If the Business Associate maintains an electronic health record, the Business Associate or, its agents or subcontractors shall provide such information in electronic format to enable the Covered Entity to fulfill its obligations under the HITECH Act, including, but not limited to 42 USC 17935.
2. Access to Records. The Business Associate shall make its internal practices, books and records relating to the use and disclosure of protected health information available to the Covered Entity and to the Secretary for purposes of determining Business Associate’s compliance with the Privacy and Security Rule in accordance with 45 CFR 164.504(e)(2)(ii)(H).
3. Accounting of Disclosures. Promptly, upon request by the Covered Entity or individual for an accounting of disclosures, the Business Associate and its agents or subcontractors shall make available to the Covered Entity or the individual information required to provide an accounting of disclosures in accordance with 45 CFR 164.528, and the HITECH Act, including, but not limited to 42 USC 17935. The accounting of disclosures, whether electronic or other media, must include the requirements as outlined under 45 CFR 164.528(b).
4. Agents and Subcontractors. The Business Associate must ensure all agents and subcontractors to whom it provides protected health information agree in writing to the same restrictions and conditions that apply to the Business Associate with respect to all protected health information accessed, maintained, created, retained, modified, recorded, stored, destroyed, or otherwise held, transmitted, used or disclosed by the agent or subcontractor. The Business Associate must implement and maintain sanctions against agents and subcontractors that violate such restrictions and conditions and shall mitigate the effects of any such violation as outlined under 45 CFR 164.530(f) and 164.530(e)(1).
5. Amendment of Protected Health Information. The Business Associate will make available protected health information for amendment and incorporate any amendments in the designated record set maintained by the Business Associate or, its agents or subcontractors, as directed by the Covered Entity or an individual, in order to meet the requirements of the Privacy Rule, including, but not limited to, 45 CFR 164.526.
6. Audits, Investigations, and Enforcement. The Business Associate must notify the Covered Entity immediately upon learning the Business Associate has become the subject of an audit, compliance review, or complaint investigation by the Office of Civil Rights or any other federal or state oversight agency. The Business Associate shall provide the Covered Entity with a copy of any protected health information that the Business Associate provides to the Secretary or other federal or state oversight agency concurrently with providing such information to the Secretary or other federal or state oversight agency. The Business Associate and individuals associated with the Business Associate are solely responsible for all civil and criminal penalties assessed as a result of an audit, breach, or violation of HIPAA or HITECH laws or regulations. Reference 42 USC 17937.
7. Breach or Other Improper Access, Use or Disclosure Reporting. The Business Associate must report to the Covered Entity, in writing, any access, use or disclosure of protected health information not permitted by the agreement, Addendum or the Privacy and Security Rules. The Covered Entity must be notified immediately upon discovery or the first day such breach or suspected breach is known to the Business Associate or by exercising reasonable diligence would have been known by the Business Associate in accordance with 45 CFR 164.410, 164.504(e)(2)(ii)(C) and 164.308(b) and 42 USC 17921. The Business Associate must report any improper access, use or disclosure of protected health information by: The Business Associate or its agents or subcontractors. In the event of a breach or suspected breach of protected health information, the report to the Covered Entity must be in writing and include the following: a brief description of the incident; the date of the incident; the date the incident was discovered by the Business Associate; a thorough description of the unsecured protected health information that was involved in the incident; the number of individuals whose protected health information was involved in the incident; and the steps the Business Associate is taking to investigate the incident and to protect against further incidents. The Covered Entity will determine if a breach of unsecured protected health information has occurred and will notify the Business Associate of the determination. If a breach of unsecured protected health information is determined, the Business Associate must take prompt corrective action to cure any such deficiencies and mitigate any significant harm that may have occurred to individual(s) whose information was disclosed inappropriately.
8. Breach Notification Requirements. If the Covered Entity determines a breach of unsecured protected health information by the Business Associate has occurred, the Business Associate will be responsible for notifying the individuals whose unsecured protected health information was breached in accordance with 42 USC 17932 and 45 CFR 164.404 through 164.406. The Business Associate must provide evidence to the Covered Entity that appropriate notifications to individuals and/or media, when necessary, as specified in 45 CFR 164.404 and 45 CFR 164.406 has occurred. The Business Associate is responsible for all costs associated with notification to individuals, the media or others as well as costs associated with mitigating future breaches. The Business Associate must notify the Secretary of all breaches in accordance with 45 CFR 164.408 and must provide the Covered Entity with a copy of all notifications made to the Secretary.
9. Breach Pattern or Practice by Covered Entity. Pursuant to 42 USC 17934, if the Business Associate knows of a pattern of activity or practice of the Covered Entity that constitutes a material breach or violation of the Covered Entity’s obligations under the Contract or Addendum, the Business Associate must immediately report the problem to the Secretary.

10. Data Ownership. The Business Associate acknowledges that the Business Associate or its agents or subcontractors have no ownership rights with respect to the protected health information it accesses, maintains, creates, retains, modifies, records, stores, destroys, or otherwise holds, transmits, uses or discloses.

11. Litigation or Administrative Proceedings. The Business Associate shall make itself, any subcontractors, employees, or agents assisting the Business Associate in the performance of its obligations under the agreement or Addendum, available to the Covered Entity, at no cost to the Covered Entity, to testify as witnesses, or otherwise, in the event litigation or administrative proceedings are commenced against the Covered Entity, its administrators or workforce members upon a claimed violation of HIPAA, the Privacy and Security Rule, the HITECH Act, or other laws relating to security and privacy.

12. Minimum Necessary. The Business Associate and its agents and subcontractors shall request, use and disclose only the minimum amount of protected health information necessary to accomplish the purpose of the request, use or disclosure in accordance with 42 USC 17935 and 45 CFR 164.514(d)(3).

13. Policies and Procedures. The Business Associate must adopt written privacy and security policies and procedures and documentation standards to meet the requirements of HIPAA and the HITECH Act as described in 45 CFR 164.316 and 42 USC 17931.

14. Privacy and Security Officer(s). The Business Associate must appoint Privacy and Security Officer(s) whose responsibilities shall include: monitoring the Privacy and Security compliance of the Business Associate; development and implementation of the Business Associate’s HIPAA Privacy and Security policies and procedures; establishment of Privacy and Security training programs; and development and implementation of an incident risk assessment and response plan in the event the Business Associate sustains a breach or suspected breach of protected health information.

15. Safeguards. The Business Associate must implement safeguards as necessary to protect the confidentiality, integrity, and availability of the protected health information the Business Associate accesses, maintains, creates, retains, modifies, records, stores, destroys, or otherwise holds, transmits, uses or discloses on behalf of the Covered Entity. Safeguards must include administrative safeguards (e.g., risk analysis and designation of security official), physical safeguards (e.g., facility access controls and workstation security), and technical safeguards (e.g., access controls and audit controls) to the confidentiality, integrity and availability of the protected health information, in accordance with 45 CFR 164.308, 164.310, 164.312, 164.316 and 164.504(e)(2)(ii)(B). Sections 164.308, 164.310 and 164.312 of the CFR apply to the Business Associate of the Covered Entity in the same manner that such sections apply to the Covered Entity. Technical safeguards must meet the standards set forth by the guidelines of the National Institute of Standards and Technology (NIST). The Business Associate agrees to only use or disclose protected health information as provided for by the agreement and Addendum and to mitigate, to the extent practicable, any harmful effect that is known to the Business Associate, of a use or disclosure, in violation of the requirements of this Addendum as outlined under 45 CFR 164.530(e)(2)(f).

16. Training. The Business Associate must train all members of its workforce on the policies and procedures associated with safeguarding protected health information. This includes, at a minimum, training that covers the technical, physical and administrative safeguards needed to prevent inappropriate uses or disclosures of protected health information; training to prevent any intentional or unintentional use or disclosure that is a violation of HIPAA regulations at 45 CFR 160 and 164 and Public Law 111-5; and training that emphasizes the criminal and civil penalties related to HIPAA breaches or inappropriate uses or disclosures of protected health information. Workforce training of new employees must be completed within 30 days of the date of hire and all employees must be trained at least annually. The Business Associate must maintain written records for a period of six years. These records must document each employee that received training and the date the training was provided or received.

17. Use and Disclosure of Protected Health Information. The Business Associate must not use or further disclose protected health information other than as permitted or required by the agreement or as required by law. The Business Associate must not use or further disclose protected health information in a manner that would violate the requirements of the HIPAA Privacy and Security Rule and the HITECH Act.

#### PERMITTED AND PROHIBITED USES AND DISCLOSURES BY THE BUSINESS ASSOCIATE

The Business Associate agrees to these general use and disclosure provisions:

1. Permitted Uses and Disclosures:

a. Except as otherwise limited in this Addendum, the Business Associate may use or disclose protected health information to perform functions, activities, or services for, or on behalf of, the Covered Entity as specified in the agreement, provided that such use or disclosure would not violate the HIPAA Privacy and Security Rule or the HITECH Act, if done by the Covered Entity in accordance with 45 CFR 164.504(e) (2) (i) and 42 USC 17935 and 17936.

b. Except as otherwise limited by this Addendum, the Business Associate may use or disclose protected health information received by the Business Associate in its capacity as a Business Associate of the Covered Entity, as necessary, for the proper management and administration of the Business Associate, to carry out the legal responsibilities of the Business Associate, as required by law or for data aggregation purposes in accordance with 45 CFR 164.504(e)(2)(A), 164.504(e)(4)(i)(A), and 164.504(e)(2)(i)(B).

c. Except as otherwise limited in this Addendum, if the Business Associate discloses protected health information to a third party, the Business Associate must obtain, prior to making any such disclosure, reasonable written assurances from the third party that such protected health information will be held confidential pursuant to this Addendum and only disclosed as required by law or for the purposes for which it was disclosed to the third party. The written agreement from the third party must include requirements to immediately notify the Business Associate of any breaches of confidentiality of protected health information to the extent it has obtained knowledge of such breach. Refer to 45 CFR 164.502 and 164.504 and 42 USC 17934.

d. The Business Associate may use or disclose protected health information to report violations of law to appropriate federal and state authorities, consistent with 45 CFR 164.502(j)(1).

1. Prohibited Uses and Disclosures:

a. Except as otherwise limited in this Addendum, the Business Associate shall not disclose protected health information to a health plan for payment or health care operations purposes if the patient has required this special restriction and has paid out of pocket in full for the health care item or service to which the protected health information relates in accordance with 42 USC 17935.

b. The Business Associate shall not directly or indirectly receive remuneration in exchange for any protected health information, as specified by 42 USC 17935, unless the Covered Entity obtained a valid authorization, in accordance with 45 CFR 164.508 that includes a specification that protected health information can be exchanged for remuneration.

#### OBLIGATIONS OF COVERED ENTITY

1. The Covered Entity will inform the Business Associate of any limitations in the Covered Entity’s Notice of Privacy Practices in accordance with 45 CFR 164.520, to the extent that such limitation may affect the Business Associate’s use or disclosure of protected health information.
2. The Covered Entity will inform the Business Associate of any changes in, or revocation of, permission by an individual to use or disclose protected health information, to the extent that such changes may affect the Business Associate’s use or disclosure of protected health information.
3. The Covered Entity will inform the Business Associate of any restriction to the use or disclosure of protected health information that the Covered Entity has agreed to in accordance with 45 CFR 164.522 and 42 USC 17935, to the extent that such restriction may affect the Business Associate’s use or disclosure of protected health information.
4. Except in the event of lawful data aggregation or management and administrative activities, the Covered Entity shall not request the Business Associate to use or disclose protected health information in any manner that would not be permissible under the HIPAA Privacy and Security Rule and the HITECH Act, if done by the Covered Entity.

#### TERM AND TERMINATION

1. Effect of Termination:

a. Except as provided in paragraph (b) of this section, upon termination of this Addendum, for any reason, the Business Associate will return or destroy all protected health information received from the Covered Entity or created, maintained, or received by the Business Associate on behalf of the Covered Entity that the Business Associate still maintains in any form and the Business Associate will retain no copies of such information.

b. If the Business Associate determines that returning or destroying the protected health information is not feasible, the Business Associate will provide to the Covered Entity notification of the conditions that make return or destruction infeasible. Upon a mutual determination that return, or destruction of protected health information is infeasible, the Business Associate shall extend the protections of this Addendum to such protected health information and limit further uses and disclosures of such protected health information to those purposes that make return or destruction infeasible, for so long as the Business Associate maintains such protected health information.

c. These termination provisions will apply to protected health information that is in the possession of subcontractors, agents, or employees of the Business Associate.

1. Term. The Term of this Addendum shall commence as of the effective date of this Addendum herein and shall extend beyond the termination of the contract and shall terminate when all the protected health information provided by the Covered Entity to the Business Associate, or accessed, maintained, created, retained, modified, recorded, stored, or otherwise held, transmitted, used or disclosed by the Business Associate on behalf of the Covered Entity, is destroyed or returned to the Covered Entity, or, if it not feasible to return or destroy the protected health information, protections are extended to such information, in accordance with the termination.
2. Termination for Breach of Agreement. The Business Associate agrees that the Covered Entity may immediately terminate the agreement if the Covered Entity determines that the Business Associate has violated a material part of this Addendum.

#### MISCELLANEOUS

1. Amendment. The parties agree to take such action as is necessary to amend this Addendum from time to time for the Covered Entity to comply with all the requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law No. 104-191 and the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009, Public Law No. 111-5.
2. Clarification. This Addendum references the requirements of HIPAA, the HITECH Act, the Privacy Rule and the Security Rule, as well as amendments and/or provisions that are currently in place and any that may be forthcoming.
3. Indemnification. Each party will indemnify and hold harmless the other party to this Addendum from and against all claims, losses, liabilities, costs and other expenses incurred as a result of, or arising directly or indirectly out of or in conjunction with:

a. Any misrepresentation, breach of warranty or non-fulfillment of any undertaking on the part of the party under this Addendum; and

b. Any claims, demands, awards, judgments, actions, and proceedings made by any person or organization arising out of or in any way connected with the party’s performance under this Addendum.

1. Interpretation. The provisions of the Addendum shall prevail over any provisions in the agreement that may conflict or appear inconsistent with any provision in this Addendum. This Addendum and the agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. The parties agree that any ambiguity in this Addendum shall be resolved to permit the Covered Entity and the Business Associate to comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule.
2. Regulatory Reference. A reference in this Addendum to a section of the HITECH Act, HIPAA, the Privacy Rule and Security Rule means the sections as in effect or as amended.
3. Survival. The respective rights and obligations of Business Associate under Effect of Termination of this Addendum shall survive the termination of this Addendum.

## SECTION H

### Matching Funds Agreement

This Matching Funds Agreement is entered into between the Nevada Department of Health and Human Services (referred to as “Department”) **and Global Technical Communications, LLC** (referred to as “Subrecipient”).

Under the terms and conditions of this Agreement, the Subrecipient agrees to complete the Project as described in the Description of Services, Scope of Work and Deliverables. Non-Federal (Match) funding is required to be documented and submitted with the Monthly Financial Status and Request for Funds Request and will be verified during subrecipient monitoring.

Compliance with this section is acknowledged by signing the subaward cover page of this packet.

#### FINANCIAL SUMMARY FOR MATCHING FUNDS

Provide the dollar amount (or if in-kind, the dollar value) your agency will be providing in Match for the following categories. Total must equal Match amount provided in General Information:

* **Personnel = $4,500**
* **Travel = $1,000**
* **Operating = $1,800**
* **Contract/Consultant =**
* **Supplies =**
* **Training = $2,700**
* **Other =**
* **Indirect Costs =**
* **Total = $10,000**

GTC Budget for the State of Nevada ($40,000)

Per 60-minute package $480

Number of packages to be distributed 75

Budget for packages $36,000

Total indirect costs $ 4,000

Total budget $40,000

In-kind services (matching) funds $10,000

**Indirect Services:**

* *Nevada Account Manager*
* Data collection
* Comprehensive Data Analysis
* Development and Distribution of Outreach materials
* Grant Quarterly Report Submission
* Budget Submission

**In-Kind Services:**

* Zoom subscription for application and training
* Staff time for training and marketing
* Staff support for questions and assistance
* GTC travel expenses if any