## GRANITE UNITED WAY **REQUEST FOR QUALIFICATION AND APPLICATION PROCESS 2020**

## **#LearnEarnBeHealthy**

Issue Date: June 29, 2020 Submission Deadline: July 24, 2020



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## Introduction and Overview

During these unprecedented times, Granite United Way is pleased to announce the availability of two-year funding for fiscal years 2020 and 2021. Granite United Way provides grants to improve lives and strengthen the communities it serves, with a specific focus on improving opportunities to **Learn, Earn, and Be Healthy**. Granite United Way welcomes and encourages our agency partners to share how they have been able to and will continue to innovate in order to provide services to the communities they serve.

Granite United Way's application process involves two steps:

- The Request for Qualification (RFQ) process requires interested agencies to provide information about the agency's financial position and governance practices. Qualified partners are included in Granite United Way annual campaign materials, listed in the State Employees Charitable Campaign information, and invited to participate in Granite United Way's volunteer opportunities. Qualification is also a requirement for all organizations seeking funding from Granite United Way. For information about these requirements, please see page 6. This process opens on June 29, 2020 and closes on July 14, 2020 at 4pm.
- The Request for Proposal (RFP) process allows agencies to request two years of funding to support programs aligning with Granite United Way's Learn, Earn, and Be Healthy framework. Please see page 12 for additional information about these focus areas. This process opens on June 29, 2020 and closes on July 24, 2020 at 4pm.
  - This process requires applicants seeking funding to respond to narrative questions and provide a three-year program budget.
  - For information about these questions and requirements, please see page 13.

## **Grantmaking Conditions and Selection Process**

Granite United Way recognizes that resources are limited and seeks to demonstrate that its funding decisions have a measurable and maximum impact on its communities through measurable change. Granite United Way's funding helps local non-profits create lasting solutions to critical health and human services issues in their communities, and this funding often supports collaborative efforts to avoid duplication of resources.

Granite United Way's recently updated strategic plan reaffirms the organization's commitment to harnessing the power of local communities to identify and address local concerns. To this end, volunteers in each of the six regions seeking proposals have identified focus areas for applications to improve their communities' concerns. For a list of the towns that make up each region of Granite United Way, please see page 5.

## Selection

All applications are reviewed by local volunteers in a structure defined by local volunteer leadership. The merits of each proposal will be evaluated individually. Because the reviews are done locally, it is possible that a program seeking funding in more than one geographic area will receive funding in some, but not all of the geographic areas. Please be concise when writing your application as it is being read by volunteers.

Grant funding decisions are based on the following:

- Granite United Way priorities for each region and results for the 2019 Campaign
- Organizations and program resource capabilities
- A program's strengths and weaknesses, including its viability
- The program's specific impact on residents in our service area
- Potential impact of GUW funding on program outcomes and fund leveraging

The reviewing volunteers will make funding recommendations to the local Community Impact Committee (CIC) volunteers; local CICs will, in turn, make recommendations to the Granite United Way volunteer Board of Directors, who will make the final decision on programs to be funded and in what amounts. All funding decisions are subject to the availability of funds.

Granite United Way reserves the right to accept or reject any proposal, and to waive any minor irregularities in the proposals.

Applicants will be notified as to whether, and to what extent, their proposals were approved in early October.

## **Appropriate Use of Funds**

Funds may be used to pay for costs and expenses directly attributable to the program for which funding is requested. Awards will be paid in six installments, with anticipated payments scheduled for October 2020, January 2021, May 2021, October 2021, January 2022, and May 2022. Continued funding is contingent upon satisfactory progress in program outcomes measurement and compliance with all Granite United Way guidelines, including the long-term requirements.

### Long Term Requirements

Funded programs must:

- Keep records of their activities and expenditures related to Granite United Way funded programs and services.
- Organizations are expected to meet programmatic goals. Those who experience challenges should proactively contact their regions' community impact staff, as this could affect an organization's funding. If appropriate, the agency may be asked to revise projections.
- Carry out the work as submitted in the proposal to the fullest and most effective extent feasible.
- Submit on-line bi-annual reports as outlined in a funded program-reporting schedule.

Any regional questions should be submitted to the following staff:

Central Region: Scoop Welch at <a href="mailto:scoop.welch@graniteuw.org">scoop.welch@graniteuw.org</a> Merrimack County Region: Sam Nolin at <a href="mailto:sam.nolin@graniteuw.org">sam.nolin@graniteuw.org</a> North Country Region: Nanci Carney at <a href="mailto:nanci.carney@graniteuw.org">nanci.carney@graniteuw.org</a> Northern NH Region: Laura Boucher at <a href="mailto:laura.boucher@graniteuw.org">laura.boucher@graniteuw.org</a> Southern Region: Aimee Kereage at <a href="mailto:aimee.kereage@graniteuw.org">aimee.kereage@graniteuw.org</a> Upper Valley Region: Elizabeth Craib at <a href="mailto:elizabeth.craib@graniteuw.org">elizabeth.craib@graniteuw.org</a>

Any questions about the online application system should be directed to <u>RFP@graniteuw.org</u>.

Central Region	Alexandria, Alton, Alton Bay, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Brookfield, Campton, Center Harbor, Center Ossipee, Center Sandwich, East Hebron, Eaton, Effingham, Freedom, Gilford, Gilmanton, Gilmanton Iron Works, Hebron, Holderness, Laconia, Lochmere, Melvin Village, Meredith, Mirror Lake, Moultonboro, New Hampton, Ossipee, Plymouth, Rumney, Sanbornton, Sanbornville, Sandwich, Stinson Lake, Tamworth, Tilton, Tuftonboro, Wakefield, Waterville Valley, Wentworth, West Ossipee, Winnisquam, Wolfeboro, Wolfeboro Falls, and Wonalancet
Merrimack County Region	Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Contoocook, Penacook, Danbury, Dunbarton, Epsom, Franklin, Henniker, Hill, Hooksett, South Hooksett, Hopkinton, Loudon, New London, Newbury, Northfield, Pembroke, Suncook, Pittsfield, Salisbury, Sutton, Warner, Webster and Wilmot
North Country Region	Bath, Benton, Bethlehem, Dalton, Easton, Franconia, Haverhill, Landaff, Lincoln, Lisbon, Littleton, Lyman, Monroe, North Haverhill, North Woodstock, Piermont, Pike, Sugar Hill, Twin Mountain, Warren, Whitefield, Woodstock, and Woodville
Northern NH Region	Albany, Bartlett, Berlin, Bretton Woods, Brookfield, Carroll, Center Conway, Chatham, Clarksville, Colebrook, Columbia, Conway, Dalton, Dixville, Dummer, Errol, Glen, Gorham, Groveton, Intervale, Jackson, Jefferson, Kearsarge, Lancaster, Madison, Milan, Mount Washington, Northumberland, North Conway, North Stratford, Pittsburg, Randolph, Shelburne, Stark, Stratford, Twin Mountain, West Stewartstown, Wentworth and Whitefield
Southern Region	Atkinson, Auburn, Bedford, Candia, Chester, Danville, Derry, Goffstown, Hampstead, Hooksett, Londonderry, Manchester, New Boston, Pelham, Plaistow, Salem, Sandown and Windham
Upper Valley Region	NH: Canaan, Dorchester, Eastman, Enfield, Enfield Center, Etna, Grafton, Grantham, Hanover, Hanover Center, Lebanon, Lyme, Lyme Center, Meriden, Orange, Orford, Orfordville, Plainfield, West Lebanon VT: Andover/Weston, Ascutney, Barnard/Pomfret/Sharon, Bethel, Brownsville/W. Windsor, Cavendish, Chester, Fairlee/W. Fairlee, Hartford, Hartland, Ludlow, Norwich, Quechee, Reading, Royalton/S. Royalton/Strafford, Springfield/N. Springfield, Thetford, Weathersfield/Baltimore, White River Junction, Wilder, Windsor, Woodstock/Bridgewater

## **Request for Qualification Requirements**

All organizations seeking qualification through Granite United Way are required to complete the eligibility requirements. All organizations applying to Granite United Way must provide the following information and documentation:

- Organization Name
- EIN
- Organization Website
- Organization Address and Mailing Address
- Organization Phone Number
- Executive Director Name, Phone and Email Address
- Organization's Primary Contact Name, Phone and Email Address
- Date of the close of the organization's last fiscal year
- Organization's Mission Statement
- Statement of 25 words or fewer that describes the organization's activities.
- Brief Description of organization (2000 characters or fewer)
- Verify statement of Diversity, Equity, and Inclusion, if applicable.
- Most Recent Organization Financial Documents
  - Requirements for Financial Documents For organizations whose fiscal year ended more than 9 months ago, submitted financial documents should reflect the most recently closed fiscal year. For organizations whose fiscal year ended less than 9 months ago, submitted financial documents can reflect the previous fiscal year. For all organizations, the most recently completed financial documents are preferred.
  - For organizations who are required to have an audit by federal or state governments or by an umbrella organization: Please submit the most recent organization financial audit.
  - For organizations who are required to have a financial review by federal or state governments or by an umbrella organization: Please submit the most recent organization financial review.
  - **For organizations who are not required to have an audit or financial review:** Please submit the most recent compilation.
- IRS 990 or 990 EZ Form
- Details about Endowment or Restricted Funds
- Chief Financial Officer or Primary Staff Accountant Name, Phone and Email Address
- 501(c)(3) IRS Letter of Determination
- New Hampshire Non-Profit Checklist (for NH-based non-profits only. Form is provided on page 8.)
- Counterterrorism Statement (Form is provided on page 10.)
- Certificate of Good Standing for the State of New Hampshire or Vermont (no more than 5 years old)
- Board of Directors Roster
- Current Board President Name and Email Address
- Annual Number of Board Meetings
- Annual Report filed with the Office of Charitable Trusts (for NH-based non-profits only)
- Resume of Organization's Top Executive
- Business Operations Compliance Checklist (Form is provided on page 12.)
- Number of individuals served in each region listed above.

## Legal Requirements for NH Nonprofit Organizations (defined as all IRS 501(c)(3) entities, except religious organizations)

## **For All Nonprofits**

## Annually

	Filing of Annual Report with NH Director of Charitable Trusts*
	Filing of Form 990 with NH Director of Charitable Trusts and with the IRS* (If annual revenue is <u>under \$25,000</u> a 990 is NOT required. Form NHCT–2A should be substituted.)
	Conflict of Interest Policy and filing of annual conflict of interest statement with the NH Director of Charitable Trusts
When no	onprofit is established
	Registration with NH Secretary of State* (must be renewed every five years) Minimum of five independent directors (see RSA 292:6-a)
	IRS 501 c (3) tax exempt status confirmed by IRS Exemption Letter. Date of Determination
	Employer Identification Number (EIN) received from IRS
	EIN
	ne NH nonprofit organizations are affiliates of regional or national organizations and are not required to be registered with the State of provided the national organization has registered. In such cases, a letter of explanation should be supplied.
For Nonny	refits with never use ever \$500,000, to be filed with the NUL Director of Charitable Truste
<u>FOF NOID</u>	<ul> <li>• Nonprofits with annual revenues of \$500,000 - \$1,000,000 must file financial statements prepared in accordance with Generally Accepted Accounting Principals</li> </ul>
	<ul> <li>Nonprofits with annual revenues over \$1,000,000 must file an audited financial statement</li> </ul>
	• Note: nonprofits with endowment funds have additional requirements (See reverse side for resources)
compliance	ization (print name of org.) is in e with all of the registration and reporting requirements of the NH Director of Charitable Trusts, the e NH Secretary of State, as listed above.
Board Pres	ident/Chair - Print Name Executive Director/CEO - Print Name

Signature

Date

Signature

Date

This form needs to be originally signed on an annual basis. Photocopies of the original are perfectly acceptable. DO NOT submit copies of all the documents listed here.

# The Director of Charitable Trusts has a very helpful website: <u>www.doj.nh.gov/charitable</u> and has also created a helpful guidebook. This guidebook may be downloaded from the above website under publications.

## REFERENCES FOR REQUIREMENTS FOR ALL NONPROFITS

### Copies of statutes and forms may be found at www.doj.nh.gov/charitable

- Registration with NH Director of Charitable Trusts RSA 7:19 through 7:32-1
- Conflict of Interest Policy that complies with 1997 Statute RSA 7:19-a
- Annual Report filed with Director of Charitable Trust RSA 7:28

### Copies of statutes and forms may be found at www.sos.nh.gov/corporate/forms

- Registration with NH Secretary of State RSA 292:25
- Minimum of five independent directors RSA 292: 6-a

References for additional requirements for nonprofits, where applicable (copies of statutes may be found at <u>www.state.nh.us</u>)

- Annual spending in compliance with Uniform Management of Institutional Funds Act RSA 292-B
- Investment Policy that complies with Uniform Prudent Investor Act RSA 564-B
- Uniform Trust Code RSA 564-B

## Other useful websites:

www.state.nh.us - click on Laws and NH Statutes for full text of New Hampshire laws

www.guidestar.org – all IRS Form 990's in searchable format

www.irs.gov - additional information Federal tax laws relating to charities

<u>www.nhnonprofits.org</u> – information on workshops, upcoming events, and other issues of interest to New Hampshire nonprofits

<u>www.independentsector.org</u> - a national coalition of leading nonprofits, foundations and corporations strengthening not-for-profit initiatives, philanthropy and citizen action

<u>www.boardsource.org</u> - a national organization dedicated to building effective nonprofit boards



## Statement of Compliance with Counter-Terrorism Laws

In compliance with the spirit and intent of the USA PATRIOT ACT and other counter-terrorism laws, and as a condition of its affiliation with United Way of America, Granite United Way, a not-for-profit corporation located at 46 South Main Street, Concord, New Hampshire 03301, represents that it takes reasonable steps to:

- 1) Verify that individuals or entities to which it provides, or from which it receives funds or other material support or resources are not on the U.S. Government Terrorist Related Lists; \*
- 2) Protect against fraud with respect to the provision of financial, technical, in-kind or other material support or resources to persons or organizations on such lists; and
- 3) Ensure that it does not knowingly provide financial, technical, in-kind or other material support or resources to any individual or entity that it knows beforehand is supporting or funding terrorism (whether through direct allocation by the Granite United Way Board of Directors or through the distribution of donor designated funds which it processes for donors participating in a Granite United Way campaign.)

\* In this form, "U.S. Government Terrorist Related Lists" refers to (a) the list of persons and entities in Executive Order 13224, (b) the master list of Specially Designated Nationals and Blocked Persons maintained by the Treasury Department, and (c) the list of Foreign Terrorist Organizations maintained by the Department of State, as may be updated from time to time.

**Granite United Way** 

Date: July 27, 2005

#### **COUNTERTERRORISM COMPLIANCE**

In compliance with the spirit and intent of the USA PATRIOT Act and other counterterrorism laws, Granite United Way requests that each funded agency ("Organization") certify that it is in compliance with Granite United Way's and the United Way of America's ("UWA") compliance program.

#### ORGANIZATION NAME: \_\_\_\_\_

Check the Appropriate Box to Indicate Your Compliance With Each of the Following:	Comply	Do Not Comply
This Organization is not on any federal terrorism "watch lists," including the list in Executive Order 13224, the master list of specially designated nationals and blocked persons maintained by the Treasury Department, and the list of Foreign Terrorist Organizations maintained by the State Department.		
This Organization does not, will not and has not knowingly provided financial, technical, in-kind or other material support or resources* to any individual or entity that is a terrorist or terrorist organization, or that supports or funds terrorism.		
This Organization does not, will not and has not knowingly provided or collected funds or provided material support or resources with the intention that such funds or material support or resources be used to carry out acts of terrorism.		
This Organization does not, will not and has not knowingly provided financial or material support or resources to any entity that has knowingly concealed the source of funds used to carry out terrorism or to support Foreign Terrorist Organizations.		
This Organization does not regrant to organizations, individuals, programs and/or projects outside of the United States of America with out compliance with IRS guidelines.		
This Organization takes reasonable, affirmative steps to ensure that any funds or resources distributed or processed do not fund terrorism or terrorist organizations.		
This Organization takes reasonable steps to certify against fraud with respect to the provision of financial, technical, in-kind or other material support or resources to terrorists and terrorist organizations.		

\* In this form, "material support and resources" means currency or monetary instruments or financial securities, financial services, lodging, training, expert advice or assistance, safehouses, false documentation or identification, communications equipment, facilities, weapons, lethal substances, explosives, personnel, transportation, and other physical assets, except medicine or religious materials. I certify on behalf of the Organization listed above that the foregoing is true.

Print Name:	Title:

Signature: \_\_\_\_\_

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



## Granite United Way

**Business Operations Compliance Checklist** 

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

We are requesting the Board Chair/President and Executive Director/CEO review the following items and initial each statement to verify they are true of your organization. If any of these statements are <u>not</u> true, please explain in the comments area.

	Director's Initials	Chair's Initials
There is a business plan for the organization, last revision date		
There are by-laws for the organization, last revision date		
There is a thorough personnel handbook, last revision date		
There is a thorough training manual for volunteers, last revision date		
There are complete and up-to-date records of Board minutes.		
The organization has not violated any federal, state or local laws.		
The organization's listing on Volunteer NH is current (for NH orgs only).		
The organization's listing with 2-1-1 NH/2-1-1 VT is current.		
The organization carries board liability insurance.		
There is no pending litigation against the organization.		

Comments:

Executive Director/CEO

Board Chair/President

Date

Date

## **Granite United Way: Application Focus Areas**

Granite United Way's Community Impact Grants will provide two years of funding for selected programs to create opportunities to Learn, Earn, and Be Healthy. In the wake of the COVID-19 Pandemic, assuring that our communities have access to these opportunities and supports is critical to recovering from the health, economic, and social challenges presented by this public health crisis. In recognition of these challenges, recipients of Granite United Way's Community Impact Grants will be afforded additional flexibility for fund use for the initial 25% of funds provided, allowing organizations to address time-sensitive changes necessary for continued recovery as a sector and as a community. Please note that this flexibility does not extend to the use of grant dollars for capital expenditures.

During this grant cycle (fiscal years 2020 and 2021), Granite United Way is seeking partners from across the footprint to address the following needs:

**Learn** – As our region starts the recovery and rebuilding process, it is essential that families have access to safe, quality childcare as they return to work. Additionally, providing opportunities to improve job training, college and career readiness will be essential as the economy starts to recover.

## Examples of the Learn category include, but are not limited to:

- o Increase/Maintain Access to High Quality Childcare
- o Increase/Maintain Access to In-School and Out of school programs\*

**Earn** – During this recovery and rebuilding phase, it is essential that individuals and families have access to safe and supportive services that ensure basic needs are met and families are kept safe.

Examples of the Earn category include, but are not limited to:

- o Increase/Maintain Access to Food
- o Increase/Maintain Access to Housing
- o Increase/Maintain access to Crisis Supports and Services
- o Increase/Maintain Access to Transportation
- o Increase/Maintain Access to Legal Supports and Services

**Be Healthy** – In order to fully recover and start to rebuild, it will be essential to ensure individuals across the footprint can access comprehensive Health Services to support overall wellness.

## Examples of the Be Healthy Category include, but are not limited to:

- o Increase/Maintain Access to Mental Health Supports and Services
- o Increase/Maintain Access to Substance Misuse Prevention, Diagnosis, Treatment and Recovery Services
- o Increase/Maintain Access to Critical Healthcare Services

\*Please note that grantees of the Southern Region's Youth Enrichment Partnership are not eligible to apply under this category.

## Granite United Way: Request for Proposal Questions

## **Program Summary**

Please provide a 2-3 sentence summary of your program funding request. Please include a description
of your requested ask and what it will fund as well as target population, including age, gender and
geographic location (800 characters or fewer).

## Statement of Community Need

• Describe the need of the program, including the population and the geographical area served, and identification of any gaps in existing services or programs which would be met through funding this proposal. Please note aspects of the organization or program need that have surfaced or intensified because of the COVID-19 Pandemic. (2000 characters or fewer)

## **Program Approach & Implementation**

- What are the goals of your program? Please be as specific as possible. (1500 characters or fewer)
- Describe your plan for implementation of your program. Please reference alignment to local Community Health Improvement Plans as appropriate. Be sure to include information about ways that collaboration with other partners is utilized for your program. (2500 characters or fewer).

## **Reporting and Evaluation Process**

- What will a successful use of these funds look like? (2500 characters or fewer)
- How will data on the success of your program be collected and monitored? Be sure to name any standardized tools that you use for measurement. (2000 characters or fewer)
- Confirmation of following statement: "I have read the reporting requirements for the focus area selected and confirm that this applicant will collect and report accordingly for each year of funding." Please see pages 14-16 to review reporting requirements.
- Please use this space to provide information about any additional data collected. (2000 characters or fewer)

## Program Budget

Please submit the budget for the program. Please be sure that the budget provided aligns with the following specifications:

- Three years of the program's budget, not organization budget, should be provided. The second and third year should reflect the projected program budget, including a line item for this year's funding request from Granite United Way (GUW). The first year should reflect the fiscal year immediately prior to the year reflected in the "second year" column.
- $\circ$   $\;$  The budget should include a specific revenue line item for the GUW Grant.
- The budget should also include specific revenue line items for GUW Designations that are specifically applied to the program and for grants from other United Ways.

## Program Budget Narrative

- How has your agency financially adapted to the COVID-19 crisis since March 2020?
- Which relief funds available for agencies impacted by COVID-19 has your organization applied for and which has it received as of the submission of this application?
- If you receive less funding than requested from Granite United Way, how would that affect program viability? (500 characters or fewer)

## **Reporting Requirements for the Learn Focus Area**

Below is a list of programmatic outputs and outcomes related to the Learn Focus Area. Funded programs are expected to report on only the data points that are collected by the program presented. It is recognized and appreciated that individual programs will not serve all of the populations nor provide all of the services outlined below as a single entity.

Outputs	Outcomes
# of children (0-5) enrolled in high-quality early childhood programs	% of children (0-5) who achieve developmental milestones
# of families and caregivers provided with information, resources, tools, trainings	% of caregivers who increase in knowledge and skills
# of early childhood professionals trained to provide quality programs and services	% of early childhood professionals who report increased knowledge and skills
# of elementary youth served by in-school and/or	% of youth served who transition from elementary to middle school on time
out-of-school time programs	% of elementary youth served who maintain satisfactory or improve school attendance
	% of youth served who transition from middle school to high school on time
# of middle school youth served by in-school and/or out-of-school time programs	% of middle school youth served who maintain satisfactory or improve school attendance
	% of middle school youth served who earn passing grades in core subject areas
	% of high school youth served who maintain satisfactory or improve school attendance
# of high school youth served by in-school and/or out-of-school time programs	% of high school youth served who earn passing grades in core subject areas
	% of youth served who graduate high school on time
	% of middle school youth served who develop soft skills
# of youth that receive job skills training	% of high school youth served who develop soft skills
	% of youth served who gain post-secondary employment, further education or credentials

## **Reporting Requirements for the Earn Focus Area**

Below is a list of programmatic outputs and outcomes related to the Earn Focus Area. Funded programs are expected to report on only the data points that are collected by the program presented. It is recognized and appreciated that individual programs will not serve all of the populations nor provide all of the services outlined below as a single entity.

Outputs	Outcomes	
# of individuals participating in healthy food access/nutrition programs		
# of individuals who access transportation supports and services		
# of individuals who access and/or maintain affordable housing	% of individuals who increase disposable income by accessing services, benefits and/or reducing costs	
# of individuals who access crisis supports and services		
# of individuals who access legal supports and services		
# of individuals who access restorative justice supports and services	% of individuals who comply with/complete restorative justice plans	
	% of individuals served who gain employment	
# of individuals who receive adult education and/or	% of individuals served who improve employment status	
job skills training	% of individuals served who increase their wages	
	% of individuals served who earn job-relevant licenses, certificates and/or credentials	
	% of individuals who increase in financial knowledge and skills	
# of individuals who access financial capacity building supports and services	% of individuals who increase in utilization of financial products and services	
	% of individuals who increase disposable income by accessing services, benefits and/or reducing costs	

## Reporting Requirements for the Be Healthy Focus Area

Below is a list of programmatic outputs related to the Be Healthy Focus Area. Funded programs are expected to report on only the data points that are collected by the program presented. It is recognized and appreciated that individual programs will not serve all of the populations nor provide all of the services outlined below as a single entity.

Outputs
# of individuals served who access physical healthcare services
# of individuals served who access oral healthcare services
# of individuals served with access to health insurance
# of adults and seniors who access enrichment opportunities
# of individuals served who access mental health services
# of youth served by substance misuse prevention education/programs
# of adults/caregivers served by substance misuse prevention education/programs
# of individuals served who access substance misuse treatment and/or recovery services