

GRAFTON COUNTY COMMISSIONERS' MEETING
3855 Dartmouth College Highway
North Haverhill, NH 03774
January 8, 2019

PRESENT: Commissioners Lauer, Piper, Morris and County Administrator Libby.

OTHERS PRESENT: Marylee Vigent, County Attorney, Marcie Hornick, Office Administrator, Alison Farina, Sheriff, Jeff Stiegler, Captain, Ryan Kelly, Farm Manager, Lisa Knapton, Register of Deeds, Kelley Monahan, DoC Supt., Tom Elliott, Human Service Administrator, Nancy Bishop and Karen Fesler.

Commissioner Lauer called the meeting to order at 9:00am and began with the Pledge of Allegiance.

Mary Lee Vigent came to inform the Commissioners that she will be retiring after 45 years of service at the nursing home. Mary Lee retired from her full-time LNA position in 2004 and has continued on as a per diem employee since that time. She stated that her decision was a difficult one as she feels she is leaving her family. The Commissioners thanked her for her many years of service and wished her well in the future.

Office of the Grafton County Attorney
Marcie Hornick, County Attorney
January 8, 2018

Report to the Commissioners

The Mission of the Office of the Grafton County Attorney is to pursue justice and promote the safety and security of the County's citizens, thereby enhancing the quality of life in Grafton County. We will seek to achieve these goals by:

- Striving for just disposition of criminal cases through timely, efficient and effective
 - Ensuring that victims and witnesses of crimes are treated with respect, courtesy, and sensitivity as they cooperate with criminal prosecutions.
 - Improving the criminal justice system by identifying areas of need and working collaboratively with other criminal justice agencies and the community to improve the criminal justice system.
 - Encouraging and promoting crime prevention and early intervention initiatives.
 - Identifying, promoting and implementing new and innovative approaches to solving crime problems.
1. Introduction-Resigned position at the Public Defender's Office the day after the election. Since that time and prior to being sworn in I have attended: drug court training, DC grant training (roving advocates), AG's all afternoon training, meeting with Police Chiefs- regionally and met with Lara, to review Court/ case work.

2. Ideas for the office generally-Greater efficiencies- regionalization; training (AGs office, incl Bob Maki); “regrading” personnel- Off. Admin; Deputy/ Assistant Deputies, etc.; building on existing strengths, Law enforcement issues- communication and on call attorney- sharefile and strength/updates of PBK- ease for LEA, particularly with felonies first- videoing in.
3. Insurance and settling in. CA Attorney Hornick explained to the Commissioners that she had been told last week that she would not have health insurance coverage until April 1st. When she was elected she had assumed that this coverage would be effective immediately. She has since been made aware of the county’s 60 day waiting period. She asked that the Commissioners consider either: requesting to HealthTrust that they waive the waiting period for her and the new Sheriff or that the county reimburse her the cost of her COBRA coverage for three (3) months, which she stated was \$1,129.00 Commissioner Lauer explained that she really did not know what the Commissioners could do. Sheriff Stiegler stated that for him it was the cost of a family plan. He stated that he thought the county should develop a brochure that could be sent to anyone who registered to run for an elected county office outlining these things so potential officials would know this in advance. He also stated that he felt that this was a larger issue involving recruitment for all county employees.
4. The office space issue- update on discussions with Circuit Court, Grafton County Bar, Probation and Parole. The Commissioners had a conversation regarding the lawyer’s lounge space and possibly converting part of that room into a breakroom/kitchen for the CA’s office staff. Commissioner Piper stated that she agreed that we should revisit the utilization of that space.
5. Statistics:
In my next report, I will be providing an updated list of cases;
6. I will be meeting with Alison and CA Libby to discuss the grants that the office currently has.
7. Legislative issues that I am involved with are - bail reform and human trafficking/ Senate commission on childhood hunger.

Farm Manager Knapton arrived and presented the following report:

FM Knapton would like to hire a PT worker as a contingency for spring for the following reasons:

- a. Current employees have a lot of accumulated Earned time that needs to be used.
- b. Previous health issues
- c. She has an employee who will be going out on FMLA in May
- d. Morale
- e. Lower population of inmates at farm

FM Knapton would like to structure this position so that the person would not be supervising inmates, and therefore, would not have to go through the training at the Department of Corrections.

Commissioner Piper stated that she had a conversation last week with FM Knapton regarding morale and feels that we need to find ways to alleviate the issues that are causing morale problems. FM Knapton will discuss the financial implications more with CA Libby and get back to the Commissioners with more information.

Change in vendors

- a. Seed corn - 12% vs 5% early order discount
- b. Sawdust – the current vendor had an incident where they hit the barn. Since that time they have refused to dump sawdust where it needs to be and are dumping it in the parking lot and the farm staff is having to move it manually. FM Knapton is looking to change vendors.

Farmstand

- a. Met with Jeri Martino last week
- b. Meeting with Heather Bryant next week
- c. LK will get her Pesticide license in March in Plymouth
- d. Revisiting the flow of inventory and cash between farm and jail
- e. Cut flowers – would like to grow for the nursing home and at Farm Stand – curb appeal
- f. Potatoes to NH Food Bank – 250 bags being donated

Repairs

- a. In house repair of bucket loader due to budget constraints and major repair to 2840 last month – Brian and Dennis McLam from maintenance are working on this in-house
- b. Post in shavings barn \$4800 Groton Timberworks

Pigs

Ultrasounds will be done on sows and gilts next week to confirm pregnancies – this will be a new practice

Forages

- a. Inventories
- b. Practices – looking at no till which will be a savings of time, fuel, energy and resources
- c. Custom hire – met with Howard Hatch to discuss potentials – still reviewing financial implications

Newsletter – FM Knapton would like to do a newsletter and publish it in the Bridge Weekly on a regular basis. The Commissioners felt that this was an excellent idea.

The Commissioners discussed further with FM Knapton the hiring of a part-time person. She stated that many people are under the impression that the farm has a lot of labor because of the inmates, when in reality with the limited number of things that the inmates can actually do and the constant supervision that must be provided by the farm staff, it really isn't the labor that one would think.

Commissioner Piper stated that with the efficiencies and changes that are being suggested by FM Knapton, the Commissioners really need to find ways to support her with this part-time help if possible.

CA Libby requested that the Commissioners review the out-of-state travel request that they received from Sheriff Stielger.

Sheriff Stielger has requested permission for Captain Ryan Kelly to attend the NE Law Enforcement Executive Development Seminar (NE LEEDS) from March 25th – March 29th at the Westin Portland Harborview, Portland, ME. Costs for this training include \$750 registration fee and lodging at \$109/night plus tax for five (5) nights totaling \$545.00. Also any meal expenses that are not covered by the training. The County has a \$50 per diem for meals.

Commissioner Lauer asked Sheriff Stiegler if this training was included in his training budget. He stated that there are sufficient funds within his training budget. Commissioner Lauer asked if this is a new training for the Sheriff's department. Sheriff Stiegler stated that in speaking with his staff he has noticed that their training has not been global. He stated that this type of training is not uncommon in law enforcement agencies. The FBI does this training annually and he feels it is an honor to be able to send Captain Kelly.

MOTION: Commissioner Morris moved to approve the out-of-state travel request as submitted by Sheriff Stiegler. Commissioner Piper seconded the motion. All were in favor.

Register of Deeds Kelley Monahan arrived and presented the following report:

**Grafton County Registry of Deeds
Kelley J. Monahan Register
Report to Commissioners
January 8, 2019**

December Revenue

County Revenue 12/2009	\$ 84,729.49	State Revenue 12/2009	\$ 674,292.48
County Revenue 12/2010	\$108,231.15	State Revenue 12/2010	\$ 907,050.24
County Revenue 12/2011	\$ 73,069.91	State Revenue 12/2011	\$ 450,428.11
County Revenue 12/2012	\$109,828.59	State Revenue 12/2012	\$1,248,499.20
County Revenue 12/2013	\$ 67,564.86	State Revenue 12/2013	\$ 568,637.76
County Revenue 12/2014	\$ 92,871.93	State Revenue 12/2014	\$ 992,435.12
County Revenue 12/2015	\$ 79,309.95	State Revenue 12/2015	\$ 644,942.40
County Revenue 12/2016	\$ 89,240.39	State Revenue 12/2016	\$ 918,356.16
County Revenue 12/2017	\$106,195.98	State Revenue 12/2017	\$1,327,038.72
County Revenue 12/2018	\$ 74,947.83	State Revenue 12/2018	\$ 736,207.68

Foreclosures

2009	183 year to date
2010	206 year to date
2011	211 year to date
2012	188 year to date
2013	144 year to date
2014	132 year to date
2015	109 year to date
2016	92 year to date
2017	76 year to date
2018	56 year to date

1. I have attached a breakdown report of all of December fees collected. If this board of Commissioners would like any additional information on a monthly basis, I will accommodate any and all requests.
2. I will be tape recording today and all future meetings with the Grafton County Board of Commissioners. I feel that the minutes of December 11, 2018 were very biased and presented Jim Oakes statements as fact. False statements were presented and opinion on my character were added rather than facts which I stated. Missing were my statements that I have felt from my experience on the GC Joint Loss Committee that this building is improperly managed, and space randomly is allocated. Superintendent Oakes and County Administrator Libby and the GCBC all thought that adding NH DMV to the basement of this building was a viable plan, bringing 90 additional cars and driver testing into this parking lot and building every other Friday. Missing was my statement that this building contains 6 kitchens, a break room and 2 workout rooms, yet it seems to be designated space for the Registry is always being sought for alternative use including a permanent massage room for County staff.

Commissioner Lauer has suggested that I keep my distance from Jim Oakes, and that is the reason that I asked the Board of Commissioners to make a motion to speak to Jim Oakes on the snow plowing, as he has ignored my requests for 8 years. As the County owns a tractor, it is not a huge effort to remove snow piles as a preventative measure. I have been in contact with Steve Whitman of Resilience Planning and Design who has expressed interest in consulting on the Master Plan. I feel that County Administrator Libby and Jim Oakes are too close to the situation to be objective and that an independent opinion would be of great value. I believe that North County Council, when approached, was not interested. I will provide the contact information on Resilience Planning and Design of Plymouth.

**TITLE II
COUNTIES**

**CHAPTER 23
POWERS, BUILDINGS, AND PAYMENT OF SALARIES**

Section 23:3

23:3 Buildings. – Every county shall have suitable buildings necessary for its uses and suitable offices to insure the protection of the records of the register of deeds.

Source. RS 22:3; 153:1, 2. CS 23:3; 162:1, 2. GS 22:9. GL 23:15. PS 24:2. PL 35:2. RL 44:2. RSA 23:3. 1975, 149:1. 1985, 404:2. 1988, 89:2, eff. June 17, 1988. 2007, 93:1, eff. Aug. 10, 2007

TITLE XLVIII CONVEYANCES AND MORTGAGES OF REALTY

CHAPTER 478 REGISTERS OF DEEDS

Section 478:1

478:1 Duties. – The register of deeds shall carefully keep in the office provided by the county at all times, except when he may be required by a court to produce them as evidence or when the same may be removed for the purposes of repair, all books, records, files and papers belonging thereto, and when not in use shall keep them in a safe location where their protection from fire, theft, water and the elements is insured, and he shall permit no paper there deposited for record to be taken from his office before it is recorded. Whenever any of the volumes of records in his office shall be in need of repair, he shall seasonably cause them to be suitably repaired at the expense of the county, and, if necessary, he may allow such volumes to be taken out of his office for a reasonable time for that purpose.

Source. RS 22:4. CS 23:4. GS 26:3. GL 23:15; 27:3. PS 29:1. 1911, 80:1. PL 40:1. RL 49:1. RSA 478:1. 1975, 149:2, eff. May 26, 1975.

3. Attached is the letter that went out to all municipalities and account holders. Our NHdeeds website has also been updated. Fidler will be here Monday 1/14/19 to work on timing and details. I have provided a stack of my business cards. I respectfully request that if approached by the public on this subject that all questions be directed to me.
4. NH Tax Collectors are experiencing a software conversion. Attached notice.
5. Attached is a report on an inmate at a Kansas state prison filing quit claim deeds on property using prison computers. Cybersecurity remains my focus and the free service Property Fraud Alert is one method of protection. Information is available on our website and at the counter.

Respectfully Submitted,
Kelley J. Monahan

DoC Superintendent Tom Elliott arrived to discuss his Department's Standard Operating Procedures (SOP's.) He stated that the SOP's have been undergoing revisions and substantial changes during the past five (5) months. Per RSA 30-B:6, the Commissioners need to approve these changes. He would like to send the SOP's to the Commissioners and give them a month to review them. He will come back at that point and answer any questions and seek approval. The Commissioners agreed this was a good way to proceed.

Commissioner Lauer asked if everyone had a chance to read the minutes from the January 2, 2019 meeting. Commissioner Lauer and Piper had a few edits.

MOTION: Commissioner Piper moved to approve the minutes as amended. Commissioner Morris seconded the motion and all were in favor.

Commissioner Morris asked that acronyms be spelled out in the minutes to help her better understand.

The Commissioners signed check registers 29; 1095-1100.

CA Libby gave the Commissioners the monthly Department of Corrections Superior Court Report for their review.

CA Libby informed the Commissioners that the Lebanon City Council will hold a public meeting on January 16, 2019 at 7:00 PM to review and discuss the results of the Tax Increment Finance District (TIF) feasibility study for a portion of the Lebanon Airport area and potentially to schedule a public hearing in order to receive input on the establishment of a Lebanon Airport Phase 1B Upper Valley Tech Park TIF District.

CA Libby presented the Commissioners with the 2019 holiday list for their approval.

MOTION: Commissioner Piper moved to approve the 2019 holiday list as presented. Commissioner Morris seconded the motion. All were in favor.

CA Libby presented the Commissioners the 2019 standard mileage rate. The rate has increased 3.5 cents to .58. CA Libby asked the Commissioners to approve this increase for the county.

MOTION: Commissioner Morris moved to approve the standard mileage rate at .58 for 2019. Commissioner Piper seconded the motion. All were in favor.

CA Libby presented the Close-Out Agreement from CDFA for the NH Alliance of RDC's 2016 Community Development Block Grant (CDBG) for their signature.

CA Libby requested to have a discussion regarding the Strategic Planning initiative that the Commissioners would like to start. She stated that she feels that there are going to be many needs and wants that have to be sorted through and she thinks that it would be best if the county had someone to facilitate these meetings and guide the process. CA Libby wondered if Geoff Sewake from UNH Cooperative Extension would be able to help. Commissioner Lauer stated that she

had spoken with him previously and he stated that he would help. The Commissioners asked CA Libby to contact him and see if he would be interested in working with the county in this process.

HS Administrator Nancy Bishop arrived to review the Social Service Consultant proposals that have been received.

The county received three (3) proposals from the following individuals in response to the RFP that was issued:

- Elaine Guenet
- Katharine Terrie
- Martha McLeod

Commissioner Lauer asked HSA Bishop how many funding proposals had been received. HSA Bishop stated that we have twenty-seven (27) applications for thirty-six (36) programs. They discussed the completeness of applications and the issues that some agencies had with disclosing salary information for all positions within the agencies. Commissioner Piper stated that she had a conversation with Beth Long from Twin Pines regarding this and their concern is that the applications are subject to Freedom of Information; also, the fact that the salaries might be made public could result in recruitment issues.

Commissioners discussed the proposals for the consultant and all felt that two (2) of the applications had affiliations with organizations that have applied for funding and felt that could create a potential for conflict. Commissioner Morris stated that she was impressed with the proposal from Elaine Guenet and felt that it touched on items that are important to this funding. Commissioner Piper commented that she liked this proposal also. The Commissioners discussed funding for this consultant and estimated what the potential costs might be to complete the process. CA Libby explained that there would be plenty of funding from the Human Services budget due to the cap being less than what was budgeted for. With this information, the Commissioners decided to move forward with contracting with a consultant to review the proposals and make recommendation for funding.

MOTION: Commissioner Piper moved that the Commissioners invite Elaine Guenet to their next meeting to discuss her proposal in more detail and review terms and conditions with her. Commissioner Morris seconded the motion. All were in favor.

Commissioner Issues:

Commissioner Piper brought Commissioner Morris up-to-date on the recent events with the NH Association of Counties management and stated that on January 4th there was an Officers', Commissioner Council, and Executive Committee meeting. She reviewed the agenda and highlighted the legislative update and stated that Belknap County will host the 2019 NHAC Annual conference possibly with some help from Carroll County. She updated the Commissioners regarding interim management of the NHAC and stated that three (3) proposals have been received. (1) DuPont Group (2) Mark Hounsell and (3) Cathy Stacey. She stated that there will be a special Executive Committee meeting at Primex next Thursday, January 17th and each of the candidates will make a presentation to the Executive Committee.

Commissioner Morris stated that she did not have any issues, but had lots of questions. She will be contacting department heads in the coming weeks and setting up meetings and tours to familiarize herself.

Commissioner Lauer stated that she attended former Sheriff Doug Dutile's retirement dinner last Friday. She stated that it was very well attended and a very nice send off for Doug.

CA Libby asked if the Commissioners wanted to schedule a time to meet with HR Director Clough to discuss health insurance for elected officials further. The Commissioners felt that it was not necessary to have her come in as they do not feel that there is anything they can or want to do at this time. Commissioner Lauer stated that she is sympathetic to the issue but doesn't feel that the county can do anything about it. She stated that if our contract with HealthTrust states that there is a sixty (60) day waiting period, then there isn't much the Commissioners can do about that, other than look at changing it county-wide in the future. She stated that she doesn't feel that it is right for the county to look at doing something different for elected officials than it does for the rest of the employees. Commissioner Lauer stated that the information regarding the waiting period was available and easy to find in the Employee Handbook, which is available online. Commissioners Piper and Morris were in agreement. CA Libby will follow up with CA Hornick and Sheriff Stiegler and let them know where the Commissioners stand on this issue.

11:30 AM With no further business the meeting adjourned.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Marcia Morris', with a large, decorative flourish at the end.

Marcia Morris,
Clerk



**Grafton County New Hampshire
Register of Deeds**

Kelley J. Monahan/Register

3855 Dartmouth College Hwy., Box 4 • North Haverhill, NH 03774

Tel: 603-787-6921 ~ Fax: 603-787-2363

kmonahan@co.grafton.nh.us

www.nhdeeds.com



****NOTICE January 7, 2019****

Grafton County Registry of Deeds is pleased to announce that in early 2019 we will be upgrading our records searching software. Several other NH counties have already completed their upgrades to the new system and are happy with the results.

Grafton County was first in New Hampshire to convert to new recording system called AVID and over the past 6 years, we have been very pleased with the efficiency of this system. NH DRA and independent auditors are pleased, as well. This system is utilized by the staff for recording and indexing documents. The new search software is known as LAREDO. This will change the way the public will view and search records.

This is a necessary upgrade, as our current system has been in place for many years and is now very dated and dependent upon a JAVA platform which has several security issues. Fidlar Technologies, our vendor, will no longer support the current mechanism as it is based upon outdated technology and is more vulnerable to security breaches.

It is my goal that this transition be as smooth as possible for the public and the Registry of Deeds' staff. I am sensitive to the fact that there is going to be a learning curve to use the new system for most searchers. In light of this, and in partnership with Fidlar Technologies, we will be scheduling several training sessions prior to the system going live.

I strongly recommend the participation in either the webinar training sessions or one of the live sessions that will be scheduled. There are many features that will make the work of the researcher more efficient.

Thank you for your anticipated patience during this transition. Please contact me with any questions or concerns at Kmonahan@co.grafton.nh.us or by phone at 603-787-6921.

Sincerely,

A handwritten signature in cursive script that reads "Kelley J. Monahan".

Kelley J. Monahan

Grafton County Register of Deeds

TITLE XLVIII CONVEYANCES AND MORTGAGES OF REALTY

CHAPTER 478 REGISTERS OF DEEDS

Section 478:17-g

478:17-g Recording Fees and Surcharge. – Unless otherwise specified, the register of deeds in each county shall be entitled to the following fees and shall collect the land and community heritage investment program surcharge as follows:

I. The charge for recording each document shall be \$10 for the first recorded page plus \$4 for each additional recorded page. The charge for assignments of mortgages shall be \$10 for the first recorded page, including the first mortgage assigned, plus \$5 for each additional mortgage assigned plus \$4 for each additional recorded page. The charge for recording a discharge of a mortgage, a release of a lien, or filings pursuant to RSA 21-J, RSA 260, RSA 282-A, RSA 382-A, RSA 439, RSA 450, RSA 454-B, RSA 498, RSA 511, or RSA 511-A shall be \$15 for the first recorded page plus \$4 for each additional recorded page. The charge for recording each plan shall be \$9 for the first 200 square inches or portion thereof and \$2.50 for each additional 100 square inches or portion thereof. The charges provided for herein shall include the register's responsibility to provide information in compliance with RSA 478:14.

II. (a) An additional charge of \$25 shall also be assessed for recording each deed, mortgage, mortgage discharge or plan, but shall not be assessed for the recording of any other document. The charge provided for herein shall be paid by the grantee in a deed, the grantor in a mortgage, the person or entity discharging a mortgage in the case of a discharge, and the primary owner of property shown on a plan. The charge provided for in this section shall not be assessed for the recording of any documents in which the United States or any instrumentality thereof, the state, a state agency, a county, a municipality, a village district, or a school district is a party.

(b) The collection of the assessment provided for by this section shall be administered by the commissioner of the department of revenue administration, and all powers and duties available to the commissioner to enforce and administer laws under RSA 21-J and RSA 78-B shall apply to the administration and enforcement of this paragraph. The commissioner may adopt rules, pursuant to RSA 541-A, relative to the administration of this paragraph. Each register of deeds shall retain 4 percent of the total additional charges collected as payment for the service of collecting the additional charges, which shall be deducted prior to remitting the revenue collected.

(c) Each register of deeds shall remit the additional charges collected under subparagraph (a) to the department of revenue administration monthly or more often. All funds received shall be paid over to the state treasurer for deposit in the trust fund for the land and community heritage investment program established under RSA 227-M:7.

(d) The payment of the additional charge imposed by subparagraph (a) shall be evidenced by stamps, or other indicia as approved by the commissioner of the department of revenue administration, attached to the recorded instrument.

III. For copying any document or providing any other service, the charge shall be established and posted by the register of deeds.

Source. 1973, 217:1. 1977, 89:1. 1981, 244:5. 1983, 185:1. 1986, 36:1. 1987, 115:1. 1989, 154:2. 1990, 3:29. 1998, 382:11. 2000, 262:12. 2001, 102:45. 2007, 263:45, 48. 2008, 294:7, eff. July 1, 2008 at 12:01 a.m.

“This type of crime occurs more and more frequently”

From: Fidlar Technologies <marketing@fidlar.com>

To: kmonahan@co.grafton.nh.us

Date: 10/9/2018 3:25 PM

FRAUDULENT QUITCLAIM DEED Filed From Prison



Recently, an inmate serving a life sentence filed a fraudulent quitclaim deed with the Sedgwick County Register of Deeds Office in Wichita, KS. The inmate, who has access to a computer with an internet connection, was able to properly complete the quitclaim deed and file it. This was done not once, but on *four*

separate occasions.

We hope that counties understand that incidents like these occur everywhere, they are not isolated to counties in certain regions of the country. It is happening everywhere.

Property Fraud Alert (PFA) is a service that gives property owners an advantageous position against fraudsters. Whenever there is recording activity associated with their name, whether it be a fraudulent deed, a lien on their property, or a legitimate document – PFA notifies the subscriber. For the subscriber, the PFA notification can prevent them from being caught off-guard by fraudulent activity.

With PFA, County Partners can offer *free* protection to the constituent and their most valuable interest, their property. Every single constituent should be encouraged to subscribe to this free service.

**Anyone can fill
out a quitclaim
deed online with
the intention of
recording it.**

**Try it yourself,
right here...**

Additionally, implementing the PFA service is straightforward and uncomplicated for land recording offices. Property Fraud Alert can be utilized by ANY county, regardless of the land records software in-use.

To assist in promoting PFA within your county, we have created a complete Property Fraud Alert Launch Kit that includes **press releases, letters, FAQs and much more** to assist you with making PFA an essential service of the land recording office. *Every county land recording office should be the leading advocates in the fight against property fraud!*

"We want to keep the property owners of Shawnee County aware of the activities involving their property. We encourage every constituent to sign up for Property Fraud Alert which will help to keep them informed of any recording activity involving a property, *legitimate or not*. This type of crime occurs more and more frequently and we hope to provide services like PFA to keep fraudsters at bay." -- *Becky Nioce, Shawnee County Register of Deeds*



Read more about the KS inmate currently under investigation for filing fraudulent deeds:

<https://www.ksn.com/news/local/prisoner-fraudulently-transfers-joyland-deed-sedgwick-co-clerk-says/1493509509>

<https://www.kansas.com/news/local/crime/article219457015.html>



PROPERTY FRAUD ALERT

How do I implement Property Fraud Alert in my county?

Contact **Scott Moore**

563.345.1284 Office



N.H. Tax Collectors Await Tech Upgrade

By David Brooks
Concord Monitor

CONCORD — It's pretty easy to see why the state's tax collectors think they're long overdue to get a software update. Just peer over somebody's shoulder as they work.

"Yes, it has a blinking green cursor — green text on a black background," said Lindsey Stepp, commissioner of the Department of Revenue Administration.

If that sounds like a computer from 1983 movie *War Games*, there's a good reason: That's when the state's system for collecting

taxes from businesses and investments was created.

Stepp said the system was built by the state in the 1980s using COBOL, one of the oldest of all computer languages.

"We're having trouble at this point recruiting people who are familiar with COBOL to keep the system running," she said.

This will change over the next three years as the DRA rolls out a \$29.5 million upgrade, starting with the meals and rooms tax next year, followed by the business tax and the interest-and-dividends tax in 2020, and then miscellaneous

taxes in 2021.

Property taxes are handled by the individual communities. The state's role helping to organize them and calculate rates is handled by a different, and newer, system.

"We're really excited, finally coming into the 21st century," said Lisa Crowley, project director for overseeing the installation of what is known as RIMS, or Revenue Information Management System.

"We have taxpayers who call in; it's a point of frustration for them. They can't see their account, they can't update. ... When they call our employees, our employees are lim-

ited by a 30-year-old system. It's very inefficient," she said.

Once RIMS is up and running, she said, clients can create logins and check their status, file returns, make payments, and give customized control to tax preparers if they wish.

Lots of people will be doing this. According to the DRA, about 8,000 businesses pay meals and rooms tax in New Hampshire, about 75,000 pay business tax, and roughly 60,000 pay interest-and-dividend tax. RIMS also will handle taxes on sales of real estate, which affects thousands of people each year.