

GRAFTON COUNTY COMMISSIONERS' MEETING

3855 Dartmouth College Hwy

North Haverhill, NH 03774

October 27th 2015

PRESENT: Commissioners Cryans, Lauer and Richards. ED Libby and Admin Assistant S. Norcross.

OTHERS PRESENT: Mark Scarano - Northern Borders Regional Commission, Christopher Way - NH DRED, ITM Ruggles, Supt. Elliott, Lieutenant Cremona, Sgt. Veilleux, ASD Amero.

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

Mark Scarano from Northern Borders Regional Commission and Christopher Way from NH DRED arrived and discussed the attached handout with the Commissioners. They answered various questions from the Commissioners as well.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
October 27, 2015

AO – Attorney's Office

- Worked with vendor to install additional software needed to run web app.
- Resolved printing issue.
- Resolved issue with offline files and hyperlinks.
- Resolved Email software issue.
- Resolved issue with error prompt on system.
- Converted video from PD's to media that can be used by all staff and the courts.
- Resolved document save issue.
- Address Book, and made configuration changes in program.
- Employee reported that her keyboard touch pad was not working properly. I uninstalled drivers and rebooted the PC, issue resolved.
- Got a call saying the whole office couldn't print. They rebooted the main power to the printer and seemed to have resolved issue.
- Set up Attorney with Scan-to-Network Folder, and oriented with her on how to do this and how to retrieve her files.
- Fix issue with Voice Mail in Victim Witness Department
- Added new button programming to Victim Witness phone.
- Resolved issue with getting Oral Arguments to playback on Courtroom Laptop.
- Review Network settings with CA's laptop, removed network utility and sit back to Windows and completed training.

- Converted and fixed video DVD's to playback for Attorney's Office
- Received assistance from Maintenance department getting height extension arms fabricated and installed on one of the Video Conferencing carts – Special Thanks to Dennis McClam, Richard Thompson and Jim Oakes

AS – Alternative sentencing

- Resolved issue with Printer.
- Oriented with employee on scanning-to-email multiple pages with color and graphics. As it seemed to be too big of a file to scan across network.
- Relocated “Intern” phone to different location in the back. Had to use phone as a switch to connect to MFP to network, as there was only one network drop.
- Opened a ticket with our email host, because of a single employee frequently getting a random server error. Said to be a “bug” and they are working on it.
- MFP was offline, and noticed that the VoIP phone it was connected to was not powered up. Verified connection of cable going to the POE switch. Swapped phones and got a successful connection.
- Employee lost all her desktop items and mouse buttons not responding after an install. A logoff seemed to resolve it.
- Helped employee out with retrieving a file she misplaced in her personal network share.

CE – Cooperative Extension

- Relocated Video AV cart from Extension Department and assisted with setting up video conferencing in Commissioners Office Conference Room.

CO – Commissioners Office

- Resolved add-in issue with label software.
- Caps lock on one laptop didn't seem to be disengaging. I removed the button and blew out that part of the keyboard, resolved.
- Employee was noticing she couldn't save certain emails to create new contacts.

DoC – Department of Corrections\Community Corrections

- Accounts for new user's setup.
- Did Training with new hires.
- Installed scanning software for admin staff member.
- Performed maintenance on farm PC.
- Resolved issues with LEDS software.
- Deployed 2 new laptops to Nursing.
- Maximum Unit could not connect to inmate tracking software. Logged in as Admin and forced the recent update for that software.
- Changed a few names and extensions laid out on two employees IP phones.
- Installed sound recording software on laptop. Also did maintenance and cleanup while I had possession.
- Seemed to have corrupt Windows Update putting laptop into endless loop upon bootup.
- Had to reinstall software on one of the laptops that another employee was using, as it

would not open up and connect to the appropriate server.

- Returned reimaged laptop to CC Lt.
- Power supply failed on another desktop. Set up employee with laptop she uses with Community Corrections, while we wait for replacements.
- Replaced 2 power supplies for different desktops.
- Assisted with installing Sharp Desk software on one of Administrative PC's
- Reviewed issue with Duress Alarm intake system
- Met with Food Services Manager to review dietary software package.

HR – Human Resources

- Assisted with getting to correct website for needed forms.
- Did full Maintenance on director's laptop.
- Recovered folder.
- Fixed issue with Voice Mail light being on with no messages

HS – Human Services

- HS Director printer printing out poor quality with bold blotchy prints, received replacement printer and installed (under warranty).

IT – Department of Information Technology

- Met with Department heads on Campus Security and Administrative Building Security Committees.
- Maintenance on software deployment server.
- Resolved issue with software deployment package.
- Update of backup imaging software on servers.
- Updates throughout the month of Adobe apps.
- Burned email archives to DVD's
- Mounted Layer 3 switches, shelves and three new virtual servers in rack in 2nd floor Server Room.
- Configured the virtual stack for two of the new Layer 3 switches.
- Called for replacement telephone that failed at the White Building (under warranty).
- Mounted and configured 2 new UPS's in primary server room.
- Racked and stacked backup virtual cluster equipment – 2 UPS's, 2 switches, shelves, and 3 additional virtual node servers in second rack.
- Got both virtual cluster switches stacked and IP's set.
- Did research and testing of preinstalled proprietary Lenovo network connection software. Found workarounds to connect and toggle between connections without it, and only using Windows Connections, update laptops.
- Configured appropriate IP address, subnet, and gateway on our new backplane switch stacks.
- Attended meeting for Joint loss committee.
- Attended meetings for site safety committee.

MT – Maintenance

- Made changes to HVAC system to resolve backup software issue.
- Resolved issue with Courthouse HVAC backup

RD – Registrar of Deeds

- Fixed issue with Voice Mail light being on with no messages

NH – Nursing Home

- Put Kiosks back in service on profile.
- Resolved document print issue.
- Updated training database for training laptops In Service room.
- Moved FO desk and system after repair to pipe.
- Resolved printing issue to copier.
- Installed AHT update for ICD-10 billing codes.
- Installed AHT update patch s for ICD-10 install.
- Resolved printing issue for HIM.
- Resolved PDA network issue Granite Unit.
- Resolved issue with document going to wrong printer.
- Changed toner and drums on 2 NH printers.
- Added new printer for HIM1 Department.
- Replaced HD in Kiosk returned system to service.
- Resolved OS issue with Kiosk.
- Replaced privacy screens on some kiosks.
- Changed Group Policy for training laptops.
- Resolved issue with laptops not switching between wired and wireless networks
- Made changes for training laptops.

SO – Sheriff's Office\Dispatch

- Resolved perimeter surveillance software issue.
- Updates installed on all SO servers.
- Setup new remote users for Wentworth Police Department.

ASD Amero arrived and gave the following report: (*see attached):

The Commissioners had a discussion regarding Drug Court and the direction it is going in with ASD Amero, Supt. Elliott and Lt. Cremo.

Supt. Elliott arrived with Lt. Cremo and Sgt. Veilleux and gave the following report:

October 27, 2015

Commissioners Report

1. Population: In House: 100 F Unit: 36

E Unit: 24
D Unit: 24
C Unit: 11
Intake: 5

2. Lt. Nicole Cremo

Community Corrections Report:

- a) Drug Court: Supervising (15)
- b) Electronic Monitoring: Supervising (6)
- c) Daily Work Release: Supervising (0)
- d) Operation Impact: Lt. Cremo stated that Sgt. Larson is starting back up with the Operation Impact. He is currently doing promotions and sending emails on classes that he offers for certain grades.
- e) Community Work Program: Lt. Cremo stated that the Community Work Program is starting to slow down. They had a very busy year and they are already booked through next August/September.

3. Sergeant Adam Veilleux

- a) Supervisor overview of daily operations – Sgt. Veilleux discussed his daily operations with the Commissioners from the start of the day to the end. He handed out a copy of the day's agenda for the Commissioners to look at and he answered various questions.

3. General:

- a) Crossroads Graduation will be November 17th at 6pm.
- b) Drug Summit in Whitefield – Supt. Elliott stated that he felt it was a good thing to have. He stated that Superintendents from Coos County, Carroll County and couple of federal Correctional Officers from Berlin all met together.

Commissioner Cryans asked if everyone had a chance to read the minutes from October 20th.

Commissioner Lauer moved to approve the minutes from October 2nd. Commissioner Cryans seconded the motion and all were in favor. Commissioner Richards abstained.

The Commissioners signed check register 1064.

ED Libby submitted the CDBG Amendment for AHEAD Better Homes for Commissioner Cryans and Commissioner Lauer to sign.

NACo Dues – ED Libby stated that dues are \$800 for the year. They are due in January and we usually pay in December.

ED Libby stated that last week the Commissioners approved an innovation award for Sabra Stephens in the Victim Witness Department. She stated that she should have read the handbook before but explained that the handbook states that the award is for any employee council

employee who submits an idea. She stated that S. Stephens is an exempt Category 2 employee. She stated that she feels that is a technicality and that she thinks it should say that only Category 1 exempt employees are not eligible to receive the award. She believes the Commissioners should waive the requirement this time and she will look into revising that the next time they do handbook revisions.

Commissioner Lauer moved to waive the requirement that the innovation award is only for employee council members. Commissioner Richards seconded the motion and all were in favor.

ED Libby submitted a Professional Services Agreement – Donna Lane – AHEAD for Commissioner Cryans to sign.

FY2017 Health Insurance GMR & Return of Surplus – ED Libby stated that they received their GMR in the mail yesterday and rates are set to go up 12.4% at max. She stated that based on our current numbers that is an increase of \$341,244. She stated that the second part of the packet she received from Health Trust stated that they had to form a capital adequacy reserve and because of their \$85 million capital adequacy reserve fund there will not be any return of surplus funds in FY17 which is an additional \$253,000 in revenue that they will not have next year. ED Libby stated that there will be a \$600,000 impact in next year's budget based on those two (2) items. The Commissioners agreed to look into other options for insurances for the next year but are not sure it will save them the \$600,000.

ED Libby stated that tax invoices went out in the mail yesterday.

ED Libby stated that the Annual Reports have all been distributed via email. She stated they have had a couple requests for hard copies.

Commissioner Lauer stated that she will be out for a couple weeks hopes to be back mid-November.

Commissioner Cryans stated that on the way back from the Drug Summit he stopped at the new Dr. Rowe Health Center grand opening at Cottage Hospital.

Commissioner Cryans stated that he and Commissioner Richards attended the UNH Extension search for a new Forrester. They will hopefully select a candidate within the next week.

11:13 AM with no further business the meeting adjourned.

Superintendent Elliott took the Commissioners on a tour of the facility so that they could conduct their inspection of the Department of Corrections per RSA 30-B: 12.

Respectfully Submitted,

Linda D. Lauer, Clerk