

GRAFTON COUNTY COMMISSIONERS' MEETING

3855 Dartmouth College Hwy.

North Haverhill, NH 03774

November 22nd 2016

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

OTHERS PRESENT: Omer Ahern, Supt. Oakes, ITM Ruggles, NHA Labore, DoC Supt. Elliott, AS Director Gilding, Atty. Saffo

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

Supt. Oakes arrived to open bids for the replacement of carpet in the circuit court room. Three (3) bids were received and were as follows:

Valley Floors - \$5,800

Mayo's Furniture and Floor Covering - \$6,097.90

The Floor Works - \$ 5,287.76

Supt. Oakes stated that he will review the bids and return with a recommendation.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
November 22nd, 2016

AO – Attorney's Office

- Resolved issue with email client update.
- Setup IT and phone accounts for new hire - replacement legal secretary.
- Created a desktop shortcut for a network folder that an employee frequently accesses.
- Setup proper permissions for employee to access to an AO public folder.
- Changed a current email rule on all of Attorney's email accounts to forward email to additional AO staff.
- Added another email mailbox linked to one of the Attorney's account.
- Attorney's web mail was giving a "browser out of date" message. Updated browser to latest version.
- Completed maintenance and updates on an employee's PC, which was reporting of poor performance and start up.
- Employee's laptop could not turn of wireless radio. I determined that the driver was disabled, as it was not initially intended for office staff to work remotely.
- Attorney working off site reported that her laptop unexpectedly shutdown a couple times. I instructed her to run the on board diagnostics.

- One of the Attorneys could not open Outlook. She was able to log into the Web mail Client. I cleared the Cache on her email account, and was then able to open.

AS – Alternative Sentencing

- Employee mentioned that his laptop only last about 30 minutes with full charge. We had a new battery ordered.
- Assisted an Attorney with viewing a video from an agency with proprietary software.
- An Attorney was getting a failed message when trying to save a particular document. The work around was to change the default format to save it in.
- Supplied the office with a temporary laptop and speakers for interns to give presentation with a projector.
- One of the employee's laptops would not boot up, and seemed to be stuck in some sort of loop. Found and installed some hardware updates, as well as changing some wireless power options in the BIOS.

CE – UNH Cooperative Extension

- Review IT connectivity for possible weather station with Heather Bryant, ended up not needing anything as project location moved to Windy Ridge Farm.

CO – Commissioners Office

- Updated banking software for AR.

DoC – Department of Corrections\Community Corrections

- Resolved printing issue from pharmacy software. Label writer was not showing as a choice.
- Deployed package to remove old version and install new version of software used for documenting inmates. Deployed to correct issue of multiple versions of the software at DOC.
- Retrieved emails for DOC admin to address disciplinary action.
- Resolved email client not running. Software used for system maintenance become corrupt. Software was updated issued resolved.
- After repairing the Profile structure on one of the PC's, an employee reported they couldn't access one of their old programs. I had to change the desktop icon from a URL shortcut to a remote connection into the designated server.
- Installed an MFP printer on the server that is remotely accessed by the User to connect to the old inmate management software.
- Officer reported that their frequently used software was constantly not responding. I performed cleanup, maintenance and updates.
- Had an ongoing issue with performance on a couple of the housing Unit pods. I had the issue isolated to the POE switch the devices were connected to.
- Employee reported that the view when logged into his webmail was all skewed when on his secondary laptop he uses in another room. I noticed that it was on IE 10. I updated it to IE 11.
- The desktop in SMU was swapped out again by the staff throughout the night. Working

to straighten it out and also requested the corporal for more details as to why.

- Ongoing issue with the booking camera station. Camera software randomly gives an error about how it can't capture the image. Possibly due to the zoom, focus, or contrast. We got the vendor involved, who installed and connected it, and they made a change remotely. Since then, I did have to go try to resolve the same issue again, by playing with the zoom and focus on the camera.

HR – Human Resources

- Employee reported that all of another extensions phone calls were being forwarded to hers. I noticed that the other ext. was set to forward all calls to that location.

HS – Human Services

- n/c

FA – Farm

- n/c

IT – Department of Information Technology

- Updated all servers to the latest AV. This update provides protection against encryption.
- Updated document processing suite used in the NH and other departments
- Deployed Updated Applications for PDF s, Browser, browser add-ons, utilities for system maintenance, monthly windows updates.
- Installed additional software for bank deposits on systems at CO, RD and Nursing Home.
- Updated backup and drive management applications on 3 Network Attached Storage devices.
- Reset hand held devices formerly used by LNA's and dietary for prior resident care to factory settings. Devices are no longer work with new software.
- Deployed modified ini file for system clean up utility software on all workstations. Needed to change setting to not remove files referenced by word processing software.
- Moved 4 servers from the White Building to the Server Room in the Admin Building.
- Rearranged Server rack, adjusted the height of a server and NAS device that were rack mounted.
- Relocated Virtual Server Cluster and all of its hardware, from the Admin Building to another building location for better redundancy and fault tolerance.
- Burned October's email Archives to DVD.
- Found out that the backup voice mail server was running as primary. Had to work with the service vendor to straighten out the issue. Needed to correct start up of core services from manual to automatic.
- Got a low disk space notification on one of our servers. I extended the volume on that drive.
- Completed running some tests on new email encryption appliance.
- Contact Vendor to schedule site visit to repair a bad network fiber optic connection.

MT – Maintenance

- Setup and installed new PC system for monitoring HVAC system at the courthouse.

RD – Registrar of Deeds

- Corrected issue with call flow on phone system when the Auto Attendant was on. I noticed that the Short Code number for the Deeds AA was the same as one of the numbers for the AO, resolved.

NH – Nursing Home

- Resolved drive map issue for assistant director of Nursing. User shut down and moved system mapping was lost.
- Added RN systems to new OU and applied browser lock down GPO.
- Added deleted shortcut for app to unit secretary system.
- Update of Software used for claims submission for resident care.
- Resolved issue with slide presentation software on lobby PC. Update had failed, reinstall fixed issue.
- Adjusted policy for lock down of browser after vendor changed url for website.
- Updated banking software for CFO
- Resolved printing issue for activities user. Browser had become corrupt.
- Added permissions to shared folder per request of CFO.
- Added requested users to Calendar used to track residence appointments.
- Resolved connection to email for resident.
- Setup new laptop for resident.
- Disabled accounts of former director of Nursing.
- Did overhaul of laptop of former director of nursing.
- Changed toner cartridges for RN stations.
- Added NH Management email addresses to our call accounting software to notify them of 911 calls. This will help verify a location in the case of an emergency, and to quickly inform the Sheriff Deputy of the source of the call,

SO – Sheriff's Office\Dispatch

- Deleted email accounts of separated employee after account was reviewed by Director.
- Resolved issue for deputy accessing documents in software. Repaired client on system.
- Resolved performance issue on dispatch consoles.
- Resolved issue on system used to receive bulletins for dispatchers. Updated email client and did maintenance.
- Assisted Bailiff in the DoC Transport Office with recovering a table he accidentally deleted when working in one of their documents.

Commissioner Cryans asked if everyone had a chance to read the minutes from the November 15th meeting.

Commissioner Lauer moved to approve the minutes from the November 15th meeting.
Commissioner Richards seconded the motion and all were in favor.

The Commissioners signed check registers 35-36; 1083-1086 & 1088.

CA Libby stated that they have received their Not to Exceed Rates for Property/Liability for FY 2018. The rates are decreasing 5.4%. This current year we paid \$190,363 and next year's will be \$180,086.

CA Libby stated that they received their Not to Exceed Rates for Workers' Comp insurance and there will be an increase of 6.2%. They currently pay \$229,702.00 and the rates will now be \$243,945.00 or a \$14,243.00. She stated that between the two (2) insurances there will be a slight increase in the next fiscal year.

NHA Labore arrived and gave the following report:

Grafton County Nursing Home
Commissioner's Report
November 22, 2016

Census:

Medicare: 10

Medicaid: 88

Private: 30

Total: 128

Year-To-Date Numbers:

Admissions (YTD) 78

Discharges (YTD) 21

Deaths (YTD) 48

Other Topics:

- 1) January 1 Proposed Medicaid Rate – NHA Labore stated that they received a proposed rate of \$6.05 increase over their current rate which would bring their rate to \$164.44. He noted that this is a proposed rate and not the set rate.
- 2) Vehicle Lease To Replace Chrysler Pacifica – NHA Labore stated that he had budgeted to lease a new transport vehicle in this year's budget at \$350.00 a month. The Pacifica is no longer safe to drive on the road. He discussed the various options that they looked at and stated that they spent a lot of time weighing out the different options and what will work best for the residents. He stated that after looking at all the options they have decided that what will work best for the residents will be a Kia Optima and the lease payment is \$299.00.

e) Community Work Program: Sgt. Webster supervised work details at the Clifford building in Woodsville and Holderness Trinity cemetery.

3. General:

a) OPI presentation-Sgt. Larson - Sgt. Larson discussed the Operation Impact program and the various presentations that they have. He handed out a packet with the various programs and answered questions from the Commissioners

b) Crossroad graduation/employee recognition dinner – Supt. Elliott thanked the Commissioners for attending the Crossroads Graduation. He also thanked them for the Employee Recognition Dinner and stated that he has received outstanding feedback from the employees that they felt very appreciated.

c) Security master schedule being explored for change - Supt. Elliott stated that he is looking at options that eliminate overtime and improve staff morale and team building.

Supt. Oakes returned and recommended Floor Works and their low bid of \$ 5,287.76.

Commissioner Lauer moved to accept Floor Works bid of \$5,287.76. Commissioner Richards seconded the motion and all were in favor.

CA Libby stated that she received a request from North County Council regarding the 2014 NH Alliance of RDC Grants. The grant was applied for in 2014 for 2015 funds. It was slated to be closed out in 2015. The closing of the grant was delayed due to a HUD audit with CDFA and additional compliance measures were required. They have now been given notice that they can close out on the grant and due to the additional time that was needed North Country Council is seeking permission from Grafton County to use the remaining \$389.00 in administration funds in the grant to complete the close out. The funds would be used on a reimbursement basis and would be paid by CDFA to North Country Council.

Commissioner Lauer moved to allow NCC to use the remaining administration funds (\$389) to close out the grant as noted above. Commissioner Richards seconded the motion and all were in favor.

CA submitted a Professional Service Agreement from Hadfield Associates for the 2016 Micro Enterprise CDBG Project for Commissioner Cryans to sign.

CA Libby submitted a 2016 Micro Drawdown Request for WREN in the amount of \$22,832 for Commissioner Cryans to sign.

CA Libby submitted the GCEDC and NCIC CDBG 2016 Micro Subrecipient Agreements for Commissioner Cryans to sign.

CA Libby stated that she received an overnight travel request from the Sheriff's Dept for Sheriff Dutile to attend the New Hampshire Association of Police Chief's "2016 Winter Training

Conference” at the North Conway Grand Hotel from Friday December 2nd – Sunday December 4th. All the training is being provided by Primex. The hotel expense for this conference is \$377.72 and is budgeted for in his budget.

Commissioner Richards moved to approve the overnight travel request. Commissioner Lauer seconded the motion and all were in favor.

CA Libby explained to the Commissioners that although the union contract at the nursing home had been agreed to back in May she had just received the signature page from the contract for the Commissioners to sign. This is a one (1) year agreement.

CA Libby stated that Director of Communications Tom Andross has been awarded the 3rd Homeland Security grant that he applied for in the amount of \$79,271.76. Commissioner Cryans signed the grant paperwork.

The Commissioners opened bids for the county’s Audit services for Fiscal Years 2017-2019. Three (3) bids were received and as follows:

Melanson Heath – Manchester, NH
FY17 - \$28,100
FY18 - \$28,700
FY19 - \$29,300

Ron L. Beaulieu & Company – Portland, ME
FY17 - \$18,500
FY18 - \$18,500
FY19 - \$18,500

Vachon Clukay -
FY17 - \$ 28,260
FY18 - \$28,260
FY19 - \$28,260

CA Libby stated that she needs to review the bids and will return with her recommendation at the next meeting.

The Commissioners agreed to not meet next Tuesday November 29th.

CA Libby noted that they have a Bond Payment Due next Thursday December 1st. She stated that because of the bond refunding this bond payment is \$154,218.75 less than it would have been if they had not refinanced. The January 1st payment will be \$30,500 less and the June 1st will be 154,000 less. She explained that this is where the \$339,000 in savings this fiscal year come from. She noted this will be an excellent boost to the fund balance along with how well things are going at the Nursing Home.

CA Libby thanked the Commissioners for the Employee Recognition Dinner and stated that she

has received many thank yous from employees saying they felt very appreciated. She said that this is a very nice small gesture to show the employees that they appreciate all their hard work and their loyalty as long term employees. She noted that she hopes the Commissioners continue to have this dinner each year.

AS Director Gilding gave the following report:

Alternative Sentencing Programs Commissioners Report October 2016

Monthly Drug Treatment Court Report October 2016

Total Participants: 13

Female: 3

Male: 10

Total Prospective Client s on List: 14

Total Clients Terminated: 0

The Grafton County Drug Treatment Court Policy was approved by the commissioners on October 18. The new supervision rules and method of contacting supervision were read and explained to all participants on October 24. The entire Drug Treatment Court Team will be attending a Team Building retreat on November 14. Eight of the ten team members will be attending the New England Drug Court conference in Marlboro, Massachusetts November 16 & 17.

Monthly Mental Health Court Report October 2016

Total Participants: 26

Total Prospective Clients on List: 11

Total Participants Unsuccessfully Discharged: 0

Veteran Docket Participants: 1

Veterans Being Assessed for Docket: 8

Participant Graduations: 0

The MHC Coordinator attended a “Recovery Coach” training in Plymouth this past week and reported that she gained a wealth of knowledge and information during the training. The MHC Coordinator continues working with the GC Alternative Sentencing Director and a small group of stakeholders, to assess Grafton County's housing resources (emergency, transitional living/supported, subsidized, long-term residential). Our goals are focused on identifying resources, talking to stakeholders who work with individuals in need of housing, and to identify gaps, potential collaboration using already existing resources, and potential to improve the challenging housing situation that faces some of our most vulnerable community members.

Grafton County Commissioners' Meeting

November 22, 2016

Page 9 of 11

Halls of Hope/Lebanon MHC continues working the plans to begin a Veteran's Docket under Halls of Hope.

Monthly Adult Diversion Report October 2016

Total Participants: 12

Female: 6

Male: 6

Total Prospective Client s on List: 16 (8 letters sent out accepted)

Total Clients Terminated: 0

Monthly Juvenile Restorative Justice Report October 2016

Total New Participants for CADY Central: 3

Total New Participants for GCJRJP: 4

Total New Participants for VCDP: 7

Drug Court Discussion – Supt. Elliott, AS Director Gilding and Atty. Saffo

AS Director Gilding stated that an issue has been brought to their attention as to whether or not the DoC has any legal authority outside of the DoC. He stated that Atty. Saffo has had concerns regarding this issue for a year and a half. Supt. Elliott stated that at a meeting they were told they are sort of in compliance and he is not comfortable with having his staff being out there if they are not legally allowed to do so. The RSA does not clearly state whether his staff has legal authority outside of the DoC and until he has official word on what he is allowed to do they are doing police department checks only. They noted that they now have a Probation and Parole officer to do supervision checks but only for Drug Court clients who are on probation. He stated that they have twelve (12) clients and only one (1) of them is on probation. He explained that because of the current issues with supervision and not knowing if they have legal authority outside the jail, the Sheriff has offered to assign a deputy to do resident checks on a short term basis for the eleven (11) clients who are not on probation and cannot be supervised by probation and parole. Probation and parole will supervise the one (1) drug court client

Atty. Saffo arrived and joined the discussion.

Atty. Saffo stated that they need to make sure they do not take clients into custody unless there is an arrest warrant. She thinks supervision can go to the house but not have arresting authority. She stated that if supervision goes into a client's home and they are in violation on a urine test they need to leave and get an arrest warrant. She suggested that AS Director Gilding draft a set of policies and procedures for current clients and a set for future probation clients and submit it

to the judge for his approval. Atty. Saffo, Supt. Elliott and AS Director Gilding were all in agreement on where they need to go from here and AS Director Gilding stated that he will work on those new policies this week.

11:35 AM with no further business the meeting adjourned.

Respectfully Submitted,

Linda D. Lauer, Clerk