

GRAFTON COUNTY COMMISSIONERS' MEETING
3855 Dartmouth College Highway
North Haverhill, NH 03774
April 27, 2021

PRESENT: Commissioners Piper, Lauer, Ahern, County Administrator Dorsett, Temp Admin Jessica Jackson

OTHERS PRESENT: Executive Councilor Kenney (via Zoom), IT Manager Ruggles, Alt Sentencing Director DePalo, Maintenance Supt. Oakes, Department of Corrections Supt. Elliot, Sergeant Buxton, Sergeant Karimo, and representatives from the Employee Council including Andre Sanders, Tiffany LaPointe, Mark Deem, Jason Mace, and Sarah Pepper

Commissioner Piper called the meeting to order at 9:02 AM. Councilor Kenney led in the Pledge of Allegiance.

1. **Executive Councilor Kenney** gave the Board of Commissioners an update on current events as concerns the state level.

A. Opening Remarks

Councilor Kenney reported that he has been in many meetings across the state and that it's very busy in Concord with the budget season. There are a lot of questions regarding the stimulus money coming in via the **American Rescue Act**, \$17 million of which is due to Grafton County. Councilor Kenney mentioned he has not heard anything about the administrative rules on how this stimulus money can be spent, only that it cannot be used to offset taxes. Based on Councilor Kenney's conversation with the government office on April 26th, 2021, it appears there will be a great deal of flexibility for the use of these funds. Councilor Kenney encourages use of the **American Rescue Act** funds towards infrastructure as the funds are a one-shot generational deal. Councilor Kenney reported there are two issues he's been looking at the past few months, which are **childcare** and **broadband**. Currently the number one focus of the state is regarding the pandemic and vaccine rollout.

B. Childcare

Regarding childcare, Councilor Kenney reported that the state is facing something called the "cliff effect." What this means is that people who work in childcare have realized that through unemployment compensation and other resources, they are not incentivized to work at childcare centers. Councilor Kenney has joined a group in NH through HHS and other groups around the state. These groups will be scheduling a forum in May to look at the Whole Families approach to childcare. Councilor Kenney mentioned that the Employment Security Deputy and Commissioner, Donna Lee from Nashua, HHS, and a lot of critical partners from across the state will also be involved. The forum will be presented via a regional Zoom meeting talking about childcare throughout the New England states. Councilor Kenney had a wonderful

visit with the Lebanon Upper Valley Childcare Center last week and plans to continue visiting the childcare centers through the district.

Commissioner Piper reported that she had also visited the Upper Valley Childcare Center when she first became Commissioner and commented that it was a marvelous place. Historically, Grafton County provided them with a small amount of funding for a long time, then the County narrowed their approach to social services last term to directly address the County's statutory mandates, including the Department of Corrections and the Nursing Home. As a result, some of the County's family programs had to be cut in order to meet these mandates and keep taxpayer expense down. The Board of Commissioners received a letter from the Upper Valley Childcare Center thanking the County for their support, and stating that they no longer needed it, that the center had become sustainable. Commissioner Piper stated that she very much appreciated the Center's forthrightness. She stated that she is very interested in how childcare relates to the infrastructure, and asked Councilor Kenney what he meant by the Whole Family approach.

Councilor Kenney explained that Whole Family approach included looking at the private sector, the business community, families and the public sector. Councilor Kenney stated that from his point of view, childcare is critical to millennials and the new generation which makes up the complete new workforce. Councilor Kenney believes that the state needs to examine a private-public partnership for the future if they are to sustain the workforce, otherwise it's too incentivized for one spouse to stay home and not be a part of the workforce given that there is low pay, not a lot of scholarship money, and so forth. Councilor Kenney stated that Childcare Centers themselves need to get more organized to act as more of a force in Concord and really present their issues. They have been represented by smaller, splinter groups like the NH Child Learning Center and Amy Brooks of Upper Valley Childcare Center. Councilor Kenney believes that something comprehensive around the state needs to be built to make sure these centers are represented in Concord. Councilor Kenney believes that stronger and better families create better options and happier families, and is an issue he really wants to champion. Councilor Kenney reported that two meetings ago, the state brought in some guest speakers to speak to the topic of childcare and that all councilors are now engaged with the topic of childcare as a result.

C. Broadband

Councilor Kenney moved on to speak about the issue of broadband. Councilor Kenney reported that Senate Bill 85, which is essentially a broadband matching grant initiative and fund which would be under the Office of Strategic Initiatives, is currently sitting with the House Finance Committee; it passed the policy committees, Senate, and House. Councilor Kenney believes this bill will provide a conduit for funding for initiatives going on around the state. Councilor Kenney reported there is another bill, Senate Bill 88, which has been re-referred to the NH House and Municipal Government Committee which is about creating Broadband

community districts and providing bonding authority to various projects around the state. Councilor Kenney needs a little more time to examine that legislation.

Commissioner Ahern asked if Councilor Kenney had been following the NH Electric Cooperative Broadband efforts. For example, it appears the NH Electric Cooperative is going to provide broadband to the entire town of Wentworth, and Commissioner Ahern believes this effort will be pushed to other towns as well, mentioning that he thinks it is interesting and important to conduct these broadband studies to ensure there are no missed areas. Councilor Kenney replied that he had heard about the NH Electric Cooperative, but that some meetings on the topic have been fairly closed, likely due to propriety rights and private companies being involved. Councilor Kenney would like to see some more public exposure on what the NH Electric Cooperative is going to do. Councilor Kenney heard that Vice President Kamala Harris had visited with NH Electric Cooperative the other day, and spoke about the American Rescue Act and the follow on infrastructure that would include broadband. Councilor Kenney believes the state needs more public dialogue on the NH Electric Cooperative efforts to increase understanding. Councilor Kenney cited the example of Firstnet, which is used by first responders, as AT&T has had a lot of open dialogue. Councilor Kenney reported that he was just in Hanover 10 days ago, where there was a mobile cell tower demonstration behind Hanover fire station, which offered a radius of about 1-1.5 miles of cellular coverage strictly for emergency use. Councilor Kenney was glad to see telecommunications and broadband being discussed and so hotly debated, because he believes the state needs it.

D. State Government Positions

Councilor Kenney also reported that the state has a number of high visibility nominations going on; two people have been nominated, one for the Circuit Court, Beth Kissinger of Hopkinton, and Dan Golder to the PUC Commission. These candidates have just finished up on their public hearings. Councilor Kenney also reported there were two more nominees to the Superior Court, Elizabeth Leonard out of Concord and Dan Will of Loudon. Councilor Kenney noted that the state really needs more judges as much of the judicial community is aging out, and the state needs qualified people for these positions. Councilor Kenney mentioned there was one per diem judge who came via Portsmouth, and that there was a second nominee who did not work out. Councilor Kenney believes that the Governor is asking the community for some assistance with nominating and appointing Circuit Court judges, and to let them go through the judicial selection committee process as judges are needed in Central and Northern NH. Councilor Kenney reported that two meetings ago, Paul Paresi, the state fire marshal, resigned and that the on-going selection is down to three candidates for the position's replacement. Councilor Kenney suspects the Governor wants the vacancy filled by next meeting.

E. Nursing Shortage

Councilor Kenney also commented on the nursing shortage, which he reported extends beyond Grafton County and across the state from Glenclyff to the

Soldier's/Veteran's Home in Tilton. Councilor Kenney reported that the state hospital in Glencliff is trying to incentivize the nurse shortage with increases in pay for contracted nurses but at that point, the state still has a shortage; even Dartmouth-Hitchcock has a shortage. Councilor Kenney reported that the meal sites at Senior Centers have shut down, which has unfortunately put a tremendous burden onto NH's aging population who look for socializations and meals and information that they get on a daily basis. Councilor Kenney hopes that when the state opens these facilities again, the population will be able to recover from these closures. Councilor Kenney noted that on a better note, Telemedicine/Telehealth has really taken off, particularly psychiatry and follow up mental health appointments, which has been a very important industry. Councilor Kenney believes telemedicine will fill in a gap as far as travel to ongoing counseling.

F. Commissioner Dialogue and Issues

Councilor Kenney also mentioned the new appointment of Bill Conway to Assistant Commissioner of Corrections serving under Helen Hanks from the Tilton area, then invited questions from the Commissioners at the County level.

I. Commissioner Ahern

Commissioner Ahern commented that he had two items he wanted to mention. The first item Commissioner Ahern wanted to bring up was the FARMDOC program they are trying to integrate at the complex, explaining that the idea is to go back to what counties did originally in the 1870s in feeding the nursing home and the House of Corrections off of the farm. Commissioner Ahern explained the second item is a safety issue out front of the Grafton County Complex on Dartmouth College Highway. Commissioner Ahern explained that the speed limit is 50 MPH through the complex and that CA Dorsett and he were meeting with DOT representatives in the afternoon to discuss this issue. Commissioner Ahern stated that four years ago, the Commissioners had discussed the issue with DOT and the solution proposed by DOT was overcomplicated and not feasible. DOT proposed it would cost the County \$250,000 to put in a turning lane and a number of other things. Commissioner Ahern believes that a simple 4-6 signs are really all that would be needed to slow traffic down through the Complex.

Councilor Kenney responded that the State has something called GACCT (Governor Advisory Commissioner Committee on Transportation) and during the summertime will put together hearings about the district on the 10-year Highway Improvement Plan. Councilor Kenney recommended bringing one of these meetings to the complex to showcase the safety issue of Dartmouth College Highway so that the entire footprint of the council could be brought there, and DOT could really see the issue. Councilor Kenney also stated that there are safety audits which can be requested from DOT for traffic passing the Complex, and that there may be federal funding available via the American Rescue Act to help with these issues. The state can move quickly when there are safety concerns. If the County thinks it's something that needs to be developed, that can be done, or if needed more immediately, this

can also be done. Councilor Kenney just needs to know a little more about the issues.

II. Commissioner Lauer

Commissioner Lauer applauded Councilor Kenney's emphasis on broadband and childcare. The County Complex lost many employees who had to stay home to take care of their school age children. Commissioner Lauer stated one of her big concerns is the shortage of judges and court time, and that the Lebanon court area has not had a judge for some time in the MHC, and that it makes a huge difference to the clients it serves.

Councilor Kenney stated that several questions asked of candidates applying for judicial positions are with regards to their experience with drug court, MHC, and veterans court. Councilor Kenney was not aware of the issue and why there is a void there, but will talk to Chief Justice David King about the issues in mental health court availability. Councilor Kenney stated that he will become an advocate for mental health. With Emergency room situation and COVID-19, many people are unable to access mental health resources. Councilor Kenney stated that he will have a discussion with Chief Justice David King to follow up on these issues.

III. Commissioner Piper

Commissioner Piper reported that the County has been doing the budget over the last few weeks and the proposed budget has just a 0.5% increase in the tax rate. Commissioner Piper noted there was an enormous loss of revenue in the nursing home and a \$500K downshift in NH state retirement, but she is very proud of the departments as they were able to bore down and find places in the budget where they could tighten in spite of these challenges. Commissioner Piper referred back to Councilor Kenney's earlier conversation about a public-private partnership for childcare, and asked if Councilor Kenney could be more specific about the vision for a public-private partnership and what would incentivize people to work.

Councilor Kenney provided the example of the Polymers Rubber plant, which is building an extension of its business in a 90,000 square foot building. The project would add 80-90 jobs to the market, but the project supervisor noted that they would need housing, childcare, and drug and alcohol counseling in order to keep people working. Councilor Kenney stated that this business and any businesses moving to NH looking to expand need to be involved as part of the solution in providing childcare, so he believes the private sector has a very important role in that. If childcare were available, it might incentivize the newer generation to join the workforce. Councilor Kenney stated that the younger workforce would be more apt to bring their talents to an area where affordable housing, childcare, and an educational system were in place, and having these benefits in place would ensure a happy, prosperous community. Councilor Kenney noted that this concept is often done well in rural areas, but it's done differently and in a manner where everyone chips in. In more urban areas, you have to have these incentives in place or people won't move there. Councilor Kenney noted that NH is aging out of the workforce as

the state doesn't have international students coming over due to the visa issues overseas. In that respect, there is somewhat of a workforce "crisis" in NH. When Councilor Kenney is looking at childcare issues, he will be a part of a 4-day seminar to go over these issues and come up with ideas. Through the stabilization of childcare, there has been a lot of money given to childcare centers through the pandemic, but this will not be sustainable after the money runs out. Councilor Kenney believes that NH is well-positioned to push forward with ideas that childcare can be wholistic, where in the past it has been individualistic. He also raised the questions of data collection and mentioned that Donna Lee Lowe with Community Action Nashua is collecting data across the state to help drive policy and funding in the future. Childcare Centers have acted too long on their own, and Councilor Kenney is encouraging them to form an association to advocate as a group. Councilor Kenney has suggested dozens of leadership academies to start identifying childcare centers and send them to these leadership academies to network with people in business communities, universities, nonprofits, etc. to advocate why childcare is so important.

G. Closing Remarks

Councilor Kenney confirmed that the Board of Commissioners is getting his newsletter. The newsletter shows contracts, commission appointments, and Councilor Kenney confirmed the board can go online weekly through the online taping system. Councilor Kenney said he is "our voice in Concord" and to please use him to advocate on the county level. The Commissioners thanked him for his time and efforts.

2. Brent Ruggles, IT Manager - 9:38 AM

(See attached IT Monthly Summary Report 4-27-21)

ITM Ruggles mentioned that the IT Department has been very active in the Nursing Home and went over his summary. Commissioner Lauer asked about staffing in the IT Department and ITM Ruggles reported there had been a few applicants for staffing, but that the pool had been overall underqualified. Currently, there are only two people in IT serving the entire Complex. ITM Ruggles also mentioned there is a microchip shortage worldwide.

3. Jim Oakes, Maintenance Department - 9:47AM

Supt. Oakes arrived to discuss an update on the sewage issue which could impact the budget. Supt. Oakes reported that Eastern Pipe came up to ream a section of pipe in the basement to get out the barnacles and other debris to get the pipe to flow, but a few days later, there was more sewage backup in that drain. Eastern Pipe came back and scoped it, and the pipe looked fine. The employee from Eastern Pipe asked Supt. Oakes if there had been problems anywhere else, and Supt. Oakes told the employee that the Maintenance Department had found issues in one area before, but the issues had been fixed and he wanted to know the relevance. Eastern Pipe wanted to scope this area that had been previously addressed, so they started flushing toilets, and water started coming up through the floor drain. Supt. Oakes reported there had been a clog somewhere in the basement and Eastern Pipe spent a ½ day trying to

clear that line. The floor drain backed up in a hallway that the Maintenance Department didn't think was on that line. The Maintenance Department discovered another line was plugged (50ft) just as bad as the basement but this still didn't help with the initial area of concern (2 bathrooms by the kitchen). Eastern Pipe could not get it clear, and it looked really bad on camera. Supt. Oakes had to get Eastern Pipe back to at least ream these lines and asked the cost, which was \$2500 to ream the 50ft lines.

Supt. Oakes reported that both lines are now clear; they don't look good, but they are flowing, but the bottom line is that if these lines are not "sleeved," they will degrade. Supt. Oakes reported that the line by bathroom will be very difficult as it has lots of twists and turns and digging will be needed, but the other line is a bit easier and will not require digging. Supt. Oakes is waiting on quote to do the "sleeving" and is also talking to NHA Labore about what else might be happening in the "03 building" as he does not think the lines should look the way they do. Supt. Oakes noted a blockage on Meadow the very next day, which luckily only ended up being a small section. Supt. Oakes is waiting on a quote from Eastern Pipe to video and scope the entire system and noted that NHA Labore is on board for this option. Supt. Oakes also reported that the equipment on-site for clearing sewage lines is antiquated and that the Complex needs to invest in better equipment for clearing lines (possibly from Scofield's), mentioning a possible use of COVID money to get new equipment. Supt. Oakes believes this would save money in the long run to be able to do clearing and scoping work in-house and estimates it would be \$10K worth of equipment. Eastern Pipe charges \$1000+/day to come clear lines but is not sure what their quotes will be. Supt. Oakes mentioned that he usually waits until the end of June to see if we have extra money for equipment, but that there are a number of unpredictable incidents happening this year.

CA Dorsett confirmed that the American Relief Fund will probably cover the cost of new equipment for sewage maintenance, but the question is if the department needs to budget for the reaming and scoping equipment in order to spend the money.

Commissioner Lauer stated it might be a good idea to keep a separate list of items next to the budget that the Commissioners can keep in mind for when we receive guidelines for the American Relief Fund, so that the Board can act quickly when received.

Commissioner Ahern asked the diameter and composition of the sewer lines, and if inappropriate items were found that have been flushed down the toilet. Supt. Oakes confirmed that the diameter of the sewer lines was different all around the property, ranging from 3-6", and that most of the lines were cast iron except for some lines in the Department of Corrections which were comprised of PVC. Supt. Oakes confirmed that "yes," inappropriate items were sometimes flushed down the toilets, and reiterated he is waiting on costs from Eastern Pipe but was also researching the purchase of the reaming and scoping equipment.

4. Renee DePalo, Alternative Sentencing Director - 10:06 AM

A. The Friendship House - Updates and Status

ASD DePalo introduced Dan from the Friendship House to the discussion and introduced each Commissioner. Dan thanked the Commissioners for the opportunity to speak at the meeting and explained that the Friendship House under the parent company Amanis will offer full continuum of care for people who need help at all levels. The program allows intake of any patient in any condition at all, which was ultimately the goal. Patients can stay in the network of the program for up to 90 days until they can transition out into the community. Dan reported that the construction of the Friendship House is almost complete, new HVAC and air conditioning systems were just put in. The Friendship House is currently waiting for official approval from Medicaid before they can begin to take on admissions. Dan stated they are planning to keep the current staff, and that much of the organization will be the same while making care as accessible as possible. Dan mentioned that he is the main contact for people looking for help, questions, and tours.

Dan stated that the Friendship House wants to give access to as many people as possible, but beds do fill up quickly. With the new construction, the facility was able to add a few new bedrooms by removing an administrative office. Ultimately, the bed capacity approved by NH is 36, but Dan wants to get the bed count above 40, and with more construction, they will hopefully be able to seek approval for a higher number. Dan reported that the designation for beds is fluid based on the demand, census, and clientele, but beds are split between Medical detox and residential care based on those demands.

Commissioner Ahern asked why all of these improvements were being made on a brand-new building and Dan explained that there were certain changes and certifications required for approvals. Commissioner Ahern commented that the board had talked to Councilor Kenney earlier that morning and he thought it was interesting based on what was shared, reiterating that Councilor Kenney had said for businesses to expand in the North Country, there was a need for living spaces, workforce housing, childcare, and drug and alcohol counseling in order to keep employees working. Commissioner Ahern expressed his appreciation and thanks for the work the Friendship House is doing.

ASD DePalo commented that since December 30th, there has been no treatment facility and that the state is seeing an overload of cases down in the south (Manchester and the Seacoast). Many of those facilities are over capacity and unable to take in new patients.

B. Alternative Sentencing Report

(ASD DePalo presented her report from the Alternative Sentencing Department. Her report is attached).

1. **Mental Health Court:** ASD DePalo reported that COVID-19 restrictions are being lifted and Alternative Sentencing has re-opened all buildings. People are still using COVID to their advantage and continuing to abuse substances, but the Alternative Sentencing department is trying to “weed” these people out from the program. ASD DePalo mentioned she may be reaching out to the Commissioners for some support with Chief Justice King as the Circuit Courts are not allowing her department in for MHC and she stated that essentially, MHC is without a judge everywhere. ASD DePalo stated that Governor Sununu is still looking to set standards for MHC, but she can’t get support in Grafton County to ensure the Alternative Sentencing programs are successful. Commissioner Ahern commented that based on the Commissioners’ conversation with Councilor Kenney that morning, they had determined there was a lack of judges. ASD DePalo argued that Lebanon has two or three Circuit Court judges (one roaming), two in Littleton, and that there are six Mental Health Court participants in Lebanon, but that overall, these judges are only seeing “emergent” cases or “emergent” family cases.
2. **Alternative Sentencing Department:** ASD DePalo continued to her report and said that overall, the ASD is doing great and seeing successful completions in the 85th percentile. ASD DePalo reported that the ASD’s numbers are increasing, but juvenile numbers are low. With Alternative Sentencing contracts terminating, ASD DePalo reported that this has caused an uproar in the community, stating that, for example, she received a couple of phone calls from people in Lebanon and Plymouth being concerned about services not being available. ASD DePalo expressed concern that the message being sent is that ASD is not able to provide services, and just wanted to be sure that County residents are aware that services are still available and being provided as needed. Commissioner Lauer stated that all that has changed is that taxpayers are not giving Alternative Sentencing extra funding for the Juvenile Division.
3. **Programs:** ASD DePalo presented her report on the Adult Diversion & Program, stating that ASD would have a graduation next month for 3-4 participants. ASD DePalo reported that both Care and Care Plus are going well, although one Care Plus participant was terminated and is now on the run with the GPS bracelet. ASD DePalo presented information in a chart (see attached) about the current state of MHC. ASD DePalo mentioned that overall the Alternative Sentencing budget was decreased, but the revenue was increased. ASD DePalo had some concerns about ASD Summer Courthouse as COVID is still presenting some challenges, and summer camps are still limited, meaning that many children may be home for summer instead of attending camp, thus requiring parental supervision. As a result, ASD DePalo wanted to gauge remote options for staff, to make sure that their employment would not be affected by these challenges.

Commissioner Piper suggested to ASD DePalo that she strongly reassure Alternative Sentencing staff that the remote option is still available because of the pandemic. Commissioner Lauer added that the work needs to get done, but it doesn’t matter where the work is done. ASD DePalo appreciated this reassurance

and will pass it along to her staff. ASD DePalo reported that she was asked to join the NH LDAC and Human Trafficking boards, which she accepted, and that the numbers for human trafficking from January through now in Lebanon Hospital alone is seven. These boards are working to make sure all staff know the right questions to ask to discover if these people are in fact victims of human trafficking.

5. Tom Elliot, DoC Supt. - 10:33 AM

(Tom presented his Department of Corrections Report, see attached).

A. Department of Corrections Overview

Supt. Elliot added that the average length of stay for residents of the DOC is 23 days total, and as an addendum to item E in the attached DOC Report, the Community Work Program on his report, that the roadside crew did go out that morning (4/27/21). Supt. Elliot explained how the FIRMM Program works, that inmates are sentenced to Grafton County for a year on admission, they would undergo 105 days of treatment, then they transition to an electronic monitoring program to be released into the community where they are supervised and able to plug into appropriate services to get jobs in the community to help with their rehabilitation.

B. DOC Staff Member Presentation

Supt. Elliot introduced Sergeant Levi Buxton to the Board of Commissioners, who has been on staff for eight years, has been a sergeant for almost four years, and supervises line staff and daily operations. Sergeant Buxton is also the first CPR instructor for the DOC. Sergeant Buxton greeted the board and mentioned that he came in during the old administration and has seen the progression of the new administration, commenting that the changes have been monumental, especially with COVID. Sergeant Buxton stated that the two biggest challenges the HoC had been dealing with over the past year were (1) COVID and (2) a massive influx of inmates with significant mental health issues walking through the door.

Sergeant Buxton reported that when COVID hit initially, the DOC set a plan and stuck to it and have been very successful so far. The staff has performed impressively, and morale has been good. Sergeant Buxton reported that staff step up, sign up for the overtime, they get the job done, and overall they seem to be there to help one other. Sergeant Buxton reported that with regards to mental health issues, the DoC is seeing inmates who were born with mental health problems and also seeing a lot of schizophrenics coming through the system. Sergeant Buxton also mentioned there is a "new meth" out there over the past four years which has been escalating recently and has completely changed the people abusing this Narcotic. Sergeant Buxton noted that these were people who had been at the DoC before, and they were not behaving the same as they had in the past while incarcerated at the DOC.

Commissioner Lauer asked if there was a special treatment protocol for inmates coming down off of meth. Sergeant Buxton confirmed that there is a protocol, and that the staff usually checks in with the DOC nursing department about inmates, particularly ones who had been at the DOC before. Commissioner Piper asked for clarification on the big rise in mental health challenges, and did Sergeant Buxton

mean more than just the coexistence of mental health and substance abuse disorder. Sergeant Buxton explained that a mixture of things had occurred, one being bail reform. Since bail reform, Sergeant Buxton had not noticed a lower intake because inmates were in and out so quickly. Sergeant Buxton noted that half the inmate population seems to have mental health issues on top of drug issues. Sergeant Buxton noted that the DoC does not have a lot of other facilities to send people with mental health problems, that many inmates with mental health problems really should not be incarcerated.

Commissioner Piper asked how bail reform worked regarding intake. Sergeant Buxton explained that an inmate will get released and then come right back, which creates a cycle and that there is no reinforcement. He said that Bail Reform needs to be further reformed and fine-tuned. Sergeant Buxton reported that he sees many inmates leaving that are dangerous to themselves and others and should not be released into the Community.

Commissioner Lauer asked if there was any additional training or anything the Board of Commissioners could provide to the staff. Sergeant Buxton replied that COVID hindered a lot of processes, that the department could not get much training last year due to the lack of face-to-face, and that it is difficult being in law enforcement where everything is always changing.

CA Dorsett asked if the inmate population was about the same if one were to look at the intakes on a year-to-year basis. Supt. Elliot reported that the numbers were currently 20% below average and forecasted that by end of year, the department would be 10-20% down. Sergeant Buxton added that due to COVID, the numbers were down and also that BCs were no longer guaranteed payment and the BC were not incentivized to work as a result to provide "bail services."

Commissioner Ahern asked if Sergeant Buxton could see any improvements that would be needed for the building. Sergeant Buxton reported that overall, the House of Corrections was operating great, although the department was stepping out of bounds for what it was designed for and as a result, the department was adapting to fulfill the recent influx of mental health needs. Sergeant Buxton mentioned that mental health is extremely complicated, and the department is not always equipped to treat inmates, but that the staff works hard to build a rapport with the inmates and really try to help them.

At 10:56 AM, Sergeant Buxton exited.

C. Department of Corrections Overview, continued

Supt. Elliot continued his report to provide the remaining general updates from his report, which included the ordering of road signs for "no hitch hiking" out front of the Complex, which were approved by the BOC and ordered. Supt. Elliot reported that the DOC facility staffing required 39 shifts, and that the DOC has 12 open positions that need to be filled per week, but that the staff is doing great, signing up

for voluntary overtime when needed, and fulfilling the staffing requirements without complaints. Supt. Elliot confirmed that last week, 31% of the inmates chose to receive the COVID vaccine, but that the Department left it up to the staff to decide if they want to get vaccinated. CA Dorsett confirmed that HIPPA violations can result as a result of asking disclosure of vaccination.

11:01 AM - SHORT BREAK

6. Employee Council

At 11:10 AM, HRD Karen Clough joined the meeting via Zoom, and the Employee Council arrived.

A. Commissioners' Response to Employee Council Request

A new version of the Commissioners' response to the EC Requests was handed out to all meeting attendees (included in attachments). Commissioner Piper stated that based on previous discussion, the biggest area of concern was the step increase freeze and that she appreciated all the EC's input. Commissioner Piper found what the Council said to be convincing and that the Commissioners were happy to have reinstated the step increases. Commissioner Piper reiterated that there would be a wage study this year in the budget covering competitive wages and to study the step increases in order to change the structure. The study would likely result in some sort of COLA or merit increase that would cover a range, so that it would not be 3% for everyone. Commissioner Piper believes the County would also look at simplifying the system and not have both a COLA and merit. Commissioner Piper stated she is very happy to have put this back into the budget and that in terms of how much county employees are valued, the Commissioners, County Administrator, and Finance Director really "moved heaven and earth" to get to a place that was a good place for everyone. Commissioner Piper recapped the agreement of the 2% COLA increase, Return of Buy-Back, stating again that the Commissioners cannot approve the 2.5 days addition to the ET Max Accrual, but that approval of the Buy-Back would help with that. Commissioner Piper stated that with regards to the Perfect Attendance policy, good points were made by the Employee Council at the last meeting, but the Commissioners are agreeing with HR in that the recommendation for a tri-monthly bonus has the opportunity to increase the amount of bonus days, and as a result is not approved.

B. Employee Council Discussion

Tiffany confirmed that she understands HR's explanation but asked how many employees qualify for the perfect attendance bonus. The Commissioners confirmed with HRD Clough that less than 20 employees qualified for the perfect attendance bonus. CO Sanders commented that this figure doesn't seem to make a huge difference in the budget, and Commissioner Piper asked HRD Karen Clough to weigh in. HRD Clough explained that this was more of a department head wide process, that the two biggest concerns were one, employees coming to work sick, knowing that this had happened on account of the perfect attendance bonus, and two, the

administrative process of the perfect attendance policy and lack of consistency in county-wide administration. Commissioner Piper acknowledged that one of the incentives for the Employee Council suggesting a tri-monthly perfect attendance bonus was to prevent people coming to work sick, but having heard both sides, the Commissioners have decided to eliminate the bonus. Sergeant Mace commented that fiscally, the perfect attendance bonus was not a big burn, and that if someone called out sick, the department would have to pay overtime for another employee to cover the shift, although he did understand the liability. HRD Clough confirmed that the concern was less about the monetary standpoint and more about the administrative portion. Commissioner Lauer added that the deciding factor for her decision regarding the perfect attendance bonus was that, having gone through COVID, a County employee did come to work sick with COVID for several days, and that she doesn't believe we should promote someone coming to work sick.

Tiffany suggested that for less tenured employees who don't have as much Earned Time and would not get much out of Buy-backs, might the Commissioners compromise by offering 1-5 year employees an additional 8hrs and the 6-10 year employees an additional 16hrs while they are working their way up to get the hours that senior employees have. Commissioner Piper responded that it was a lean budget year due to the continuing challenge of the pandemic; it was really difficult to find money to reinstate the step increases. There was a freeze on new hires, some capital budgets have been eliminated, and more money than usual was used from the "surplus." The Commissioners tried to pull as many strings as possible, and Commissioner Piper would be reluctant to grant additional sick time. Commissioner Piper also pointed out that the Board can no longer offer the increase in shift differentials as a result of keeping the step increases, although the minimum requirements will decrease as discussed. Commissioner Piper stated that she is happy with what the Board has reached. Commissioner Piper also stated that there is a philosophical concern with perfect attendance. Commissioner Ahern agreed, and confirmed his appreciation for what the employees do, having worked in many county positions himself, but he has to look across the entire county spectrum at taxes that are going up and help the county get through this situation. Commissioner Lauer confirmed that the board had slashed capital, cut travel budgets, slashed the social services budget, and that they were essentially out of things to cut, adding that increasing the shift differential didn't seem as important as getting the step increases back. Commissioner Piper added that the Commissioners took it very seriously that there was no advance notice of freezing step increases.

Mark Deem thanked the Commissioners and then inquired about the \$17million in American Rescue Plan. Commissioner Piper stated that this money could not be touched yet. Commissioner Lauer confirmed that the guidelines for the American Rescue Act have not been defined yet, and that all the Commissioners know is that the money cannot be used to offset taxes. CO Sanders reported that per the website, funds could be allocated to workers performing essential work during the COVID pandemic and providing premium pay to established workers, and that this money could potentially offset some employee costs. Commissioner Piper thanked him for

this information and confirmed that the Commissioners have not been advised yet, as to how the money can be spent. Commissioner Piper also reminded the Employee Council that the delegation will review the budget, and that the delegation might know what the guidance is for the American Rescue Plan at that time.

Commissioner Piper stated that the wage structure needs to be reviewed. When a bipartisan swath of the delegation explains that their constituents are complaining about a wage system providing annual increases larger than many private organizations offer, the structure has to be reviewed. Commissioner Piper said that she hopes she gave the impression that the Commissioners were willing to look at the issue of step increases for this year again, but doesn't know that this would have changed the fundamental discussion on this long-standing concern. Sergeant Deem commented that in the public sector, wages may appear to rise, but that in the private sector, employees can negotiate. Commissioner Piper stated that employees have been richly rewarded through an excellent health benefit package, family leave, earned time, a perfect attendance policy, longevity pay, and a 5% yearly increase, etc. and doesn't think that in terms of negotiating, Sergeant Deem should not assume everyone who works in the private sector is in the professional class. The County Commission wants to make sure that wages are competitive.

Commissioner Lauer backtracked to the earlier discussion of the American Rescue Plan and mentioned that the County had to look at all salaries and all employees, that to the Federal Government, not all employees are considered "critical essential employees" and that while she thinks there will be opportunities, the Commissioners have to do budget for everyone, not just essential workers. CA Dorsett commented that this is a good year for planning, wherein the Commissioners want to take a look at the benefits and pay structure. CA Dorsett stated that this could be a good opportunity to see how things play out as part of the whole. Sergeant Mace asked what will be included in the wage study, and HRD Clough explained that each position will be examined individually, so that for example, for the Correctional Officer position, the HRD would be looking at similarly sized counties and comparing to other correctional facilities, including the federal prison. Sergeant Deem mentioned that when the last wage study was conducted in 2011, the County kept in the steps, and Commissioner Piper and Tiffany confirmed that the upcoming wage study has two parts and will have a different outcome.

CO Sanders brought up the Employee Council request of retirement benefits at 55 with 35 years of service for all employees that qualify and stated that an employee did receive this benefit recently, and he thinks this should be offered to all employees. Commissioner Piper stated that this benefit is often negotiated on a case-by-case basis. HRD Clough confirmed this benefit has been considered before on a case-by-case basis, stating that employees are ineligible for a service pension until they hit 65 and that unless they take an early pension, they are not retiring through the NH retirement system.

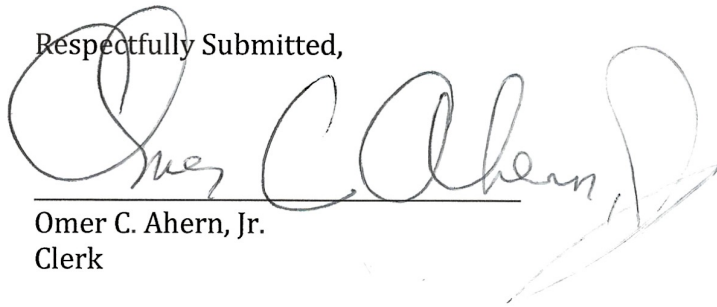
The Commissioners and HRD Clough confirmed that the employee in question had received this benefit as part of a negotiation package which also resulted in a reduction in pay. CO Sanders stated he believed the benefit should be open to anyone who met the criteria, and that if one dedicates 35 years of service to a single employer, there should be extra incentive for retirement. CO Sanders also mentioned he was disappointed to read about the cancelation of Employee Recognition dinners. Commissioner Piper stated that some elected officials actually pay for their own dinner because they don't feel comfortable taking taxpayer money for a prime rib dinner.

Sergeant Mace believes that the Employee Recognition Dinner encourages tenure, incentivizes longevity, and gets value from employees. Sergeant Mace stated that he feels that overall there is a lack of investment in employees.

At 11:49 AM, the Employee Council left.

At 11:50 AM, the meeting adjourned with business to be continued at the next meeting on Tuesday, May 4th, 2021.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Omer C. Ahern, Jr.", written over a horizontal line. The signature is written in dark ink and is positioned to the right of the typed name.

Omer C. Ahern, Jr.
Clerk

Grafton County – Commissioners’ Agenda

April 27, 2021

Department of Corrections Conference Room

9:00 AM

1. Pledge of Allegiance.....9:00 AM
2. Joseph Kenny, Executive Councilor.....9:00 AM
3. Brent Ruggles, IT Manager.....9:30 AM
4. Renee DePalo, Alternative Sentencing Director.....10:00 AM
5. Tom Elliot, DoC Superintendent.....10:30 AM
6. Employee Council11:00 AM
7. Commissioner Issues
 - a. Approval of Minutes:
 - b. Sign check registers:
8. Other Business..... 12:15 PM
9. Adjourn

ZOOM:

<https://us02web.zoom.us/j/82727655549?pwd=ZzBtUmpYZ0tXQTVMWS85OHdGMjBUdz09>

Meeting ID: 827 2765 5549

Password: 003150



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Grafton County Department of Information Technology
Monthly Summary Report
4-27-21

Summary:

NH – Procure and Setup New Desktop PC in Appointment Schedulers Office

NH – Setup 2 new User Accounts for new hires, In Service Director and Social Services Director.

IT – Completed Monthly Security Updates on all Servers and PC Laptop Systems

IT – Renewed and updated Security Certificate on Email Server

IT – Cleaned up Email Server Mail Store to reduce space used on Email Server

Deeds – Procure and setup new Laptop for Video Conferencing Meetings

IT – Replaced Bad Hard Drive on NAS Storage Server

IT – Updated Firmware on NAS Storage Server's

CO – Installed Accounting Software Update to Accounting Server and all PC and Laptop Systems.

CO – Setup 2 new WIFI AP's in Administration Building to resolve weak signal issue.

CO – Assist County Administrator and Assistant with moving and setting up IT Equipment for Commissioners Meeting at the Department of Corrections.

AO – Attorneys Office

- Laura Kelley called and stated she was having keyboard problem with numeric keys or letters, remoted into her workstation and had her log off and log back in, had her complete some typing tests in a Word Document and then open PBK. Word Document typed Fine PBK did not, I requested her to call PBK for remote support to look at the Form Field she was trying to change.
- Received Call from Chris Ash of a problem with outbound emails going to incorrect email address. I remoted into Christine Ash's PC, she stated that she had been emailing out emails to Antonia and it was being sent to Antonia's Gmail Address and needed to be going to Antonia's County Email Address. Checked Outlook Address cache and found old entry, cleared the cache. Issue Resolved.
- Received email from AO Office Manager about problem with PBK application not working properly for Victim Witness Department due to a recent software update by their Vendor Karpel. Office Manager





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will be calling me back to discuss.

- Set VicWit employees voicemail to send alert to her email when one is received.
- Office Admin had certain Apps on her cell phone that were crashing upon launch, including her County email, and seemed to be all Google Apps. Had her check for updates on the Play Store and focus on ones with "Webview" in its name, which there were a few. Updating these resolved the issue.
- Support Staff employee's office computer was reported to be performing very slowly. I remoted in and ran the disk and registry utilities, and cleared the cache in her browser. Rebooted and all seemed to be all set after.
- Attorney called from where she is working remotely, reporting that her wireless card is disabled and started the previous night, and was asking for administrator rights to re-enable it. I went into the Users and Groups, and she was indeed part of the "Network Configuration" Group. To get her on wifi at her home, I entered the admin credentials to get the wifi enabled, and explained to her to reach out to me the next time she is on site, so I can fix the Network Config Group entry.
- Office Admin could not open or play audio contents on a.. .cda file on a certain special software that we use for that type of format. She had just a copy of the .cda file and not the original disk from what it was uploaded to. I explained that she needs the original disk and the contents on that. Explained that cda files will not work when copied as a standalone file.
- Worked with the Office Admin to get the Auto-Attendants re-recorded for the day and nighttime modes.
- Support Staff employee received a Notification of Service or Documents email from the state e-court system. She was getting a runtime error when attempting to download the included documents from the link. I recommended that she reach out to the NH Courts or the company whose software they use, which is Odyssey.
- An Attorney had folder downloaded from Share file that had Walmart Surveillance footage, but the video player's .exe wouldn't launch. I had that same folder downloaded on my laptop and it worked. Accessed system remotely to send over the working folder from my system to hers, and it was then able to open after that.
- Laptop used for Grand Jury was performing very slowly. The hard drive performance was at 100%, and noticed that the AV was the culprit. There was an update trying to download as well as a Full and Quick scan. I canceled both scans, and allowed the update to install. I then let the quick scan to complete, and the disk and RAM was settled down.
- A couple of Attorney's were expecting an email with a registration of an educational course, which was got blocked because of a GEO IP Policy. I was able to release those emails and whitelist that email domain.
- Support Staff employee called and said that the computer was not showing a USB thumb drive that she had plugged in. I did see that Windows was not recognizing the device and Device Manager had an unknown USB device. I searched and installed a few hardware Updates from Dells Update utility. Upon reboot it looked like there were some Windows Updates pending as well. Once it came back up, Windows could then read the USB drive.
- Attorney had a couple downloaded videos she was trying to watch. As they only opened with one player, there was no audio playing that was included in the surveillance. I installed Media Player Classic, and the video was then able to play normally with audio.
- Added the new Public Office Calendar to the Intake person's email.





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- Recreated a Desktop icon for PBK to open with the default web browser. The original icon was set to open with IE.
- Investigated and issue the Office Admin was having when responding to an email that had a screenshot image in the body of the email. When she went to reply, her webmail would crash. It seemed to be specific to that one email. Started another thread of emails with the same recipient with no issues. Cleared the cache in her browser as well.

AS – Alternative Sentencing

- Received call to reconnect computer and phone equipment in office that had been cleaned out for new carpet installed. Joey completed setting back up computer and phone equipment in office and reconnected to network and tested, all ok and ready for use.

CE – UNH Cooperative Extension

- no calls

CO – Commissioners Office

- Updated Accounting Software to get latest version of ACA for HR to complete their Annual ACA work. Installed update on Server and all County Users Laptops and PC's that utilize the software.
- Financial Director Requested to install Accounting Software for Sheriff's Office Employee. Software was installed and tested.
- Completed Email Training with County Administrator on how to setup distribution lists for various departments.
- Problem with Commissioner's Laptop unable to print to Brother Printer. Restarted Brother Printer and system connected ok and was able to print.
- Setup new Email account for Temporary Assistant
- County Admin has a local profile that was created on his laptop, which he was having trouble logging into. I logged on as the admin so I could determine what the exact name of the profile was called, and showed him how to login with it using the *computername* prefix.
- The laptop and projector were not projecting the image onto the screen, for a Commissioners Zoom Meeting. Within the options of the Action Center is one labeled Project. Choose that and choose to Duplicate, and the image should then be displaying onto the screen.
- Found a digital sidcar we had in stock, as the County Admin requested. I configured all the entries for it, and set up on his desk phone.
- Got a new WAP configured to put in place in the County Administrator's Office. I traced the Network drop in his office and determined which port it was plugged in, in our Network switch. Got that switch reassigned to the required VLAN, and got the AP connected.
- County Admin's couldn't open his surveillance camera software. I noticed that his laptop didn't let go of his Wifi IP when he plugged back in to Ethernet. Because the surveillance Network only allows the permitted IP's and his laptop had the wireless IP, it was getting blocked when attempting to login.
- After the computer that the CO label printer is connected to was shut down and re powered, payroll still could not print to the label writer. I confirmed that other systems could print to it. I removed the shared





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device from her Printer list, and re-added it. That resolved the issue.

- Had to make a few changes to Administrator's VoIP sidecar. The Action field of the button entries for the dept. Hung Groups had to be changed. Updated codes and tested all is now working properly.
- Request from County Administrator to setup new email address for Temporary Administrative Assistant. Setup account and completed training and reviewed Email Software with Jessica.
- Requested from County Administrator to help assist setup for Commissioners Meeting at the DOC tomorrow and setup projector and other devices needed for meeting.

DoC – Department of Corrections

- Received call from Kitchen Manager, stated the Food Inventory Software was not working properly. Barry contacted Vendor and was able to work with them to restore the software due to problem with Microsoft Monthly Security Update.
- Assisted user with changing printer drive to default to print single sided print jobs.
- Reported that there was not wifi in the Admin Wing. Made a couple minor changes to and rebooted the wireless access point. Confirmed that it was now working.
- Corporal was expecting an email from AHA with a CPR certification, and it seemed to be have getting blocked. Went into Barracuda and released that email, and set that email domain as an exemption.
- Got a call mentioning that the SMU Tablet was going to "sleep" after a few minutes of being idle. I was able to browse through Windows and get to the Power Settings, where I noticed sleep was enable and set to a few minutes.
- The Medical Coordinator called and she filled out a fillable pdf that the State required and also needed a Digital Signature from multiple people. The instructions included the steps to do it through Adobe Reader DC. First I mentioned that we do not install Reader DC on any county computers, and secondly the default pdf viewer was set to Chrome, so I had to change that to Foxit Reader. Once the file was downloaded and saved, and was able to open it through Foxit, I noticed that it had its own feature of creating a digital signature. That feature opened up automatically when any signature field was selected, and we were able to create digital signature for all three parties; Superintendent, Medical Director, and Medical Coordinator.
- The ComTec touchscreen in the Female Unit lost its display, and had to be replaced. A new one was ordered and replaced without issue.
- Admin Sgt had a Lifesize Meeting, and the camera was working but the webcam mic was not. I went in to his laptop remotely and investigated what was going on and to try to resolve the issue. I had a Lifesize .exe and put that over to his system, and ran that to install the local version to his computer. Now when he clicks on the link in the invite that Sabra sent out, it opens up with the Desktop App and bypasses the browser web app. This seems to resolve the issue.
- Admin employee needed to give the SO Director of Communications access to a folder that had a certain file to configure the 2-way radios. It was too large of a file to email, so I took that folder and copied it to the Director's Desktop.
- Night shift Officer could not open email attachments on the Central Control PC. When opening an attachment via web mail, the Users Downloads Folder must be accessible, as it does download it first. I





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noticed that this officer's Downloads Folder was missing, due to a previous issue we ran into.

- Request to install the Training Module for the Inmate Management software on all housing and intake PC's. Created a new deployment package with the included msi package to install the Zuercher Training module. Successfully installed it on all the Housing and Intake PC's.

HR – Human Resources

- Requested to install Accounting Software update installed to allow final completion of ACA data input.
- Setup new ID Badge Printer and Camera system at HR Receptionists Office Area, setup printer for Network Access and installed Software and Driver on all HR Employees Laptop and Desktop Computers.
- Setup Dymo Label Maker Software on HR Generalists PC so she could print to HR Receptionists Dymo Printer.
- Downloaded requested video surveillance footage from the rear entrance of the Nursing Home of a certain day, as requested.
- Replaced employees ergonomics mouse with a regular wired mouse, as it was bothering her wrist.
- HR Generalist desktop printer had a problem printing. I noticed that the print queue was jammed up with many jobs stuck. I restarted the Print Service and then rebooted the printer. Windows had given her an error message again when attempting to print a web page, and got stuck in the queue. I disabled the print preview in the web browser as well as updated the browser to the latest version, with no avail. I then unplugged the USB connection and removed that device. Reconnected the USB to re-add the printer, which resolved the issue.

FA – Farm

- no calls

IT – Department of Information Technology

- Help desk Remote Control Server Update Annual License, ran into issue with License Activation Screen not working and had to contact tech support to try to input License Manually. License Screen finally activated on LINUX server and was able to input new key.
- Email Server could not send outbound email. Received call from Toni Mayo around 8:20AM stating she had received email stating that her outbound email messages were not being sent out and would be retried. Called Barracuda and reviewed with engineer. He stated they had an issue with email archiving that was causing delay, system cleared all email in the next 15 minutes.
- Worked with outside vendor on getting Security Certificate Updated on Email server. Needed to get updated procedure from vendor and was able to get Certificate installed on 3-29-21.
- Needed to Cleanup Email Store on Email Server, freed up 70GB of Space on Server
- Received alerts from Barracuda with Service issue that was causing delays on transfer of emails. Contacted Vendor and they are looking into issue.
- Barry Page's last day April 15th. We thank Barry for all his excellent help and assistance working in the IT Department. We wish him well in his new career.





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MT – Maintenance

- Reviewed upcoming remote work schedule with Alex from Alliance Group on HVAC project.
- Assisted Maintenance Superintendent unable to access and print out Monthly Invoice from Online Statement from Credit Card Vendor.
- Setup Remote Access sessions for HVAC Vendor to work on system remotely.
- Unit Secretary called and reported that her label writer had labels wrapped around the front rubber roller of the printer. I took it back to my office and had to cut across that roller to slice the paper free. I was able to get it working properly again.
- Activities Director called and stated she couldn't print from the Amazon site. I went in remotely and confirmed that she couldn't print from any site on Chrome to any printer. The site would just crash and the jobs would get stuck in the print queue. I was then able to confirm that the version of Chrome she had was one version behind. I went into PDQ and sent her computer the latest version, which she went from v.88. to .89. Tried printing again from Chrome and it was a success.
- Replaced a keyboard on one of the Meadow Nurses Stations. One of the letter keys was not working.
- Received call from Assistant Director of Nursing she mentioned she had access to a Chromebook and wanted access to her frequently accessed websites. Completed training with her on how to open up a new tab, and pointed out where the Bookmarks Menu was.
- Nurses Station computer did not have the correct icons on the Desktop. When I went to go investigate, I noticed that the computer was logged into the wrong profile, so was not getting the correct icons via Group Policy.
- Activities employee had a last name change. Had to change her name in Active Directory and email, and rename her phone extension. Also had to share a few Public Calendars with her new email address, add that address to the All County Employees contact list, update her phone entry in our Call Accounting software, and change her name in the phone directory spreadsheet.
- Had to add a web browser exclusion for the Nurses Stations to be able to access. It is for the new time clock web console.
- Added Label printer on Unit Secretary's profile on one of the Housing Unit's PC's.
- Created two new shortcuts manually in the Public Desktop and removed the original ones on two Unit Secretary PC's. When creating the new shortcuts, in the Item Location field where the URL is entered, I included the browser location path followed by the URL. I also set the correct icon for each shortcut.

NH – Nursing Home

- Disabled Windows and Email accounts for former Nurse employee.
- Received call from Tammy Robbins that Covid Testing Label Printer was not working. Laptop was from an outside support vendor. Reviewed the laptop had received a problematic Security Update from Microsoft, attempted to uninstall and update Dymo software. Did not have permissions to make changes on system. Had Tammy call Vendor and they came in remotely and fixed the issue, ran test after to print labels and all worked ok.
- Setup New Brother Printer for Maple Unit Secretaries Office.
- NH Setup new LPN and new RN Traveler email accounts for new hires.





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- Fix Issue with PC Maple Unit Office PC black screen after login. Needed to uninstall bad Microsoft Security Update that was causing problems with Black Screen during Login as well as causing issues with Printing to Dymo Label Printer.
- Requested to meet with Nursing Home Activities Director to review Security Settings on Social Media Site for the Nursing Home, reviewed settings and all looked ok.
- Requested by MDS office to add access to 2nd floor Sharp Copier to workstation. Installed Printer and tested print job.
- NH Maple unit called stating FAX machine not working. Reviewed FAX machine. Powered off system, disconnected and reconnected phone lines, started backup, this fixed the issue.
- Switched Office Locations for 2 NH Staff Purchasing Storage Room and 2nd Floor Schedulers Office
- Order and setup new Printer for NH Staff member to use in new office location in Purchasing Storage room.
- Order desktop PC to replace Appointment Schedulers Laptop computer 2nd Floor, setup new desktop PC and swapped out existing laptop.
- Setup new user and email account for new appointment scheduler.
- Had Joey install Battery Backup System to new desktop in Appointment Schedulers Desktop system, changed orientation of desk to take stress off power and network cables, removed Surge Outlet strip that was not to code.
- Unit Secretary called and reported that her label writer had labels wrapped around the front rubber roller of the printer. I took it back to my office and had to cut across that roller to slice the paper free. I was able to get it working properly again.
- Activities Director called and stated she couldn't print from the Amazon site. I went in remotely and confirmed that she couldn't print from any site on Chrome to any printer. The site would just crash and the jobs would get stuck in the print queue. I was then able to confirm that the version of Chrome she had was one version behind. I went into PDQ and sent her computer the latest version, which she went from v.88. to .89. Tried printing again from Chrome and it was a success.
- Replaced a keyboard on one of the Meadow Nurses Stations. One of the letter keys was not working.
- Received call from ADON called and mentioned she had access to a Chromebook and wanted access to her frequently accessed websites. I walked her through how to open up a new tab, and pointed out where the Bookmarks Menu was.
- Nurses Station computer did not have the correct icons on the Desktop. When I went to go investigate, I noticed that the computer was logged into the wrong profile, so was not getting the correct icons via Group Policy.
- Activities employee had a last name change. Had to change her name in Active Directory and email, and rename her phone extension. Also had to share a few Public Calendars with her new email address, add that address to the All County Employees contact list, update her phone entry in our Call Accounting software, and change her name in the phone directory spreadsheet.
- Added Label printer on Unit Secretary's profile.
- Created two new shortcuts manually in the Public Desktop and removed the original ones on two Unit Secretary PC's. When creating the new shortcuts, in the Item Location field where the URL is entered, I included the browser location path followed by the URL. I also set the correct icon for each shortcut.





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- Received call from Heritage Health Care Manager on Maple unit with problem with one of their laptops not starting up properly. Reviewed laptop and as it was locked down by their companies IT Staff I referred her to contact their IT Department as we did not have permission to resolved issue.

RD – Registrar of Deeds

- Requested to procure and order New Windows 10 Laptop for Registrar of Deeds to use for Video Conferencing, Barry received laptop and completed setup and delivered Laptop to Kelley.
- Barry Received call from Registrar of Deeds could not access files on Network Drives. He went down and rebooted system which fixed issue, also noted a BIOS update that had a problem installing and recommended for RD to contact their PC Vendor to assist with issue.
- Received call to see why user could not send email using State Legislature email WEB Site. Tried to assist but was not familiar with the Web Site and did not have any tech support contact information.

SO – Sheriff's Office\Dispatch

- Updated User Accounts on Body Cam Video Storage Server to reflect changes in SO Staffing requested by Director of Communications.
- Setup new Remote User accounts for Remote PD Agencies
- Setup new DNS Entry for New Server System used at SO Office for Body Camera Video Storage
- Disabled user accounts for retired SO staff member
- Completed changes to SO staff phone extension numbers due to SO staff changes.
- Help setup new user profile for user to Migrate to Captains PC System.
- Created accounts for an employee who transferred from the Nursing Home to Dispatch.
- Performed monthly Server Updates and reboots. Also rebooted the Firewall appliance for Users from remote agencies.

Yours in Service,

Brent Ruggles

IT Manager
Grafton County Department of Information Technology



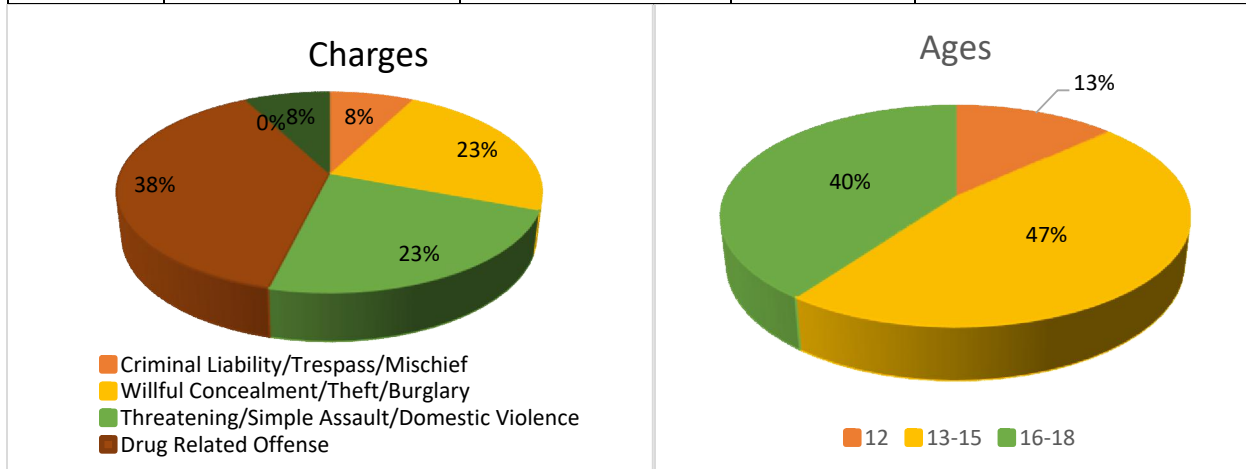
Alternative Sentencing Commissioners Report March 2021

Director's Report: With COVID-19 restrictions being lifted, the Director has been scheduling meetings with Grafton County Police Departments to meet the new officers and ensure they fully understand the court diverted programs within the county. These meetings will allow time for officers to ask questions to better understand the components of the program and hopefully increase buy in from the police departments. Director has emailed Chief Judge King as we still have no court time in any circuit court. There was discussion of adding a Drug Court enhancement for a mental health component which has been put on hold while MHC coordinator and director meet with the area mental health agencies to determine their availability.

Juvenile Restorative Justice

Grafton County Juvenile Restorative Justice Program is to promote community-based alternatives to the formal court process that; promote positive youth development, safer communities, integrates restorative justice practices, intervenes at the earliest possible opportunity and promotes reduction in juvenile crime and recidivism

Program	Active Participants	New Participants	Completed	Cases Returned
CADY	5	0	0	0
VCD	6	0	1	1
GCJRJ	2	0	0	0
COOS	0	0	0	0
TOTALS	13	0	1	1



Grafton County has made a decision to not continue contracts with VCD and CADY, Inc. instead, bring all the juvenile services in house. Director has been working to identify how this would look should referrals increase drastically and create a description of needs for each staff under AS. There is no concern that the validity of the program would be in question and we currently have the staff to manage an increase in clientele.

Coos County continues to be an area where education and support is needed to ensure all police departments understand the program, the needs and the outcomes. The chair of the NHJCDN will be joining me to meet with their commissioners in the new year to discuss how the police departments will need to begin changing their procedures and utilizing the diversion program which should increase the amount of referrals made.

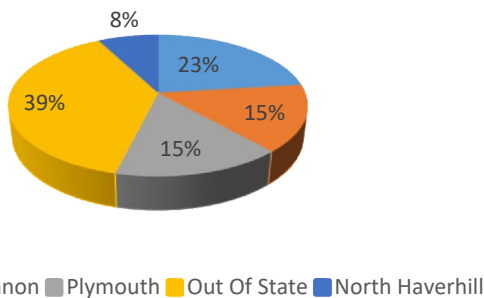
Alternative Sentencing Commissioners Report March 2021

Adult Diversion & Program

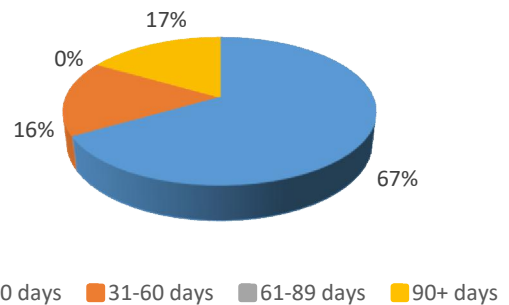
Grafton County Adult Diversion Program is to hold an eligible offender accountable while providing the resources, skills, and education to reduce the risk of committing crimes in the future. This program is an alternative to prosecution and offers a defendant a chance to avoid criminal conviction and other punitive sanctions including fines, probation and incarceration.

Program	Active Participants	New Participants	Graduated	Fees	Prospective Participants
Felony	10	1	1	\$100	6
Misdemeanor	1	1	0	\$100	1

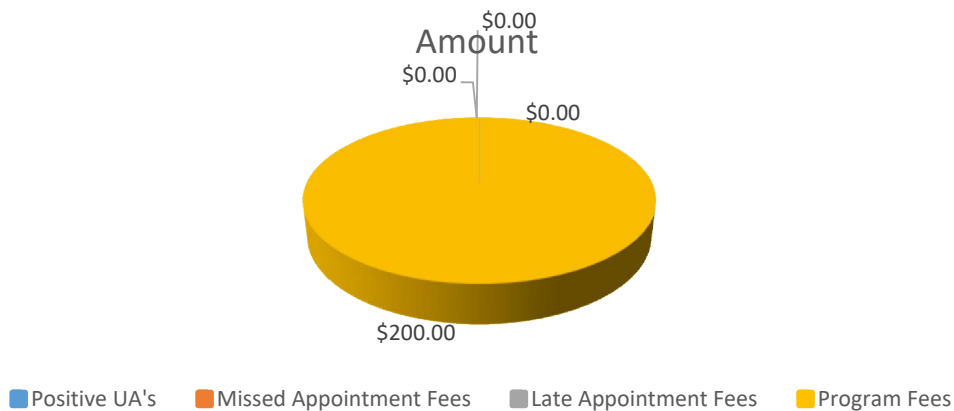
Geographics



Plea to Acceptance



Amount



There have not been many changes with Adult Diversion this month. We will be having another graduation next month in which 3-4 participants will be completing. Participants have started being seen in person although we continue to hold groups via telehealth to ensure social distancing. We are continuing to review ways to increase our services to meet the needs of our community and the CAO needs.

Alternative Sentencing Commissioners Report March 2021

We have seen an increase in mental health issues as well as substance abuse issues among participants which has resulted in increased inpatient needs. Granite Recovery Homes has been accommodating and able to get our clients in quickly and their programming is extensive.

C.A.R.E & C.A.R.E+

The Grafton County C.A.R.E+ Program designed to support individuals who have been convicted and are under supervision to connect to services and stay active in a therapeutic environment. C.A.R.E+ stands for Community, Assessment, Re-Entry and Education + Supervision, the focus of this program is to assist individuals in giving back to their community while creating a successful foundation and becoming a productive member of society.

Program	Current	New	Completed	Program Fees	Prospective
C.A.R.E	7	1	4	\$0	3
C.A.R.E+	3	0	1	\$0	0

This month we successfully completed four participants from C.A.R.E and had to terminate one client from C.A.R.E+, this client currently has a warrant out for their arrest and the CAO will look to impose their state prison sentence.

Mental Health Court

Grafton County Mental Health Court seeks to provide an effective and meaningful alternative to the traditional criminal justice system for individuals with a mental health illness. Our goal is to promote prompt intervention, education, treatment and recovery in order to improve the quality of the individual's life, reduce recidivism and improve community safety

Location	Active Participants	New Participants	Veteran Participants	Prospective Participants	Completed
ASSERT Littleton	5	0	1	4	0
HOH Lebanon	8	0	2	5	0
PMHC Plymouth	5	1	0	3	0
TOTALS	18	1	3	12	0

MHC has continued to accept referrals throughout the COVID-19 pandemic. We are providing telehealth treatment and holding bi-monthly tele-meetings with the MHC teams and participants. We continue to struggle to find participants housing/shelter and treatment services are not adequate at this time. We have seen an increase in drug and alcohol relapses as well as mental health crises. Although we are seeing increases in negative behaviors we are also seeing many participants that are thriving and overcoming the challenges being presented by COVID-19, mental illness and SUD. Our Mental Health Coordinator has been able to get back into the Plymouth office and meet with participants. This has been extremely helpful for many that are struggling with increased Mental Health issues and substance abuse relapses.

Alternative Sentencing Commissioners Report March 2021

We are struggling to get back into Littleton and Plymouth circuit courts. MHC Coordinator has again reached out to see when we can get back in, awaiting responses. We continue to not have time in Lebanon regardless of the multiple meetings with court staff and Chief Judge King.

The state has decided to move forward with interns to research and assist MHC Coordinators in creating, adopting and implementing State-Wide Best Practices. Grafton County MHC Coordinator will be involved with this in a manner and best supports the direction MHC are going in the future.

Budget Report

	JAN	FEB	MAR
JRJ	---	---	---
AD	\$795	\$205	\$130
MISSE D	---	---	---
LATE	---	---	---
+ UA's	---	---	---
MRT	\$35	\$70	\$70
CARE	---	---	---
MISSE D	---	---	---
+ UA's	---	---	---
BDAS	\$3111.60	\$3682.80	\$2544.30
Totals	\$3941.60	\$3957.80	\$2744.30



**OFFICE OF
CHIEF
MEDICAL
EXAMINER**

JENNIE V. DUVAL, M.D.
Chief Medical Examiner

MITCHELL WEINBERG, M.D.
Deputy Chief Medical Examiner

246 Pleasant St, Suite 218
Concord, NH 03301
603-271-1235
Fax 603-271-6308

Drug Deaths by Year

2011	201
2012	163
2013	198
2014	342
2015	444
2016	486
2017	490
2018	471
2019	415

To receive monthly updates contact:
kim.k.fallon@doj.nh.gov
Enter "request for drug data" in the subject line.

2020 Drug Death Data

1/1/2020—12/31/2020

Fentanyl (no other drugs)	162
Fentanyl and Other Drugs (excluding heroin)	152
Heroin (no other drugs)	0
Heroin and Other Drugs (excluding fentanyl)	0
Heroin and Fentanyl	3
Other Opiates/Opioids	31
Unknown Opioids	2
Total	350
Other drugs	56
Unknown drugs	0
Total Confirmed Drug Deaths	406
Pending Toxicology	8

2021 Drug Death Data

1/1/2021—4/14/2021

Fentanyl (no other drugs)	12
Fentanyl and Other Drugs (excluding heroin)	10
Heroin (no other drugs)	0
Heroin and Other Drugs (excluding fentanyl)	0
Heroin and Fentanyl	1
Other Opiates/Opioids	0
Unknown Opioids	0
Total	23
Other drugs	4
Unknown drugs	0
Total Confirmed Drug Deaths	27
Pending Toxicology	61

'Pending toxicology' means that the death may be due to drug intoxication based on circumstances, scene investigation and/or autopsy findings but the final determination also depends on the results of toxicology testing. It can take up to 2 to 3 months to finalize the death certificate following a suspected drug intoxication death. This delay reflects the time required for specimen processing, toxicology testing and reporting and interpretation of the report by the pathologist.

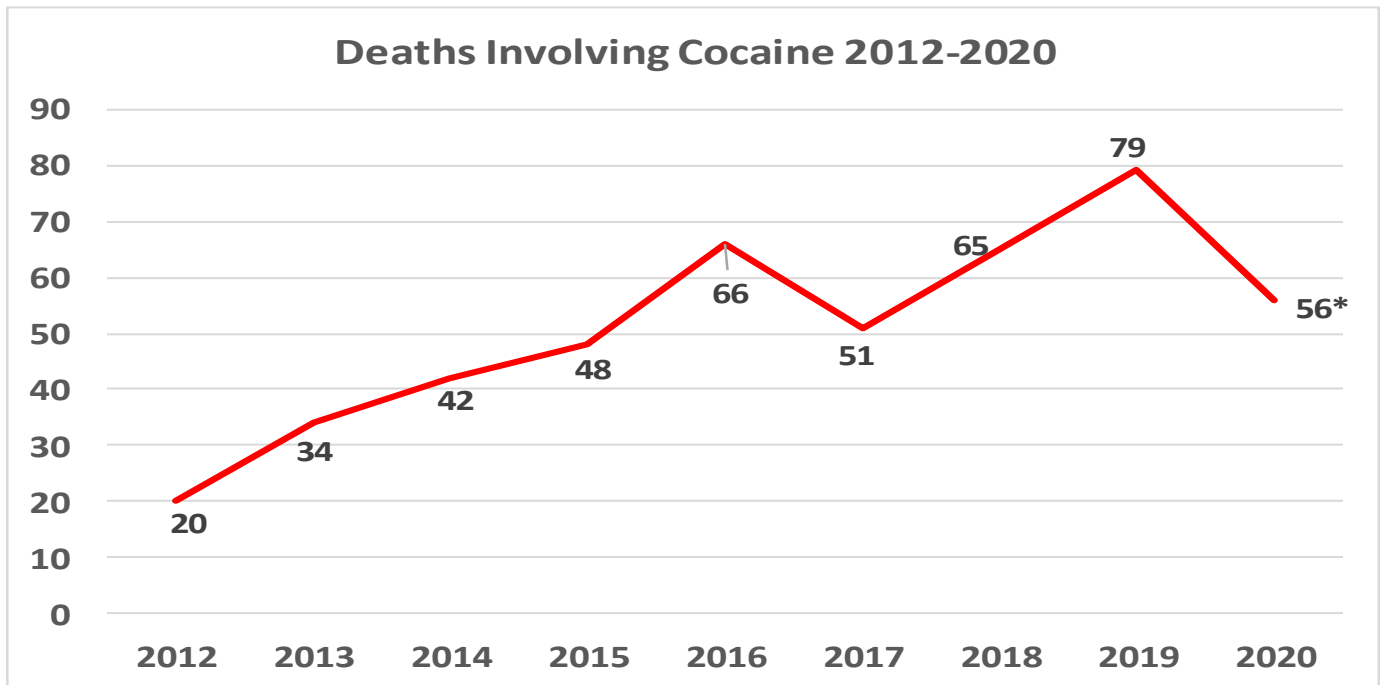


2020 Drug Data

Year	Total # of Deaths Involving Cocaine	Solely Cocaine	Cocaine and Opioid(s)	Cocaine and other drug(s) (non-opioids)
2020	56	7	47	2
2019	79	5	73	1
2018	65	5	57	3
2017	51	5	44	2
2016	66	14	50	2
2015	48	5	43	0
2014	42	5	35	2
2013	34	1	24	9
2012	20	4	14	2

Of the 47 deaths in the 'cocaine and opioid(s)' category, 44 involved fentanyl.

Six of the 56 cocaine deaths involved methamphetamine.



*56 confirmed deaths involving cocaine in 2020 as of 4/14/2021.

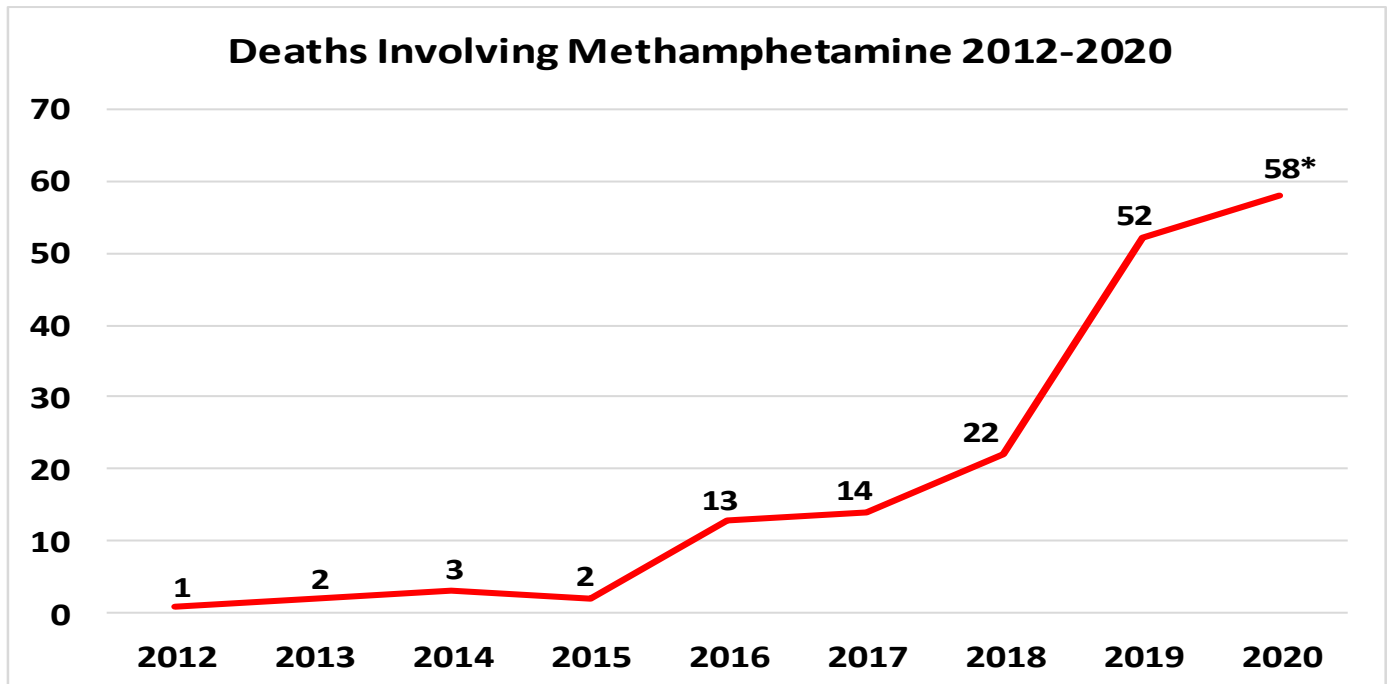


2020 Drug Data

Year	Total # of Deaths Involving Meth	Solely Meth	Meth and Opioid(s)	Meth and other drug(s) (non-opioids)
2020	58	10	44	4
2019	52	6	46	0
2018	22	4	17	1
2017	14	2	11	1
2016	13	4	8	1
2015	2	1	1	0
2014	3	0	3	0
2013	2	1	1	0
2012	1	0	1	0

Of the 44 deaths in the 'meth and opioid(s)' category, 42 involved fentanyl.

Six of the 58 methamphetamine deaths involved cocaine.

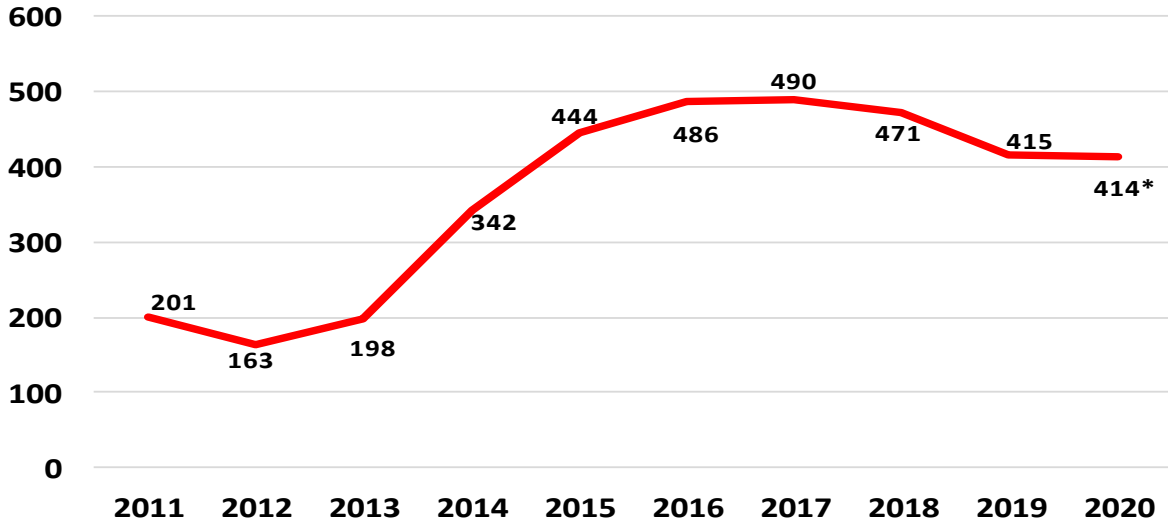


*58 confirmed deaths involving methamphetamine in 2020 as of 4/14/2021.



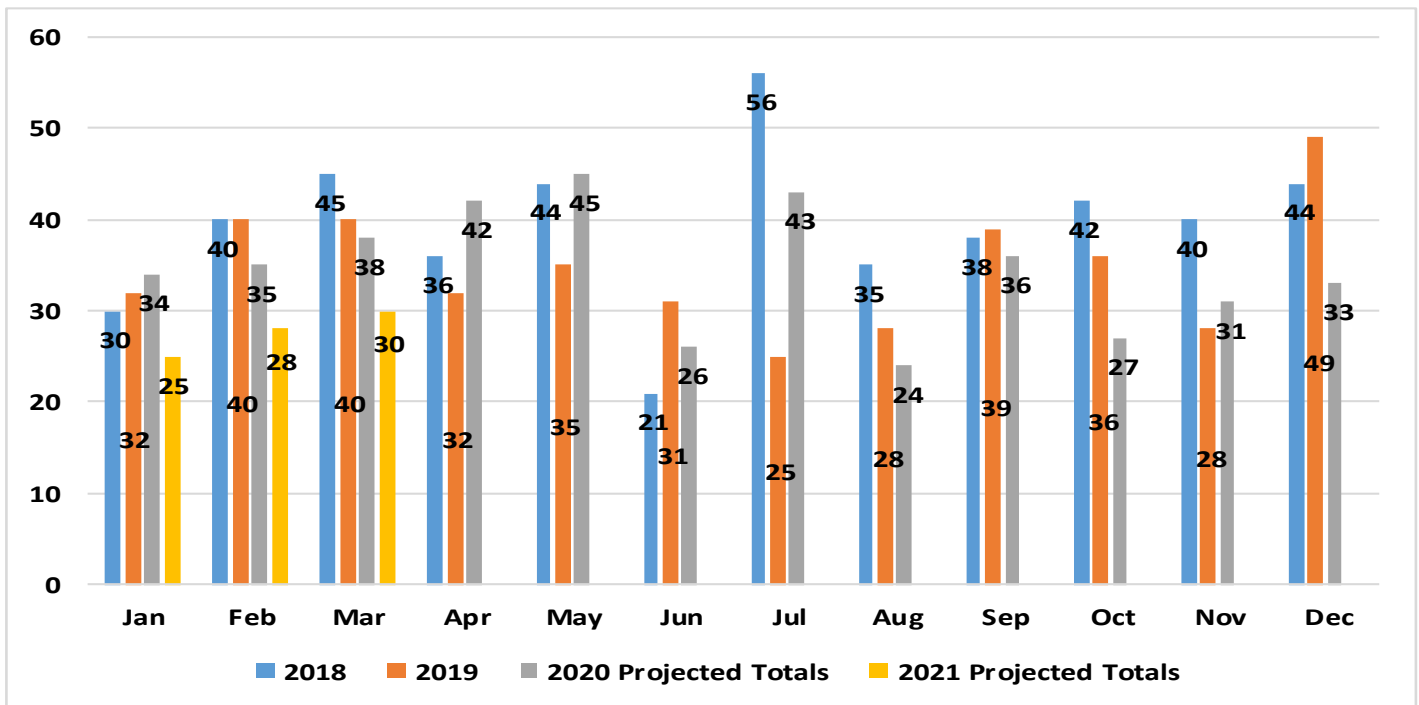
2020 Drug Data

Number of Overdose Deaths by Year



*414 confirmed drug deaths plus deaths pending toxicology as of 4/14/2021.

The chart below shows the number of confirmed drug deaths from January through December for 2018 and 2019 and the number of confirmed drug deaths plus those that are pending toxicology in 2020 and 2021.



The OCME makes every effort to ensure the accuracy of published data. However, case management software requires manual data entry and transcription errors may occur.



April 27, 2021

Commissioners Report

1. Population: **In House: 41** **F Unit: 12**
 E Unit: 9
 D Unit: 6
 C Unit: 11
 Intake: 3

Out of Facility: 20

Total population: 61

Intakes since 7/1/20: 613 **Male: 432** **Female: 181**

2. Community Corrections Report:

- a) Electronic Monitoring: 2**
- b) Daily Work Release: 0**
- c) Pre-Trial Services: 26 – 3** on GPS monitoring

d) Operation Impact: Sgt. Harness presented various classes to Bath Village School and Piermont Village School She also assisted with courtesy rides and worked inside the Jail.

e) Community Work Program: Sergeant Griffin has been working on the farm helping with the daily chores and maintenance. There could be a possibility of a small roadside cleanup crew going out for desperately needed trash pickup along Route 10 in the very near future.

f) Transports: For the month of March staff conducted 8 transports.

- 0 transport to a treatment facility.
- 0 medical transports for inmate medical needs/doctor’s appointments.

- 8 courtesy rides home for inmates being released that could not find a ride for themselves.

FIRRM Program

0 current participants

Level 1 – 0

Level 2 – 0

Level 3 - 0

Programs Department Report:

For the month of March, the Programs Department provided various services to over 12 different inmates for approximately 214 hours. These services include SUD groups, individual counseling and HISET. The majority of these hours came from the following services broken down below.

Individual Counseling: 32 total hours

Female – 5 hours

Male – 27 hours

SUD Treatment Groups: 182 total hours

Female – 21 hours

Male – 161 hours

Medical /Mental Health Report: For the month of March there were four psychiatric clinic days with a total of 24 patient encounters.

General

- 1) Meet with staff- Sergeant presentation
- 2) Update on signage
- 3) Facility staffing
- 4) Inmate COVID vaccinations

Are there any Commissioner concerns?

Jail Tour/Lunch

Commissioners' Response to Employee Council Requests:

- Cola 2.0% - Commissioners agree to a 2% Cost-of-living adjustment
- Return of Buy-back - Proposed wording is attached – Commissioners agree to this request
- Add 2.5 days to ET Max Accrual – Commissioners deny this request based on a Buy-back Program
- Perfect Attendance for bonus days - tri-monthly instead of annually – Commissioners deny this request and the elimination of the Perfect Attendance Bonus will offset step increases.
- Retirement benefits at 55 with 35 years for all employees that qualify – Commissioners deny this request.

Commissioners Changes since 4.20.21:

- Changes to shift differentials as follows – Shift premiums would not increase. However, the requirements for shift differential would still change:
 - Remove the minimum requirement of weekend hours worked to get the differential – all time worked during the weekend would receive differential
 - Change the minimum required work time to receive the differential from 4 hours to 1 hour.
- Step Increases will not be frozen for Fiscal Year 2022 – A complete wage and compensation study is going to be funded that will look at the entire wage structure of the county, this should be completed in FY 2022 and any changes should be effective for FY 2023.