

GRAFTON COUNTY COMMISSIONERS' MEETING

3855 Dartmouth College Highway

North Haverhill, NH 03774

July 25th 2017

PRESENT: Commissioners Lauer, Ahern and Piper, County Administrator Libby, Admin. Asst. Norcross.

OTHERS PRESENT: Treasurer Karen Liot Hill Treasurer, DoC Supt. Tom Elliott, Alternative Sentencing Director Bill Gilding, IT Manager Brent Ruggles, Nursing Home Administrator Craig Labore.

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

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
July 25th, 2017

AO – Attorney's Office

- Worked with attorney to assure he had everything need on specialized system to review evidence.
- Completed install and testing of scanner for Attorney.
- Meet with IT manager and Office manager to discuss new hires and their needs.
- Disabled email and network accounts of separated staff member.
- Attorney's laptop wireless card would could not recognize any Wi-Fi Networks. Uninstalling the device driver and reinstalling it, resolved the issue.
- Employee's laptop had a couple issues. The email program kept constantly "not responding", and our domain did not recognize that computer name. Needed to disjoin and rejoin it to the domain. I then removed her email profile and uninstalled-reinstalled the email offline connector client, and re-added her email profile.
- Performed routine maintenance on the Attorneys laptop, and scanned for hardware updates.
- Investigated why the offices web-based file sharing application sent hundreds of notifications of files that were uploaded months ago, to both the receiving and sending parties. It seemed that a folder and all of its contents were accidentally copied to another location within that root folder; thinking that it was new uploads.
- One of the attorney's is scheduling a video call with an expert witness. Had to set him up with our hosted A/V software.
- Employee reported that some emails were showing up directly into her webmail, but noticed a delay when receiving them in Outlook.
- Installed a licensed PDF program on one of the Attorney's laptops.
- Met with AO Office manager regarding 3 new hires, timeframe, office locations, etc

AS – Alternative Sentencing

- Disable AS employee's email and network accounts. Meet with AS Director to allow egress to employees work documents to maintain service to existing clients serviced by former employee.
- Changed waste toner cartridge on their copier machine.
- Met with AS Director to review setting up Mobil Hotspot on cell phone and discussed setting up a Verizon Network Extender for AS Office, Director needs to contact Verizon to get information and request permission to allow IT Director to access their cell phone accounts.
- Meet with AS Staff regarding need for new phone line. Recommended to setup a Direct Inward Dial number and setup new Voice Mail Box as no cost for circuit. AS will use this for Drug Testing.

CE – UNH Cooperative Extension

- Setup new phone extension for new employee, added new employee to the button programming list as a speed dial.
- Worked with KVAUGHAN to get the auto-attendant greeting changed.

CO – Commissioners Office

- Completed maintenance, and replaced the current standard drive with a solid state drive. This was for the executive secretary.
- Setup new replacement laptop for County Administrator.
- Assisted CO Staff with closing out year end in accounting software.

DoC – Department of Corrections\Community Corrections

- Disabled accounts of separated and retiring staff members.
- Setup accounts for new hires.
- Met with Captain to discuss Door Security Training for upcoming on site visit from Door Security Vendor.
- Provided new employee with passwords to login to computer and email.
- Received new PC's and got an original state image from one. Set up one to department standards, and cloned that SSD to all the rest of them.
- Got an employee set up in a different office and on a different station, as he changed jobs. Performed software and hardware updates on the laptop that has not been used in a couple months.
- Set up a new auto-attendant for Community Corrections to reflect a procedure change. We also had to re-record and update the greeting.
- Programs desktop was performing poor and I could not reach it remotely. It had to be disjoined and rejoined to the domain. Disk cleanup, viral scan, and maintenance were completed.
- Resolved an issue with the label writer in Intake. It was feeding labels non-stop, and had many print jobs stuck in print queue.
- Created local profile on door-lock tablets for remote entry.
- Studied current security camera infrastructure and availability on DVR's for 2 new

cameras being installed in Intake.

HR – Human Resources

- Assisted change of formatting of Excel spreadsheet.
- Attended software demo of Web Based Employee Navigator for HR Department to look at IT integration standpoint.
- Setup demo and test and review on upcoming replacement for Employee ID Badge Printing software.

HS – Human Services

- no calls

FA – Farm

- no calls

IT – Department of Information Technology

- Tied out IT Department Fiscal Year End
- Review of all upcoming FY-17-18 Projects – ID priority.
- Request updated final Software Renewal Invoices.
- Setup new email Archiving Software.
- Started upload of existing email archive DVD's to new email archiving software server – ongoing.
- Installed 30 day demo of new AV software, deploy clients to test servers and pc's.
- Switched over to new vendor for Avaya Phone System support (lower cost), setup remote access, discuss service plan and our needs for support.
- Installed critical patch for anti-virus software on campus servers.
- Installed monthly security updates to all pc's, laptops and servers.
- Update of server used for deploying new software and updates.
- Completed monthly cleanup of old updates on Windows update server.
- Deployed updates for Browser add-on to display certain web pages content correctly.
- Completed setup of secure file transfer app for uploading archived email to cloud storage site.
- Completed update of DSM on NAS devices times three.
- Worked with IT team on setting up new systems for DOC – ongoing still completing have run into big issues with the new changes of Windows 10 requiring study and technology changes uptake for domain integration.
- Start work on IT annual report.

MT – Maintenance

- no calls

RD – Registrar of Deeds

- no calls

NH – Nursing Home

- Check system for reported connectivity issue nothing found.
- Completed update on Server for the software to submit claims to maintain compliance with federal regulations.
- Completed repair of software used for video presentation on NH lobby TV. Software had become corrupt.
- Completed setup and testing of accounts for new Staff Development Director.
- Gave NH Administrator and DON access to former Staff Development Director's files and email.
- Requested to find files for former Staff Director.
- Resolved printing issue for NH Administrator. Toner count needed to be reset and printer connectivity corrected.
- Resolved issue with contact list for HIM director and assistant. Some contacts in list needed to be removed and added back in as administrator.
- Assisted staff with setup for presentation on CQI.
- Completed training with new Staff Development Director.
- Updated encryption software on Staff Development Director's laptop. Update increased security and improved encryption time at startup.
- Resolved issue with submission claims software with reboot of server.
- Resolved print quality issue cleaned printer and drum, changed toner, reset counters
- Renamed phone extension to reflect staff change. Cleared voicemail box as well.
- Employee was getting a message about a corrupt Recycle Bin on our storage device, and lost her Desktop icons. Removed her Profile on that PC and had her log in to create a new Profile, and that resolved the issue.
- Reviewed Security Camera Project and completed research on setup and configuration. Research pathways to camera locations and meet with MT Superintendent to review wire pulls.
- Toured NH with NH Administrator to review final positions of new security camera placement.
- Setup new employee email and network accounts for new hires.

SO – Sheriff's Office\Dispatch

- Dispatch lost access to the DoC's live video feed. Had to log in the appropriate DVR's in the video software to receive video feeds. Completed training with Dispatch Director.
- Setup new Firewall Rules for dispatch software needs.
- Setup new employee email and network accounts for new hires.
- Fixed issue with outside agency PC powering off, needed to replace UPS.

NHA Labore arrived to discuss a request for a “needs bonus”. NHA Labore explained that during negotiations with the union they had discussed mandated overtime that is coming due to staffing challenges. More times than not they have to mandate overtime and the possibility of a “needs bonus” to lessen some of the burden of the mandated overtime was brought up. This bonus would be double time for anyone who would volunteer to fill open shifts. The hope would be that if this system were put into place, it would lessen the burden of mandated overtime as

employees would volunteer for the open shifts to make the extra double time bonus. It would be a temporary program for LNA's. Commissioner Lauer asked what the pay scale was for LNAs. NHA Labore stated that they are roughly \$12/hr.-\$17/hr. Commissioner Piper stated that given the disruption of the employees' schedules and morale problems she feels that this needs bonus sounds like a good idea. Commissioner Lauer agreed. NHA Labore explained that he would monitor the program to see how it's working and eventually put an end to it. Commissioner Ahern stated that they have an underlying problem. He stated that he was approached by someone in the community who said his daughter was hired at the nursing home and after the first day said she wanted nothing to do with the nursing home as she was placed in a high pressure situation. He stated that he would be curious to see how many people have been hired over the past three (3) three to four (4) years and how many have stayed and how many have left. Commissioner Ahern stated that it sounds like the nursing home has an underlying issue on top of the staffing shortage and requested an employee retention study. NHA Labore stated that there is a cultural problem at the nursing home. He has tried to talk to his staff and is working on team building trainings which they have been implementing in various ways.

Commissioner Ahern moved to implement the Nursing Home Administrator's request for a temporary needs bonus program to address the mandatory overtime situation.

Commissioner Piper seconded the motion and all were in favor.

NHA Labore stated that he has one (1) more request for a temporary Activities Aide position. He explained that one of his activities aides broke their leg. They have just received word on the extent of the injury and he will be out at least thirteen (13) weeks. He explained that the department is already stretched thin. He stated that they would adjust purchasing lines to compensate for this pay and he would like to request a temporary position till at least October.

Commissioner Ahern moved to approve the Nursing Home Administrator's request for a temporary Activities Aide position. Commissioner Piper seconded the motion and all were in favor.

Treasurer Karen Liot Hill arrived to discuss a second bid that she had received for the Tax Anticipation Notes. She stated that it was requested that she solicit more bids as last week she only had one (1) bid from Woodsville Guaranty Savings Bank.

Treasurer Hill stated that she received a second bid from Mascoma Savings Bank with an interest rate of 1.95%. She explained that the interest rate is lower with Woodsville Guaranty at 1.29% and they have also waived the need for a legal opinion where Mascoma Savings Bank requires one. She stated that whenever legal opinions are needed that costs money. Treasurer Hill stated that she is recommending that the Commissioners accept Woodsville Guaranty as it would be the lowest cost to the tax payers.

Commissioner Ahern moved to accept Woodsville Guaranty Savings Bank's quote of a 1.29% interest rate for a line of credit for discussion purposes. Commissioner Piper seconded the motion.

d) Community Work Program: Sgt. Griffin supervised work crews at Bath Cemetery, Glenclyff Church and Baker River Grange.

General:

- a) Pretrial Services – See attached packet
- b) Medicated Assisted Treatment – See attached packet
- c) Correctional Academy Coordinator – Supt. Elliott stated that he has been put on a committee to help write a job description and help select the new Correctional Academy Coordinator that will then go to the Commissioners Council for approval. He explained that the academy has not had a coordinator for two (2) years and they are hoping to have everything in place before the next academy starts in the beginning of September.
- d) FIRRM Update – Supt. Elliott stated that they currently have three (3) sentenced inmates and four (4) pretrial inmates in the program. He stated that everything is going well so far. He feels that this is a good number to start the program and work out any kinks they may have.
- e) Thank you cards for Community work program – Supt. Elliott passed around thank you cards to the Commissioners that have been received from some of the various community work program jobs they have completed.

Atty. Saffo arrived to request out of State Travel for their Victim Witness Coordinator. She handed out the attached sheet with all the information regarding the conference to the Commissioners and answered various questions.

Commissioner Piper moved to approve the out of state travel request for up to \$1,246 to come from the VOCA grant. Commissioner Ahern seconded the motion for discussion purposes.

Discussion:

Commissioner Ahern stated that he felt if someone from Sullivan County is going then Grafton County should be able to piggy back on them. He stated that he understands the value of going to these trainings and understands that this is part of a grant and not taxpayer dollars.

The Commissioners voted on the motion and all were in favor.

ASD Gilding arrived and requested to go into nonpublic session.

*10:19 AM – Commissioner Ahern moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a) Commissioner Piper seconded the motion. This motion requires a roll call vote, Commissioner Lauer called the roll. Commissioner Lauer “yes”; Commissioner Ahern “yes”; Commissioner

Piper “yes” Commissioner Lauer stated that a majority of the board voted “yes” and would now go into non-public session.

* 10:29 AM Commissioner Lauer declared the meeting back in public session.

Commissioner Ahern moved to permanently seal the minutes from the just completed non-public session because they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Piper seconded the motion

Commissioner Lauer asked if everyone had a chance to read the minutes from the July 19th meeting. Commissioner Piper and Commissioner Ahern had a couple of edits.

Commissioner Piper moved to approve the minutes from the July 19th meeting as amended. Commissioner Ahern seconded the motion and all were in favor.

The Commissioners signed check registers FY17- 1215; FY18 5; 1009-1010.

CA Libby submitted the NACo Prescription Drug Report for the month of June. There was a price savings of \$2,426.84 or an average of \$30.99% with fifty-four (54) utilizers. There has been a total savings of \$792,990.01 for the live of the program.

CDBG Agreement – 2017 Microenterprise for Commissioner Lauer and Commissioner Piper to sign.

CA Libby submitted the Drug Offender Funding paperwork for FY18 effective July 1st in the amount of \$299,984.89 for Commissioner Lauer to sign.

CA Libby submitted the following Livermore Paperwork for Commissioners to sign.

- Budget for the Town of Livermore
- MS – 232 - -Report of Appropriations Actually Voted : (U) Livermore
- Application for Reimbursement to Towns and Cities in Which Federal and State Forest Land is situated.

CA Libby stated that she met with two (2) men from the State of New Hampshire DMV to look at space the county may have available for their North Haverhill office. She reminded the Commissioners that the DMV would need the space on the 2nd and 4th Friday’s of the month. CA Libby showed the gentlemen the basement area and they were very interested and said that it would work very well for what they need as they cannot stay in their current space because there is no longer enough room. CA Libby showed the Commissioners the basement space that the DMV is interested in. She noted that the county would be gaining more revenue because they would be charged a greater amount due to the larger space. She stated that the county would lose that revenue and the service to the people if the DMV were to move elsewhere and does not see why the county would not accommodate their needs if the space is available. Commissioner Lauer stated that she would be more concerned about the loss of convenience to the community. The Commissioners agreed that it would make sense to use this space to accommodate the DMV

Office. They stated that they would speak to the Register of Deeds at their next meeting as she had plans to use that space for a museum.

Commissioner Issues:

Commissioner Piper asked about the NHAC conference in the fall and when they need to register. CA Libby stated that she just received the email and they will be discussing it next week.

Commissioner Ahern stated that he was at the complex yesterday and spoke with the auditors from Melanson Heath. He stated that he is concerned about the questionnaire that was given to them to complete. He asked if he was allowed to review the invoices each week that Commissioner Piper signs. CA Libby stated that he is absolutely allowed to review the invoices. Commissioner Ahern stated that he now feels comfortable with completing the questionnaire as he was not sure about whether he had access to those invoices or not. He noted that he would like to review all of the invoices weekly after Commissioner Piper signs them.

Commissioner Ahern stated that he unintentionally omitted the following names in last week's meeting during his discussion on the Veterans and Agriculture meeting: Dot Perkins- Small Animal Specialist from Merrimack County 4H, Heather Bryant – UNH Cooperative Extension, Robert St. Pierre – Veteran with Riverbend School and Steve Tourage – Coos County.

Commissioner Lauer stated that she is attending a meeting this afternoon with the transitional housing volunteer effort. They are currently trying to come up with a mission statement. She also noted that there will be an Open House for Granite State Power Link at the Haverhill Town Offices.

11:51 AM with no further business the meeting adjourned.

Respectfully Submitted,

Wendy A. Piper,
Clerk