

GRAFTON COUNTY COMMISSIONERS' MEETING
 3855 Dartmouth College Highway
 North Haverhill, NH 03774
 September 4, 2018

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

OTHERS PRESENT: HR Director Clough, FM Kimball, ITM Ruggles, Atty. Saffo, Nursing Home Administrator Labore.

HR Director Clough arrived and gave the following report:

Grafton County Human Resources Report
 Karen Clough, Human Resources Director
 September 4, 2018

HR Activity Report (08/07/18-08/31/2018)

- New Hires***

Department	#	Position(s)
DOC	2 (2 FT)	2 CO,
Sheriff's Dept.	2 (1 Per Diem, 1 part time)	1 Bailiff, 1 Special Deputy

- Separations***

Departments	#	
Nursing Home	13 (2 FT LNA's, 5 per diem LNA's, 1 FT Laundry Aide, 1 PT Housekeeper, 3 PT Dietary Aides, 1 FT RN)	
County Attorney's	1 (1 FT)	1 Asst. Cnty Atty.
Alt. Sentencing	1 (1 FT)	1 Case Manager

Reasons:

- Per Diem – had not worked/unable to meet per diem guidelines: 5
- Resigned for work elsewhere – 4
- Probation termination – 1
- Resigned w/out notice due to Personal Reasons : 2
- Position elimination – 1
- School - 2

- Status Changes/ dept transfers:***
1 FT LNA to Per Diem to go to school

Leave of Absences as of August 31, 2018

Department	#	
Nursing Home – Nursing	16	(10 are intermittent, 13 for self, 3 for family)
Nursing Home – Non-Nursing	11	(10 are intermittent, 6 for family, 5 for self)
County Atty.	2	(2 intermittent, 2 family)
HR	1	(1 intermittent self)

DOC	2	(2 Self)
Dispatch	1	(1 Self)
Alternative Sentencing	1	(1 Self)
TOTAL:	34	

Scheduled to orient 9/5

3 FT LNA's
1 FT Housekeeper

Current Jobs posted/advertised

LNA's (11.45 FTE's vacant)
RN/LPN (5.35 FTE's vacant combined)
CO's
Housekeeper PT
Farm Manager
File Clerk PT
Dietary Aide PT

HR Director Clough and the Commissioners discussed the current Farm Manager position. HR Director Clough stated that it has been posted internally and will be coming out in the Farm Bureau newspaper by the end of the week. They received two (2) internal applications. They were all in agreement to only advertise in the Farm Bureau newspaper for right now and see what they get for a response.

IT Manager Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
September 4th, 2018

AO – Attorney's Office

- Set up new replacement laptop for one of the Attorneys.
- Assisted Attorney with playing video footage.
- Support Staff PC's Internet Explorer would Not Respond when attempting to open. Performed Disk Cleanup and routine maintenance to resolve the issue.
- Set up accounts for new Attorney.
- Relocated an attorney's IT equipment, as she moved from an office in the Admin Building to the Courthouse.
- Set up new PC for Support Staff employee.
- Assisted Support Staff employee with burning contents from a thumb drive to a DVD to have as a copy.
- Issued a new computer for Support Staff employee. Set up her scanner once connected as well.
- Set the label writer software to open the address book from the Network location.
- Copied over employees email signature files from her old PC to her new one.

- Investigated an issue with a DVD missing all of its contents.
- Received and connected new external DVD players for a couple new computers.
- Set up new PC for Office Manager, and laptop for new employee. Installed and configured all necessary software.
- Employee was not getting upload notifications from the hosted file storage service. After investigating and calling their support, it turned out to be a bounce-back email on the hosted file storage side that was holding up a queue to notify employee of new uploads.
- Relocated Attorney from courthouse office to the Alternative Sentencing Building.
- Resolved issue for attorney getting to calendar.
- Deployed a copy of software for Attorney to test for improving file transfer and download speed per request of office administrator.
- Worked with Dispatch director to resolve reported access issue to web application by AO staff member. No issue found.
- Resolved issue with connectivity for support staff member. Wireless was on while connected to a wired network.

AS – Alternative Sentencing

- Assisted County Administrator with transfer of IT equipment from former Grafton County Drug Court to new Provider, The North Country Health Consortium, additionally transferred email and files to the new agencies System Administrator, setup auto replies stating new contact information for Drug Court Personnel at the TNCHC.
- Employee reported of getting a Blue Screen. I went over and took it off the dock and restarted it. It came back up and noticed there was nothing in the logs.
- Set up an employee's workstation with dual monitors.
- Relocated one employee to a new office.
- Relocated the large MFP and a Users system so Maintenance can install a new carpet.
- White listed and released an inbound email that was getting blocked.
- Removed a few unnecessary entries in the MFP's Address Book and print-to custom folder. And added an employee who is now located in that building.
- Completed setup of video equipment for mental health court coordinator of MD presentation. A DVD of the presentation will be made and give to coordinator for teaching.

CE – UNH Cooperative Extension

- no calls

CO – Commissioners Office

- Performed tune up and maintenance on AP Clerk's PC.

DoC – Department of Corrections\Community Corrections

- Copied Door-Lock system Database from SMS computer to tablet in C-Unit.
- Added a department's shared Network document to a Kitchen employee's Desktop.
- Investigated the infrastructure of the commissary Network for a potential new device

being put in.

- Changed one of the phone cords in Central. Also supplied a long Ethernet cord for the back phone to be able to other locations on the desk.
- Replaced a couple UPS's Programs Offices.
- Investigated a bounced-back email an employee got. Turned out to be an inactive recipient.
- Renamed an extension name for Community Corrections.
- Worked with Comm. Corr. Lieutenant to re-record greeting for Department Hunt Group.
- Provided a new wireless mouse/keyboard set for Comm. Corr. Corporal.
- Setup accounts for new hires and completed basic computer and email training.

HR – Human Resources

- Reset Drum counter on employees USB printer, to allow printing without getting the Drum error.

HS – Human Services

- Worked with software vendor to grant them access to Human Services Director to resolve database issue.

FA – Farm

- no calls

IT – Department of Information Technology

- Replaced 6 year old Laptops with new replacement Windows 10 Laptops.
- Updated all browsers for security
- Deployed Monthly Microsoft updates.
- Deployed all applicable application updates for security.
- Installed AV software on new server for HVAC system.
- Worked with AV vendor to eliminate false positive on application.
- Created scripts to automate deployment of changes to or install of software.
- Worked with IT administrator to resolve issue with NAS drive.
- Completed task of freeing up space on NAS device for document storage.
- Made exceptions as need in new email security device.
- Installed new license for remote software deployment server.
- Completed update of software on server used to track inventory of software and systems in use.
- Addressed drive space issues from report on servers and workstations.
- Created a generic User account for outside HVAC vendor to have remote access to computer system to fix issues.
- Had training on new Network switch Management interface.
- Installed AV software on new HVAC Server. Also scheduled snapshots from our virtual environment.
- Investigated issue with Inbound emails getting spooled into a queue. Was a firewall

setting that was in place after we migrated our email security system.

- Monitoring outbound while getting familiar with new email security system.
- Set up my new laptop.
- Created network DHCP reservations for IT laptops.
- Completed Annual IT Report for County Report.

MT – Maintenance

- Completed install of SSD drive in manager's laptop to improve performance.
- Completed Migration of HVAC Software from old PC to new File Server.
- Setup remote access for HVAC vendor on one of our PC's to migrate the existing HVAC system to a newly created virtual machine.

RD – Registrar of Deeds

- no calls

NH – Nursing Home

- Worked with NH Administrative Assistant on setting up file and folder structures for NH Policies
- Employee's computer could not open Webinar video from her email. I changed the web browser her email opens in and the video opened with the correct browser and worked properly.
- Replaced dead printer at Maple Nurses Station with a new Network one. Replaced print driver on both Nurses PC's.
- Removed old equipment for HIM office that had been used for old archiving software.
- Made changes to email filter to allow requested address to NHCGO
- Updated server that hosts billing submission software.
- Resolved logon issue for CFO to accounting software.
- Resolved connectivity issue with kiosk. Kiosk had lost wireless settings.
- Resolved printing issue. User had tried to check toner (?) Toner was found throughout printer. Printer cleaned to restore function.
- Updated backup software on submissions server.
- Resolved disk space issue for activities director, Removed unneeded software and increased drive partition space.
- Replaced two battery backups after generator tests had been done night before.
- Reviewed email security server for possible block emails per request of NH Bookkeeper none found.
- Corrected issue with missing icon on kiosk.

SO – Sheriff's Office\Dispatch

- Investigated issue of a long-distance call dropping on one particular VoIP phone.
- Remotely installed software on Detective's computer.
- Created a new domain account and Remote Users login on our firewall.
- Resolved Issue with MS Office software issue for new dispatch consoles. Issue has to do with Windows 10 pre-installed software. Needed to uninstall pre-installed software for it

to work properly.

- Completed setup of account and access for local EMS service per request of director.
- Replacing 4 Dispatch Console PC's, Setup Master PC to be cloned to be used for image for additional 3 PC's.

CA Libby asked in regards to the Farm Manager position why the Commissioners instructed HR Director Clough to only advertise in the Farm Bureau newspaper. She stated that she felt that it should be advertised all at the same time so that there is only one group of applications. After further discussion the Commissioners were all in agreement to send it out to all of the local papers and that they should not have instructed HR Director Clough to only advertise in one (1).

The Commissioners and CA Libby discussed the Farm Manager Hiring Committee and where they are at with whom to ask to be on the committee. They came up with their list and were all in agreement to talk to those individuals and see if they are interested in being on the committee.

Atty. Saffo arrived to swear in new Assistant County Attorney Melanie Maynor. Atty. Saffo swore her in and the Commissioners signed the necessary paperwork.

Commissioner Ahern requested to go into nonpublic session.

MOTION: * 9:49 AM Commissioner Ahern moved to enter into non-public session for the purposes of matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting. This exemption shall extend to any application for assistance or tax abatement or waiver of a fee, fine, or other levy, if based on inability to pay or poverty of the applicant according to RSA 91-A: 3, II (c) 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.

*9:54 AM Commissioner Lauer declared the meeting back in public session.

MOTION: 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 and all were in favor.

Commissioner Lauer asked if everyone had a chance to read the minutes from the August 21st meeting. Commissioner Lauer and Commissioner Piper had edits.

MOTION: Commissioner Piper moved to approve the minutes from the August 21st as amended. Commissioner Ahern seconded the motion and all were in favor.

The Commissioners signed check registers 6-7; 1020-1022; 1028-1031.

NHA Labore arrived and gave the following report:

Grafton County Nursing Home
Commissioner's Report
September 04, 2018

Census:

FY '19 Budgeted Census:

Medicare: 9
Medicaid: 87
Private: 28
Total: 124

Medicare: 4
Medicaid: 98 (Daily rate= \$176.61)
Private: 27
Total: 129

Monthly Financial Review:

We finished the month of July \$39,773 ahead of budgeted revenue:

- +\$84,564 Med A
- -\$19,688 Private Pay
- -\$25,958 Medicaid

Year-To-Date Numbers:

2018 Totals

Admissions (YTD) 58
Deaths (YTD) 43
Discharges (YTD) 17

Other Topics:

- 1) Erin Cotton – Representative Kuster's Office – NHA Labore state that it does not sound like they will be able to get Rep. Kuster to come on site but Erin Cotton has stated she can come October 16th or October 30th. The Commissioners agreed on October 16th.
- 2) August 28th DHHS Meeting Re: Delivery of LTSS services – NHA Labore stated that they talked about the beginning stages of looking at breaking the state up into delivery networks and having those networks be responsible for the provisions of long term care. It was hypothetically speaking to see what the counties thought of the idea. He stated that it is a matter of restructuring how the dollars are spent, getting local engagement and having everyone at the table to look at the delivery of LTSS. He stated that as the discussions take place he will keep the Commissioners informed.
- 3) Quality Assessment and Performance Improvement Update – NHA Labore stated that they continue to have quite a few projects in place that are being worked on by staff. He discussed some of those projects with the Commissioners and answered various questions.

- 4) Reminder : September 6th Retirement Celebration for Roberta Berner
- 5) Upcoming Nursing Home events:
 - a. September 21st : Annual Fireworks show at dusk
 - b. September 24th: Active Shooter Policy Review w/ Staff
 - c. September 26th: Home Association 45th Anniversary Celebration.

CA Libby submitted the NACO Prescription Drug Report for the month of July. There was a price savings of \$1,384.30 or an average of 25.79% with 37 utilizers. She stated the total savings over the life of the program is \$817,887.74.

CA Libby stated that the Grafton Regional Development Corporation Annual meeting is September 13th at 8:00am at the Common Man in Plymouth.

CA Libby stated that she will be attending the NHAC Awards Committee Meeting tomorrow in Concord.

CA Libby stated that the Employee Recognition Dinner is set to be held on October 10th at the Woodstock Station.

MOTION: * 10:41 AM Commissioner Ahern moved to enter into non-public session for the purposes of consideration or negotiation of pending claims or litigation which has been threatened in writing or filed against the public body or any subdivision thereof, or against any member thereof because of his or her membership in such public body, until the claim or litigation has been fully adjudicated or otherwise settled. Any application filed for tax abatement, pursuant to law, with anybody or board shall not constitute a threatened or filed litigation against any public body for the purposes of this subparagraph according to RSA 91-A: 3, II (e) 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.

*10:49 AM Commissioner Lauer declared the meeting back in public session.

MOTION: 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 and all were in favor.

Commissioner Piper attended a forum co-sponsored by Upper Valley Democrats and Mascoma Forward for the Grafton County Primary Candidates. She stated that she acted as the moderator.

Commissioner Lauer stated that she delivered the two (2) proclamations that the Commissioners signed to the Sounds in the Sanctuary Concert Series and the White Mountain Jewish Film Festival.

MOTION: * 10:52 AM Commissioner Ahern moved to enter into non-public session for the purposes of the dismissal, promotion, or compensation of any public employee or the

disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a meeting and (2) requests that the meeting be open, in which case the request shall be granted 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.

*11:58 AM Commissioner Lauer declared the meeting back in public session.

MOTION: 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

11:59 AM With no further business the meeting adjourned.

Respectfully Submitted,

Wendy A. Piper,
Clerk