

GRAFTON COUNTY COMMISSIONERS' MEETING
3855 Dartmouth College Highway
North Haverhill, NH 03774
October 26, 2017

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

OTHERS PRESENT: Register of Deeds Kelley Monahan, Deputy Register of Deeds Beth Wyman, Lynn Wheeler, IT Manager Brent Ruggles, Alternative Sentencing Director Bill Gilding, Superintendent Tom Elliott and Officer Chad Burt.

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

Register of Deeds Monahan arrived and presented the Commissioners with the following bid waiver request:

**Grafton County Registry of Deeds
Kelley J. Monahan Register
Formal request for wavier on bidding process for software contract
October 26, 2017**

Background

Connor and Connor of Exeter, NH, recognizing the evolution of the industry and the advancing technology, sold the company to Fidlar Technologies of Davenport Iowa in 2007. Since that time Fidlar has invested a great deal of support, interest, time and money into the modernization and support of NH Deeds.

Attachment 1. History of Fidlar Technology, Values Statement of Fidlar Technology and a list of US Counties under contract with Fidlar Technology.

Justification for the request of wavier

1. September 2016-August 2017 \$10,514,753.37 was processed through the Grafton County Registry of Deeds, as the collecting agent, and re-distributed to the correct recipients, NH DRA, LCHIP, Grafton County Treasurer and the Grafton County Registry of Deeds Equipment Fund which falls under the authorization of the County Treasurer. The County financial auditor and NH DRA auditors find no error or deficiency. Both entities appreciate the Fidlar program AVID. This program tracks each step of the recording process and which member of the staff entered the data, the time and the computer location within the office.
2. Being a "lifecycle customer" we have not seen an increase in cost since Fidlar took ownership. The 3-year contract will remain the same. There will not be a cost savings to transition to a new vendor. Our contract is based on document volume, there is

slight fluctuation from year to year. We average 18,000 documents per year, the average cost of the entire service contract is approximately \$80,000 per year. By having an option to charge a fee for heavy users to view the entire data base on-line provides approximately \$55,000 per year to offset this cost being carried by the Grafton County tax payer.

3. Three NH Counties have sent out RFPs (request for proposals) over the past year, there was no response from the main competitor. The others cannot provide the same level of service, price or quality of product. Contracts have been awarded to Fidlar every time. Grafton was the first County to transition to AVID, which is the recording/accounting/indexing software product. As of October 2017, 6 NH Counties have signed 5-year contracts with Fidlar Technologies and are in transition to AVID.
4. Fidlar East, located in Exeter, provides 4 NH jobs. Tech support is unparalleled. On site response is 1 ½ hours away, unlike competitors, located in FL, Northern NY, or NY, NY.
Our primary tech support person has been with Connor and Connor, now Fidlar, for 20 years. This historical knowledge of how the systems were designed, operated, and merged is priceless. Fidlar has a proven record of service to the NH Counties.
5. Fidlar was instrumental in facilitating the cooperative effort between the NH Registries of Deeds and NH DRA to develop the equalization program that has been of great benefit to the State of NH.
6. Not only an industry leader, but a facilitator of discussion, Fidlar is in the 10th year of the Annual Educational Symposium, where industry leaders from Mortgage Bankers Association, Title Insurance Industry, Notary Public Associations, E-recording and the elected officials, the Registers of Deeds come together to discuss emerging legal and technical issues.
7. Transition to a new vendor requires us to hire an internal IT person and provide our own website and maintenance. We also forfeit unique products. Property Fraud Alert, remote state of the art digital backup, the convenience system of Tapestry, and the basic free index search tool of Direct Search will no longer be available. Tapestry is averaging \$1,600 per month in revenue.
8. Fidlar assesses our hardware requirements and acts as a purchasing agent and provides maintenance service contracts on all hardware purchased for the system. Other vendors do not provide this service.
9. My primary concern is the disruption to the public and professionals that use this office. Transition to another software would take a minimum of 1-2 years to program and convert. The liability falls to Grafton County should something unexpected occur, data to be lost, transactions delayed, or system failure. The data base contains over 3 million digitized images from 1773-2017, all index data and over 24,000 plans that together compose the Official Public Record for Grafton County. We are not insured

for that loss.

For the above reasons and RSA 478:1 which speaks of the duties of the office where the intent is protection of the records, I request that the Grafton County Board of Commissioners waive request for proposal on a 3-year contract renewal with Fidlar Technologies.

**Respectfully Submitted,
Kelley J. Monahan**

Commissioner Lauer thanked RD Monahan for such a comprehensive request. Commissioner Piper asked how long Deeds has had this software. Deputy Register Wyman stated since 1987. RD Monahan stated that she has requested a bid waiver the previous two (2) times she has had to renew the contract.

Commissioner Lauer asked Lynn Wheeler as a user of the system if she is comfortable with the existing software. L. Wheeler stated that she is an abstractor and that the current software works well. She does understand that surveyors might need something a little different but this system works well. Commissioner Ahern stated that he is also a user of the Deeds software and he is happy with the current software.

Commissioner Ahern moved to waive the bidding process for the software contract for the Register of Deeds Office per Register Monahan's request to stay with the current vendor Fidlar. Commissioner Piper seconded the motion. All were in favor.

IT Manager Brent Ruggles arrived and presented the following report:

The first item that ITM Ruggles wanted to address with the Commissioners was the expiring contract for anti-virus software. The County has had Kaspersky anti-virus for a number of years. Since the federal news and information regarding a breach at the NSA through Kaspersky there is growing concern regarding the security the software provides. The County's contract expires in December. ITM has looked at other vendors and has decided the best route for the County is to go with BitDefender GravityZone Business Security. He received three (3) quotes from different vendors as follows:

Zones - \$7,226.80
SHI - \$7,364.00
PCM-G \$7,557.20

ITM Ruggles is recommending that the Commissioners accept the low bid from Zones and replace the Kaspersky now rather than wait until December.

The Commissioners discussed the pros and cons of waiting until December. ITM Ruggles stated that in order to minimize any potential issues he would recommend doing it now.

Commissioner Ahern stated that he didn't believe that when Representative Sykes raised this issue at last month's Executive Committee meeting he was insisting that we replace it; he was rather just raising the concern. He doesn't think we should panic about this.

Commissioner Piper asked what the Kaspersky renewal would cost. ITM Ruggles stated it was \$6,500.00. He stated that other companies are taking advantage of Kaspersky's misfortune and pricing from others is not optimal currently because of this situation.

Commissioner Lauer stated that since all the national governmental agencies are dropping Kaspersky there certainly is an appearance that something is wrong. She stated sometimes perception is all it takes.

Commissioner Ahern moved to accept the proposal from Zones for \$7,226.80 for a three (3) year subscription to the BitDefender GravityZone Business Security as recommended by ITM Ruggles. Commissioner Piper seconded. All in favor.

Grafton County Department of Information Technology
Monthly Summary Report
October 26, 2017

AO – Attorney's Office

- Replaced Battery in laptop for Attorney. Battery was no longer holding a charge.
- Resolved logmein issue for Office Manager. Manager needed help resetting password.
- Setup computer and email account for new attorney completed training.
- Fixed issue with Sharp Desk software not scanning properly.
- Helped out a few office employees with connecting the courtroom A/V devices and installing the necessary updates for the system.
- Set up new User Profile's Desktop. Configured settings for prosecution software to allow printing.
- Employee reported spilling coffee on his laptop. Took it back to our office and removed the keyboard assembly and vacuumed out remaining liquid. Reassembled laptop and ran it thru stress test to allow heat to dry the laptop out.
- Employee was getting a message in the document scanning program and it wouldn't let her close out of it. Ending the Task through Task Manager cleared the issue.
- Set up scan-to program on new Vic Wit employees PC.
- Installed new DVD RW drive in Vic Wit PC
- Attorney misplaced her laptops AC adapter/charger. Issued her a spare to use for the day.
- Employee couldn't print double-sided. The duplex option had to be enabled from the print driver.
- Set up a stand-alone PC in office near Lawyer's lounge, for AO staff to use for case related tasks.
- Added county email on new attorney's cell phone.
- Assisted employee on changing default settings for printing black and white automatically.
- Assisted new employee in working with compressed ZIP files and burning to DVD.

AS – Alternative Sentencing

- Set up county email on new cell phones for all AS Staff.
- Assisted employee with retrieving an encrypted email. The web browser he was using for his webmail was not letting him download the document.
- Sharp Copier could not print or make copies. There was an error code on the LCD, referencing the paper tray. The paper in the tray was not inserted properly, issue resolved.
- Wireless keyboard was malfunctioning. Checked and found a new driver. Installed driver and issue resolved.
- Keyboard issue reoccurred, disassembled keyboard on laptop and vacuumed out the backplane and reinstalling device in Device Manager.

CE – UNH Cooperative Extension

- Issue with inkjet printer not working. The printer was giving an error that couldn't be cleared. Recommended for them to replace printer with a new model.

CO – Commissioners Office

- Resolved printing issue from report stuck in print Que.
- Completed system, application updates and maintenance on County Administrator's laptop.

DoC – Department of Corrections\Community Corrections

- Setup accounts for new hires and completed computer orientation and training.
- Installed six new Windows 10 desktops.
- Setup a new desktop PC for the farm office.
- Resolved issue of users connecting to old server that holds prior inmate records.
- Obtained client IDs from inmate phone systems and sent them to vendor to be decommissioned. New IDs will then be registered.
- Re-enabled computer and email account for returning employee at the farm.
- Resolved printing issue to network printer. Job was stuck in printing Que, systems would not clear job.
- Replaced failed printer in Medical.
- Resolved issue with Community Corrections voicemail.
- Installed a new USB bar code scanner for the medical department. The existing one wasn't scanning anymore, and was replaced by the Pharmacy they work with.
- Created personal folder for new kitchen staff member and gave permissions to certain folders in the Public drive.
- Officer was having issues with his Profile when logged into a housing units PC. Removing his profile and deleting the associated Folders resolved the issue once he logged back in and recreated his profile.
- Installed label printer driver on the two new Intake PC's that is being shared from the

booking camera PC.

- Admin Sharp MFP copier was not scanning to the scan-to program with the entered filename. Needed to adjust setting the Network Scanner tool.
- Added an RDP icon on a couple of the facilities new PC's to log into the old Inmate database.

HR – Human Resources

- Completed training on new ID Card software.

HS – Human Services

- Re-connected the TV in the workout room in basement to the Public Wi-Fi.

FA – Farm

- Started setup of new replacement Desktop PC for the FARM.

IT – Department of Information Technology

- Completed update of NAS devices DSM and apps
- Replaced 6 Batteries in UPS units to be re-used.
- Completed setup of un-install apps for AV software.
- Completed setup of distribution of reg file to allow photos to be viewed correctly in windows 10
- Completed distribution of update for PDF reader.
- Completed update for maintenance software.
- Moved flat file backup to new system and scheduled backups.
- Deployed updates for browsers
- Installed 3 new Rack Mount UPS Battery Backups in both Server rooms.
- Performed monthly Security updates on all Servers, PC's and laptops.

MT – Maintenance

- Updated new Windows 10 laptop to use Microsoft Photo Viewer as default software to open and view images.

RD – Registrar of Deeds

- Switched one of the network jacks to the Commissioners VLAN for a new postage machine to retrieve DHCP address.
- Setup meter to obtain MAC address for DHCP reservation automatically.

NH – Nursing Home

- Replaced failed UPS on Meadow unit
- Resolved printer issue for maple US. Printer was jammed.
- Replaced failed dock station for Director of Nursing.
- Set permissions for activities manager to access folder as per request of the CFO.
- Installed system for admissions nurse.
- Replaced printer for Profile Unit secretary.
- Brought system up to date, and re-issued laptop to be used by MDS.
- Mounted Security cameras and configured motion schedule, and time settings.
- Rebooted POE Network switch that supply connection to two of the Units, as they were reporting connection and phone issues.
- Created DHCP Reservations for certain IP's for access to Surveillance Station.
- PoE switch on first floor is giving issues to all stations connected to it. Disabled port on one of our switches to route traffic through the fiber path fed from the secondary switch.
- Installed and configured 8 new security camera's to their designated locations throughout the building. Then configured all the cameras with correct time, name/label, and motion detection and recording settings, etc. Setup and configured Network Video Recorder.
- Installed Surveillance client on a few of the staff's computers to view the new cameras, Trained a little bit with a couple staff members.
- Dot matrix printer in Laundry was making all print jobs to get stuck in queue. The procedure that resolved the issue was to uninstall the LPT port from Device Manager. That port is a parallel port via express PCI card that the printer is plugged into.
- Ran Ethernet cable in 2nd floor ceiling for an additional camera to be installed.
- Mounted two more cameras and configured them to the software.

SO – Sheriff's Office\Dispatch

- Added requested users to a supervisor group for car camera software.
- Pre-paired system for use with fax software.
- Resolved performance issue with system used to monitor multiple apps. Antivirus software was nor working correctly
- Resolved performance issue with dispatch console. System needed cleanup.
- Completed install of camera used for booking by PDS.
- Created a login PIN for a voicemail extension that was created, so the Deputy can login and receive calls when in the office.
- The PC to view DoC cameras was rebooted. It had to log back into the camera software and into the certain DVR's.

Commissioner Lauer asked if everyone had a chance to read the minutes from the October 17th meeting. Commissioner Piper had some edits.

Commissioner Ahern moved to approve the minutes from the October 17th meeting as amended. Commissioner Piper seconded the motion. All were in favor.

Alternative Sentencing Director Gilding arrived and presented the following reports (see attached.)

Director Gilding told the Commissioners about an initiative that they are currently working on. A Veteran's Memorial flower garden this will be done by the Juvenile Restorative Justice program. There will be no cost to the County. They will be planting bulbs this fall for spring. They will plan a formal event in the spring with veterans. Commissioners Lauer and Piper both stated that this is a great idea.

Alternative Sentencing Programs Commissioners Report October 2017

Monthly Drug Treatment Court Report

Mission Statement

GCDCSP (Grafton County Drug Court Sentencing Program). The mission of the Grafton County Drug Court Sentencing Program is to improve community safety; decrease financial costs currently incurred by the criminal justice system; and assist non-violent criminal offenders in breaking the cycle of crime and addiction. The program participants are judicially supervised with frequent court appearances, random drug testing, community supervision and the utilization of evidence based treatment practices to address and transform the participant into healthy, productive, law-abiding citizens.

Program Statistics

Since its conception in 2007, **125 participants** have entered the GCDCSP.

62 participants have graduated (**2 additional women are commencing on November 13, 2017**)

43 Participants have been terminated. (**1 pending male termination**)

Male Participants Program Statistics:

Total Admitted: 78 (**New plea today at 2pm**)

Completed: 44

Terminated: 24

Administratively Discharged: 2

Currently enrolled: 8

Absconded: 4

Female Participants Program Statistics:

Total Admitted: 49

Completed: 19

Currently Enrolled: 10

Administratively Discharged: 1

Terminated: 19

Currently actively enrolled: 16

***Last new participant entered the program on 10/06/17.**

***23 Prospective Participants on the list with 10 application submitted for evaluation and 3 pending pleas.**

*** 1 participant incarcerated, 1 male pending termination in the last 30 days:**

Monthly Mental Health Court Report

Total MHC Participants: 34
Total Veteran Participants: 2/Plymouth 1/Littleton
Total Veterans being assessed for MHC: 3
Total MHC Applications Pending: 10
Total Unsuccessful Participants Discharged: 1
Participant Graduations: 3

Monthly Adult Diversion Report

Total Participants: 18
Male Participants: 13
Female Participants: 5
Total Number of Prospective Participants: 22
Number of Intakes Completed in the Month of September: 6
Number of Participants in the Process of Acceptance: 8
Number of Successful Completions To Date: 10

Monthly Juvenile Restorative Justice Report

Total New Participants for CADY Central: 9
Total New Participants for GCJRJP: 6
Total New Participants for VCDP: 10

AS Director Gilding presented the Commissioners with a request for consideration of adding an Administrative Assistant position to his staff. He will come back to the Commissioners at their next regularly scheduled meeting to answer questions and ask the Commissioners to act on his request.

Superintendent Elliott arrived and gave the following report:

Commissioners Report

1. Population: In House: 82 F Unit: 35
 E Unit: 10
 D Unit: 16
 C Unit: 16
 Intake: 5

Out of Facility: 26

2. Community Corrections Report:

a) Electronic Monitoring: 5

b) Daily Work Release: 0

c) FIRR: New class starts 11/6/17

d) Pre Trial Services: 9

e) Operation Impact: Sgt. Larson conducted four different presentations at LinWood School and other presentations at Blue Mountain Union, Lebanon Middle School and Lisbon.

f) Community Work Program: Sgt. Griffin supervised work crews on the County complex. He will be starting community work details in November.

General:

a) Line Officer presentation: Officer Chad Burt met with the Commissioners and explained the duties of the line officer staff at the facility. Officer Burt explained that he worked in both the old facility and the new facility. He stated that while the new facility is better it requires more work of the officers. He stated in the old facility officers had 465 tasks to perform in the new facility it is 535. He stated that it is a tough job and staff turnover is high. Staff are working many hours. Commissioner Lauer asked what the Commissioners could do to help. He stated that time and hours are the biggest problem for staff. He isn't really sure how to fix that. Commissioner Piper asked why there is more work in the new facility. Officer Burt explained that some of it is the drug issues that we are facing today. It is creating more work with individuals coming into the facility. Commissioner Ahern suggested that perhaps we could look for ways to encourage veterans to pursue a career in corrections. He felt that being in the military they would have more training and perhaps be more disciplined. Commissioner Ahern stated that the correctional officers have a tough job and that he appreciates all that they do.

b) Inmate transfers: Supt. Elliott stated that he has an inmate that cannot be housed at the facility due to safety concerns. In discussions with Sullivan County they have an inmate that they are having issues with. So, the two (2) have agreed to swap inmates to accommodate both facility's needs.

Commissioner Ahern moved to approve the inmate transfer from Grafton County DoC to Sullivan County DoC for the safety of the inmates and staff involved. Commissioner Piper seconded the motion. All in favor.

c) Staffing schedules: Supt. Elliott stated that they are currently looking at several different master schedules for staff. He is working with all staff and may be coming to the Board for some budgetary implications. This is in the infant stages at this point. He's hoping that this will alleviate some of the stress of the hours that employees are working.

d) Bid request – 2007 transport van: Supt Elliot would like to sell the 2007 transport van. He would like to put it out to bid. CA Libby informed Supt Elliott to go ahead and send the information to the Commissioners' Office and they will take care of advertising the sale.

e) Appreciation letters for review from different agencies and inmates. Supt. Elliott shared with the Commissioners.

f) Farm stand sales and donations to date. Supt. Elliott distributed the preliminary report for the 2017 season. Overall farm stand sales are down from last year. Currently donations are down but many donations will be made in the next few weeks. Supt. Elliott will provide an updated report later in the year.

The Commissioners signed Check Registers 22-24 and 1058-1062.

CA Libby gave the Commissioners the Representation Letter for the fiscal year 2017 audit for review. Commissioner Lauer signed the letter.

CA Libby presented the Easement Deed that had been prepared for the sewer line easement with the town of Haverhill. The town signed off on it earlier this week.

Commissioner Ahern moved to accept the Easement Deed and to authorize the Chairman to execute the document. Commissioner Piper seconded the motion. All were in favor.

Commissioner Lauer signed the document.

Commissioner Lauer signed the Subrecipient Agreement with AHEAD, Qtr. Inc. for the Friendship House CDBG.

The Commissioners signed the Authorization to Submit Claims form for the Friendship House CDBG.

CA Libby presented the September NACO Prescription Drug report: There were 49 utilizers who received a total savings of \$2,688.82 with an average savings of \$22.41 or 35.57%. Over the life of the program the total savings is \$799,291.33.

CA Libby reviewed the September financial reports. She reported that the revenues are slow with a number of departments being behind at the close of the first quarter. She stated that nothing was alarming and much of it was typical. On the expense side things look great. All departments are on target or below spending at this point other than IT, which pays most of the expensive software contracts upfront at the beginning of the year and the bonded debt which fluctuates during the year depending on when payments are due. Neither should be over expended at year end.

On the Pro-rated report at the 25% mark the County is running slightly under revenue and about \$1M under expended. For September 30, 2017 there is an unassigned fund balance of \$2,352,412.

There are a couple of line items over expended at this point but they are routine and have ample funds within those departments to cover.

Overall, things are in good shape at the start of the fiscal year.

Commissioner Issues:

Commissioner Ahern stated that he had a number of things that he would like to mention after the Commissioners attendance at the Grafton Regional Development Corporation's Annual Meeting. He feels that these items deserve further discussion:

On-site childcare – CA Libby stated that the County has looked into that a number of times. The biggest challenges that exist are the liability of having a correctional facility on the premises and having inmates working around the Complex. The other issue is there is not adequate outdoor space for children to be able to play.

On-site Housing for staff – Commissioner Lauer stated that she is not sure where we would be able to do that. She stated that we are having a difficult time finding adequate office space for staff. She stated that maybe some research can be done to see that options there might be.

Spousal Placement was the last suggestion.

He stated that he also spoke with a Town Manager who thought that some regional collaboration at the County level would make sense in some areas. Specifically they discussed a Cable Consortium; tax assessing and a county-wide EMS.

Commissioner Ahern also stated that he felt that the Commissioners needed to have a conversation about updating the County Complex Master Plan. He wondered if North Country Council would be able to assist with this. CA Libby stated that they assisted with the original plan that was done in 2006. The cost of that was \$20,000.

Commissioner Ahern stated that he was very embarrassed with the condition of the pumpkin and squash fields last week when the elementary school kids were here. He stated that the conditions were inexcusable and that it should have never looked like it did.

Commissioner Lauer stated that the Commissioners hosted the 2nd Annual Employee Recognition Dinner last Wednesday evening at the Woodstock Station. She stated that it was well attended and a very nice evening. There were 80 employees that received recognition for their years of service to the County.

Commissioner Lauer spent Friday 10/20 waiting to testify before the SEC in the Northern Pass proceedings. She was never called as time ran out that day. She said the biggest thing coming out is that citizens were told that the underground portion of the project would go under the road. Now the project is being planned for beside the road and citizens are not being told this. There are some real issues with this project.

Commissioner Lauer attended the Halloween party that was hosted by the Alternative Sentencing Department for Drug Court and Adult Diversion on Monday 10/23.

All three (3) Commissioners attended the Grafton Regional Development Corporations Annual Meeting at the Common Man in Plymouth on Tuesday, 10/24.

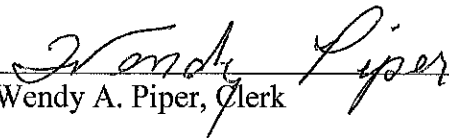
Commissioner Ahern stated that he had attended the 4H Leaders Award Dessert function on Tuesday evening. He stated that he is absolutely impressed by the 4H in Grafton County and with the youth that participate.

Commissioner Piper asked some questions regarding the Regional Planning Commissions and the Regional Development Corporations. Steve Schneider from Upper Valley Lake Sunapee RPC, Barbara Robinson from North Country Council and Jeff Hayes from Lakes Region RPC will be visiting the Commissioners on Tuesday to discuss their function and opportunities for collaboration with the County.

The Commissioners conducted their semiannual inspection of the Department of Corrections per RSA 30-B:12.

12:22 PM with no further business the meeting adjourned.

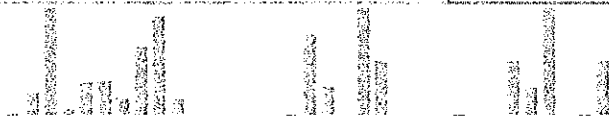
Respectfully Submitted,


Wendy A. Piper, Clerk

AD \$ PAID 2017

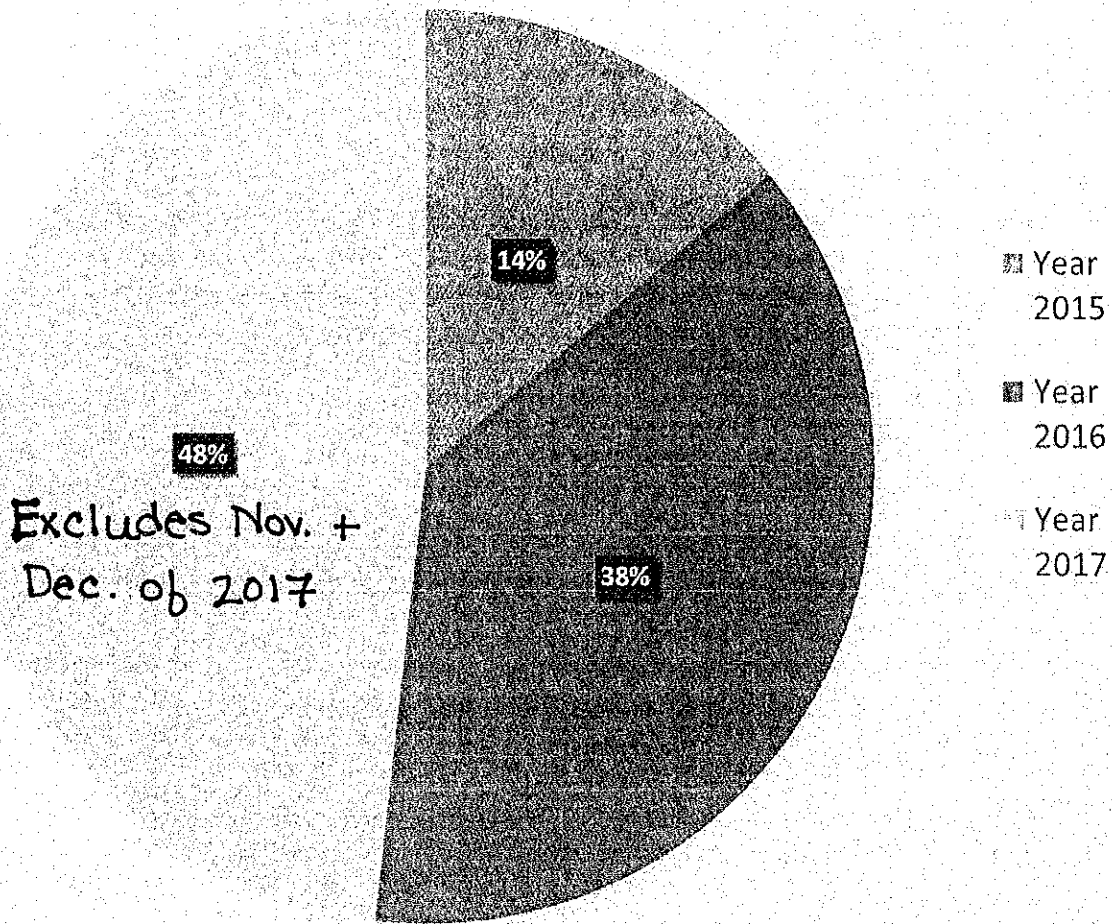
2017	Program Fees Paid	Dirty Urinalysis Fees Paid	Missed Appt. Fees Paid	Missed Class Fees Paid	Shoplifters Cours
Jan	\$125		\$20		
Feb	\$225				
Mar	\$630				
Apr	\$145	\$10	\$60		
May	\$275	\$40	\$40		
Jun	\$280	\$20	\$100		
Jul	\$200				
Aug	\$450	\$50	\$20		
Sep	\$590	\$30	\$60		
Oct	\$195				
Nov					
Dec					
Total	\$3,115	\$150	300.00		

Trends

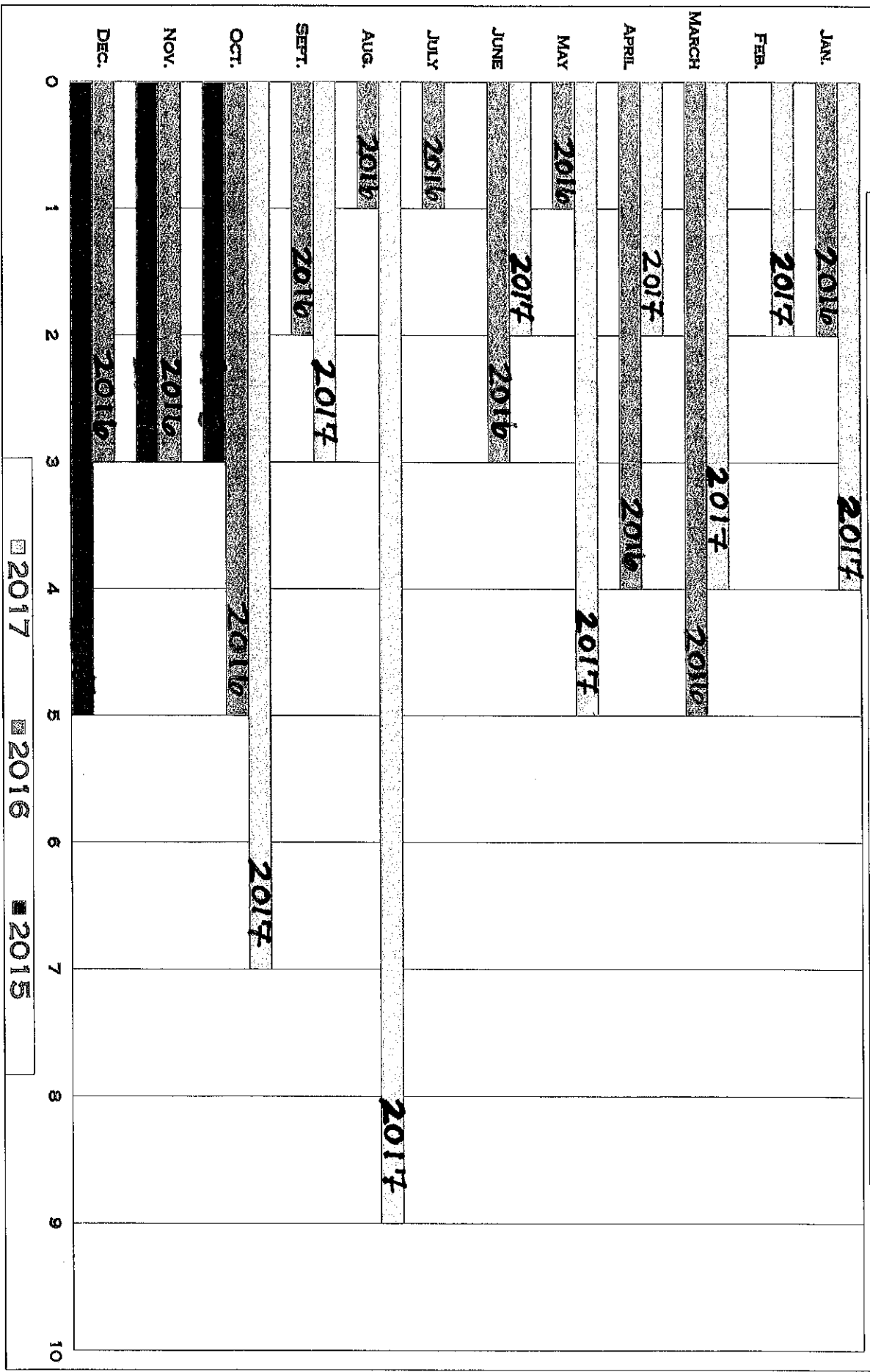


Year 2015	11
Year 2016	30
Year 2017	38

Percentages of Number of Referalls To Adult Diversion by Year



NUMBER OF REFERRALS TO ADULT DIVERSION EACH MONTH



2017
 2016
 2015

2017

The Year of:

Alternative Facts

Alternative Reality

And

The Alternative Holiday Party

Monday afternoon December 18th

Alternative Sentencing Building

(Save the Date)