

GRAFTON COUNTY COMMISSIONER MEETING  
3855 Dartmouth College Hwy  
North Haverhill, NH 03774  
December 17, 2019

PRESENT: Commissioners Lauer, Piper, Morris, County Administrator Libby and Administrative Assistant Norcross.

OTHERS PRESENT: Treasurer Hill, FM Knapton, IT Manager Ruggles, Supt. Oakes, HR Director Clough, Nursing Home Administrator Labore

Commissioner Lauer called the meeting to order at 12:10 PM and began with the Pledge of Allegiance.

Treasurer Hill arrived and gave the following recommendation letter on the investment of Tax Funds.

TO: Grafton County Commissioners

FROM: Karen Liot Hill, Treasurer

SUBJECT: Investment Proposal for 2020

Commissioners:

Investment letters were sent to all banks that have a branch located within Grafton County (see attached list of banks that were invited to bid.) These letters were sent out on December 4, 2019 with bids due back by the close of business on Friday, December 13, 2019.

We received proposals from seven (7) banks. I have attached a spreadsheet that details the banks that responded. This spreadsheet shows the various different investment options that were provided by the different financial institutions.

Based on the investment proposals that were received and the practice of spreading funds out across the Commissioner districts, I am recommending the following investment plan for 2020:

Woodsville Guaranty Savings Bank – Insured Cash Sweep – 1.91% - All funds remaining in the County's possession after the investments below are made. This would be approximately \$17,000,000.

Mascoma Savings Bank – 26 Week CDARS – 1.65% - \$2,000,000

NH Public Deposit Investment Pool – 1.60% - \$1,000,000

Thank you for your consideration of this recommendation. I welcome your questions and thoughts.

**MOTION:** Commissioner Piper moved to accept the recommendation of the Treasurer to invest \$2,000,000 with Mascoma Savings Bank, \$1,000,000 with the NH Public Deposit Investment Pool and the remaining \$17,000,000 with Woodsville Guaranty Savings Bank. Commissioner Morris seconded the motion and all were in favor.

FM Knapton arrived and gave the following report to the Commissioners:

FM Knapton attended the FSMA training last Monday and Primex Supervisors Academy Tuesday – Thursday.

She stated that she has put a request in with Supt. Elliott and would like to change the milking times to 4:00am and 3:00pm. She met with Supt. Elliott and his concern is chow times for the two (2) inmates that would be milking and making sure they are back in time for chow. He is also concerned about starting at 4:00am when the night watchman shifts end at 3:00am leaving the barns unattended for an hour. She stated that she is not concerned about this but Supt. Elliott will be bringing his concerns to the Commissioners. She stated that this change in milking times will be better for her staff. It makes sense in so many ways. She would do a trial period to see how it worked and if the inmates can get back in time for chow. Supt. Elliott was against the barn being unattended for an hour. She stated that realistically it would be half-hour – 45 minutes that the barn would be unattended. The benefits to her staff and productivity will be very good. She stated that she would like to implement this as soon as possible. Commissioner Piper stated that they cannot implement any changes until they have met with Supt. Elliott, as the other Department Head affected. Commissioner Lauer suggested temporarily changing the times to 3am and 3pm until they are able to discuss it with Supt. Elliott. The Commissioners and FM Knapton were in favor of that compromise.

Grain Sealed Bids – CA Libby stated that the grain purchase has not been put out to bid in at least fifteen (15) years. FM Knapton will be putting the grain purchase out to bid.

FM Knapton stated that they have been feeding chickens slop every other day and it will put the chicken operation into the positive.

FM Knapton explained to the Commissioners that they have tried something new with the refusals with the feed. Instead of getting rid of the food that the cows don't eat during the night they are keeping track of what they are eating in a day and giving the extras that aren't eaten to the heifers. She stated that in just ten (10) days they have recycled 3.7 tons of feed.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology  
Monthly Summary Report  
December 17th, 2019

Summary:

The IT teams focus has been working the on older laptop and desktop systems that were replaced

from the Nursing Home and Sheriff's Office to prepare them for resale, once completed we will be reviewing the list for approval with the Commissioners and then plan to have another Used Computer Sale of our used PC Equipment and Laptops to employees and the public. The Medical software for the Jail is in the process of being migrated to a new Data Center and plan on getting this completed next week. Jason Richardson has started working his new Schedule Wed – Sunday giving IT Support coverage to the Nursing Home, 911 Center, Sheriff's Office, the Dept. of Corrections and Farm. IT Manager has started work on preparing next year's IT Budget and has been busy reviewing updates for new technology for backups and security software. The IT team has developed a new method for completing automated updates to Windows 10 Systems to keep them up to date. This will start being completed in the next couple of weeks. IT is also working with the Maintenance Department on moving some of the Attorneys Office Staff from their current office to the recently vacated office space formerly used by the Grafton County Bar Association. One staff member of the IT Team has been out last week due to FMLA and is planning to return later next week. A new video training system has been reviewed with the In Service Director at the Nursing Home and we are planning to role that out next week. The new system will allow all shifts to complete reviews of necessary training videos from their Units and decrease time involved on staying up to date with current Nursing medical training requirements.

#### IT Work Performed at County Departments:

##### AO – Attorney's Office

- Office Manager logged into the File Clerk PC, and needed some changes made to her profile.
- Replaced user's PC due to issues with performance.
- Investigated an error message a couple employees received when trying to open/download a file from Prosecution database. The files were relative to the same case and agency that uploaded them. They were able to retrieve the documents elsewhere.
- Made changes to VicWit employees web browser to allow print dialogue box to appear when printing a downloaded document from prosecution software.
- Support Staff employee was getting prompted to choose which Outlook profile to use. Had to reset her default, as another employee was logging in to her PC while she was out for a week.
- Support Staff desktop scanner would not work at all, after her PC was replaced. There are two different software versions, and the updated version did not work with her existing device, which must have been too old.
- Looked up for a replacement roller kit for that Scanner.
- Relocated an Attorney into another office.
- Looked up compatible and upgraded memory for Support Staff laptop. OS needs to be upgraded.
- Installed new PDF Writer Software on 3 AO Staff laptops.

##### AS – Alternative Sentencing

- Installed a new PDF viewer on Director's laptop. Uninstalled the existing application.
- Installed scanning software on Director's laptop to allow OCR scanning, as she needed

pdf's in a .doc format.

- Rolled out an upgrade to an employee's computer, this was done to test our automation process as well as to mitigate performance issues.
- Worked with IT-1 and IT-3 to diagnose an Ethernet port issue as well as improve the door lock wiring for the main door to the office.

#### CE – UNH Cooperative Extension

- no calls

#### CO – Commissioners Office

- Set up a Panasonic scanner in new relocated AP Department. The quick-setting application buttons are set to the same settings as the other scanner in payroll.

#### DoC – Department of Corrections

- Supplied a replacement phone for one of the housing unit's Multipurpose room. Original one was giving a Power error.
- Employee was getting a "restriction" error on the Shift Supervisor PC. Removed a lot of the bloatware on that computer.
- Changed out the print head in the label printer in Medical. It was then reported that it was printing very faded. There is a setting in the driver to increase the darkness.
- Copied over database from SMS to the SMU tablet.
- Reported that one of the SMU tablets first had fan noise, and then would not boot up after a reboot. Turned out the SSD had failed.
- Another SSD was purchased and an image was taken from the existing tablet. Image was restored to the new SSD and necessary changes to OS were completed.
- Commissary software would not connect to the hosted warehouse server on one Admin PC. Worked with the vendor to resolve a couple issues, but the software on that one PC was an older version. A date/time was scheduled to have the vendor remote in and update that.
- Brought tablet with new SSD into SMU and connected it to the Wi-Fi, and confirmed that the officer could login and get all the buttons needed.

#### HR – Human Resources

- Picked up misc. equipment from HR that they did not need anymore.
- Dismantled survey computer that was previously set up in the basement of the administrative building.

#### FA – Farm

- Need to schedule basic computer training for new hire

#### IT – Department of Information Technology

- Extracted data about assets on campus for information about rolling out a software feature to all computers.
- Filtered out and disposed of old equipment.

- Changed computers used for presentations, the new one is equipped with better software to view more types of files.
- Changed computer for IT-4 home use. Computer is now one provided by the county and is better configured to access the county's systems.
- Replaced a battery in a non-working UPS.
- Started work on processing retired computers to be sold. As of 12/1, 11 out of 26 candidate computers have been prepped.
- Updated a server used to monitor and combat unwanted web traffic.
- Processed more retired computers to be sold. Five more computers were finished as of 12/8.
- A cause for an issue spread across campus computers has been identified. Research for a fix is under way.
- Finally, was able to isolated and resolve Black Screen Issue in Windows 10 due to Intel Optane software utility.
- ITM met with County Administrator and Town Manager of Bristol NH on their mission to get high speed Internet setup within their town. Discussed current barriers, lack of vendors direct interest and how they are planning to complete getting this done as a town project.

#### MT – Maintenance

- Superintendent couldn't print shipping label. Blocked pop-ups in his browser was restricting the print dialogue box.

#### NH – Nursing Home

- Replaced a Chromebook on one of the Med Carts, with a new spare one.
- Had to disable the antivirus on employee's PC, to get access to certain things on the Medicare site.
- Gave HIM Director access to one of the folders her staff member has.
- Had to make changes to all the blacklist exceptions in the Chromebook Admin Console.
- Floors got replaced in three offices, and wall painted as well. Had to remove all IT devices from those offices and set the stations back up once each office was complete.
- Gave access to the Rehab Manager to the resident appointment Calendar.
- Bookkeeper's PC was asking for an update on the MFP she needed to use. It still had the driver and connection to the old printer that was previously on our Print Server. I simply just removed that device, and reconnected the updated on that is on the Print Server.
- Created a kiosk-like computer for the employees in the kitchen to be able to look at their work shifts.
- Assisted a user with power issues stemming from their desktop. The power cord plugged into the back of the machine was not plugged in all the way. It was a miracle that the system would even turn on in the first place.
- Changed batteries in an employee's wireless keyboard to resolve on-screen typing issues.
- Tweaked an employee's computer to be able to automatically switch between wireless

networks and wired networks when plugged into their docking station.

- Backed up the training videos that were filmed on the camera used for training.
- Pulled videos from certain cameras of certain shifts for one of the nursing home administrators. This was done with IT-3.
- Replaced a UPS with a bad battery in Activities with a new UPS.
- Removed 3 email accounts associated with traveling LPNs.
- Fixed a printer that was stuck in an error loop in the Activities department.
- Assisted an employee with getting their laptop to connect to the Wi-Fi present in the activities room.
- An employee was trained on how to use the locally hosted video player. Shortcuts and bookmarks for employee access to the video player are also being rolled out.
- Created and delivered instructions for a night shift LPN to be able to access their email.

#### RD – Registrar of Deeds

- Worked with Outside Network Vendor to ensure new Internet Circuit was cut over properly

#### SO – Sheriff's Office\Dispatch

- Installed monthly Server OS Updates.
- Certain microphone of one of Dispatch consoles would not transmit or receive traffic when using its proprietary software. Had to restore an image from one of the other consoles to resolve the issue.
- Communication Director asked about getting a call log for a certain time of the morning. A report was created in the Call Accounting software, and handed to him for review.
- Hooked up a second monitor for an employee to improve workflow and productivity.
- Set up a label printer in the detective's office for printing labels for certain paper files.
- Factory reset 2 computers from the SO that have been retired.

Commissioner Lauer asked if everyone had a chance to read the minutes from the December 10<sup>th</sup> meeting.

**MOTION:** Commissioner Piper moved to approve the minutes from the December 10<sup>th</sup> meeting. Commissioner Morris seconded the motion and all were in favor.

The Commissioners signed registers 1088;1093.

CA Libby stated that as the Commissioners are aware Coos County is compensated \$750/year for the administration for the Unincorporated Place of Livermore. This year Coos County has sent an invoice this year for the administrative services for Livermore for the Commissioners to sign off on.

CA Libby stated that they have not received payments from Landaff and Sugar Hill.

CA Libby stated that the TAN is being paid back today. They borrowed \$4 million which is \$1.3 million less than last year.

Supt. Oakes and gave the following report:

### **COMPLEX**

#### **Generators**

- Alternative Sentencing Building Generator – 1970's vintage, 6.5kw propane generator was overloaded and not reliable for long-term power outage. *Took generator out of service and installed a 14kw replacement. My staff did all the gas work and Powers Generator did the electrical.*
- Administration Building Generator – Battery charger failed...*transferred battery charger from decommissioned generator at Alternative Sentencing Building and installed at this location.*

**NH DES Visit** – On October 10, 2019 NH DES performed an onsite inspection, at my request, for the purpose of inspecting all of the county's Above Ground Storage tanks (AST's) and Under Ground Storage tanks (UST's), which store fuel. Several days ago NH DES finally issued a formal report for that visit, in which they relayed a few other findings I was unaware of until receiving the report. The items we addressed prior to receiving their formal report are issues or concerns the inspectors verbally expressed during their walk through that I wrote down, thus I thought I had everything covered. At this juncture I am awaiting clarification from NH DES on a few of these newly cited issues so that I can discern whether we have further issues to address or whether there is a misunderstanding on NH DES' part that may be a misperception. More to follow on the next report.

**Fire Extinguishers** – VT Fire Extinguisher just completed the annual maintenance/inspection work on all of the county's fire extinguishers throughout the complex.

### **COURTHOUSE**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout.

**Stenographer's Office** – 58x150" plate glass window cracked. Temporarily stabilized window with tape and plywood. Placed order for new window through Granite State Glass (see attached quote). PRIMEX will pay all but our \$1,000 deductible. *On 12/16 Granite State Glass replaced the broken window.*

**Law Library** – The Bar Association moved all their furniture out of this space and my staff have begun renovating it so the County Attorney's Victim Witness staff can move in. We anticipate completing renovations sometime in mid-to-late January.

**HVAC** – Air handler AC 2 overheating space due to economizer failure due to pneumatic control issue...*troubleshoot to bad airline buried in wall. Temp fixed by running plastic air line from transducer to pneumatic actuators*

**Emergency Exit** – Discovered an emergency exit stairwell is inaccessible due to locked door to Circuit Court space. *I've authorized a local fire alarm company to install a maglock on the door that will be tied to the fire alarm, so when the alarm activates the door automatically unlocks to allow passersby to vacate through that area if need be.*

#### **NURSING HOME**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout

#### **HVAC**

- Air handler for Activities large room (HVAC-1) has a heat coil actuator not operating...troubleshoot to bad local controller ZN-521. *Tried replacing with a used controller from stock that was presumed good. It turned out the used controller was bad, which caused other problems in the Building Automation System (BAS), such as lost communications with other local controls beyond HVAC-1 and uncommanded changes to air handler HRU 1 that caused comfort issues for staff and residents in the 03 building. To make matters worse, it froze up our BAS so we couldn't get the system to execute needed changes to correct some of these issues. Everything we tried to unfreeze the system failed, so I called Alliance Building Automation and their tech found a solution to unfreeze the BAS so we could make corrections. A new ZN-521 arrived yesterday afternoon, which Chris Blake will program and install to fix HVAC-1.*
- Pump 5 for domestic hot water has noisy bearings (in fail mode)...*replaced bearings before complete failure*
- Pump 2 for 03 building heating had leaking shaft seal...*installed shaft seal kit and new body gasket*

#### **Sprinkler System**

- Dry system air leak at 2" connection above purchasing. Also another leak 4" line in same system next to air handler HRU 3 in main attic. *On 11/26 Hampshire Fire replaced both sections.*
- Dry pendent heads in PT attic and porch due 10-year replacement...*On 11/26 Hampshire Fire replaced heads*
- Standard response head in 69 basement due 50-year replacement... *On 11/26 Hampshire Fire replaced head*

**Finance Director's and Health Information Offices** – Mayo's Flooring removed carpet and cove base moldings in these spaces and installed new vinyl flooring and cove base moldings.

#### **ADMINISTRATIVE BUILDING**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout.



## **HVAC**

- Air handler HRU 1, which handles the South end of this building, was dumping cooler air into the building. My staff troubleshot the problem to a bad actuator on the exhaust side of the heat exchanger. We made an interim fix until a replacement actuator comes in.

## **Dept. of Corrections**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout

**HVAC** Heat pump WHP-G1 had high pressure transducer Alarm...*replaced high pressure transducer.*

**Kitchen** - Dishwasher vent dripping water. Duct heavily corroded and needs replacing. Temporarily fixed by sealing penetrations with silicone. I need to have a duct work contractor come in and measure the bad section so they can fabricate a replacement.

**Lighting** – We are in the process of converting lighting in female unit to high efficiency LED lighting

## **MAINT/FARM BUILDING**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout

**Garage Door** – Upper storage door will not open...*replaced relay*

## **FARM**

**Pig Barn** – High drive exterior light ballast burned out...*replaced fixture with energy efficient LED fixture and light.*

**Dairy Barn** – Milk line vacuum pump seized up...*Lyons Dairy replaced pump*

## **BIOMASS PLANT**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout.

## **ALTERNATIVE SENTENCING BUILDING**

**Preventative Maintenance (PM)** – Performed various PM tasks throughout

**Propane tank** – Failed cathodic test. *Dug up and replaced anodes*

## VEHICLES & EQUIPMENT

**Tractor & Zero Turn Mower** – Blackmount delivered both items and picked up all our trade-in equipment. We stored the zero turn mower for the winter and have been using the new tractor for snow removal. Thanks again for supporting this equipment request!

## OTHER

I just attended renewal training and recertification to remain certified as the county's primary UST class A&B Operator. This is a recurring biennial requirement.

CA Libby stated that one of the Activities Aides in the Nursing Home approached her and wants to have a fundraiser through the Grafton County Home Association for the Home Association to purchase the residents a side by side to take rides up in Bancroft and other areas of the property. She stated that she is asking the Commissioners for their approval. She stated that in order to have it covered under the County's insurance the Home Association would have to turn it over to the County. She stated that from a liability standpoint if something were to happen while operating the side by side the employee would be covered. The Commissioners stated that they felt it would be a nice activity for the residents and supported the fundraiser.

CA Libby asked the Commissioners if they wanted to have a meeting on December 31<sup>st</sup>. She stated that they will not be meeting on the 24<sup>th</sup>. The Commissioners discussed it and agreed not to meet on the 24<sup>th</sup> or the 31<sup>st</sup>.

HR Director Clough and Nursing Home Administrator Labore arrived to discuss consultants for the Nursing Home.

Commissioner Lauer asked if all the supervisors in the Nursing Home have seen the results of the survey. NHA Labore stated that they have not seen the specific feedback but he has met with them and talked about the feedback of the survey. They are in the process of what they will be doing as a team to address the comments. HR Director Clough stated that she has done research on what was out there for consultants. She found a few of them but has decided to pursue Nick Manolis for a consultant. She stated that she selected N. Manolis because they have worked with him for years through Primex. She stated that she reached out to the HR Affiliate and there were three (3) counties who have used him and recommend him. She handed out a packet with his information and program outline to the Commissioners. HR Director Clough stated that N. Manolis would design and deliver a scope of services that would move them towards a more positive environment in the Nursing Home. He has a six (6) step program called the Front Line Manager Essentials but from the information he has received he doesn't feel they are ready for that program; he would need to do some more ground work first. He would start with a meeting with her, CA Libby and NHA Labore to discuss the services they felt were needed. His recommendation that while that process is happening, the Courtesy, Civility and Respect

program be required for all Nursing Home personnel starting with the supervisors. He thought that this could be done in the month of January. He stated that he has been working with another county for seven (7) months and they have seen positive improvement in the leadership. HR Director Clough stated that it is \$800 a day plus travel expenses. If he is here less than four (4) hours, it is \$500 with no travel expenses. The six (6) step program is a flat fee of \$5,500 plus travel. She stated that the Courtesy, Civility and Respect course is a ninety (90) minute course and he could do two (2) of those classes and meet with herself, NHA Labore and CA Libby all in one day. She stated that this would be determined by NHA Labore as to how many classes would need to be offered but more than two (2) classes could be done in a day. Commissioner Lauer stated that she feels they need to find the money for it. NHA Labore stated that the Courtesy, Civility and Respect session would be interesting to look into and perhaps look into the other counties and see how it worked out. He wants to know what the program looks like, what the expectations are and what the process itself is. Commissioner Piper stated that her overall concern is what will work, given that sensitivity training has been implemented in the past. NHA Labore stated that a program was implemented under the previous HR Director. He stated that in implementing that they did a series of trainings that then never were followed up on, they did not do enough to maintain it. Commissioner Piper asked about the videos that HR Director Clough has instituted within the last few years. HR Director Clough stated that they have a video on bullying that has been included in their orientation. Current employees have not viewed that video. Commissioner Piper stated that something similar to this was implemented in the past but it was not followed through with. She stated that they did not benefit from that. Given what she saw on the survey she wonders if rather than paying for the Courtesy, Civility and Respect program, they need to focus on leadership with the Frontline Manager Essentials. Commissioner Piper asked if they can go into nonpublic session to discuss further details about the results of the survey.

**MOTION:** \* 1:29 PM Commissioner Piper 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 Morris seconded the motion. This motion requires a roll call vote, Commissioner Lauer called the roll. Commissioner Lauer “yes”; Commissioner Piper “yes” Commissioner Morris “yes” Commissioner Lauer stated that a majority of the board voted “yes” and would now go into non-public session.

\* 1:49 PM AM Commissioner Lauer declared the meeting back in public session.

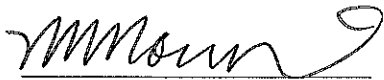
**MOTION:** Commissioner Piper moved to permanently seal the minutes from the just completed non-public session because they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Morris seconded the motion. Commissioner Lauer called the roll. Commissioner Lauer “yes”; Commissioner Piper “yes” Commissioner Morris “yes” Commissioner Lauer stated that a majority of the board voted “yes” and the motion passes.

Commissioner Lauer stated that they will ask N. Manolis to come into a meeting to speak with the Commissioners, CA Libby, NHA Labore and HR Director Clough and answer any questions they may have.

Commissioner Lauer stated that she went to the Horse Meadow Senior Center and they shared concerns regarding the DoC because someone from the Town of Haverhill came in to speak with them. She stated that the Haverhill Police Chief and Supt. Elliott are going to be planning a public information session.

1:49 PM With no further business the meeting adjourned.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "MMorris", written over a horizontal line.

Marcia Morris,  
Clerk