

GRAFTON COUNTY COMMISSIONERS' MEETING
3855 Dartmouth College Highway
North Haverhill, NH 03774
March 23, 2021

PRESENT: Commissioners Piper, Lauer, Ahern, County Administrator Dorsett and Administrative Assistant Norcross.

OTHERS PRESENT: IT Manager Ruggles, Alternative Sentencing Director DePalo, Jackson Harris – NACO, DoC Supt. Elliott.

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

IT Manager Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
March 23, 2021

Highlights:

IT – Department of Information Technology

ITM – Completed IT budget.

IT – Jason and Barry worked on fixing issue with a group policy deployment that inadvertently changed many settings on many computers and was able to come up with a resolution.

NH – The Nursing Home old time clock failed the last week of Testing. Brent and IT staff were able to replace card scanner mechanism from an old spare clock and got it working again to allow Payroll to complete final testing phase.

New Payroll Software - All old time clocks from administrative building, nursing home, courthouse and Department of Corrections were removed last week.

MT – Maintenance staff assisted the HVAC subcontractor and resolved networking issues on HVAC project for the nursing home and administrative building.

IT - Replaced 2 old Battery Backup Systems in Server room and switched over equipment from old units to new.

Admin Building Generator - Maintenance Team and Powers Generator was able to fix issue with Admin Building Generator not providing stable power for Building Generator Tests. Technician from Powers discovered a badly cracked Fuel Hose and replaced it with new hose. Generator appears to be working much better and more tests will be run to verify. Technology in administrative building requires a stable energy supply, this is good news for our IT equipment.

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ITM - Attended Training on new Payroll software.

Loss of IT Team Member - Jason Richardson's Last day is tomorrow March 24th. Jason has been on board for 18 months and has done a fantastic job and brought many new talents and skills to the IT Department and has been a true team player, making a positive difference at the County. He has done an Excellent Job assisting all County staff with Help Desk issues and covering the weekends. We will miss him greatly and wish him best of luck in his relocation!

Calls by Department

AO – Attorney's Office

- Turned on a caching function for an attorney that has been unable to access their files off campus.
- Completed install of add-on for all staff to allow drag and drop function from email directly into web application used by AO.
- Worked with IT manger on issue staff member was having with Video's to send out to defense counsel.
- Issued new laptop to attorney.
- Resolved email application issue preventing the user from viewing CA E-filing emails.
- Completed training with remote user on how to use new add-on for email application.
- Resolved issue with remote access software by rebooting AO staff on campus computers to finish OS updates. Remote users could then connect successfully.
- Attorney had Office Admin's personal email account synced to his County issued cell phone. Was able to remove it.
- An uploaded video file was giving a Network error when launching it via the web. When accessing these videos through PBK, it seems to play in a native player specific to Karpel or Azure, as it opens up in another web Window. I had the Office Admin download one in question and had her play it with Windows Media Player, which it did play through without erroring out. And also, as this was a video file of a certain body camera, I insisted to her to try to play any videos of other officer's body cameras from that same incident to see if those can play with PBK's web-based player.
- Attorney's County issued cell phone was getting the Office Administrator's personal calendar events from her personal email acct. After looking at that phone it was noticed that her Gmail acct was synced to that phone for some reason.
- Put a docking station in place for VicWit employee who received a new laptop.
- Assisted Support Staff employee with adding shared mailboxes to show up in her Outlook.

AS – Alternative Sentencing

- Removed old email of one of the employees who last name has changed. Her old one was kept active, so current contacts can receive an out of office reply if sent to the old one, and will get forwarded to her new one.

CE – UNH Cooperative Extension

- Reviewed UNH Video Conference Cart and with Heather Bryant.

CO – Commissioners Office

- Fixed an issue with not being able to replicate backups from a server critical to CO function. The server now properly replicates itself.
- Fixed an issue with cable tolerance when outputting sound to speakers for the county administrator.
- Resolved issue with Accounts Payable Kodak Scanner not working.
- Resolved issue for Executive secretary editing label's in software.
- Installed new battery backup to Accounts Payable computer.
- Accounting/Payroll was attempting to connect to a webinar which was a link to an interactive virtual desktop. It would not connect to the Desktop page and redirects it back to the initial page to connect. I went into our firewall and created an address object by host of the PC's IP address, and put that object in the address group that is not restricted to web access. This resolved the issue.
- Made a necessary change on our network routers to allow the new County Administrator's laptop to connect to the surveillance network. Also installed the surveillance station software.
- Uninstalled an unnecessary hardware program that was generating an error message very frequently.
- Downloaded more surveillance footage that was requested on two cameras of a four-hour time range.

DoC – Department of Corrections

- Fixed an issue with label printers printing blank labels on some machines.
- Completed setup and removal of staff accounts from DoC.
- Housing unit PC had no audio from the monitor or onboard speakers. Attempted to check for and run hardware updates but noticed that system didn't have the update and drivers software. Went online and got the install from the manufacturer's page. Created a deployment to install that software remotely on that PC and any other's in the future. Once installed, the system found a few hardware updates and after a reboot, this resolved the issue.
- Replaced 2 PC monitors at DoC, one in front office Admin area and one in front entrance lobby.
- Copied Comtec's central database over to the SMU tablet to reflect staff change.

HR – Human Resources

- Assisted HR with downloading file.

FA – Farm

- Completed update of software used to monitor herd health.
- Completed setup of profiles for two DoC staff members to access farm herd software.

IT – Department of Information Technology

- Created a script to rectify an issue that changes people's folder directions on the network.
- Created a script to rectify an issue with labels for people's mapped network drives.
- Imported out-of-circulation updates to an update server in order to fix an issue that may cause a system crash when a computer prints.
- Updated all computers on campus to the latest monthly operating system patches.
- Modified a dynamic report to show where a server is configured to check for updates.
- Rectified an issue with sending encrypted emails through 3rd party vendor software.
- Created a deployment to roll out software that will maintain and clean computer caches.
- Worked with IT associate to resolve issue with scheduled tasks not running on deployment server.
- Worked with IT associate in deploying OS updates to staff computers.
- Worked with other IT staff to resolve issue with computer policy issue.
- Adjusted daylight savings time settings on all the surveillance station camera's and resynced all the cameras with the NVR time.
- Noticed that the primary voicemail (VM) server was labeled as the "Backup Server" and all actions were greyed and nothing was active. I then went into the secondary VM server and tried to open up VM Pro, but the program would just crash upon launch. I rebooted both the servers with the appropriate procedure, and the VM Pro on primary then was set back to the primary server.

MT – Maintenance

- Completed setup and configuration of two replacement HVAC computers to be put in place when maintenance is ready.
- Put the icon for the HVAC access on the Public Desktop on the back PC in Central at the DoC. This will allow Maintenance to access that software while doing test to the fire panel in that area. As those DoC computers were limited to Internet and Intranet access, changes to the AV policy had to be put in place to allow the IP address of that HVAC Server.
- Setup remote connections to allow HVAC vendor to access workstations remotely.

NH – Nursing Home

- Move and relocate two staff to new office locations.
- Setup new office location for new Assistant Director of Nursing.
- Upgraded an application used by a small set of users in the NH to access secure government data.
- Completed building profile on social services desktop for staff member.
- Removed access for users no longer needing access to shared folder.
- Completed adding two staff members to a shared calendar used to track staff vacations etc.,
- Completed disabling separated users account. This also required putting auto-reply messages in the separated users email to assure business continuity.
- Completed fixing file association issue for staff coordinator.
- Completed configuring shortcut to access bank website open with specified web browser.
- Removed separated users access to shared folders.

- Built profile for new ADN on desktop in her office.
- Completed configuration of laptop for Staffing Coordinator to use for training new staff.
- Completed making separated staff members email inbox available to other department member to assure no disruption to the department.
- Completed training with new patient appointment scheduler.
- Resolved issue with scanner used for banking software. Scanner needed new driver after switching browsers used for banking software.
- Created a couple domain and email accounts for new LPN's
- Added a folder on the lobby MFP for the Rehab RN to print to.
- Renamed the phone extension to reflect the new ADON. Cleared the existing Voicemail and walked her through how to create a new greeting and retrieve any new messages.
- One of the Activities phones was named to an employee who no longer works there. I renamed it to reflect the ladies who currently work in that area.
- Setup the Staffing Coordinator to receive emails when a voice message is left on an extension that is not currently monitored. Also, sent her the .wav files of the current messages that were in that mailbox.
- Moved one of the employee stations from her 2nd Floor office to the Purchasing Room on the 1st Floor.

RD – Registrar of Deeds

- Ordered and received new Dell laptop, Barry will be reaching out to RD to complete setup and configuration.

SO – Sheriff's Office\Dispatch

- Helped user change a forgotten password
- Disabled multiple separated Remote PD users accounts no longer needing remote access.
- Completed setup of new remote PD users.
- Removed separated dispatchers email account.
- Completed disabling separated sheriff's deputy account and deleting users email account.
- Installed monthly Updates on SO servers and performed reboots on them all.
- Assisted a couple of our telephone service vendors at the courthouse to gain access to a couple places to complete a service ticket regarding digital phones in Dispatch.

Yours in Service,

Brent Ruggles
IT Manager
Grafton County Department of Information Technology

ITM Ruggles stated that they currently have sixteen (16) – eighteen (18) employees working from home, majority of them being the Attorney's office. He explained that trying to take care of these computer systems while employees are at home is much harder than when they are here on the network. Commissioner Ahern asked if these employees have County equipment at home with them. ITM Ruggles stated that they do and explained the steps they took to get employees

set up at home when this pandemic first hit.

ITM Ruggles also stated that they have become overwhelmed with emailing. He has asked employees to call rather than email, as email is the most inefficient use of communication. It wastes time and he has requested that people stop doing it, but they are not listening. He stated that phone calls are much more efficient. An email is not a good communication tool.

Commissioner Piper stated that she had asked the County Attorney's Office about this before as she feels their office is the only one that is still working from home. She stated that it appears it might be an issue of convenience for them to be home, but not a necessity. It sounds like it is stressing the IT Department and she feels they should ask County Attorney about having her employees come back to the office. She also asked what departments are not calling despite his requests to stop with emailing. ITM Ruggles stated that it is mostly the Nursing Home.

Commissioner Piper asked CA Dorsett to speak to Nursing Home Administrator Labore about not putting this stress on the IT Department. The Commissioners also requested that the County Attorney's office be asked about returning to the office.

Commissioner Ahern stated that he would like a list from the Attorney's Office with how many attorneys and other staff members are in their office as well as how many attorneys are under contract with towns. He would like to see the contracts for the towns they provide services for. He has a concern about the County Attorney's office providing services for the towns and he wants to make sure everything is being 100% reimbursed back to the county.

Jackson Harris from NACO arrived via Zoom to discuss the NACO Leadership Academy.

J. Harris explained that he had emailed Commissioner Ahern asking if Grafton County would be interested in sending one or more of its administrative employees to their online leadership academy. They have been working with the New Hampshire Association of Counties to provide scholarship opportunities for counties to provide employees with this training opportunity. This is a twelve (12) week online course. It is a mixture of online reading and activities as well as meetings with other members. He stated that the time commitment is roughly three (3) – five (5) hours a week. The normal cost is \$2,500 but they have worked with Kate Horgan from NHAC to provide scholarships that would bring it down to \$1,645 for New Hampshire counties. He discussed the program further with the Commissioners and answered questions. The Commissioners thanked J. Harris for discussing the program with them and they would discuss it further.

Alternative Sentencing Director Renee DePalo arrived and gave the following report:

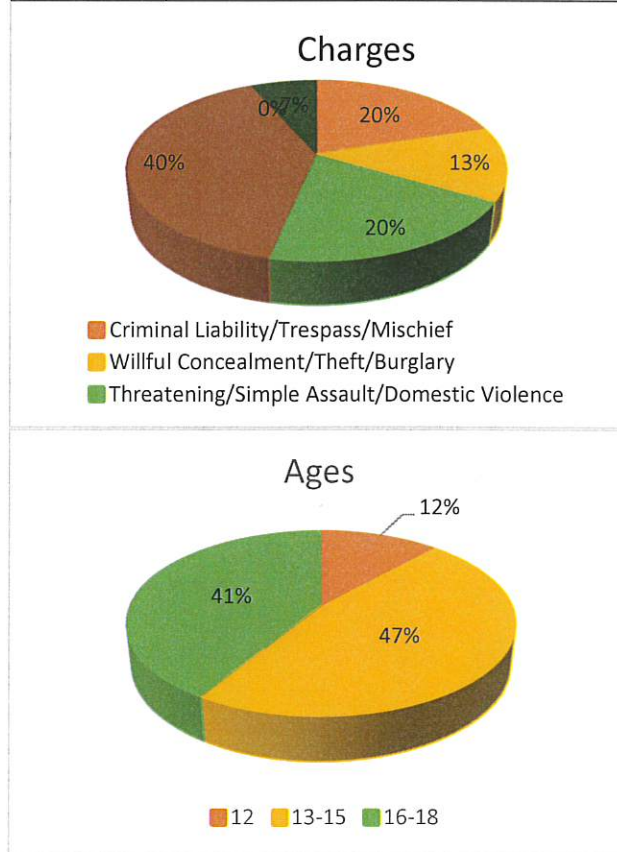
Not much has changed throughout the course of the month. All our staff are back in the office full time and we have almost all clients being seen in person now. AS has been working with Drug Court to create a mental health track to the drug court services. We will be implementing a pilot program with 2-3 clients to see how this would work. The hopes is this would create a path to a Felony Mental Health Court as well as provide services to a population who currently lacks them in this county. Budget season has begun so Director

De Palo is taking time with the budget to review where cuts can be made during this pandemic year and how to best utilize funds.

Juvenile Restorative Justice

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

Program	Active Participants	New Participants	Completed	Cases Returned
CADY	3	1	0	0
VCD	5	3	2	0
GCJRJ	2	0	0	0
COOS	0	0	1	0
TOTALS	10	4	3	0



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

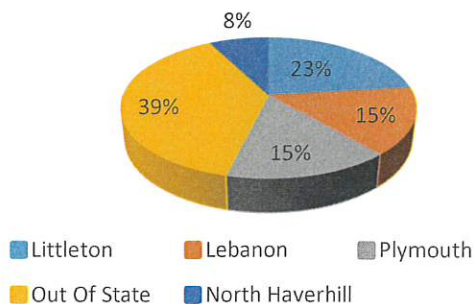
Coos County continues to be an area where education and support is needed to ensure all police departments understand the program, the needs and the outcomes. The chair of the NHJCDN will be joining me to meet with their commissioners in the new year to discuss how the police departments will need to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

Adult Diversion & Program

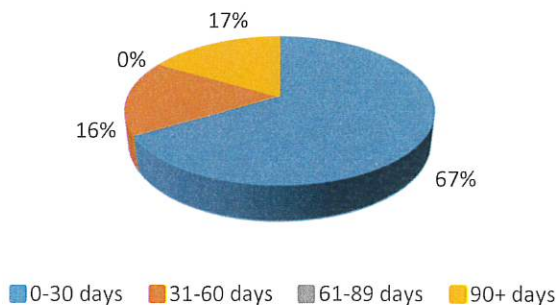
Grafton County Adult Diversion Program is to hold an eligible offender accountable while providing the resources, skills, and education to reduce the risk of committing crimes in the future. This program is an alternative to prosecution and offers a defendant a chance to avoid criminal conviction and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

Program	Active Participants	New Participants	Graduated	Fees	Prospective Participants
Felony	10	1	0	\$205	5
Misdemeanor	1	0	0	\$0	1

Geographics



Plea to Acceptance





There have not been many changes with Adult Diversion this month. Participants have started being seen in person although we continue to hold groups via telehealth to ensure social distancing. We are continuing to review ways to increase our services to meet the needs of our community and the CAO needs.

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

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

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

Program	Current	New	Completed	Program Fees	Prospective
C.A.R.E	9	2	2	\$0	3
C.A.R.E+	1	3	0	\$35	0

There have been no changes in the C.A.R.E or C.A.R.E+ program this month. We continue to receive referrals from the CAO and P&P for client needs.

Mental Health Court

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

Location	Active Participants	New Participants	Veteran Participants	Prospective Participants	Completed
<i>ASSERT Littleton</i>	5	0	1	4	0
<i>HOH Lebanon</i>	8	1	2	6	0
<i>PMHC Plymouth</i>	4	0	0	4	1
TOTALS	17	1	3	14	1

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

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

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

Budget Report

	JAN	FEB
JRJ	---	---
AD	\$795	\$205
MISSED	---	---
LATE	---	---
+ UA's	---	---
MRT	\$35	\$70
CARE	---	---
MISSED	---	---

+ UA's	---	---
BDAS	\$3111.60	\$3682.80
Totals	\$3941.60	\$3957.80

Juvenile Restorative Justice – Commissioner Piper stated that she had a thorough conversation with Rep. Gordon after the Executive Committee meeting, and he had two concerns. He is concerned that the County had withdrew funding from CADY and Valley Court Diversion and that the County was going to be competing with the agencies for the same client base. She spoke with him extensively about that. She told him the Commissioners were impressed that CADY and Valley Court Diversion were able to replace Grafton County funding so quickly and stated that they were able to continue going forward. If the perception is that the County is competing for clients, the County should make sure it is known that they are not. She stated that they should restrict the County's services to what they were originally tasked to do, which is the northern part of Grafton County, and allow themselves to act as an alternative for youth in the other areas who may request to go through Grafton's program. Rep. Gordon had stated that there was a perception in his area that they would lose services, which is not the case. She thinks they should refocus their services to the Haverhill/Littleton area and be a safety valve for the rest of the County. AS Director DePalo stated that one question is in order to offer a choice, everyone must know the choice is available. She inquired of the Commissioners as to how they would like her to get the information out to schools and police departments, that if a different service is requested or needed, they can reach out to Grafton County. Commissioner Piper stated that they are asking for a partnership with these agencies and not competition. They want to make sure that those children who want the option to work with AS Director DePalo's program are made aware that it is an option. She stated that she would like AS Director DePalo to reach out to CADY and Valley Court Diversion with that offer. AS Director DePalo stated that county numbers of juveniles served are required to be reported, as directed by the terms of their contract. There is potential that they may say they do not have to tell the county the number of juveniles they are serving if they are not under contract with the county and receiving funding. Commissioner Lauer stated that they need to know these numbers and the other Commissioners agreed. AS Director DePalo stated that she will reach out to them and say the Commissioners would like to know the numbers of juveniles being served and ask how they can work together to still receive that information.

Supt. Elliott arrived and gave the following report:

March 23, 2021

Commissioners Report

1. Population: In House: 41 F Unit: 17
 E Unit: 9
 D Unit: 2

C Unit: 9

Intake: 4

Out of Facility: 18

Total population: 5

Intakes since 7/1/20: 550

Male: 387

Female: 163

2. Community Corrections Report:

a) Electronic Monitoring: 2

b) Daily Work Release: 0

c) Pre-Trial Services: 23 – 3 on GPS monitoring

d) Operation Impact: Sgt. Harness presented various classes to Lebanon Middle School, Newbury Elementary, Newfound Regional High School and Enfield Elementary. She also assisted with courtesy rides and worked inside the Jail.

e) Community Work Program: Sergeant Griffin has been working on the farm helping with the daily chores and maintenance. There will be no work details out in the community until further notice.

f) Transports: For the month of February staff conducted 9 transports.

- 1 transport to a treatment facility.
- 0 medical transports for inmate medical needs/doctor's appointments.
- 8 courtesy rides home for inmates being released that could not find a ride for themselves.

FIRRM Program

0 current participants

Level 1 – 0

Level 2 – 0

Level 3 – 0

Programs Department Report:

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

Individual Counseling: 23 total hours

Female – 4 hours

Male – 19 hours

SUD Treatment Groups: 192 total hours

Female – 74 hours

Male – 118 hours

Medical /Mental Health Report: For the month of February there were four psychiatric clinic days with a total of 16 patient encounters.

General

1) County Signage – Supt. Elliott stated that he has received approval to post signage regarding not picking up hitchhikers outside of the complex. He just received a copy, this morning of what Merrimack County has for signs. He stated that he does not have pricing as of yet but feels as though four (4) signs would be appropriate. The Commissioners and Supt. Elliott discussed the signs and agreed to discuss the location of the signs further but move forward with purchasing them.

MOTION: Commissioner Lauer moved to allow a purchase of up to \$500 for four (4) signs. Commissioner Ahern seconded the motion and all were in favor.

2) Opening up with Safety Protocols – Supt. Elliott stated that they will be opening visitations on March 27th with safety protocols in place. They have been locked down since January and feel they are in a place to resume visitations. He stated that they will also be starting volunteers and religious services for inmates and public finger printing will be available again. He stated that masks would be mandatory.

Commissioner Ahern stated that the two inmates that were at the barn while he did his tour last week did a great job. He stated that the work done on the farm by the inmates is invaluable.

April 27th – DoC Tour/inspection. Supt. Elliott stated that they are still under the Governors Emergency Order that is being revisited April 26th. The Commissioners discussed the tour/inspection and agreed to have their meeting at the DoC on April 27th. Supt. Elliott noted that all Commissioners in the other counties have received the same letter about violating the statute by not providing documentation for their annual inspections. He stated that he has drafted a letter with CA Dorsett to send back stating that the Commissioners have been receiving information and documentation regarding the jail while they were unable to come over due to the Pandemic.

CA Dorsett updated the Commissioners on the generator issue that they had been informed about at their last meeting. He stated that Supt. Oakes has told him they were able to find a leaking fuel line, which was causing the issues. He stated that he does not have exact costs as of yet but stated that this is a much lower cost repair than originally anticipated.

CA Dorsett submitted the Lancaster Microwave Homeland Security Grant for the expansion into Coos County in the amount for \$36,200 for the Commissioners to sign.

NH Route 10 – CA Dorsett stated that there was a discussion on these safety concerns in 2017 with the DOT. Supt. Oakes has been providing him with emails from those discussions. He stated that he has set up a meeting with the DOT and Bill Lambert. He will be coming on site April 27th to do a walk through to explore possible options. Commissioner Ahern stated that he would like to attend that meeting.

CA Dorsett stated that he is looking at the Wages in Lieu of Health Insurance with HR Director Clough.

CA Dorsett stated that he attended the Strategic Planning Committee meeting and discussed details from that meeting with the Commissioners.

Commissioner Piper asked if everyone had a chance to read the minutes from their March 16th meeting. Commissioner Piper had a few edits.

MOTION: Commissioner Lauer moved to approve the March 16th minutes as amended. Commissioner Ahern seconded the motion and all were in favor.

Commissioner Piper asked if everyone had a chance to read the minutes from the March 11th and 18th budget meetings.

MOTION: Commissioner Lauer moved to approve the minutes from the March 11th and March 18th budget meetings. Commissioner Ahern seconded the motion and all were in favor.

The Commissioners signed check registers 1189-1194, 44, 45.

Commissioner Issues:

Commissioner Lauer stated that on the 16th she attended the UNH Advisory Committee meeting. Sue Cagle gave a review of what she has been up to; they have created webinars to help with small businesses, working with three towns on resilience planning activities. There will be one in the Plymouth Area, Littleton Area and Mascoma area. They are in the very preliminary stages. She stated that she also attended the State County Finance Committee meeting and discussed those details with the Commissioners as well.

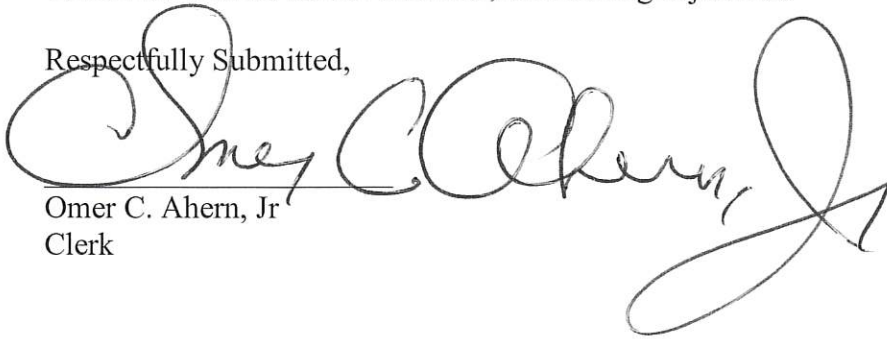
Commissioner Ahern stated that he had his Just Omer TV show last Wednesday. They have now asked him to do it twice a week. This week he will be doing it on Friday. He stated that he had a tour of the farm Friday afternoon and watched the milking operation. He noted that Grafton County Farm has been blessed to have a good neighbor in Howard Hatch and the equipment he has allowed the County to use. He also noted that he saw the new potato digger.

Commissioner Lauer stated that they will need to look at and revise the County policy on travel quarantine guidelines as the state has updated theirs.

Commissioner Piper stated that the NACo Legislative Conference is taking place all month. She plans to attend this week

11:10 AM with no further business, the meeting adjourned.

Respectfully Submitted,

A large, stylized handwritten signature in black ink, appearing to read "Omer C. Ahern, Jr.", written over a horizontal line.

Omer C. Ahern, Jr
Clerk