

GRAFTON COUNTY COMMISSIONERS' MEETING  
3855 Dartmouth College Hwy  
North Haverhill, NH 03774  
September 6, 2016

PRESENT: Commissioners Cryans, Richards and Lauer, CA Libby and Admin Assistant S. Norcross.

OTHERS PRESENT: ITM Ruggles, HR Director Clough, NHA Labore

Commissioner Cryans called the meeting to order at 9:05am and began with the Pledge of Allegiance.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology  
Monthly Summary Report  
September 6, 2016

AO – Attorneys' Office

- Added permissions for user to access to other Victim Witness sent box.
- Updated file sharing software.
- Cleaned up old profiles and updated desktop system to be re purposed for other user.
- Oriented with employee with using a laptop with docking station, and toggling between wired/wireless.
- Setup and deployed new laptop and docking station for on of the attorney's.
- Fix issue with 3 phone extensions at the Attorneys office. Had to re-direct the extension numbers in the VoIP management software with the associated "ID" numbers.
- One of the Attorney's was off site and could not play an audio CD through the default media program. I changed the default program to run audio files.
- Setup another mapped network drive to allow attorney to access needed folders and files.
- Trained user on accessing the AO Contacts folder.
- Assisted a couple employees with sharing mailboxes, as one attorney is resigning and needs her emails moved.

AS – Alternative Sentencing

- Office staff received all new iPhones. Configured and setup access to County Email.
- Configured and setup Chromebooks for client's to use the LifeSize Video Conferencing software. Reviewed with AS staff and completed training.
- Performed disk cleanup and maintenance on a couple of the AS employees laptops.
- Reset 2 users' phones to default extensions.
- Employee called and reported that a video call she made with a client had no sound, but video was fine. The client accidentally chose for the smart phone he was using to "Deny" to use the microphone. Tried again the following day, and all was fine.

- Installed an updated the LifeSize video conferencing software on a couple of the laptops.
- Employee could not access his company-issued cell phone voice mail from his office. I suggested he should manually dial his number with “1” as it was a long distance call.
- Assisted Director in getting connected to a previously created meeting room in Lifesize, while in the Circuit Courtroom.
- Assisted staff with fixing email issue on a Cell Phone.
- Created profile desktop for user while other member of AS was on family leave.

#### CE – UNH Cooperative Extension

- Employee reported that a message got stuck in their Dept. reset voicemail box, issue resolved.
- Ran cable for new Wireless Access Points to be mounted and terminated the ends. Setup, configured new Wireless AP, and confirmed signal is broadcasting properly in the CE Meeting room.

#### CO – Commissioners Office

- Assisted employee with a scanner issue. The software ware was hanging and not letting her desktop scanner to scan to folder.
- Setup and configured new Virtual Server, worked with Vendor and deployed new version of Time Clocks Plus Software V7.1

#### DoC – Department of Corrections\Community Corrections

- Deleted and disabled 5 employee computer and email accounts.
- Completed training for training officer on how to download training videos.
- Resolved booting and performance issues on system used by outside PD to intake people.
- Resolved issue with Anti-Virus software on Medical directors laptop, completed updates and maintenance.
- Resolved issue with Document not opening. Word processing software needed to be repaired.
- Replaced hard drive in laptop and re-installed OS and applications.
- Spec-ed out what is needed for a station to be on a cart in one of the classrooms.
- Setup and deployed new laptop and docking station for Corporal.
- Captain reported that one of the camera DVR's was only retaining video for less than a month, contacted Vendor tech support, updated firmware and reconfigured Camera to record only on motion detection.
- Created new firewall rules for kitchen laptop to open and connect to food vendor's database. Created DHCP Reservation for laptop.
- Resolved issue with speakers giving too much feedback that are connected to a staff PC in a classroom.
- Set up new Wireless Access Point in the Admin wing. Ran the cable up the wall, and configured the necessary ports on the PoE switch. Thank you to Rick in Maintenance for assisting with mounting unit on ceiling.
- Setup the desktop printer in the kitchen to connect through wireless.

HR – Human Resources

- Setup mailing group for users that do not have a Grafton email account.

HS – Human Services

- Employee reported that the smart TV in the workout room seemed to not perform normally on the wireless signal. After investigating, it seemed to be an issue with the App, as it was connected to the wifi network.

FA – Farm

- Installed software update for Dairy Herd Management Software.

IT – Department of Information Technology

- Deployed update for browsers.
- Downloaded updates of application updates into server to be deployed to campus systems.
- Daily backups of users' documents from NAS to be stored offline to have in case of ransomware attack.
- Resolved update issue on two servers.
- Updated distribution package for system's update application.
- Created installer to distribute training links for new web application. Link for Web application (Production). Installer also removes older versions of the links, and web browser link.
- Attended JLCM.
- Updated OS and applications on all Network Attached Storage devices.
- Installed new software update on Email Server.
- Setup, configured and installed 2 new Voice Mail servers to add additional fault tolerance and failover for phone and voice mail system. Retired existing Voice Mail Server due to age.
- Installed all monthly security updates to all PC, Laptop and Server systems.
- Updated configuration of the IP Phones across Campus, needed to re power all phone switches, resolved issues with a few phones at the Courthouse and DoC not automatically logging back on.
- Assisted technician with resolving issue with Backup schedule on Email Server.
- Assisted County Administrator with review of past emails.

MT – Maintenance

- Replaced printer in Superintendent's Office.

RD – Registrar of Deeds

- Assisted user on update to check scanner software.

NH – Nursing Home

- Replaced Drum in printer
- Updated OS on laptop for HIM director.
- Updated OS on Laptop for new unit manager.
- Completed training with Unit managers on laptop use.
- Completed computer orientation and training with new MDS director.
- Changed Resolution on Laptop for Unit Manager. Display of LTC app was too small
- Installed and configured access to Labs from hospital for HIM staff.
- Emailed request for MDS director to have credentials for access to rehab companies website.
- Worked with NH nursing staff to get doctor's orders out to the pharmacy through email. The pharmacy had technical issues receiving faxes.
- Did training with the volunteer coordinator on using program to manage resident photos.
- Resolved document issue for in service director. Director had recovered documents that did not display or print correctly.
- Resolved issue with Lab software not printing to correct label printer on two workstation.
- Resolved printing issue for RN from wireless laptop.
- Resolved issue with document writer application not opening.
- Resolved connectivity issue with network on Maple COW.
- Recovered copies of deleted documents for restorative.
- Reset passwords for several users that forgot windows passwords.
- Moved submission files from MDS directors system to CFO s desktop to be submitted.
- Replaced Battery backup for Activities director.
- Worked with Activities director on project to remove old photos from Net Work Storage to USB drive to be used as archive.
- AHT update.
- Deployed icons that provided access to web app for resident care.
- Deployed icons that provided access to web app for resident care Training.
- Deployed icons that provided access to emergency drug care kit list.
- Created new Training Database for AHT for new LNAs to use
- Updated Document Processing Suite.
- Set Permissions for HIM staff to folders per request of CFO.
- Gave Information to NH supply staff to order replacement drum for ADN's printer.
- Setup Laptops for use by state surveyors.
- Employee reported her label printer was not printing at all. I noticed that the AC adapter was unplugged from the power cord and plugged it back in.
- Installed software and drivers for a wireless display receiver and transmitter.
- Employee in PT reported that many of the department's files were missing from their network share. I found them in the NAS device's Recycle Bin and they were restored.

#### SO – Sheriff's Office\Dispatch

- Did training with new dispatcher.
- Did maintenance on system used for paging and monitoring email from sheriff department website.

- Recovered a copy of deleted or moved documents
- Helped NHCFO locate and submit a government required financial file.
- Setup account per request of SO director for Temp Dispatchers.
- Office employee reported an issue with printer not responding when sending print jobs. I requested the user to try a reboot first, which resolved the issue.
- Ordered four new phones for Dispatch and the EOC setup and configured four new phone extensions to make them active.
- After Windows Updates were installed, an employee and I decided the best time to get all remote Users to log off of the Terminal Server, to perform the reboots.
- Replaced Wireless Access Point at the EOC, older unit expired.

HR Director Clough arrived and gave the following report:

Grafton County Human Resources Report  
 Karen Clough, Human Resources Director  
 September 6, 2016

**HR Activity Report (8/02/16-9/02/2016)**

- ***New Hires***

<u>Department</u>	<u>#</u>	<u>Position(s)</u>
Nursing Home	7 (1 FT, 6 PT/PD)	2 LNAs, 5 Dietary Aides
DOC	2 (2 PT)	2 CO's

- ***Separations***

<u>Departments</u>	<u>#</u>	
Nursing Home	8 (3 Ft, 5 PT/Per Diem)	4 LNA's, 1 Housekeeper, 1 Cook, 1 Dietary Aide
Dispatch	1 (FT)	Dispatcher
Corrections	2 (1FT, 1 PT)	Correctional Officers
County Atty's	1 (FT)	Asst. County Atty.

***Reasons:***

- 1 Unable to meet Per Diem requirements
- 2 Terminated during Probationary Period
- 3 Resignation - moving away
  - 1 Resignation – school
  - 1 Resignation for employment closer to home
  - 1 Resignation – another employer (change in career)
- 2 Resignation – No reason given
- 1 Deceased

- ***Leave of Absences as of September 6, 2016***

<u>Department</u>	<u>#</u>	
Nursing Home – Nursing	13	(10 are intermittent, 10 for self, 3 for family)
Nursing Home – Non-Nursing	5	(4 are intermittent, 1 for self, 4 for family)

Non-Nursing Home 4 (2 for self, 2 family/maternity/paternity)  
 TOTAL: 22

• ***Current Openings (as of September 6, 2016)***

<u>Positions</u>	<u>Department</u>
RN/LPN (4.15 FTE)	Nursing Home
MNA (3.8 FTE)	Nursing Home
LNA (9.65 FTE's)	Nursing Home (up from 6.65 last month)
Dietary Aide	Nursing Home – PT/PD, ongoing posting
Correction Officers	Corrections – PT/PD, ongoing posting
Housekeeper	Nursing Home
Dispatcher	Sheriff's Department

**Scheduled to orient September 6**

LNA (1 FT/ 1 PT)

**OTHER:**

Employee Handbook has been updated on web site and distributed to employees  
 Working on various projects (ACA, Dept. Head Handbook

\*9:40 AM - Commissioner Richards moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a). Commissioner Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans “yes”; Commissioner Richards “yes”; Commissioner Lauer “yes” Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

\*10:03 AM Commissioner Cryans declared the meeting back in public session.

Commissioner Richards moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

NHA Labore arrived and gave the following report:

Census:

Medicare: 7  
 Medicaid: 84  
 Private: 34  
 Total: 125

Year-to-Date Numbers:

Admissions (YTD) 60  
 Discharges (YTD) 15  
 Deaths (YTD) 40

Survey Update – NHA Labore noted that he wanted to give huge kudos to staff at the nursing home. He stated that the building went through a lot of change with the new Director of Nursing and system changes. The feedback from surveyors was very positive and there were only two (2) small items that were noted. The feedback from residents was that they felt very respected by the staff and love being at Grafton County Nursing Home.

Fireworks Show – NHA Labore stated that they will be holding their fireworks show Friday September 23<sup>rd</sup> at 7:30 at the access road across the street.

NHA Labore stated that the Cottage Hospital Ray of Hope Open House will be held September 22<sup>nd</sup> 5:00pm – 7:00pm and they will officially open on October 1<sup>st</sup>.

The Horse Meadow Senior Center Celebration will be held September 14<sup>th</sup> at 6pm.

NHA Labore stated that the nursing home's Alzheimer's Walk will be held this Saturday from 9am – 11am and they will have a bake sale as well.

DHMC Imagine Care – NHA Labore stated that they are all moving forward. He and HSA Bishop are reviewing an agreement with Imagine care and they will be meeting tomorrow with a couple of providers from Dartmouth.

Commissioner Cryans asked if everyone had a chance to read the minutes from August 30<sup>th</sup>.

Commissioner Lauer moved to approve the minutes of August 30<sup>th</sup>. Commissioner Richards seconded the motion and all were in favor.

The Commissioners signed check registers 13-16; 1031; 1035-1038.

CA Libby submitted the MS1 Form for Livermore which is a Summary Inventory of Valuation for all three (3) Commissioners to sign.

CA Libby submitted the Grafton County DoC Superior Court Report for the month of August for the Commissioners to review.

CA Libby submitted CDBG Close-out Forms: MicroCredit 2015 for Commissioner Cryans to sign.

The Commissioners opened bids for the sale of one (1) 2007 Crown Victoria Police Cruiser. Three (3) bids were received and were as follows:

Bay Ridge Motors – \$ 205.00  
S.G Tri State Auto Brokers -\$713.00  
Fredrick Cooley - \$ 1,456.00

Commissioner Richards moved to accept Fredrick Cooley's bid of \$1,456.00.

Commissioner Lauer seconded the motion and all were in favor.

CA Libby stated last Thursday she had the conference calls for the ratings for the refunding of the jail bonds. She stated that the calls went well and both agencies said they think we will maintain our Aa3 rating despite our last two (2) years of financial outcomes. Both interviewers felt that the County had taken important steps to mitigate the reduction in reserves and that things were stabilized moving forward. She stated that she will get the ratings from Moody this Thursday and from S & P next Wednesday the 14<sup>th</sup>.

Commissioner Richards asked if the three (3) Commissioners should collectively write a letter to Commissioner Lauer's opponent pointing out his inaccurate facts in his letter to the editor. It was decided that would not be done at this time.

Commissioner Richards stated that she was sorry to hear that J. Sprague was leaving UNH Cooperative Extension and sent her best wishes to her in her future endeavors.

\* 10:49 AM - Commissioner Richards 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 Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans "yes"; Commissioner Richards "yes"; Commissioner Lauer "yes" Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

\* 12:03 PM Commissioner Cryans declared the meeting back in public session.

Commissioner Lauer moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

12:07 PM With no further business the meeting adjourned.

Respectfully Submitted,

---

Linda D. Lauer, Clerk