

Carroll County Commissioners Meeting
September 27, 2017
8:30 am

Present: Commissioners Amanda Bevard, David Babson, Mark Hounsell and County Administrator Ken Robichaud.

Others Present: Jason Henry, Chris Delisle, Dean Perry, Michaela Andruzzi, Bob Murray, Howie Chandler, John Ruckenbrod

Commissioner Bevard called the meeting to order at 8:30 am/ Pledge of Allegiance

Commissioner Hounsell motioned to approve the minutes of September 20, 2017 seconded by Commissioner Babson: all in favor: so voted

Public Input – None

Ken introduced the NHAC Award Winners

Ken Robichaud	County Administrator of The Year
Jason Henry	HOC Supervisor of The Year
Chris Delisle	Nursing Home Employee of The Year
Michaela Andruzzi	County Attorney of The Year
Dean Perry	Corrections Officer of The Year

Commissioner Hounsell discussed RSA 28:2 Role of Clerk

28:2 Clerk. – The clerk shall compose, or be responsible for the composition of, and keep a record of, the proceedings of the commissioners, the claims allowed by them, the annual report of the county treasurer and the proceedings of the county convention, and shall keep on file, in a secure location, all original papers, claims and accounts acted upon by the board.

Source. 1855, 1659:37. GS 24:1. GL 25:1. PS 27:1. PL 38:2. RL 47:2. 2014, 25:1, eff. July 22, 2014.

There was discussion about the feasibility study for assisted living. Howie Chandler read the following letter:

✓ Posted

Good Morning ----

I would like to share with you my concerns over the Delegation's vote yesterday to table consideration of a feasibility study of the County's Assisted Living needs.

On August 21, 2017 the Delegation met and heard the recommendation of the Commissioners to conduct an Assisted Living Feasibility Study and to be funded with \$10,000 from the 2017 Mountain View Community Budget. This would require a line item transfer with no supplemental appropriation required.

At this Meeting the Delegation heard not only from Commissioners and Staff but from many members of the greater community who voiced their support of the need for the creation of Affordable Assisted Living in Carroll County.

At this meeting the only opposition that was expressed was from Representative McCarthy who noted that he did not feel that providing Assisted Living facilities was a function of government.

No question was raised or concern noted about whether a feasibility study should be paid for from transfers within the 2017 budget, a supplemental appropriation or deferred until 2018.

Chairman Representative McConkey asked the MVC Subcommittee to meet and consider the proposal and then report their recommendation to the delegation at the next meeting.

The Mountain View Legislative Delegation Sub-Committee met on September 15, 2017 to consider the proposal in greater detail. All Members were present. After listening to overviews provided by County Administrator Ken Robichaud and myself along with the personal story from a Conway Resident who attended --- a full discussion was held which resulted in the following Motion:

It was Moved and Seconded that the Delegation Sub-Committee recommend to the Delegation that \$10,000 be transferred within existing Mountain View Community accounts to fund a Feasibility Study that would as a minimum:

1. Review all Demographic assumptions and predictions.
2. Evaluate the potential of a Public/Private Partnership to meet the need.
3. To evaluate the financial feasibility of targeting a payor mix that is 50% Medicaid
4. To evaluate the potential impact of any initiative considered on Carroll County Taxpayers.

The Motion Passed with 4 in Favor and 1 Opposed.

At yesterday's meeting apart from Sub-Committee Chairman Representative Nelson reading the recommendation of the Sub-Committee – there was no opportunity for the Commissioners to speak, no opportunity for Staff to speak and no discussion among Delegation Members relative to either the merits of the recommendation or of the decision to post-pone consideration until mid-year 2018.

With no offense to the County Farm ---- it makes little sense to me that an extensive discussion on the price of hay was conducted and no discussion was held on the future needs of Elders.

I do not pretend to be a parliamentarian but it is my understanding that a motion to table can only be made after a main motion has been made and seconded. I do not recall that a main motion had been made yesterday. A motion to postpone action (instead of to table) might have been more appropriate. I defer to you and whatever rules of order that you agree to as Legislators to determine if the action taken was appropriate or whether it is subject to review.

The Elders of Carroll County are depending on you to at the very least to explore what can be done to provide need supportive services in Carroll County. This is what a feasibility study would do.

Perhaps a delay of 6 months does not seem like a long time to some ----- but to those Elders in the greatest need (85+) it is a huge difference. For some it will be the difference between aging with dignity as opposed to struggling to maintain a minimal existence. I cannot emphasize enough that time is of the essence.

I would encourage you by whatever means possible to look for reconsideration as soon as possible. The Feasibility Study would be paid for with 2017 funds without the need to wait until May 2018.

I do not know what the results of a Feasibility Study will be ---- but I do know that without it -- the process does not move forward.

I very much appreciate that at the Sub-Committee level that you are not only willing to listen to Staff and Visitors --- but that you also openly discuss issues.

Howie

Howard Chandler
Administrator
Mountain View Community
Office: 297-4417
Cell: 630-7566
chandler@mtnviewnh.org

Bob Murray – Ozone System

Bob presented the commissioners with a quote from Daniels Equipment Company, Inc in the amount of \$ 16,000 for the ozone system at the annex.

Commissioner Hounsell motioned for the purpose of purchasing the ozone system to suspend all rules & policies pertaining to going out for bid seconded by Commissioner Babson: all in favor.

The reason for not getting competitive bids: This exact system was installed in the HOC by Daniels Equipment Company, Inc 3-4 months ago and is working well.

Commissioner Hounsell motioned to accept the quote from Daniels Equipment Company, Inc and enter into an agreement for Aquawing Ozone Injection System, model AF-2 amount not to exceed \$16,000 seconded by Commissioner Babson: all in favor

Howie presented the following chart of outstanding accounts receivables for the commissioners review:

OUTSTANDING A/R

July - Dec 2015 0- 184 Days			
Billed	Collected	Percentage	Outstanding
4,331,152.23	4,320,735.87	99.76%	10,416.36

July 2014 - June 2015 185- 365			
Billed	Collected	Percentage	
8,389,439.25	8,321,332.38	99.19%	68,106.87
12,720,591.48	12,642,068.25	99.38%	

Jan - Dec 2016				
	Billed	Collected	Percentage	
Jan	735,555.46	726,979.32	98.83%	8,576.14
Feb	678,898.34	668,816.28	98.51%	10,082.06
March	756,614.63	750,233.21	99.16%	6,381.42
April	702,493.90	699,521.84	99.58%	2,972.06
May	735,458.50	730,282.50	99.30%	5,176.00
June	726,879.82	716,556.59	98.58%	10,323.23
July	762,550.63	754,174.17	98.90%	8,376.46
August	762,550.63	749,905.14	98.34%	12,645.49
September	748,372.17	745,529.99	99.62%	2,842.18
October	754,274.00	752,279.63	99.74%	1,994.37
November	741,234.67	738,373.23	99.61%	2,861.44
December	780,049.21	759,140.73	97.32%	20,908.48
	8,884,931.96	8,791,792.63	98.95%	93,139.33

Jan - Dec 2017				
	Billed	Collected	Percentage	
Jan	814,566.37	780,252.84	95.79%	34,313.53
Feb	716,253.21	692,197.95	96.64%	24,055.26
March	814,856.33	780,529.82	95.79%	34,326.51

April	782,764.25	747,026.32	95.43%	35,737.93
May	779,048.71	720,497.86	92.48%	58,550.85
June	742,701.78	694,483.12	93.51%	48,218.66
July	763,710.65	631,744.42	82.72%	131,966.23
August				
September				
October				
November				
December				
	5,413,901.30	5,046,732.33	93.22%	367,168.97

Ken presented the commissioners with the following Performance Update:

Items Addressed in Relation to September 22, 2014 Performance Audit

HR/Staff Advocate Section Each Building has its own HR/SA representative working collaborator

Section	Identified	Priority	Responsible & Status	Cost
2.1	The Human Resources Department should continue with the standardization of all files. It should also develop a list of appropriate and inappropriate documentation for all personnel files, and should maintain separate files for each. The Department should also establish formal protocols for access to each of the file types.	Medium	<p><u>HR / Staff Advocate</u></p> <p>This section of the project is ongoing. Access to files is established in the Personnel Reference Guide and is communicated to each employee upon hire/promotion. All documents are reviewed by HR Rep. with communication to supervisors if there are concerns with documents requested to be placed in employee file. Separate files are kept for medical and internal investigations as required.</p>	n/a
2.2	Once all files currently in the Human Resources Department conform to the same set of standards, the County should centralize all employee personnel files in the Human Resources Department.	Medium	<p><u>HR/SA</u></p> <p>Since all buildings have their own HR/Staff Advocate, employee files have been moved to each building for follow-up and discipline, as well as employee tracking.</p>	n/a

2.3	Human Resources should formally review each job description to ensure compliance with federal requirements including ADA legislation, and to ensure that job requirements (such as education and experience) are consistently applied.	Medium	<p><u>HR/SA</u></p> <p>Job descriptions are updated when any changes are made. Any time there is a reclassification or change, physical components are added as well and any revised KSA's. This is an ongoing process as it is extremely time consuming in order to be done correctly. The process of having physical requirements clearly separately identified in job descriptions has been the focus which includes the ADA wording and components. This process also assists greatly in the Workers' compensation claims area of providing Temporary Alternative Duty for our employees.</p> <p>As we move forward, the positions will also have to be monitored to ensure compliance with the proposed FLSA exemption status.</p>	n/a
2.3	The County should adopt a policy of routine review and updating of job descriptions to ensure review of each description every three to five years.	Medium	<p><u>HR/SA</u></p> <p>As stated above, JD's are reviewed upon request for changes/reclassifications as well as an ongoing necessity throughout the year as responsibilities change and cross-training emerges as an imperative process in departments.</p>	n/a
2.4	The County should develop a formal classification and compensation plan for its non-union employees. This plan should ensure both internal and external equity, and should ideally be performed by an outside vendor in order to eliminate any perception of bias in the process. The cost of a classification and compensation plan can vary depending upon the firm used, however it is estimated that such a plan for Carroll County would cost approximately \$15,000.	High	<p>County Commission</p> <p>in Budget for 2015 and cut by Delegation.</p>	\$15,000

2.5	The Human Resources Department should begin conducting exit interviews of employees voluntarily leaving County employment.	Low	<u>HR/SA</u> Exit interviews have not been routinely done in the past, as communication of emp. leaving was slow. Now that each building has its own dedicated HR staff, they will be conducted at each departure.	n/a
2.5	An annual report should be provided to the County Commissioners outlining findings from the exit interviews.	Low	<u>HR/SA</u> Continued communication is provided throughout the year to the County Administrator. An annual report could be done however continuous communication is more effective and efficient. The ability to be more proactive than reactive is a much better approach. Exit interviews only provide information once they are gone. Stay Interviews, hopefully with training and in time, will be the tool utilized to determine what we can do better to engage our employees and retain them instead of finding out after the fact.....	n/a
2.6	The Human Resources Director should begin the development of policies and procedures that cover all pertinent details of County employment and policy. This effort should be completed within 12 to 18 months.	High	<u>HR/SA</u> The HR staff in each building is responsible in developing On-Boarding/Hiring processes for their respective departments which will assist in hiring employees that understand County employment and the Mission, Vision and Goals of the County.	n/a

2.7	The County should purchase and implement a Human Resources Information System to facilitate planning and analysis of personnel-related information, as well as to allow for on-line submittal of applications and resumes.	Medium	<p>County Commission / HR/SA</p> <p>IN 2016 Budget and cut by Delegation.</p> <p>This would have allowed for many of the recommendations of the audit to be streamlined and more efficient for HR and the processes promoted throughout the county.</p>	\$25,000
2.8	Enhance the new employee orientation session to include a broader description of the employee's role as a County employee, in addition to his or her role within their specific department.	Low	<p>HR has begun implementing an improved version of the hiring session by providing more information to new employees in each specific dept. by building Staff Advocate.</p>	n/a
2.9	The County should develop and implement core training courses for all employees, and should also develop a required training curriculum for all supervisors	Medium	<p><u>HR/SA</u></p> <p>The required training for all supervisors will be developed and defined with assistance from CA and Department Heads in 2018 and Supervisors are provided core training for their department which is the responsibility of the facility administrator of said department.</p> <p>Supervisors are sent to Primex for 3 day Supervisor training.</p> <p>Training requirements for all employees will be outlined in the On-Boarding/Hiring process and become the responsibility of the administrator of individual departments to ensure the completeness and documentation of trainings.</p>	n/a

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2.10	The project team recommends that the County continue in its employee and supervisor performance evaluation program implementation. However, there are certain refinements that the County should consider during this implementation phase.	Medium	<u>HR/SA</u> Since the Audit, an evaluation program was introduced and implemented in 2017.	n/a
2.11	Develop and implement a standard policy and procedure on hiring practices.	High	<u>County Commission / County Administrator</u> Have implemented a hiring policy in 2017	n/a
2.12	Carroll County should implement a formal training policy outlining the annual training requirements for various positions.	Medium	<u>HR/SA</u> 2.9 include formal training information to be further developed on-going with a future date to review.	n/a
2.12	Carroll County should implement a standard and formalized supervisory training program for all supervisors that includes a core set of classes, and is supplemented annually with topical items.	High	<u>HR/SA</u> See 2.9 Facility Administrators include in their budgets necessary requests for supervisory training. Formalized Supervisory training, dependent upon requirements of each department, can be costly which in turn depends on the approved budgets in each department. Individual departments may require specific CEU's or other requirements governed by law. Such trainings are closely monitored by the Administrator and training coordinator within that department and HR rep. when requested/required.	n/a

Commissioner Hounsell motioned to authorize Ken to forward the Performance Audit update to the Chairman of the delegation seconded by Commissioner Babson: all in favor. So voted

Josh Robinson & Casey Rollins Checkmate

Josh and Casey gave a presentation of Checkmate's payroll services

Commissioner Hounsell motioned whereas the payroll service the county has been using has been strained we are resolved to have Ken present a solution next week seconded by Commissioner Babson: motion passed 2-0 on a roll call vote Commissioner Hounsell "Aye", Commissioner Babson "Aye", Commissioner Bevard "Nay"

Hales Location

Commissioner Hounsell motioned to sign check #2134 to Cummerford Nieder Perkins, LLC in the amount of \$420.00 seconded by Commissioner Babson: all in favor. So voted

Commissioner Hounsell motioned to sign check # 2135 to Kathleen Golding in the amount of \$1,333.33 seconded by Commissioner Babson: all in favor. So voted

Commissioner Babson motioned to sign check # 2136 to Kathleen Golding in the amount of \$59.99 seconded by Commissioner Bevard: all in favor. So voted

Commissioner Babson motioned to sign check # 2137 to MelansonHeath in the amount of \$500.00 seconded by Commissioner Hounsell: all in favor. So voted

Commissioner Hounsell motioned to sign check # 2139 to Fairpoint Communications in the amount of \$152.60 seconded by Commissioner Babson: all in favor. So voted

Check # 2138 to North Conway Water Precinct will not be signed until the commissioners review the contract.

Administrator Updates

Ken received a response from the letter sent to the governor about the Granite Hammer grant. Governor Sununu's representative & Assistant Commissioner Quinn will be attending the October 18, 2017 at 9:30 am to discuss the letter.

Commissioner Updates

Commissioner Bevard reported that the County Lands Committee met last week , about 20 people attended and there was a lot of good input.

Commissioner Hounsell reported he has attended the Right to Know Committee meetings and they are going well.

Commissioner Babson asked how the switch over to fiber optic went. Ken informed him that it went well and internet is much faster now. There was also a discussion on hay sales.

There was discussion about the how to handle the commissioners mail coming into the Finance Office.


Commissioner Hounsell motioned that all incoming mail addressed to the BOC or individual commissioners shall be opened by the County Administrator or his designee and be decimated in the proper manor seconded by Commissioner Babson: all in favor. So voted


Public Input – None

Commissioner Babson motioned to go into non-public session 1 Under RSA 91-A:3 Paragraph II (c) Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the body or agency itself. Seconded by Commissioner Hounsell: motion passed on a roll call vote Commissioner Hounsell "Aye", Commissioner Babson "Aye", Commissioner Bevard "Aye"

Commissioner Babson motioned to adjourn seconded by Commissioner Bevard: all in favor. So voted

Minutes Approved on 10/4/2017


Amanda Bevard, Chairman


David Babson, Vice Chair


Mark Hounsell, Clerk

