

Coös County Commissioners  
Regular Meeting  
North Country Resource Center - Lancaster, NH  
April 11, 2018

Present: Commissioners Tom Brady, Paul Grenier and Rick Samson; County Administrator Jennifer Fish; Superintendent Ben Champagne; Nursing Home Administrator Louise Belanger, Nursing Hospital Administrator Laura Mills; Director of Finance Carrie Klebe; Administrative Assistant Linda Harris; Sheriff Brian Valerino; Captain Keith Roberge; Human Resources Coordinator Julie Brunault; Rick Martin, The Glen House; and a member of the press.

1. Commissioner Brady opened the Commissioners' meeting at 9:00 a.m. and welcomed everyone to the meeting. Superintendent Champagne led the Pledge of Allegiance.
2. Approval of the Agenda: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the agenda, as presented. All approved 3-0.
3. Approval of the Minutes of the March 14, 2018, regular meeting, as presented: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the minutes of the March 14, 2018, regular meeting, as presented. All approved 3-0.
4. Approval of Payrolls and Disbursements: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the Payrolls and Disbursements for the month of March and to authorize the Treasurer, during the month of April, to meet all payroll obligations and pay all other obligations due during the month. All approved 3-0.
5. Correspondence: County Administrator Jennifer Fish reported on items received:
  - A letter was received from Howie Wemyss, The Glen House, requesting authorization from the Board to obtain an on-premise liquor license. The letter also requested authorization for the use of entertainment at the establishment in accordance to the operations of the hotel's restaurant, lounge and function space. A letter from the Commissioners, as Selectmen of Green's Grant, must accompany the application. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to submit a letter indicating that the Board of Commissioners support the application for an on-premise liquor license and authorization for the use of entertainment at the establishment. The letter will be signed by the County Administrator on behalf of the Board. All approved 3-0.

Commissioner Grenier also noted that a letter would be required from the Sheriff's Department on behalf of the law enforcement for Green's Grant.

- Notification was received from FEMA in regards to the application submitted for the riverbank damage in Wentworth Location. After legal review, it was determined that the criteria does not fall under the requirements for assistance. Two options were presented: opt out within 60 days or appeal the decision. Commissioner Grenier stated that he had spoken to a Congressional Delegate about the issue. The reason for the denial was the road is owned by the US Fish & Wildlife Services. However, Coös County is responsible to maintain the safety of the residents. He suggested appealing the decision. A motion was made by Commissioner Grenier, seconded

by Commissioner Samson to file an appeal based on the legal responsibility of the road. Commissioner Samson noted his concern that Coös County/Wentworth Location will be responsible for the repairs of the riverbank and have already paid once. All approved 3-0.

- Memos were received from the New Hampshire Council on Resources and Development pertaining to two camps located on State-owned land in Wentworth Location. The NH Fish and Game Department requested that the Council review to determine if the licensing of two small camp lots within the Greenough Ponds Wildlife Management Area in Wentworth Location is in the best interest of the State. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to send a letter from the Board stating that it would be in the best interest of Wentworth Location if both camps remain in its current stature. All approved 3-0.
- Commissioner Samson reported that he had received correspondence from the Attorney General's office regarding the voting in the last election in Dixville. Two people that were not residents voted in the last election. Commissioner Grenier stated that the individuals were given a warning, a cease and desist order and cannot vote in Dixville again. Commissioner Samson suggested that the Board, as Selectmen, meet with Tom Tillotson who is the Moderator. The Secretary of State has indicated that he is willing to come up and discuss the matter further. The issues need to be resolved prior to the next elections. Commissioner Brady asked the County Administrator to set up a meeting for the next Commissioners' meeting held in West Stewartstown.

6. Hearing of the Public:

Sheriff Valerino reported that the Drug Task Force has been making headway. He plans on updating both the Board and the Delegation every six months. He also reported that at the last Chiefs' meeting a commission was created to address the wants and needs in regards to fighting the drug situation in the North Country.

Commissioner Samson asked how many deputies, full time and part time, were in the department and how many of them had weapons. Captain Roberge replied that there are 31 on the roster. Only full time deputies carry weapons with different calibers.

7. Report of the County Administrator Jennifer Fish. The written report that was submitted to the Board in advance of the meeting was as follows:

- a. The County Administrator announced that the County had received the final renewal rate of 8.10% from NH Interlocal Trust for the county's health insurance plan effective July 1, 2018 - June 30, 2019. There will be no change in benefits. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to authorize the County Administrator to sign the contract on behalf of the Board. All approved 3-0.
- b. Wage Schedules: Ms. Fish discussed ways to revamp the salary schedules so that there is one schedule for all locations. As well as some uniformity to the pay steps. She would like to establish pay grades for jobs with step increases evenly spread. She provided an example of a wage scale from Grafton County to help facilitate the discussion. Each position in Coös County is different and the spread is not uniform. It is a big project which will involve the department heads. Employee jobs will need to be analyzed and placed in groups. It will be a long process.

The Board agreed that these changes were needed. Commissioner Samson suggested that Ms. Fish contact Sullivan County and obtain their salary schedules.

- c. The Governor and Council approved the DWSRF loan agreement on March 21, 2018. As soon as the snow has melted, the archaeological assessment can be completed for the Department of Historical Preservation/Wetlands Permit.
  - d. Attorney Frizzell completed the cell tower agreement review. A copy of the agreement was emailed to the Board prior to the meeting. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to authorize the Clerk to execute the agreement between Rising Tide Towers, LLC and Coös County. All approved 3-0.
  - e. The US Congress passed and President Trump signed a spending bill that included funding for PILT and Secure Rural Schools programs.
  - f. Ms. Fish noted that Board approval was needed for the reappointments of Planning Board members John Scarinza, Mike Waddell and alternate Thomas McCue. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to reappoint Planning Board members John Scarinza, Mike Waddell and alternate Thomas McCue with terms expiring May 31, 2021. All approved 3-0. Ms. Fish noted that the reappointments will be submitted to the Delegation for final approval at the April 27 meeting.
  - g. The Coös Planning Board will meet next on April 18, 2018 at 6:00 pm in Lancaster.
8. Report of the Superintendent of Corrections Ben Champagne. The written report that was submitted to the Board in advance of the meeting was as follows:

<b>TOTAL IN FACILITY</b>	<b>29</b>
HOUSE OF CORRECTIONS	20
PRETRIAL	9
<b>NH STATE PRISON INMATES</b>	<b>2</b>
OTHER COUNTY INMATES	2
ELECTRONIC MONITORING PROGRAM	1
WORK RELEASE PROGRAM	0
FURLOUGH	0
HELD AT OTHER FACILITIES	GRAFTON DOC: 1, HOC MALE, 1 PT MALE, 3 PT FEMALE, 1 HOC FEMALE NHSP: 2 HOC MALE
HOC= HOUSE OF CORRECTIONS PT= PRETRIAL	
AVERAGE DAILY POPULATION MARCH	28
MALE DAYS SERVED IN FACILITY MARCH	858
FEMALE DAYS SERVED MARCH	85 (8 females)
FEDERAL INMATE DAYS SERVED MARCH	1 (1 Federal detainee)
TOTAL INMATES BOOKED MARCH	19
TOTAL INMATES RELEASED MARCH	23

- a. Superintendent David Berry of the Sullivan County Department of Corrections applied for a grant on behalf of the Superintendents' affiliate for the VINE program. Superintendent Berry notified the affiliate on March 16, 2018 that a two year no cost grant was awarded to all ten counties that wanted to use the program. VINE is the Victim Information Notification Everyday

program that allows victims of crimes and concerned citizens access to timely and reliable information regarding an offender's custody.

- b. The 108<sup>th</sup> NHAC Academy started on Monday April 2, 2018. Officer Jason Rella attended on Thursday April 5, 2018 as an instructor for the Ethics class.
  - c. The compactor install at the Columbia-Stewartstown Transfer Station was completed on March 21, 2018 by Atlantic Recycling.
  - d. Community Programs Corporal James Lesperance and Superintendent Champagne attended a meeting hosted by the Northeast Resource Recovery Association in Epsom, NH on March 28, 2018. This was an opportunity to obtain information on some recent developments in the recycling market. Most notably the mixed paper market has taken a plunge in value and is now an expense to get rid of it. Some adjustments have been made and trends and market changes continue to be monitored.
  - e. Superintendent Champagne provided information to the Board of Commissioners on a feasibility plan to assemble armed officers under NH RSA 30-B:25/26 based on the request at the March meeting. The Board opted to discuss the information in nonpublic do to security reasons at the May meeting.
  - f. The 2018-2021 County-Town Recycling Agreements were presented for signatures. The Board signed both copies which will be mailed to the participating towns for approval.
  - g. Superintendent Champagne requested authorization to engage in the sale of the scrap metal pile and the 2002 GMC pickup under the direction of the County Administrator. The Board authorized the request.
9. Report of the West Stewartstown Nursing Hospital Administrator Laura Mills. The written report that was submitted to the Board in advance of the meeting was as follows:
- a. Census: The census was 68. The occupancy for the month of March was 78.5% based on bed count of 85. In March there were three (3) admissions and one (1) death. Three (3) admissions were being worked on. One for this week, one for next week and another for some time in the near future.
- Of the 68 residents, twelve (12) were private pay. Eight (8) residents were Vermont Medicaid. Four (4) residents were Medicaid Pending for NH and one (1) Medicaid Pending for VT.
- Totals for 2018: Nine (9) admissions, three (3) deaths, three (3) discharges and five (5) applicants that went elsewhere. Total residents who have received services or assistance from CCNH in 2018: Eighty (84)
- b. Staffing: The nursing department has 80 hours open for RN/LPN. The RN which was hired backed out and decided to stay with her current employer after receiving a new offer from them. One (1) contract nurse and a few "temps" have been covering the open hours at this time. The Director of Nursing, Staff Development Director, MDS Coordinator, other staff nurses

and the Nursing Home Administrator have been covering some of the open hours. A second contract nurse will be needed as a 40 hour nurse will be going out on FMLA in May.

Currently there are 148 open LNA hours plus one (1) 32 hour LNA on Workers Comp. Two LNAs will be going out on maternity leave at any time. Due to the low census, the department has been working with less staff, utilizing "temps", and will only fill critical need hours until census increases.

c. Committee Reports:

- NHAC Executive Committee: Ms. Mills attended the meeting on March 9 and April 6.
- NHAC Nursing Home Affiliate: Ms. Mills attended by conference call on March 15. The next meeting was scheduled for April 12.
- Future of Health Care in the North Country- Last meeting was August 29.
- North Country Workforce Group- Ms. Mills attended the meeting on March 20.

d. HB 1816: Passed in the House, now moves to the Senate.

- e. Generator: Ms. Mills reported on the generator repairs scheduled for April 10. A disaster drill was held based on being without power and a failure of the generator. The drill went well. However, the part ordered was not the right part. The phone system was fried in the process. There were outgoing calls but no incoming calls.

As of Wednesday morning, the phone system was working but no voicemail. The Plant Manager reported that the numbers were transposed on the part. However, the cost of the correct part will be and additional \$3,200 - \$3,500. The plant manager has contacted another company to repair the generator.

- f. QAPI: Staff continues to make progress on the QAPI Plan for the new regulations.

- g. Commissioner Requested Reports: The requested reports on Employee Separations from October 1, 2016 - March 14, 2018, Forced Stay Overs, and IV Therapy were provided separately.

Commissioner Samson asked if exit interviews were conducted on all people who have left. Ms. Mills replied she had not especially with the high school kids. Commissioner Samson stated that he was not concerned with the students. He asked about the people who retired or for other reasons. Ms. Mills replied that she had not because of time and it was not a process that was set in place. Exit interviews are being conducted now. Commissioner Samson asked if a form was used and where did it come from. The HR Coordinator replied that it is the same standard form that Berlin uses which was created by the Berlin facility. Commissioner Samson stated that he had spoken with six individuals who have left employment from West Stewartstown since last November and none had exit interviews. He reiterated that exit interviews need to be done. How can issues be corrected if the problems are not known. There are serious personnel issues in West Stewartstown. He would like to establish a working environment where employees are comfortable. Employees that have left were uncomfortable in expressing the reasons why they left and current employees are afraid to speak out in fear of retaliation by supervisors. Commissioner Grenier stated that supervisors and retaliation should not be discussed in public session. Commissioner Brady noted that if the discussion continues it would

need to be in nonpublic. Commissioner Samson stated that a nonpublic is at the discretion of the Board. Commissioner Brady stated that if a topic arises during a meeting and leads to a nonpublic issue; a nonpublic session could be held.

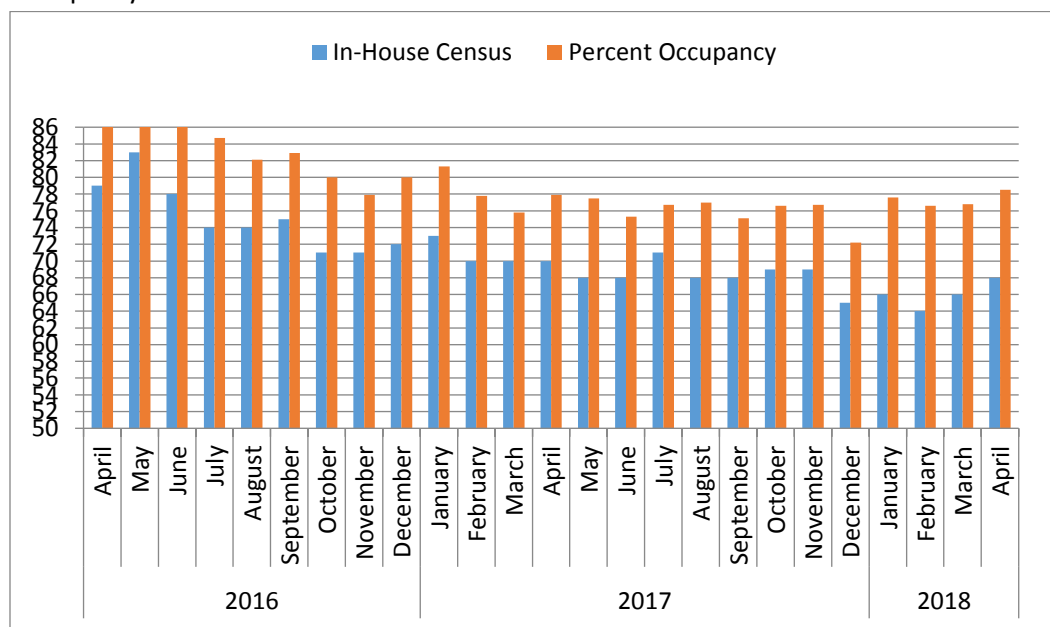
Commissioner Samson asked Ms. Mills what can be done in West Stewartstown to increase revenue and decrease costs. Ms. Mills replied that wages are a big cost. There are several staff with longevity with a lot of money to pay out. Ms. Fish noted that several years ago the sick time accrual was reduced. Coös County is the only county that allows the accrual of unlimited personal time. The Board may want to consider capping personal time. Commissioner Grenier stated this would be the perfect year to cap time for new employees. Commissioner Brady suggested that Ms. Mills return with ideas at the next meeting.

The IV Therapy report will be discussed at the May meeting.

h. Nursing Hours at the Department of Corrections:

	2016		2017	
	Minutes	Hours	Minutes	Hours
January	93	1.5		.25
February	37	0.5		.50
March		0		.25
April		1.5		
May	0	0		.10
June				1
July				0
August				0
September				0
October				0
November				0
December				0

i. Occupancy:



- j. The Dietary Director and Assistant Dietary Manager requested out of state travel to attend the Sysco Food Show in Portland, Maine on April 25. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to allow the out of state travel. All approved 3-0.

Commissioner Grenier reported that he had attended the NHAC meeting where Managed Care Phase II was discussed. The House passed HB 1816 which delays the implementation of managed care; however, the delay of implementation will create more work for nursing home administrators. Areas that are serviced by nursing homes will need to create programs to keep individuals in their homes longer. It will create a lot of time of the nursing home administrators. Previously, the Board had approved an employee from the nursing hospital to enter into the AIT (administrator in training) program with Mrs. Belanger. He suggested delaying the training until Fall. Commissioner Brady asked for Mrs. Belanger's input. Mrs. Belanger replied that based on new criteria she will be out of the office a lot and now may not be a good time. Commissioner Brady stated that the final decision was ultimately Mrs. Belanger's to make.

10. Report of the Berlin Nursing Home Administrator Louise Belanger. The written report that was submitted to the Board in advance of the meeting was as follows:

- a. Census: The current census was 95. Fourteen (14) residents were Private Pay, seven (7) residents were Medicaid pending. The average daily census for March was 93.4; there were 8 admissions, 4 deaths, and 3 discharges.

SNF: Part A: 7 residents. Part B: 20 residents.

Year to Date: average daily census 93.9; admissions 20; deaths 14 and discharged home 7.

Total residents who have received services at CCNH in 2018: 115

- b. Nursing Department: Currently there were 260 hours of open nursing (RN/LPN) positions (6.50 FTE's). The figure did not include the 5 open positions held by employees who are in the Tuition Loan Program. Six (6) agency LPNs are helping with open positions/hours, one agency LPN will be ending her contract in the next couple weeks. Two (2) RN applications for employment were received during week, this will result in the reduction of an agency nurse in the future. There are 536 hours of LNA open positions (13.40 FTE's). Two agency LNAs are helping with open positions/hours, but we are looking for more agency LNAs. These figures do not reflect employees out on an FMLA or workers Comp.
- c. MNA Course: The Nursing Home is hosting an MNA course from White Mountains Community College. The course is scheduled to be completed on June 2. There are 7 students, 6 of them are our employees.
- d. MOAB Training: "Management of Aggressive Behavior" training and certification took place on April 5. Tim Godin, of the Berlin Police Department, presented the four hour training for 25 nursing home employees. The employees were educated on the techniques and skills used to recognize, reduce, and manage anxious, aggressive and violent behaviors, with a focus on minimizing the potential for injury of all involved. This training is a result of the "intruder alert" disaster exercise held in the fall of 2017.

- e. Primex<sup>3</sup> Claims: Two liability claims were filed in March with Primex<sup>3</sup>. The first claim on March 14 was for one of the columns at the front entrance that was damaged by a plow truck. The second claim on March 19 was for a GFCI outlet near the steam oven in the dietary department. The outlet short circuited and began to melt causing a fire about 12 inches in height. The fire was immediately extinguished. However, the clean-up was extensive; SERVPRO was on site within hours. The employees did an excellent job working as a team to sanitize the entire kitchen. The incident was reported to Mike Fleming and Wendy Smigelski of the Department of Health and Human Services, as mandated in the New Hampshire Code of Administrative Rules.
- f. Point Click Care: More of the County Homes are utilizing Point Click Care. Grafton County Nursing Home's Director of Nursing and Assistant Director of Nursing visited the nursing home to train on Point Click Care software. They observed nursing management enter physician orders and also how to run various reports.
- g. Environmental Services Department: The information was provided to the Board for review. The Board will review the information and will discuss further at the May meeting.
- h. Commissioner Samson's requests: March meeting request for information is available for Commissioners to review (see attachments).
- i. Meetings/Committee Reports:  
NHAC Nursing Home Affiliate - March 15. Ms. Belanger noted that she is also on the Education Subcommittee. Education sessions for the NHAC annual conference in September was discussed and presenters have been retained. Talks continue on Medicaid managed care, how the affiliate wants to proceed and the message we want to pass on to the Department of Health and Human Services. Next meeting is scheduled for April 12 in Sullivan County.

North Country Health Care Workforce Group - March 20. Due to the incident with the GFCI outlet, Mrs. Belanger did not attend. However, the Director of Nursing attended via conference call. The next meeting is scheduled for April 20 at Weeks Medical Center in Whitefield.

On March 29, a meeting was held with a local CEO of a Health Services office. PACE (Programs for the All-inclusive Care for the Elderly) was discussed. Further meetings to be planned which will include various local healthcare providers.

The NHAC Executive Meeting was scheduled for April 6.

- j. The Survey window is open.

Commissioner Samson asked Mrs. Belanger for the total expenses and revenue for skilled nursing in 2017. Mrs. Belanger replied the expenses totaled \$302,117 and revenues \$503,644. Commissioner Samson noted that clearly skilled nursing was a good investment.

11. Report of the Director of Finance Carrie Klebe. The written report that was submitted to the Board in advance of the meeting was as follows:

- a. The 23 Unincorporated Places MS-535 Finance Report of the Budget, the MS-45 County Financial Report of the Budget, MS-46, County Proposed Budget and Estimate of Revenue, MS-

26 School Budget form for Millsfield School and MS-22 Report of Appropriations Actually Voted for Millsfield School were signed by the Commissioners.

- b. On March 30, the first draw was taken from the Tax Anticipation Note. As of 4/5/2018, the County will have drawn \$750,000 from the line of credit.
- c. The majority of the 2017 Financial Audit by Melanson Heath has been completed. The Actuary valuation is currently being worked on which is needed to complete the audit.
- d. Both Medicaid Cost Reports for each Nursing Home have been completed and submitted to the State of NH - DHHS. Work has begun with Baker Newman and Noyes to have the first Coös County Nursing Home Medicare Cost Report completed by May 31.
- e. Staff is still in process with Business Management Systems Inc (BMSI) to implement the Time and Attendance software and scheduling software. With all the end of the year work, retro pay calculations, etc. there have been some periods of time that staff was not able to work on the implementation as much as we would have liked, but it should start coming together soon.
- f. In regards to the Courthouse Lease, there has been approval from the Long Range Capital Planning and Utilization Committee on February 22. The package will be submitted to the Governor and Council for their approval expected at the April 11 meeting.

12. Report of the HR Coordinator Julie Brunault. The written report that was submitted to the Board in advance of the meeting was as follows:

HR Activity Report: 3/01/18 – 3/31/2018

a. New Hires: 3

Department:	#	Positions
Nursing Hospital	2 (1 FT, 1 PT)	1 Diet Aide 1 HSKP
Nursing Home	1 (1 PT)	1 LNA

b. Separations: 7

Department:	#	
Nursing Hospital	3 (1 FT, 2 PT)	3 Diet Aide
Nursing Home	4 (2 PT, 2 Temp)	2 LNA 1 UA 1 HSKP

c. Change in Status: 1

Department:	#	
Nursing Home	1 (PT)	1 LNA "PT" TO "TEMP"

d. Reasons for separation/Change of status:

- 2 - Other job opportunity
- 2 - unable to meet job specifications

- 2- excessive absenteeism
- 2 - relocating

FMLA/Leave of absences/ADA: 15

Nursing Hospital 3 (1 FT, 2 PT)

Nursing Home 12 (5 FT, 7 PT)

- e. On March 28, 2018, Danielle Rioux and Mrs. Brunault attended the ADA/ FMLA educational workshop at the PRIMEX building in Concord, NH. Carol Kilmister updated the group on the current regulations to the FMLA and the importance of consistent application of FMLA within an organization. David Bullock brought to light the expansion of what a qualifying disability is under the ADA.
- f. Mrs. Brunault will be at the Coös County Nursing Home on April 12 and April 19. The week of April 23 through 27, she will not be on site at the Nursing Home as she will be generating payroll and providing coverage at the West Stewartstown facility.
- g. Upcoming events: April 20, 2018, HR Affiliate meeting, Concord, NH.

Berlin Nursing Home Administrator Louise Belanger requested that the Board make a decision in regards to the stayover information provided by the HR Coordinator. Of the two options listed, option 1 which offered an additional \$5 per hour for individuals in the nursing department at the Berlin Nursing Home that were required to stayover, was the preferred choice. Commissioner Grenier asked about the cost if an additional \$5 per hour was paid. Mrs. Belanger replied \$8,300 until the end of the year. The cost was based on the March hours of 145 mandatory stayovers. The Board agreed that option 1 was the best solution for the nursing staff in Berlin only. West Stewartstown has not implemented mandatory stayovers. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve option 1. All approved 3-0.

13. Commissioners' Committee Reports: Nothing to report.

14. Other Business:

- a. Budget Transfers: There were no budget transfers.

15. Unincorporated Places:

- a. Millsfield Yield Tax Warrant: Linda Harris, Tax Collector, presented a yield tax warrant in the amount of \$4,844 for the Board's approval. The Board signed the warrant and certification report.

The next meeting will be held on Tuesday, May 8, 2018 at the Coös County Nursing Home in Berlin, NH due to the Primex<sup>3</sup> Conference being held on May 9 and May 10.

The June meeting will be held on Wednesday, June 6, 2018 at the Coös County Nursing Hospital in West Stewartstown.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to adjourn the meeting at 10:33 a.m. All approved 3-0.

Respectfully submitted,

Rick Samson, Clerk