

MINUTES
Cheshire County Commissioners Meeting
Wednesday, April 29, 2015 09:30am
Commissioners Conference Room
12 Court Street
Keene, NH 03431

PRESENT: Commissioners Stillman Rogers, Chuck Weed, and Peter Graves.

STAFF: Finance Director Trombly, Grants Manager Bansley, MNH Facilities Manager Harrison, and Assistant County Administrator (ACA) Bouchard

PUBLIC: Westmoreland Selectman Hammond

Chairman Rogers opened the meeting at 9:30AM and ACA Bouchard was recognized for the purpose of providing the Weekly Administrators operational update.

Bouchard related his meeting with MacMillin regarding a number of issues pertaining to the expansion of the parking lot at Court and Center Street, the discussions around costs to prepare full renovation alternatives for any proposed renovation of the nursing home, and an estimate regarding the renovation of the "Day Care" house.

Bouchard then told the Commissioners that the RFP's for the renovation of the front portico of the old courthouse building had been posted and distributed to approximately seven (7) companies. It is hoped that a vendor will be selected and work would begin in early June.

Bouchard then discussed that the stand-by generator transfer switch had been looked at by the electrical contractor who had provided services for the renovation of the old courthouse project. He said that the cost will likely be substantially cheaper than the first quote received from the generator company. A quote from the electrical contractor is expected by next week.

Bouchard then discussed a phone call that he had received from a former MacMillin / DEW professional engineer who has started his own firm to act as an owner's representative for construction projects. He said that the engineer was personally interested in possibly participating in the Maplewood renovation and had offered an exceptionally low fee for service to the County. Bouchard will follow-up on the offer and get more details next week.

Master Agenda Item #221: Chesterfield Wood Lot - Update - was then discussed and Forester Steve Roberge discuss the logging of part of the farm timber stand and of the woodlot known as the "Baker" lot on the Westmoreland / Chesterfield town line.

Roberge discussed the areas to be cut and provided an overview of the how the cut would proceed later this year. He outlined the procedures for creating the skid roads and landings and discussed how the logs that are removed would be tracked. He also discussed the types of wood to be logged and the sustainability of harvesting plan that has been in place since the late 1990's.

Roberge then discussed the cutting of the Baker lot in Chesterfield and the interest that an abutter has in the lot if the County is interested in selling the parcel. A discussion of how the County came to own the lot began and no one could recall how the lot came into the County's

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possession. Bouchard will research the deed and provide an overview at next week's meeting.

The Commissioners thanked Roberge for his report and then recognized Grants Manager Bansley.

Bansley discussed Master Agenda Item #203: Limited English Proficiency (LEP) Policy and Procedures and presented the final draft of the new County Language Assistance Plan and Policy (LEP) now required for all federal government grants. Bansley presented the following document for signature;

LANGUAGE ASSISTANCE PLAN AND POLICY
For Addressing Individuals with Limited English Proficiency (LEP)

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand English. LEP individuals include people in the process of learning English and may read, write, speak, or understand some English, but not sufficiently enough to communicate detailed information such as medical information, eyewitness accounts, or information elicited in an interrogation in English.

Federal law prohibits national origin discrimination and requires meaningful access to LEP persons, including inmates, in federal and federally assisted programs and activities. Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency", signed by the President on August 11, 2000, requires recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

The County performed a **four-factor analysis** to determine the frequency in which LEP individuals may need language assistance and the types of services that may need to be available.

Factor 1: The proportion and number of LEP persons within the County is very small. An estimated 595 people may require LEP services. In Cheshire County, 3.2% or 2,342 individuals (of a total population of 73,186) speak a language other than English (0.8%/585 Spanish, 1.8%/1,317 Indo-European languages, and 0.5%/366 Asian and pacific island languages). 74.6% of individuals that speak a language other than English report speaking English very well. However, 25.4% or 595 of individuals that speak a language other than English do not speak English very well. Approximately 152 individuals in the County may require LEP services to accommodate Spanish as a primary language; approximately 188 individuals in the County may require LEP services to accommodate Indo-European languages; and approximately 234 individuals in the County may require LEP services to accommodate Asian and pacific island

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languages. Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey;
<http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>.

Factor 2: The frequency of contact between limited English speaking persons and Cheshire County services is rare. This was confirmed in an informal survey of department heads conducted in winter 2015. In the recent several years, only 2 instances at the nursing home involved the need for language assistance services and both instances were resolved with the assistance of family members. The department of corrections couldn't recall a situation in recent years requiring language assistance that they couldn't provide with in-house staff. The county attorney's office had only one or two persons requiring language assistance in recent years and those individuals were served by the Language Bank, as required by the legal system in New Hampshire. The sheriff's office uses NHE-911 for the relatively few LEP persons they have encountered and it has worked well. Overall, very few LEP persons access services from Cheshire County.

Factor 3: The County considered the nature and importance of the services it provides and determined that although all services are important, with the exception of dispatch services, delay of access to its other services, such as the nursing home, county attorney's office, deeds, finance, and the county jail, would not be life threatening to limited English speaking individuals. Affording the County a reasonable amount of time to secure an interpreter or have documents translated would not render a person ineligible for services or cause a service to be inaccessible to a person struggling with English. Dispatch LEP services are provided 24/7 by NHE-911, and to date, use of this service has been effective.

Factor 4: Numerous resources are available and the resource selected is based on the service requiring access, the language spoken, and other individual circumstances. A variety of language assistance services are listed in this plan for in-person, telephone, and electronic assistance. Language identification signs are available in every department.

The policy of Cheshire County is to take reasonable steps to provide meaningful access to LEP individuals accessing public services provided by the County. The policy is to ensure that language will not prevent staff from communicating effectively with LEP persons and that limited English proficiency will not prevent people from accessing County services.

Language assistance shall include interpretation of written materials, forms, and documents. For deaf and hard of hearing persons, language assistance shall include auxiliary aids, services, and sign language interpreters as practicable. All interpreters, **translators and other aids needed to comply with this policy shall be provided without cost to the person being served.** The County will conduct a regular review of the language access needs of County residents and update this plan and policy as necessary.

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Services provided by the County that are accessed by the public, including LEP individuals, include the department of corrections (county jail), Maplewood Nursing Home, the sheriff's office, dispatch, county attorney and prosecutors, the registry of deeds, and the finance department. Language identification posters in each of these departments help individuals know that language assistance services are provided. This plan is distributed to all County employees so that they may know the procedure in case they encounter someone that requires language assistance services.

Language services will be provided through the use of qualified interpreters, translation services, technology, or telephonic interpretation services. Considering requests for language assistance at Cheshire County are very rare, a case-by-case approach shall be used to determine the most appropriate method for communicating with the LEP person based on the service they are accessing and their particular language needs.

The procedure for obtaining language assistance services at Cheshire County involves choosing the most appropriate or specified method from the list below for that individual and the situation. Use a language identification poster, available in each department, to identify the language requiring interpretation. Consult with your department head or manager in all matters pertaining to language assistance services so they may be aware of the situation and approve the method selected.

1. Bilingual staff
 - a. A list of bilingual staff employed by Cheshire County is maintained by human resources. The list includes languages spoken, contact information, and shift schedule. The staff member selected to assist shall be fluent in both English and the individual's primary language and in the terminology used by the department the individual is seeking services from.

2. Professional interpretation services by phone
 - a. Sheriff's Office, Dispatch, First Responders
 - i. NHE-911 (New Hampshire Enhanced 911 Service) is used by the County's sheriff, dispatch, and first responders. NHE-911 has a language interpretation service that can be used anytime a person with a language barrier is within hearing range of the phone. The language does not need to be known as the service can determine what language is spoken and match with the correct interpreter. Any individual from the public can dial 911 and access emergency services with language interpretation. However, Cheshire County's sheriff's office, dispatch, and first responders may reach the NHE-911 supervisor's desk by using the speed dial button that is located at each dispatcher's station at the sheriff's office.

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- b. County Attorney
 - i. The County Attorney's Office specifically uses the Language Bank, contact the office manager for staff instructions and details. 603-410-6183; <http://www.ascentria.org/languagebank> ;info@thelanguagebank.org
 - c. All Other Departments/Offices
 - i. All other departments may contact Language Line Solutions Personal Interpreter Program for language assistance services by telephone. 800-752-6096; www.languageline.com
The cost is \$3.95 per minute and requires payment by credit card, which can be obtained by contacting the finance director during normal business hours. After hours, contact the nursing home administrator, House of Corrections superintendent, or the dispatch supervisor to obtain County credit card information.
3. Professional interpretation services in-person and for the deaf and hard of hearing.
- a. Should the need arise for professional interpretation services in person, including sign language services for the deaf or hard of hearing, following is a list of possible resources that may be considered. Contact your supervisor for specific guidance on what
 - i. New Hampshire's Department of Education 2013-2014 Directory of NH Translators, 603-271-2034 or http://www.education.nh.gov/instruction/integrated/title_iii_information_translators.htm
Language Marketplace, 888-294-3032 or www.languagemarketplace.com
 - ii. Southern NH Area Health Education Center, 603-895-1514 or www.snhahcec.org
NH Directory of [Sign Language] Interpreters
http://www.education.nh.gov/career/vocational/documents/interp_guide.pdf
4. Family members
- a. In many situations a family member, friend, or other volunteer may be the easiest and quickest form of language assistance, especially in emergency situations, but use caution when providing interpretation informally through family members as they may not be able to accurately translate technical, medical, psychological, clinical, or other sensitive or complicated information.
 - b. It is a safety risk to use untrained interpreters as there is no assurance on their level of fluency in the language translated or their understanding of the information being translated. Untrained interpreters risk omissions, additions, and substitutions to words, sentences, and information communicated; they risk

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condensing or summarizing information; changing the questions or answers; answering for the person; or using jargon or slang to interpret.

- c. Under no circumstances should someone under the age of 20 be permitted to interpret.
 - d. Call for professional interpretation if there is any question about the accuracy of the information being relayed to the limited English proficient individual.
5. Google Translation
- a. In cases where interpretation is needed for only written materials, or in an effort to help identify the type of assistance needed, Google's online foreign language translation tool may be helpful and can be accessed on the Internet at <https://translate.google.com/> . This is not an appropriate tool for interpretation of vital or sensitive information.

For more information on Limited English Proficiency, Civil Rights and the Federal law, please visit <http://www.lep.gov/>.

Adopted April 22, 2015

Following a short discussion Commissioner Weed moved to adopt the LEP policy and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

Master Agenda Item #220: Updated Credit Card resolution - was then taken-up for discussion and Finance Director Trombly discussed the banks request to re-authorize the County resolution at an increased amount based on number of cards issued. The Commissioners discussed the request and Trombly responded to a number of questions concerning the use and controls on the cards and who would be issued the cards.

Following discussion Commissioner Weed moved authorize the resigning of the resolution at the increased amount and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

Master Agenda Item #223: Bid reviews for lawn mower for Facilities Department at Maplewood was then addressed. MNH Facilities Manager Harrison presented the follow chart to the Commissioners and discussed the options available for the acquisition of a new mower to replace the present 2001 mower. He pointed out that in his research of the mowers he found that the Exmark LZS749EKC604SS was significantly better built and had substantially larger wheels and tires as well as a gas tank that is 50% larger than some of the other choices. He said that the larger wheels and tires were very important because of the steep hillsides that must be mowed and that a larger, heavier mower greatly increased operator safety. Harrison said that based on the better build quality, larger wheels and tires, and larger gas tank, and added operator safety, he

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was recommending the purchase of the Exmark LZS749EKC604SS for \$9,839.00. He went on to say that the original amount approved by the delegation for the capital acquisition was \$12,500.00.

Exmark - Pinnacleview	Exmark - Gary's	Exmark - Pinnacleview	Exmark - Gary's	Kubota - Pinnacleview	Kubota - Townline
LZE742KC604	LZE742GKC60400	LZS749EKC604SS	LZE740EKC60400	Z725KH-60	Z726XKW-60
60"	60"	60"	60"	60"	60"
747cc Kohler - carb	747cc Kohler - carb	749cc Kohler - EFI	747cc Kohler - EFI	GH740V Kohler - carb	GH860V Kawasaki - carb
				25 hp	25.5 hp
10 Gauge Deck	10 Gauge Deck	10 Gauge Deck	10 Gauge Deck	8 Gauge Deck	8 Gauge Deck
UltraCut Series 4	UltraCut Series 4	UltraCut Series 4	UltraCut Series 4		
Side discharge	Side discharge	Side discharge	Side discharge		
8 Gallon	8 Gallon	12 Gallon	8 Gallon	11.6 Gallon	11.6 Gallon
Electronic fuel gauge					
Hour meter					
		Seat Isolation System			
\$8,035	\$7,400	\$9,839	\$7,900	\$7,919	\$8,505

The Commissioners questioned the use of the new mower and discussed the condition of the old mower. Harrison said that while the old mower had been repaired a number of times it was now difficult to get parts and that over the years the mower had taken quite a beating at the hands of the jail inmates who used to use the mower to maintain the lawn areas at the nursing home and around the jail.

Following discussion Commissioner Weed moved to authorize the purchase of the Exmark LZS749EKC604SS from Pinnacleview in Walpole NH for \$9,839.00 and he was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

Harrison then presented Master Agenda Item # 224: Quarterly Report - MNH Facilities. Harrison presented the following report;

MNH Facilities report to the Commissioners
Covering Q1 FY2015

Accomplishments

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- HRU-2 fan motor was replaced – failed due to phase loss in November 2014
- Temporary DA Tank was removed and lines capped off
- 2nd floor Tub room – Monadnock Flooring came in and replaced the flooring due to bubbles that developed at no charge
- CentiMark in to repair the opening in the new boiler room roof due to the new DA Tank installation to maintain the roof warranty
- New Domestic Hot Water tank, piping and pumps cut in and operating as expected, DHW temps holding +/- 5 degree's across all floors
- Met with the engineer to review the dryer / ducting project. Gave him the specs on the proposed new equipment for area layout and design. Reviewed the existing equipment and room limitations
- 3rd floor TLC tub room flooring installed, room walls repaired and repainted
- State Survey was conducted during the 1st week of February – received minor tag for smoke barrier penetrations
- Reviewed survey results with the crew and defined the smoke barrier on all nursing floors, all repairs were made and the wall ID'd above the ceiling tiles per inspector's recommendation. 3/27 inspector returned and signed off on all work.
- West Rindge Builders in to replace the door to room 316, gave me pricing on several others – Kitchen dock door, TLC day room door, door from stairwell to back patio
- Monitored roof snow loads, cleared drains and opened up pathways for water to flow
- ARC Mechanical in to add a check valve to the hot water return side of the new piping to stop a back flow situation if the pump was shut down. Also added a visual thermometer to the hot water tank
- AHU-2 had a broken fan drive shaft replaced
- Working with Pam Fortner to set up on site training at the request of the Westmoreland Fire Department
- Attended level two generator class at Powers Generator
- Attended multiple Safety, JLMC and CQI meetings this quarter

Concerns

- Multiple building cold spots during extended below zero outside air temps, working with Honeywell to alter some programming based on outside air temp which will override a set time of day schedule for boiler pressure
- Monitoring the new Honeywell hours based contract – met with John and Kim in April
- HRU-2 fan repair costs \$5,200 to hit 2015 budget, should be covered by insurance
- April \$8,490 unanticipated cost to repair / replace brick work inside boiler #1
- April approximately \$8,000 in roll over phone costs from 2014 hitting 2015 budget
- Preparing / repairing the 1st floor smoke barriers for next year's State Survey

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Budget

Account - Q1 2015	2015 Budget	March Actual	YTD Actual	Budget Balance	Percent Remain
P/R Staff MNH	\$300,500	\$26,183	\$76,167	\$224,333	74.65%
P/R Overtime MNH	\$8,500	\$737	\$2,185	\$6,315	74.29%
Outside Services MNH	\$144,899	\$4,536	\$13,005	\$131,894	91.02%
Supplies MNH	\$8,850	\$0	\$4,153	\$4,697	53.07%
Electricity MNH	\$164,040	\$12,662	\$36,095	\$127,945	78.00%
Gas/LPG MNH	\$42,364	\$2,828	\$7,701	\$34,663	81.82%
Fuel #4 MNH	\$235,894	\$30,573	\$77,632	\$158,262	67.09%
Auto Repair MNH	\$11,500	\$1,353	\$2,141	\$9,359	81.38%
Building Repair MNH	\$47,350	\$2,681	\$9,662	\$37,688	79.59%
Equipment Repair MNH	\$39,350	\$8,018	\$17,265	\$22,085	56.12%
Total MNH Facilities	\$1,230,322	\$112,861	\$302,359	\$903,205	74.92%

Looking Forward

- Reviewing costs associated with moving the wall mounted heat unit from Pam Fortners office into the hallway outside her office. Will help maintain a reasonable comfort level in the area during below zero days - Proshare project?
- Boilers # 1 and #2 will be opened, cleaned and inspected in April and May
- Need to schedule an Obstruction test on the sprinkler system, brought forward by the Life Safety Inspector during State survey
- Parking lot cleaned in May
- Attending OSHA Summit in June
- Discuss putting RFP together for new dryers and duct work

Following a review of the report the Commissioners discussed some of the projects that were completed and upcoming maintenance that needs to be completed at the nursing home. The Commissioners complimented Harrison on his accomplishments in the department since taking over and expressed their pleasure in working with him.

Bouchard then discussed the 2015 New Hampshire Association of County's (NHAC) dues email that had been received the previous day and asked the Commissioners for guidance on their wish to continue membership for the year. It was discussed that the dues for 2015 were cut to half of the normal cost as a new Executive Director has not yet been hired.

Following an extended discussion Commissioner Weed moved to authorize the payment of dues for the County to the NHAC for 2015. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.

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The Weekly census was then reviewed.

Bouchard then presented a draft of a dedication for the 2014 Annual Report. Discussion followed and some amendments were made and the draft was approved by the Commissioners.

A discussion of the Maplewood census mentioned by Commissioner Graves who inquired about the resident census size compared to the staffing levels. It was discussed that currently the nursing home is short approximately 6 RN's and 18 LNA's resulting in an overall staff shortage of about 24% which is keeping the number of residents that can safely be cared for at a lower than normal level. Also discussed was a meeting with local colleges concerning the possible formation of an LNA training program to bring more licensed LNA's into the community labor pool. More investigation needs to be done before this can be moved forward.

Commissioner Weed then moved to accept the Weekly Manifest as presented and was seconded by Commissioner Graves. Upon vote the motion unanimously.

The minutes of April 22, 2015 were then reviewed and Commissioner Weed moved to accept the minutes as presented. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.

The Commissioners Calendar was then reviewed and one addition was made to reflect the Drug Court graduation on May 6th.

A discussion to change RSA 100-A concerning the certification of Correctional Officers was discussed and a suggested draft was reviewed. **Following discussion, Commissioner Weed moved to submit the suggested language changes to State Senator Molly Kelly and County Delegation Chairman Eaton for review and possible inclusion in a bill that would be filed later this year for consideration. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.**

At 12:05APM Pursuant to RSA 91-A (II) (a), (b) and (c), Commissioner Weed moved to go into non-public session to discuss a matter, which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the body or agency itself, without that person having requested an open meeting. Commissioner Graves seconded the motion. Upon vote the motion to enter non-public session was approve unanimously.

As a result of the deliberations in nonpublic session no decisions were made and no vote was taken.

At 12:09PM The Commissioners unanimously voted to return to public session.

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At 12:10PM there being no further business to discuss, **Commissioner Graves moved to adjourn the meeting. The motion seconded by Commissioner Weed and upon vote the motion passed unanimously.**

Respectfully Submitted,
P. Graves, Clerk