

MINUTES
Cheshire County Commissioners Meeting
Wednesday, January 21, 2015 09:30AM
Commissioners Meeting Room
12 Court Street
Keene, NH

PRESENT: Commissioners Rogers, Weed, and Graves

STAFF: Finance Director Trombly, DOC Superintendent Van Wickler, DOC Lt. John Evans, Maplewood Administrator Kindopp, and Assistant County Administrator (ACA) Bouchard

Commissioner Rogers opened the meeting at 09:30AM and recognized ACA Bouchard for the purpose of providing the Weekly Operations Report.

Bouchard reported that the Alternative Sentencing and Cooperative Extension staff's will be moving into the 33 West Street building on Monday and Tuesday of next week. He said that the office space was being made ready and that a final confirmation from FairPoint who is moving the phone lines had been received.

Bouchard then said that a staff member from the Facilities department is now out on Family Medical Leave (FMLA) and that the department has hired temporary help to fill-in.

Bouchard then related that on Monday of this week the Courthouse building Security system failed due to a controller board that burned out, the new roof being installed on the 1979 section of the building experienced a significant leak, and the Centrex Voice Mail system in downtown experienced a prolonged outage. All issues were dealt with and all systems are again operational.

Bouchard said that a meeting with MacMillin is for scheduled for this Thursday. The purpose of the meeting to recap the budget and review the final punch list of work to complete the current phase of the project.

Superintendent Van Wickler was then recognized and discussed two (2) items relating to the inmate phone system and to the inmate data base software.

Van Wickler said that the vendor of the phone system (Securus) has advised them that the revenue that is generated from inmate phone calls using the Securus phone system and is being shared with the County will in all likelihood be ended this year due to a pending ruling from the FCC regarding jail / prison phone charges for inmates. The ruling will most likely state that fee's cannot be collected on interstate phone calls made by inmates. This potential change will which will have an approximate \$10,000.00 impact on DOC revenues for this year and going forward.

Van Wickler then said that the free software supplied by Securus that runs the inmate data base program has hit its capability and capacity limits. He said that the DOC must upgrade the system at an estimated cost of \$7,000.00 to prevent the system from freezing up when too many staff try to access the software at the same time. The system has also reached its capacity for storing data and currently data has to be removed from the system about every eighteen (18) months so that

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new entries can be made. Lt. Evans stated that the proposed upgrade will solve the user issues and remove the data limitations that are being experienced.

Van Wickler then addressed a second issue that is occurring with the inmate phone system. He said that the inmate phone system allows inmates to pre-purchase phone minutes for which they are issued a pin number to use when making calls. He said that other inmates have found out that they can either steal or strong-arm weaker inmates into giving them their codes. He said that Securus has a sophisticated phone monitoring system that uses bio-metric screening to prevent this from occurring and has offered it to DOC for \$865.00 per month. This charge would only be paid as long as the FCC allows the interstate inmate charges to continue. If the FCC does remove these fees then DOC would not be obligated to pay the \$865.00 per month charges and the software license for the monitoring software would be considered paid-in-full. Van Wickler suggested that the cost of the system could be taken from the inmate Canteen fund as the purpose of the program would be to safe guard the inmates and prevent violence among the inmate population.

The Commissioners discussed the issues at length asking a number of questions concerning the inmate software systems and the payments received from Securus for the inmate phone calls. The issue of the bio-metric screening software was covered in detail as was the need for the data base upgrade.

Also discussed was the funding of the inmate canteen fund that holds revenue generated from the Canteen operations as well as the phone system. These funds are used to run inmate programs, and purchase items such as basketballs for activities, the Lexis / Nexus law library, televisions for the day rooms etc. Finance Director Trombly said that the fund currently stands at about \$38,000.00. She went on to say that on average the fund receives about \$3,000.00 per month in revenue and has about \$1,500.00 per month in expenditures.

Following discussions, Commissioner Weed moved to authorize Superintendent Van Wickler to expend \$7,000.00 for jail inmate data base software system and use \$865.00 per month to install the bio-metric phone security system for the purpose of protecting the inmates. Commissioner Graves seconded the motion and upon vote the motion passed unanimously.

The Chairman then took-up discussion of Master Agenda item #169 – Information Technologies - Quarterly Report - R Hummel

Director Hummel submitted the following report:
Department of Information Technology Status Report - January 21, 2015

MINUTES
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Staffing & Workload

Overall, support calls averaged 222 tickets per month from October to December. The level of end-user assistance calls remained fairly steady. Hardware-related calls, such as problems with printers or other services, were relatively constant as well.

Internal work that is performed by the IT staff on the network infrastructure or internal services increased dramatically because of several initiatives in the IT Department. (Detailed following.)

Overview & Security

Network security continues to be the paramount concern, overall. IT implement several system changes to decrease our vulnerability to newly discovered exploits. These changes have caused incompatibilities with a small number of external programs. Examples are audio and video viewing programs from external police agencies and some vendor websites that attempt to run browser-based programs. Because these programs act in a way identical to viruses, they are blocked.

Our Internet access policies continue to reduce, but not eliminate, our exposure to viruses, malware, and cyber-attacks. The number of known malware/virus downloads that were stopped by the firewall before they reached county PCs totaled 109 over the previous 3 months. Nearly all of these were HTML-based viruses targeted at web browsers – a category that is growing rapidly. Simply browsing to a site is enough to infect a PC without further user interaction.

In the past 30 days, our OpenDNS filtering system has blocked a total of 10,001 web requests representing sites flagged as dangerous or undesirable.

Ransomware, Cryptolocker/Cryptowall – This malware and its related versions continue to represent the most serious current threat to the integrity of the county network. Cryptowall is ransomware that seeks out and encrypts documents on the infected machine and any connected shares or drives. The encrypted files are held ransom for a fee. If the fee is not paid, the encrypted files are unusable.

As the basis of the county network is information-sharing, most users have access to a large number of shared files. The more access a single user has, the more likely large numbers of files will be rendered unusable. Recovering from a Cryptowall infection requires deleting all encrypted files on all systems and restoring from scratch. Even at best, this would take days and result in a huge loss of productivity.

IT has put in place measures designed to reduce the likelihood of a Cryptowall infection and is continuing to work on proactive measures to prevent an infection from affecting the network.

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County IT Projects

1. Telephone Service Provider Conversion (ongoing)

The telephone provider conversion to FairPoint is nearing completion. I am working with FairPoint for a billing adjustment and resolution that reflects our contract changes over the past 15 months. We continue to discover small problems in service and are pursuing those individually.

2. Server & Systems Upgrades (ongoing)

Steady progress is being made in the conversion of our servers from Windows Server 2003 and physical hardware to Windows Server 2012 and virtual hardware. At our current pace, all servers should be converted prior to the July end-of-support date for Server 2003.

Maplewood's ECS system has been upgraded and moved from physical hard to virtual hardware. Two servers, working in tandem, give Maplewood the ability to "bookmark" its current state of operations every 15 minutes and copy itself to its companion server. Should there be a problem with the primary server, the secondary server can be activated with minimal disruption.

Similarly, the Sheriff/Dispatch IMC system has been moved from the old server cluster to new virtual hardware purchased with an EMPG grant. The new server provides backup and replication to ensure the Dispatch function can continue through a hardware failure.

Our next conversion candidates are the Harris and Kronos servers. These will be moved to virtual servers based in Keene.

As our level of availability (ability to provide services) increases, so does the requirement for monitoring and maintenance. IT staff is struggling to integrate the new technology, increase the pro-active monitoring, and maintain the current level of user support.

3. Courthouse Renovation (ongoing)

The courthouse renovation required a new LAN and telephone infrastructure design as well as design of a new computer center that would meet security and performance requirements for hosting all Keene-located departments as well as the Sheriff and Dispatch centers. This effort continues to consume a large portion of IT resources and personnel in rolling out services coordinated with outside vendors and movement of personnel.

MINUTES
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Maplewood

1. Maplewood Medical Cart Project (ongoing)

IT is working with Maplewood staff as they are being trained on the hardware and software for this project. It is expected that the change in operation and equipment will require intensive support in the short-term until procedures are established.

2. LNA Workstation Upgrade (ongoing)

The Licensed Nursing Assistants (LNA) resident data logging stations, positioned throughout the nursing home, were increasingly becoming unreliable due to age. Replacement hardware was expensive and becoming difficult to get. And nursing staff complained that the devices were difficult to use because of their fixed mounting height.

IT proposed an upgrade that provided better ergonomics using a wall-mounted station that can be positioned to adjust for user height. The new stations use upgraded PCs that can be more easily managed remotely. In addition, the stations allow use of standard keyboard, mouse, and a larger screen, improving usability. Installation is continuing.

Sheriff/Dispatch

The final phase of Sheriff's Dispatch Center software (known as IMC) conversion to the latest version and relocation to the new virtual hardware is underway.

Finance

1. ECS Accounts Payable Upgrade (ongoing)

The ECS Accounts Payable option installation and training of Finance staff is ready to be scheduled by Finance.

The Commissioners reviewed the report and asked about security safe guards that are in place and discussed the on-boarding procedures for new hires in response to a question from Director Hummel regarding the budget impact on IT funds when new personnel are added without prior budget funds in place to cover equipment and software costs. At the conclusion of discussion it was decided to change the forms that the departments submit for new Full-time Equivalent (FTE) positions so that they reflect space, parking, hardware, software, and all other requirements that may impact County departmental budgets.

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Master Agenda Item #170: Finance Training (Medicaid/Medicare) – S. Trombly / K. Kindopp was then taken-up for discussion.

Finance Director Trombly and MNH Administrator Kindopp reviewed a twenty-four page PowerPoint presentation with the Commissioners titled “Cheshire County Long Term Care Financing”. The purpose of the presentation is to acquaint the Commissioners with the extremely complex financing involved in long term care and to provide an overview of how the County deficit at the nursing is created and how the use of revenue enhancing services and the management review programs that are in place aim to lessen the deficit as much as possible.

The review lasted approximately ninety (90) minutes and covered how Medicaid and Medicare financing works on the Federal and State level and the role and responsibilities that County Government is obligated to perform. The methods used by the State to determine reimbursement allocations to nursing homes was addressed as was Skilled Care, the Therapeutic Living Center at Maplewood, the State cost report and how it affects revenue distribution to the provider community, how the State budget Neutrality Factor shifts costs downward to the nursing homes, and how each facility is paid by Medicaid based on Resource Utilization Group (RUG) which has sixty-six different rate categories, as well as many other topics.

The Commissioners thanked Director Trombly and Administrator Kindopp for their thorough presentation and for helping them to understand how complex and difficult it is to navigate successfully in the long-term care market.

The weekly Census was then reviewed.

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

The minutes of January 14, 2014 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 Commissioner Calendar was then reviewed and no changes were made.

At 12:37PM being no further business to discuss, **Commissioner Weed moved to adjourn the meeting. The motion seconded by Commissioner Graves and upon vote the motion passed unanimously.**

Respectfully Submitted,

P. Graves, Clerk