



COMMISSIONERS MEETING

Wednesday, April 29, 2026

Minutes

This meeting will be conducted in person and via Zoom at
Maplewood Nursing Home
201 River Road
Westmoreland NH, 03467

Zoom Call-in Number: +1 646 558 8656

Meeting ID: 409 748 8803

Pin #: 603123

Start Time 9:30 AM

Present: Commissioners Terry Clark, Claudia Stewart, and Skipper DiBernardo

Absent:

Staff: County Administrator Coates, Finance Director Trombly, Assistant Finance Director Hall, Grants Manager Bansley, Superintendent Phillips, Maplewood Administrator Kindopp, Maplewood Facilities Director Newman, HR Director May, and Director of Executive Services/Communications Bernstein

Guests:

Public Comments

Upon recognition from the Chair, a Public Comment on topics of interest may be made.

I. Elected Officials & Department Head Updates

To receive, as informational, departmental updates requiring Commissioner review, participation, approval, and impactful departmental and operational issues.

II. Scheduled Items

Master Agenda Item #1347: 2025 RSAT Residential Substance Abuse Treatment Grant – S. Bansley, N. Phillips

Action Expected: Vote to accept and sign the grant agreement and associated documents for the RSAT grant from the New Hampshire Department of Justice for \$136,600, which requires \$50,524 in match (to be met entirely with in-kind time).

1. Grants Manager Bansley said this grant is a pass through from the Department of Justice. Most of the funding is for personnel.

The match of \$50,524 will be made in-kind by DOC staff.

WHEREAS: The New Hampshire Department of Justice has awarded the County of Cheshire a pass through the state 2025 RSAT Residential Substance Abuse Treatment Grant.

VOTED: That Commissioner Chair Terry M. Clark or County Administrator Christopher C.

Coates are hereby authorized on behalf of the County of Cheshire to accept the aforementioned grant, and to enter into a grant agreement with the aforementioned funder and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, as they may deem necessary, desirable, or appropriate to affect the purpose of this vote.; and to also enter into any contractual agreements; including, but not limited to vendor subcontracts, subrecipient agreements, and/or memorandums of understandings; as necessary to carry out the goals, objectives, and activities of the agreement.

VOTED: That Grants Manager Suzanne Bansley and Grants Specialist Jamilla Pucciarello are hereby appointed as the authorized certifying officials, contacts, and liaisons with regards to the above referenced agreement and are both hereby authorized on behalf of the County of Cheshire to certify or sign vouchers or requisitions for payments or claims to the agreement.

I hereby certify that the foregoing resolution has not been amended or repealed and remains in full force and effect as of the date of the execution of this document. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the Municipality. **This authority remains valid for thirty (30) days from the date of this Certificate of Authority.**

Master Agenda Item #1348: Semi-Annual Report, Maplewood – K. Kindopp

Action Expected: To receive an informational report on the last six months of operations.

1. Maplewood Administrator Kindopp gave the following report:

Regulatory Requirements:

Some pandemic era rules remain unchanged including reporting and lengthy out of work rules, and response testing to exposures. Our team updated and implemented changes to policies and procedures due to the 918 pages of revised CMS rules during this time frame.

QAPI and PIP's:

QAPI means Quality Assurance/Process Improvement (formerly known as CQI or Continuous Quality Improvement). PIP = Performance Improvement Practice. It's intended that all staff at all levels of the organization be part of performance improvement and participate in PIP teams. Anyone is welcome to be on a PIP team. We have a PIP team refocusing on care plans, and another focused on standardizing and organizing the pantry and steam table areas on the resident floors.

Corporate Compliance:

Review of compliance activities; Commissioner DiBernardo and former Commissioner Englund participate in quarterly CC/CQI/QAPI meetings. Annual board Corporate Compliance education was completed in December.

Facility Assessment:

The Facility Assessment is an ongoing working binder that is updated as needed and reviewed/revised annually; this was completed in November. Chairman of the Board of Commissioners has to cosign with me annually and this was also completed during this time.

Accomplishments:

- Maplewood had several mentions in newspaper articles (local and state-wide) relative to upcoming Federal budget changes and predictable impacts to areas that include Medicaid processes that can have the ultimate impact on the availability of staffed beds.
- Activities hosted Carnival Day; always a resident favorite with many volunteers who bring farm animals, and assist residents to come outside and play games and enjoy carnival food
- Annual craft fair was hosted in our front parking lot in the fall; great way to bring the community up to Maplewood and allows residents the ability to make small purchases such as family gifts
- After a vehicle accidentally hit our ALF entrance (while no one was hurt, the area is a frequent outdoor space where residents enjoy sitting), we purchased a very long and heavy cement planter
- Changed up the traffic pattern to include a 3-way stop after the hill towards our main entrance. Additionally, we added 'slow' signs on light up cones along the hill to discourage speeding and to delineate the middle of the road thus discouraging traffic from swinging too wide on the corners
- Quickly stood up coverage for water and waste water treatment plants when our Chief Operator left after 30 years; also expanded job duties to include licensing to mitigate turnover impacts
- Prep for DD #1 2026 water contamination (with turnover, we needed to refresh our response)
- Hired a new water treatment and waste water treatment operator after several weeks without
- Completed our second of 2 mandatory disaster drills mimicking a wildfire requiring an evacuation. Through local and state-wide connections, we were able to 'theoretically' find beds for all current nursing and assisted living residents within 42 minutes. Keep in mind this was a mid-week day; responses would be slower for off shifts or weekends. Larger challenges included transporting residents, but we all learned a great deal through our partnerships, our local bus company and our own EMS team. Another challenge is placing residents from our atypical unit. There are 2 other county homes also operating atypical units and we discussed possible approaches to this challenge. Homes still have lower occupancy compared to prior to the pandemic; this helped.
- Annual Hazard Vulnerability Analysis completed with MNH team; this exercise defines our highest risks to inform us which disaster drill ought to be set in the coming months
- Christmas bazaar and bake sale also allowed residents the ability to make small purchases
- Residents have always participated by singing in our annual Christmas pageant; this year, a resident also played the role of a wise man and this was well received
- We held two LNA classes and graduated 14 new LNA's; 8 came on as staff for Maplewood
- Completed annual state survey; 3 minor deficiencies and one life safety deficiency; all were corrected, though the Federal Gov shut down delayed some of our usual paperwork time frames
- Initiated 2026 budget requests and met with Commissioners
- Continued with several more attempts at getting our Medicare Revalidation accepted; at the end of 2025, this program was been put on indefinite hold due to the extreme challenge posed. Unfortunately any of us that had already begun were still expected to continue to completion

- Began hosting Cheshire Medical Residency at Maplewood; assists Family Practice Residency
- Brought light to lawmakers and DHHS the devastating preliminary January Medicaid rates; DHHS and lawmakers adjusted rates from moneys saved through another project
- Monitoring Managed Medicaid legislation (was also proposed in 2017; would impact Pro-share)
- Longevity awards for MNH staff celebrated with Commissioners at MNH near Christmas
- Facilities Director taking over county-wide contracts such as Waste Management and Electrical rates; also taking over and overseeing more of the Westmoreland buildings
- Annual HIPPA risk assessment completed
- Hosted nursing students from RVCC this fall (KSC did not have a clinical supervisor, thus were unable to send students this year)
- Generator project completion; originally slated to occur during construction, delays due to the pandemic delayed our ability to coordinate, fund and ultimately complete this project

Staff Turnover

- 32 staff hired for MNH second half of 2025
- 32 staff left from MNH second half of 2025
 - Involuntary terms primarily time and attendance, inability to follow rules or poor performance
 - Voluntary departures within the first year included: moving out of state and/or going off to school, loss of transportation, commute too long or realizing the job wasn't for them once they began training. Most of our turnover within the first year continues to be staff that are hired as per diem workers, but who don't end up picking up shifts.

Grievances/concerns

- There were 18 suggestions to review and post during this time period.
- There were no staff grievances during this time period.
- Continuous monitoring for updates on the staffing mandate; CMS has delayed this law for 10 years, however ongoing monitoring very important as state and federal lawmakers continue to push for this expectation. It remains true that one cannot legislate RN's to be made which is at the heart of the controversy. We continue to strive to achieve, but don't always have an RN in the building 24/7.
- MNH team continued its focus on staff time and attendance; significant improvements noted throughout and ongoing focus will remain on celebrating staff who are not tardy, nor miss time.
- Some of our local Westmoreland residents (including staff) are impacted by the drought in our area; we are able to assist local farmers with water, and we ensure our staff knows that not only do we have shower facilities; water can also be bottled up and brought home.

Admissions/discharges

- Admission/discharges during these 6 months:
 - 22 admissions
 - 4 Discharges (home or lesser care level facility)
 - 20 deaths

- We are maintaining necessary staffing (via traveling staff) to keep our 3rd floor census at 14.

Medicaid

- Rate during Q3+4 FY2025= \$266.60

Revenue/Census goals (revenues are rounded off – see finance statements for actual figures)

- 2025 set a budget goal of 120 census. Census for this time frame = 112 average
- 2025 overall part A goal set at 4 residents; actual period ending = 3
 - part A gross revenue goal set for 438K for 6 month reporting; actual = 201K
- Medicaid revenues set 4.3M for 6 month reporting; actual = 3.1M
- Private pay goal set at 1.5M for 6 month reporting; actual = 1.6M
- Atypical pay goal set 605K for 6 month reporting; actual = 1.2M

Meetings Review

- Mandatory QAPI meetings held quarterly and include Corporate Compliance and antibiotic stewardship.
- Ongoing monthly meetings KK leads or attends include: DH, Falls Comm, Safety Comm, Wound Care Team, as well as CQI meetings. Other ongoing meetings that KK may or may not attend; Weekly Medicare and Resident care plan meetings, Weight Comm meetings.
- Medical Staff meetings happen as needed or about every 6 months.
- Attended various Commissioner meetings as well as Delegation meetings.
- Participated in Medicaid Roundtable Discussions with MFS including local and national law makers.
- Met with representatives from the town of Westmoreland several times due to the bridge closure and necessary tree cutting on Partridge Brook Road that additionally needed to be closed for a few days. Worked to limit impact on staffing and communicated dates and alternate back road route to staff. Families, visitors, contractors and delivery companies were re-routed the long way.
- Primex roundtable meetings to share best practices to reduce injuries related to LTC.
- Monthly audits completed (MDS coding, survey preparedness, care plans and billing practices) done by external company.
- Attended the 50th anniversary of the NHAC conference in November at the Mount Washington.
- KK's off campus meetings:
 - Governor appointee to the Opioid Abatement Commission (meets monthly)
 - Monthly NHAC NHA meetings
 - Monthly Executive Committee of the NHAC
 - Monthly NHHCA board and executive staff meetings; currently Board Chair
 - Foundation for Healthy Communities Health Care decisions coalition to represent the voice of long term care (annual in-person meeting, then every 2 months virtual)

Master Agenda Item #1349: Vendor Approval – A. Newman

Action Expected: To receive approval for a vendor to install new flooring in Assisted Living and Activities

1. Maplewood Facilities Director Newman said they advertised the RFP as is required but only received one bid. Newman said the bid was fair.

Commissioner Dibernardo made a motion to approve the bid from HM flooring, Commissioner Stewart seconded. Upon a roll call vote the motion passed unanimously.

County Administrator

Weekly Operations Report - The County Administrator will update the Commissioners on activities that have taken place since the previous meeting.

1. County Administrator Coates said the next Treatment Court Graduation is May 19.
2. Coates said CCEMS have the two new ambulances up and running.
3. Coates said he met with Southwest Regional Planning Commission's transit planning committee.

III. Old Business

IV. New Business

V. Consent Agenda Items:

Vote to accept the Weekly Manifests and Minutes of April 22, 2026

Commissioner Stewart made a motion to accept the manifest and minutes of April 22, Commissioner Clark seconded. Upon a roll call vote the motion passed unanimously.

VI. Calendar

Action Expected: To accept the calendar as informational and to make necessary changes/additions.

VII. General Discussion for Commissioners

VIII. Nonpublic Sessions:

At 10:15AM Commissioner Clark made a motion to enter into a non-public session pursuant to RSA 91-A:3, II (a). Commissioner Stewart seconded. Upon a roll call vote the motion passed unanimously.

At 10:25AM the Commissioners unanimously voted to re-enter the public session.

As a result of the non-public the Commissioner's did not make any decisions or take any votes.

IX. Adjournment

At 10:40 AM Commissioner Clark made a motion to adjourn, and Commissioner DiBernardo seconded. Upon a roll call vote the motion passed unanimously.

Minutes Recorded by:
Davis Bernstein
Director of Executive Services & Communications

Minutes Reviewed by:
Commissioner DiBernardo
Clerk, Cheshire County Commissioners