



## COMMISSIONERS MEETING

Wednesday, October 29, 2025

### 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, HR Director May, Maplewood Facilities Director Newman, Director of Executive Services/Communications Bernstein, and Superintendent Phillips

**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.

1. CCEMS Chief Kreamer said they had been renting an ambulance for a very low cost from Stewart's Ambulance. He said it has been serving them well for the last several months and let Stewart's know that CCEMS was interested in purchasing the vehicle.

Stewart's said they would sell it for a fair price of \$6,500.

**Commissioner Stewart made a motion to approve the transfer of funds from the fuel line to purchase the ambulance. Commissioner DiBernardo seconded. Upon a roll call vote the motion passed unanimously.**

2. HR Director May requested a non-FMLA leave of absence for a Maplewood employee who needs knee surgery. The leave will be 8-12 weeks.

**Commissioner DiBernardo made a motion to approve the non-FMLA leave of absence for 8-12 weeks. Commissioner Stewart seconded. Upon a roll call vote the motion passed unanimously.**

3. HR Director May requested a non-FMLA leave of absence for a Maplewood employee who was hospitalized.

**Commissioner DiBernardo made a motion to approve the non-FMLA leave of absence for 8 weeks. Commissioner Stewart seconded. Upon a roll call vote the motion passed unanimously.**

## **II. Scheduled Items**

Master Agenda Item #1303: Semi-Annual Report, Maplewood Facilities – A. Newman

**Action Expected: To receive an informational report on the last six months of operations for the Maplewood Facilities Department.**

1. Maplewood Facilities Director Newman gave the following report.

- The generator tie in project was completed on 9/23. The entire campus will have emergency back up power during a power outage. This project came in on budget.
- The propane tank was replaced at the waste water treatment plant and is now in service.
- The Red Barn has been set up and placed into service for conferences. This will be managed through the Facilities Department.
- The catch basin at the end of the front parking lot has been repaired.
- The chip boiler was rebricked and came in under budget.
  - Quoted price – \$14,000
  - Invoiced cost - \$11,000
- 10 HP VFD was installed at the waste water treatment plant.

### **Upcoming Projects**

- The ALF main entrance will be replaced in the coming weeks due to damage sustained from a vehicle.
- There will be a focus on painting through out the facility this winter.

### **Department updates**

- Water and Waste Water treatment
  - Tyler Wiltfoth began his training to be a certified waste water treatment operator.
  - Robbie Barrows began his training to be a certified water operator.
  - There will be a third person brought in who will become a backup operator sometime in a year or so.
  - We have 2 companies that are helping us with trained certified operators to meet the needs of NHDES.
- Facilities Department
  - The facilities department has completed 1,345 work orders in Q2 and Q3
  - The facilities department preformed extremely well during the CMS and Life

Safety survey in September. Our department went deficiency free in the areas that facilities are responsible for. It's a tremendous amount of work the entire department has to do all year.

- The facilities department moved the traveling nurses from Keene to a new rental house in Westmoreland and moved traveling nurses out of the River Road House to Swanzey.
- The facilities department has spent a substantial amount of time cleaning up the property that surrounds the red barn, the waste water treatment plant and the water treatment plant. New lights have been installed around the red barn to improve parking lot lighting. More lighting will be installed in 2026.

### **County Administrator**

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

### **III. Old Business**

### **IV. New Business**

**The Commissioners began the budget review at 11:00am.**

#### **Information Technology (IT)**

- IT Director Hummel presented the department budget.
- The IT budget was slightly lower than last year (operating expenses down by roughly \$20,000), reflecting cost-saving measures. The IT representative explained that a previous one-time expense for multi-year software licenses of \$6,000 did not recur this year, and telephone/data contracts were renegotiated for about \$14,000 in savings. These savings offset a new cost that appeared for the Department of Corrections' inmate management software.
- Security and Systems: Ongoing cybersecurity challenges were discussed. A recent example was a surge in malicious email "Outlook appointment" attacks with fraudulent links; IT confirmed these were being intercepted successfully and had not breached the system.
- Personnel and Capital Items: No new staff positions were requested (the IT department still had one open position but was not adding more). A small capital contingency (\$6,000 set aside for server replacements) was removed from the new budget because unspent funds from last year were rolled over to cover that need.
- UPS Backup Units Discussion: Commissioners inquired about the plan to replace aging Uninterruptible Power Supply (UPS) units at the jail. Last year one UPS was replaced, and three units remain at end-of-life. Hummel strongly advised replacing all 3 remaining UPS units now rather than staggering their replacement. He explained that the old units can no longer get battery parts and are in a fragile state. If not replaced, a power outage would take down critical security systems. While doing all at once means those UPS will age on the same timeline, waiting poses a high risk of failure in the interim. The consensus was to budget for replacing all three units in 2026 to ensure reliability.

## **Human Resources (HR)**

- HR Director May presented the department budget.
- The Human Resources budget request was essentially level-funded compared to last year. The only increases were for contractual cost-of-living adjustments (COLA) and longevity pay for existing staff. No new programs or positions were added, and no additional funds were requested beyond normal salary increases.
- Advertising and Recruitment: The HR department anticipated a small surplus in its current advertising line and has been experimenting with a new recruitment platform. They began a 90-day trial of ZipRecruiter (an online job posting service similar to Indeed that distributes openings to dozens of job boards) to improve hiring outreach. There is a subscription cost for this service, but it is being covered within the existing advertising budget. The HR team plans to offset the ZipRecruiter cost by reducing traditional newspaper ad spending, keeping overall advertising expenses flat. Early results showed an increase in applicant volume compared to prior methods, though the HR director noted they will monitor the quality of candidates (to ensure they are genuinely interested and not only applying to fulfill unemployment requirements).
- No Other Changes: Aside from recruitment advertising, all other HR budget lines remained unchanged. There were no significant disagreements or further questions from the commissioners, as the HR budget was straightforward and had no new initiatives or unexpected costs.

## **Keene Facilities**

- Keene Facilities Director Hart presented the department budget.
- The facilities budget for the Keene campus remained mostly unchanged. Snow removal is covered under a three-year contract that continues to perform well. The outside services line for County Hall was reduced from \$53,000 to \$46,000 based on lower actual spending, while courthouse maintenance costs increased due to minor HVAC and generator repairs.
- New expenses include a \$1,700 internal sprinkler pipe inspection required by code. The electricity budget for County Hall was raised from \$75,000 to \$85,000 to reflect actual usage, though upcoming community power contracts may reduce this cost. The department is also reviewing trash removal contracts for possible savings.

## **Connected Families (System of Care)**

- Director of Connected Families Calcutt presented the department budget,
- The Connected Families program budget remained revenue-neutral, with state funding covering expenses. The program is expected to generate about \$728,000 more in revenue than costs.
- Staffing remains stable, and new hires will occur only if referrals rise. The program's state and federal grants were secure, and the team continues to receive strong support from state partners.
- Expenses stayed nearly identical to last year. Calcutt noted a small potential savings from canceling internet service at one office.

## **Safety**

- Safety Director Perrin presented the department budget.
- The Safety Department budget stayed nearly flat with small increases for training and subscriptions. The cost of fire extinguisher training went up, and the county added funding for a vehicle fleet management system subscription.
- The system will track mileage, maintenance, and fuel use across departments. Each department will monitor its own vehicles. Costs will stay consistent each year, as the hardware is free but the software service is ongoing.

## **Restorative Justice**

- Restorative Justice Director Heneghan presented the department budget.
- Heneghan said that while training remains important, he finds local and low-cost options. Community events are now co-hosted with partner organizations to share costs.
- Commissioners asked who benefits from training funds, and he explained that the knowledge directly benefits the program's participants. They appreciated his focus on collaboration.
- He shared a success story about the restorative dialogue program at the jail, describing how an inmate changed behavior through participation.

## **Treatment Court and Behavioral Health**

- Treatment Court and Behavioral Health Court Coordinator/Project Director Welsh presented the department budget(s)
- The Treatment Court and Behavioral Health programs presented stable budgets with minimal changes. Both continue to be supported largely through state and federal grant funding, keeping county expenses low.
- For Treatment Court, the operating costs were level with last year. The primary expense remains treatment coordination and participant services, with grant reimbursements offsetting nearly all program costs. Staffing remained unchanged, and there were no new funding requests.
- Behavioral Health Services also reported a flat budget. The program continues to work in coordination with Connected Families and the county's restorative and diversion programs to provide wraparound support for individuals with substance use and mental health needs. Expenses and revenues were balanced, and no new positions were added.

## **Maplewood Nursing Home, Assisted Living, and Maplewood Facilities**

- Maplewood Administrator Kindopp, Assisted Living Director Gowen, and Maplewood Facilities Director Newman presented the department budget(s).
- The Maplewood operating budget was consistent with the prior year. Costs for the electronic medical records system rose slightly, while most other operating lines remained stable.
- Electricity costs were budgeted about 22 percent higher due to uncertainty around

rates.

- The wood chip heating system continues to operate reliably under the existing supplier, but the department agreed to review other vendors for possible savings.
- Two capital projects were presented for the assisted living building: replacing the dining room floor for about \$49,900 and replacing floors in the laundry and bathroom areas for just over \$10,000. The department budgeted \$62,400 total, adding a small cushion for potential price increases. The flooring will match last year's renovation for consistency.

**V. Consent Agenda Items:**

Vote to accept the Weekly Manifests and Minutes of October 22, 2025

**Commissioner Clark made a motion to approve the manifests and minutes of October 22, and Commissioner Stewart 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 10:20AM 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 10:55AM the Commissioners voted unanimously to re-enter the public session.**

**As a result of the non-public no votes were taken and no decisions were made.**

**IX. Adjournment**

**At 2:20PM 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