

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

**Present:** Commissioners Jack Wozmak, Robert Englund, and Terry Clark  
**Staff:** County Administrator Coates, Finance Director Trombly, HR Director May, Sheriff Rivera, Connected Families Director Calcutt, and Assistant County Administrator Bouchard  
**Guest(s):** Joanna Zambella and Felicia Moehle from Monadnock Radio Group Saga Communications. Jim Fauth, Keene State College.

At 8:30 AM, Commissioner Wozmak opened the meeting, and Administrator Coates read the opening meeting items.

**I. Public Comments**

Upon recognition from the Chair, a Public Comment on topics of interest may be made, not to exceed three (3) minutes in length.

**II. Elected Officials & Department Head Updates**

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

Chief Spain was recognized and asked for authorization to purchase Aladtec.

Spain outlined the software's use and provided pricing options, including shift scheduling, live collaboration capabilities, EMS run outcomes, and many other tasks requiring multiple staff members. The software has been used by the Chief in other agencies, and a 34% discount is being offered.

Option 1: Annual subscription fee for 60 months paid annually is \$4,224 or \$21,120 total  
Option 2: Annual subscription fee for 36 months paid annually is \$4,416 or \$13,248  
Option 3: Annual subscription fee for 36 months paid upfront is \$3,600 or \$10,800  
Option 4: Annual subscription fee for 36 months pain upfront is \$3,166 or \$9,500  
(This is a 34% discounts.)

Given the above cost-benefit, Spain requested that option four be approved.

A discussion of the software integration with Kronos was covered, and the complete package was determined to be approved. Trombly suggested that the startup funding for the department could be utilized instead of being taken from the departmental operating budget if approved.

**Commissioner Wozmak moved to authorize the purchase of the software using Option #4: Annual subscription fee for 36 months pain upfront is \$3,166 or \$9,500.**

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

**Commissioner Englund seconded the motion, and upon roll call vote, the motion passed unanimously.**

Spain also asked that the Commissioners review the material he sent out for a program providing mental health training and support to first responders.

He then said that 53 ambulance runs had been completed in the last two weeks out of 56 requests resulting in a 93% completion rate.

He said that recruiting was going very well, with 11 staff hired and working and six new hires with pending start dates.

**III. Scheduled Items**

Master Agenda Item #1046: Joanna Zambella from Monadnock Radio Group Saga Communications - K. May

**Action Expected: To receive a follow-up report on the effectiveness of the HR recruiting and retention marketing campaign approved at a previous meeting.**

Commissioner Clark asked several questions concerning the digital segment. Felicia Moehle discussed SEO and other technical details in the recruiting processes. Demand side platforms were discussed, and how mobile devices and geofencing via GPS data were covered via software tools such as Google Analytics.

Targeted and general ads were discussed in considerable detail, and a specific URL was used to measure response to County jobs being advertised.

The use of the recruiting tools for ongoing hiring was covered, and it was agreed that the results would show up in the actual number of staff hired.

Digital ads that other clients use were covered, and a short review of Google Analytics was reviewed and discussed.

The staff and Commissioners expressed satisfaction with the new program and hope to see even greater results in the next few months.

Master Agenda Item #1047: Connected Families Semi-Annual Report - D. Calcutt

**Action Expected: To receive, as informational, a report from the Director of Connected Families on the department's operations.**

Calcutt and Faulth were recognized and presented the following information.

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

Extended discussion around the families served, the results experienced, and the resources utilized were covered in great detail.



**Connected Families NH**  
County Commissioners Semi-Annual Report  
November 30, 2022



**Expansion Grant is now in year 3**

- 09/20-24, funding of 1 million annually
- Expansion of NH Wraparound for the birth to 5 population has now expanded statewide
- Development of more in-home supports
- Implementation of Multi-Tiered System of Support for Behavioral Health and Wellness (MTSS-B)



**We are**  
**Connected Families NH,**  
under the governance of Cheshire County

- As you may recall, it all started back in late 2014 as the Monadnock System of Care Planning Grant
- We have now had 390 youth and families referred from across the state.
- County backbone is unique, critical and supportive



**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

## Care Management Entity

- Started September 23, 2020, funding started at 1.2 million annually, but has now increased to 1,925 million with additional funding to support system of care enhancements in areas such as data collection and CPP (Child Parent Psychotherapy)
- NH Wraparound-FAST Forward
- TR-ECC (Transitional Residential-Enhanced Care Coordination) for residential care and psychiatric hospitalizations
- Referral support care coordination
- Now Early Childhood-Enhanced Care Coordination (Birth to 5)
- **The Care Management Structure has proven to be a real strength for the state and they are looking to increase our role**



## Staffing update for long term sustainability

- Staffing
  - 2014 one staff person
  - 2016-20 five staff
  - 2021 15 staff
  - 2022 25 staff
  - 2023 possibly 40
- Retention is critical
  - significant attention is being paid to culture and self care
- Review staffing proposals



## Budget update

- Revenues
  - 10/01/2020-12/31/2020 \$392,882.26
  - 2021 \$2,953,993
  - 2022 \$3,831,981 thru October
- Expenses
  - 10/01/2020-12/31/2020 \$268,232
  - 2021 \$1,857,827
  - 2022 \$2,558,733 thru October
- Contract budgets
  - FY21 \$1,200,000
  - FY22 \$1,150,000
  - FY23 \$1,925,000



**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

### Current support structures

- Feedback continues to be critical to our success
- We have statewide support
  - Children's System of Care Advisory Board
  - State Care Management Entity meeting
  - System of Care Implementation Team
  - Shared measures
- Regional meetings
  - Care Management Team
  - Monthly Evaluation
  - Collaborative meetings with other regional initiatives



### Challenges

- Office space and the remote work balance
  - Nearly solved, yet technology continues to be a concern.
- Catching our breath?
  - Keeping up with our Interim Support List
  - Planning for the next year
  - Critical next step is the integration of our documentation and practice
- Future planning with program integrity in mind
  - Site review results
  - PERM-Medicaid oversight
- Uninsured youth and families have to be addressed in our next contract



### Successes

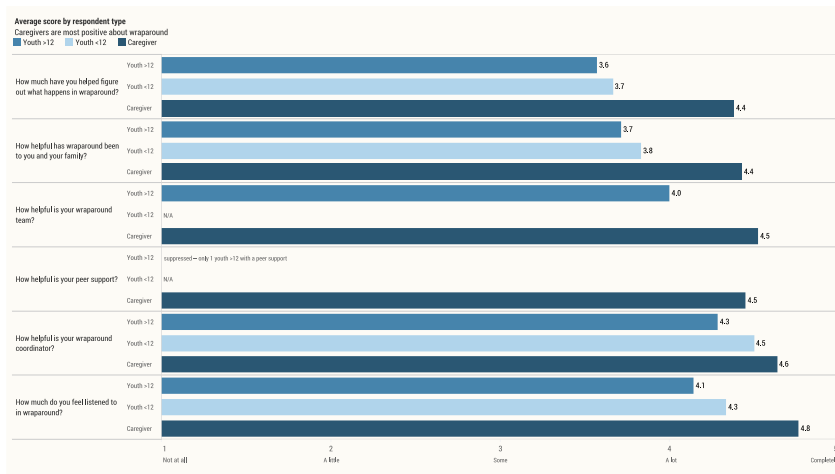
- Connected Families NH
  - We are a critical component in the State of NH's System of Care efforts
  - Partnerships are strong, yet attention is always needed
- Our next phase with supervisor support
  - Keeping up with case loads
  - Planning for the next year
- Future planning with program integrity in mind
  - It's a challenge and a success



**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**



As noted in this slide, the impact on the families (both child and caregiver) has been very helpful in assisting them in dealing with the issues that brought them into the program.

A lengthy and comprehensive question-and-answer period and discussion began with the Commissioners, staff, Calcutt, and Fauth.

After the presentation, the Commissioners thanked Calcutt and Fauth for their work. They commended Calcutt for his work and the work of the Connected Families staff in creating a safe and therapeutic environment for kids in crisis.

Master Agenda Item #1048: was then taken up, and the Commissioners formally authorized the Director of Finance to request the Treasurer to attend the December 12, 2022, Delegation to pass the proposed Commissioners 2023 budget hearing.

**Commissioner Wozmak moved to authorize the Finance Director to send the letter requesting the presence of the County Treasurer at the December 12<sup>th</sup> delegation meeting on behalf of the Commissioners, and Commissioner Englund seconded the motion. Upon roll call vote, the motion passed unanimously.**

The next item for review was Master Agenda Item #1049: Commissioners Meeting Schedule - Semi-Annual Dept. Report Schedule - Holiday Schedule 2023

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

**Action Expected: To review and approve the documents for distribution to the staff.**

Following a short discussion, Commissioner Englund moved to accept the Commissioners Meeting Schedule, Semi-Annual Dept. Report Schedule and the Holiday Schedule for 2023 as presented. Commissioner Clark seconded the motion, and upon roll call vote, the motion passed unanimously.

Chief Spain then rejoined the meeting and said that when he was leaving the hospital today, he was told by two nurses that the new EMS crew members were great to work with and that they were very professional.

He also said that a newly hired paramedic went through testing and review to be authorized to perform Paramedic duties at Cheshire Medical Center and passed with high marks. He will be allowed to immediately take up duties without further training in the operating room.

**At 11:08 AM, Coates asked to enter a non-meeting to discuss union matters. Commissioner Wozmak moved to enter the non-meeting session, and Commissioner Englund seconded the motion. Upon roll call vote, the motion passed unanimously.**

**Commissioner Clark moved to accept the data received as informational, and Commissioner Englund seconded the motion. Upon roll call vote, the motion passed unanimously.**

**11:55 AM Commissioner Wozmak moved to reenter public session and was seconded by Commissioner Englund. Upon roll call vote, the motion passed unanimously.**

**IV. County Administrator**

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

Coates said that the now annual holiday door decorating contest was underway and that judging by the Commissioners next week following the Commissioner's meeting.

He also said that he was planning for a commissioner's department head Christmas Luncheon on the 21<sup>st</sup> and asked that the Commissioners plan to attend to recognize the department heads' hard work and celebrate the holiday season with staff.

On December 7th, Coates will be in Hillsborough attending the Commissioner's meeting to discuss the regional planning and branding program underway in Cheshire County for some time. Coates said that he would be calling into the meeting from Hillsborough.

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

Coates noted that it was Communications Director Crowell's last day with the County, and there is an open house from 1 to 3 in the Sheriff's department. He did note that she may be returning on a per-diem basis, possibly sometime in January 2023.

Lastly, Coates said that funds in the amount of \$444,000 for the cupola and MCVP entryway projects are sufficient to continue the interior upgrades, the completion of the balustrade and cupola siding, and the installation of a new entrance portico for the MCVP agency housed in the basement of the County Hall building.

V. **Old Business** None

VI. **New Business** None

VII. **Consent Agenda Items:**

Vote to accept the Weekly Manifests for November 30, 2022, and the Minutes of November 16, 2022.

**Commissioner Englund moved to accept the Weekly manifests and the minutes of the November 16<sup>th</sup> meeting as presented. Commissioner Wozmak seconded the motion, and upon roll call vote, the motion passed unanimously.**

VIII. **Calendar**

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

**Commissioner Clark noted no changes in the Commissioner's calendar, which was accepted by the Commissioners as presented.**

IX. **General Discussion for Commissioners**

Master Agenda Item #673: Commissioners - State Cost Shifting Letter and Restorative Justice Program

X. **Nonpublic Sessions:** None

XI. **Adjournment**

**At 12:32 PM, there being no other public business to discuss, Commissioner Wozmak moved to adjourn the meeting, and Commissioner Englund seconded the motion. Upon roll call vote, the motion passed unanimously.**

Commented [RB1]:



**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday, November 30, 2022**

**County Hall Building**  
**12 Court Street, Keene, NH 03431**

**Zoom Call-in Number: +1 646 558 8656**  
**Meeting ID: 409 748 8803**  
**Pin #: 6031233**

Recorded and edited by:  
R. Bouchard  
Assistant County Administrator

Reviewed and submitted by:  
Terry Clark  
Clerk, Board of Commissioners