

**MINUTES OF MEETING  
MUNICIPAL BUDGET COMMITTEE  
January 29, 2011**

A meeting of the Municipal Budget Committee was called to order at 9:00 AM in the Meeting Room at the Conway Town Hall with the following members present: Dave Sordi, Bob Drinkhall, Doug Swett, Bill Masters, Ray Shakir, Karen Umberger, Janine McLaughlan, Joe Mosca and John Edgerton (arriving at 9:20 AM). Members excused from meeting: Linda Teagan. Also present: Crow Dickinson, Selectman.

Chairman Sordi asked Janine McLaughlan to lead those present in the Pledge of Allegiance.

Chairman Sordi stated that Doug Swett had an announcement to make. Doug stated he would like to inform the public that Crow Dickinson is having his 75<sup>th</sup> birthday today.

Chairman Sordi thanked the members for coming in on Saturday; have the non-profits today and we also need to talk about the schedule for our meetings for the rest of the budget season. There is also a question that Bill Masters asked and we will try to get that addressed later, too.

GIBSON CENTER FOR SENIOR SERVICES, INC.

George Cleveland, Executive Director, gave the presentation. They have been in existence since 1979 and just a reminder of what it is they do, they provide meals in their Dining Room at their building at Main and Grove Streets in North Conway; out of there they also do Meals On Wheels; provide transportation services bringing people to the Center for lunch and programs and taking them to medical appointments, shopping and other life necessity appointments and they also have a large array of social and educational programs both before and after lunch and sometimes in the evening. Their area of service covers Northern Carroll County which is really Madison north and they even zigzag Chatham when called.

Mr. Cleveland stated that in the package received by the members, you can see where the demand for meals has gone up and continues to do so; however, even with that situation, they are still asking for \$32,000.00 from the Town of Conway this year to help cover their services to seniors in the area. He will be happy to answer any questions. He wanted to add that the services that go to the Town of Conway, if you look at all the funding they get from municipalities, Conway is paying for 82% of the services, which is almost exactly what they receive.

Chairman Sordi stated before we get into questions because he thought it bears mentioning since he was sure it was a big sacrifice by the people that work at the Gibson Center, can you talk about Note 2 and Employee Benefits. Chairman stated he sees that the employees have a \$2,000.00 deductible and thought that was pretty amazing. Mr. Cleveland stated the employees don't think it is amazing; it's what it is. They are about to start their budgeting for the 2012 fiscal year because their fiscal year

is July 1<sup>st</sup> to June 30<sup>th</sup> and they never really know what that's going to be; they sort of budget for 15% and sometimes it's been less and one wonderful year it was a 33% increase and that is a bit of a hit, no question about it. Chairman stated that he noticed the salaries have gone up but that the benefits have actually gone down. Mr. Cleveland stated part of that is due to an employee that takes the money so that money that would have been going to insurance flipped up into the salary category.

Crow Dickinson stated you know because he has done it before and Crow has used his presentation for years as to how to do it, when you do a budget and this is something everybody needs to pay attention to, your total Revenues and your total Expenditures must be equal. They are projections and it's standard practice to make them equal.

Crow Dickinson stated furthermore, Mr. Chairman, this is something which he would really hope the Committee requires in their instructions for presentation and that is an item somewhere called liquid assets or bank accounts or whatever, because when you raise more than you spend, that's a profit and it's not shown any where as a carried forward but, if it was a bank account, you could show it there. That would be perfect and likewise, if there's a loss of you spending more than you receive, that should also show in this liquid assets or bank account and that would really please him because it's standard accounting and you know the figures.

Mr. Cleveland stated he could guarantee that they don't have the luxury the Federal Government does, they can't spend more than they receive.

Crow Dickinson stated that's not the point, but we need to know that and it's not just you but everybody has neglected to do this, and as a result we, the Budget Committee, the Selectmen, the taxpayers, don't know what happened to it. Did somebody put it in their pocket? Obviously they didn't, but it could be taken care of very neatly by showing something called liquid assets and we would also like to know what you have for a rainy day fund.

Mr. Cleveland stated he did not know if the members received a copy of their financial statements in the package. Crow Dickinson stated it would just be another item in a separate place, could be at the bottom or somewhere that shows and that would be a great benefit to the whole process. Mr. Cleveland stated if they are given the line to put it in, they will put it in. Crow stated it didn't have to be on the application, it just needs to be an asterisk and a footnote. It would be interesting to know also if you had a bank account, if you had liquid assets that you could dip into if there was an emergency, a perfectly legitimate emergency and knowing about that cushion would be helpful. Obviously all of these agencies have this, but it is never shown.

Chairman Sordi stated out of curiosity, the shortfall you are projecting of \$29,000.00, is that going to come out of your bank account. Mr. Cleveland stated if it has to, yes; being a little over half way through the year and their fundraising isn't quite what it usually has been and he didn't think they were alone in that, so they are trying to get as

creative as they can, as fast as they can. One of the items coming up is their annual auction which they moved to the Red Jacket this year instead of doing it at the Gibson Center, they would like to do it at the Gibson Center and kind of show it off, but it was just getting too packed in there. Hopefully, they will get more people and that will bring it up. Their annual giving has been off just a hair and eventually a hair here and a hair there and then you begin to get a full head of hair. Chairman asked when the auction was going to be held. Mr. Cleveland stated it's Tuesday, February 8<sup>th</sup> at the Red Jacket at 5:30 PM.

Ray Shakir stated he would simply like to compliment what they do and the results they get for the funding received. He would like to add that if other entities in Town, especially the School, operated in the same way and got the same results, we wouldn't need a Budget Committee. So, he just wanted to compliment Mr. Cleveland on his work; he really, really, really appreciated what he does for the community and the older people and stuff like that. It's just amazing the results you get and how you make a lot of the community very happy. Just a personal compliment for whatever it's worth. Mr. Cleveland thanked Ray for saying that; it is a joint effort; they have an excellent staff, most the staff have been there over 10 years. They also have a magnificent Board and they have a really, really vitally good, excellent set of volunteers; without the volunteers he wouldn't be here because there wouldn't be a Gibson Center.

Chairman Sordi asked Mr. Cleveland if he was going to be the auctioneer and Mr. Cleveland stated he would be the volunteer auctioneer. It will be a good time to be had by all and good food.

Chairman Sordi thanked Mr. Cleveland for coming in and for the presentation.

#### NORTH CONWAY COMMUNITY CENTER

Ryan Sommer, Executive Director and Mark Miller, President of the Board of Directors, made the presentation.

Mr. Sommer stated the North Conway Community Center has been in existence since 1948, currently located in the spot it is now at 2628 White Mountain Highway, North Conway, since 1950. Over the 60+ years they've been in existence the Community Center not only does recreational activities and programs, they are also the sponsor for RSVP, Retired Seniors Volunteer Program. They work tirelessly in the community doing community programs and fundraising activities such as Mud Bowl and the 4<sup>th</sup> of July events. Some of the other activities they do like Craft Fairs, Trivia foot races and things of that nature. They try to bring the community together down in that area. They work hard with just himself and his assistant; they have a Board of 12 that works tirelessly at every event and like all non-profits, they have a wide range of volunteers to help them with all the programs and activities.

Crow Dickinson stated they did a great job; your Revenues and your Expenditures in your budget are equal. Mr. Sommer stated as per our conversation last year. Crow stated you do have a profit of about over \$8,000.00; your Revenues exceeded your Expenditures. Again, to show

something like a bank account or liquid assets or, in the case of a profit, a carry forward in the budget for next year could also suffice, it gets a little trickier if you have a loss. Therefore, a line or asterisk or a footnote that says we have a bank account and obviously you have a bank account and the addition to it would be helpful and it's never been done before. Crow stated to the Chairman that he hoped it would be done in the future and that the Chairman had done a great job giving these instructions to these agencies.

Crow Dickinson stated numbering pages would be helpful, but 85% of your clients come from North Conway or the Town of Conway, where do the others come from. Mr. Sommer stated some of the programs and activities that they do such as Summer Camp, they do have kids because their parents work in or around the Community Center, from Bartlett, from Fryeburg, from Tamworth. The same thing with the Tackle Football Program that they started about 4 years ago; the way they started that Program out any kid that would be going to Kennett High School would be allowed to participate in the Program. That said, 85% to 86% of his clientele is Conway. Crow asked if they contribute in any fashion and Mr. Sommer stated they contribute plus and upon the recommendation that they had here 4 or 5 years ago, they have a different fee for non-tax residents.

Bill Masters stated the redundancy of services and activities that you sponsor, how do they compare with the ones that are sponsored by Conway Recreation. Is there an overlap or do you do similar things; what is the difference between them. Mr. Sommer stated in some activities they do overlap; it's based on schools, they serve John Fuller and John (Eastman) serves Pine Tree and Conway El. For the kids aspects of it, there is a little overlap with basketball and things of that nature; but they also have different programs in the sense of North Conway Community Center has Tackle Football. There are 3 or 4 programs that they offer that are different: Cross Country running, Cheerleading. They offer different programs than what John (Eastman) offers down at Conway Rec and John (Eastman) offers some different programs than what they offer. John (Eastman) does a very nice job with the adults in the sense of leagues, sports leagues and things of that nature. The Community Center has Tangos on Sunday, they do dog classes on Wednesday, Fencing on Friday, Boy Scouts, Girl Scouts. There is some overlap, probably 50% overlap and then the different activities.

Ray Shakir stated you said that the programs are subsidized; are all the programs subsidized, who determines which ones are subsidized and how are the subsidizations determined; who and what's the criteria of the percentage of subsidization. Mr. Sommer stated they charge a fee for their programs. Ray stated that in effect subsidizes the program, correct. Mr. Sommer stated for some of it, yes. Ray asked if all the programs were fee charged; who determines which ones are fee based and which ones are not and who determines what the percentage of subsidization is. Mr. Sommer stated he did a program analysis when he first came here about 5 or 6 years ago about what a program costs to run it. From that base, they did a cost analysis, it costs \$18.00 to \$19.00 to offer a program to a child and you take into account that there are some that can't afford it, some families can, so you do have some scholarship programs that they do offer and things of that nature. Most

of their youth programs are fee based and the fees dictate on what it costs them to run that program. As an example, they charge \$80.00 for the Tackle Football; it costs \$30.00 per kid to have insurance and what that insurance does is it offers them if they have insurance at home it's a secondary insurance, if they do not have insurance it becomes their primary insurance so if they do get hurt during the program they are covered and the Center's insurance company requires them to have that. There is a fee for lights, fee for the referees, fee for the fields and for things of that nature and that's how the programs come up to cost and how they break it down. The Community Center doesn't look to make money on the programs, they look to try to break even. Ray stated so basically what you're saying is that the fee is covering 100%. Mr. Sommer stated in a sense yes, but you are never going to get there; he doesn't include his salary in that.

Ray Shakir stated so the administration is basically a non-profit request. Mr. Sommer stated for the \$75,000.00 he would disagree. Ray stated he was asking, not saying. Mr. Sommer stated the Community Center request for the last 5 years for \$75,000.00, they've raised \$185,000.00, so you're looking at a third of their budget comes from the citizens of Conway and the Community Center requires them to raise two-thirds of their budget. He wouldn't say that the \$75,000.00 covers his administration fee because he didn't think it does.

Janine McLauchlan stated there's a line item, Actual Revenue for 2010 for Grants of \$16,240.00 which is a huge jump from any of the past years. Was that a one-time only because you have zero for your budget for 2011. Mr. Sommer stated that was done that way for a reason because you are never guaranteed Grants. The biggest reason they have \$16,000.00 is because they did a major amount of tree work around the Community Center for about \$8,000.00; \$5,000.00 for scholarship money; and they received about \$2,000.00 last year from the Pequawket Foundation for wood chips to go around the playground. Janine stated so none of that Grant went towards the program equipment which you budgeted \$4,500.00 but spent \$14,000.00. Mr. Sommer stated that was correct; the reason they spent \$14,000.00 was for this new program that they started up last year, Mount Washington Valley Mountaineers. Janine asked if that was the football and Mr. Sommer stated it was.

Bill Masters stated concerning the maintenance of the facilities that they use, do they use facilities that are obviously town maintained meaning the Town of Conway actually does the upkeep and repairs and maintenance of the facilities they use. Mr. Sommer stated they use the athletic fields, they use Schouler Park for their spring programs, they use Whitaker Woods for the same programs, they use Falcon Field which is behind John Fuller, they use John Fuller School, they use Kennett High School, so they do use Town facilities maintained as the athletic fields. Mark Miller stated they obviously use their facility too, use it for Summer Camp and for a lot of stuff that goes on, they don't just use Town facilities. Bill stated the break out on that would be what. Mr. Miller stated roughly 60% on their property and 40% on others; when they have a game day, they go to Kennett.

Joe Mosca stated on their spreadsheet of their budget and what they're looking for, on Field Trips in 2009 you spent almost \$8,600.00, but you are only budgeting \$4,500.00 for this year, why would that be and the same for Transportation. Mr. Sommer stated they are taking less trips and doing more in town. They use to take a trip every week; this year they are only doing 4 off site trips and then they will do local trips. Mark Miller stated like Pirate Cove and things like that.

Joe Mosca questioned the Director's buyout of insurance of \$4,800.00; where does that number come from; most places he knows if you buyout somebody's insurance it's about \$1,000.00. Mr. Sommer stated it is how it was when he got here. Joe stated he wasn't taking any shots, it's just a fake number. Mr. Sommer stated the Board of Directors had that number, but you can look at a \$20,000.00 insurance for a family versus \$4,800.00, it's a good savings for the Community Center not to put him on an insurance package. Joe stated he fully understood, but was saying where he worked it was \$750.00 if you didn't take insurance and they did away with it completely.

Joe Mosca stated on some of the supplies, he's looking at purchasing balls every year. Mr. Sommer stated he tries to replace with a 3 year turn around; they get 6 to 8 new soccer balls every year.

Joe Mosca stated on all programs and number of kids, the very first one, unless he is doing his math wrong, the number is wrong and should be 560 instead of 672 and it is going to change the number at the bottom. If you do the math, the numbers don't multiply out correctly. Joe also mentioned that the only thing missing was the non-profit status; there should be a letter stating that you are non-profit. Chairman Sordi stated that Mr. Sommer could e-mail the letter to him.

Chairman Sordi thanked Mr. Sommer and Mr. Miller for coming in and for their presentation.

#### BUDGET COMMITTEE - OLD BUSINESS

Chairman Sordi stated there were a couple of issues that he wanted to go over real quick; one being the schedule for the next few weeks. Monday night we are going to be doing the School Budget of the High School, Middle School and Special Ed. Janine McLauchlan stated that she thought that was on Wednesday, February 2<sup>nd</sup>. Chairman stated Janine was right and on Monday night they were going to talk about the School budget and if there were any questions or open issues. If the Committee did not need that meeting, they won't meet. Janine stated to her it didn't make sense since the Committee wouldn't get to talk to the Principals until Wednesday. Chairman stated he was thinking if there were outstanding issues about information after everyone reviewed the budget, we could get back to them before they came in rather than ask before the meeting. Chairman asked the members if anyone thought that meeting was needed. Bob Drinkhall stated he didn't think so.

Bill Masters stated he would like a close out for the previous year; we have one from July 1, 2009 to June 30, 2010. He would like the previous year for those different times frames, something like July 1, 2008 to

June 30, 2009. Chairman Sordi stated he had just received a lot of documents from Carl (Nelson) that may already be in there and he thought that had already been asked for.

Chairman Sordi opened it up to the members to see if a meeting was warranted for Monday night. There being no apparent objection, Chairman stated he would e-mail Karen (Hallowell) to advise that there would be no meeting on Monday, January 31, 2011.

Chairman Sordi stated that the next meeting would be Wednesday, February 2<sup>nd</sup> and asked Karen Umberger if she thought she would be able to make it back in time. Karen advised that she did not know. Chairman stated to Karen that if she was on her way home and she wanted to listen, she was to let him know and he would call her on his cell phone and put it on speaker phone so that she could at least listen.

Chairman Sordi stated that on February 7<sup>th</sup> there is a tentative meeting "To Be Determined" and that would be the night that the Committee would talk with the Police Department and Earl Sires as Karen Umberger had wanted to bring them in again.

Doug Swett stated when the Committee heard from the Precincts, East Conway wasn't here and he talked to Mike Valladares and he said that he dropped it off yesterday downstairs to somebody as Karen Hallowell wasn't there. He will present it when the Committee wants him to, but since he plows snow for the State, if it snows, he won't be able to be here. Karen Umberger stated she thought it would be good if he could be scheduled for the 7<sup>th</sup>. Chairman Sordi stated East Conway Precinct can do their presentation on the 7<sup>th</sup>. Chairman further stated it will be the Police, Earl and the East Conway Precinct on 2/07 and he will let Karen (Hallowell) know by e-mail.

Doug Swett stated the Public Hearings are right after that. Chairman Sordi stated the Petitions are due on the 8<sup>th</sup>, then the Public Hearings are the 9<sup>th</sup> at the High School Auditorium, then we have to do the voting. Chairman asked Bob Drinkhall how soon does the voting need to be done. Bob stated the sooner the better. Karen Umberger stated she didn't know what the date was for the posting of the Warrant and the voting needs to be accomplished by the date that the Warrants are posted so that Karen (Hallowell) and the School can put this Committee's votes in. Chairman stated the following Monday is the 14<sup>th</sup>. Karen stated she thought it was 30 days prior to the Deliberative. Chairman stated the Public Hearings are on 2/09. Janine McLauchlan stated she thought it was around that first week in February that they are due and she thought the Committee was running pretty close to that date. Chairman stated if we have the Public Hearings on the 9<sup>th</sup> and the Deliberatives are on 3/07 and 3/09, there's not even 30 days between it. Karen stated she really didn't know what the posting date was, it would be in the RSA, but Karen (Hallowell) will know if you call her and ask her what the last day is that we have to vote because they do have to be posted by 4:00 PM on a certain day. Chairman stated we have to vote on all the Precincts, all the non-profits, the School and the Town and try to do it all in the same meeting. Bob stated to keep in mind that the 21<sup>st</sup> is a holiday. Chairman stated for right now, we will tentatively schedule the 14<sup>th</sup> as the night

we vote. Chairman asked Janine McLauchlan if she would be available and a number of members stated the 14<sup>th</sup> was Valentine's Day. Janine stated they actually moved the School Board meeting from the 14<sup>th</sup> to the 7<sup>th</sup> because of another conflict. Chairman stated he would ask Karen (Hallowell) when the last day was and would let everyone know.

Chairman Sordi stated the Deliberative is on the 7<sup>th</sup> and the 9<sup>th</sup> of March and we have to hang around after the Deliberative to do any re-votes and then members will have to sign all of the documents after that. We are working to get all of the Minutes out to everybody from the previous meetings, but we've had a lot of meetings and a lot of discussions. Chairman has been given information that he will review, scan and e-mail out to everybody. One of the things he has is the evaluation forms, it's big and thick so he may just scan it rather than copy it and e-mail it to everyone.

Karen Umberger asked if the 7<sup>th</sup> was the School and the 9<sup>th</sup> was the Town and Chairman Sordi stated the 7<sup>th</sup> was the Town and the 9<sup>th</sup> was the School.

Bill Masters stated there was a question concerning whether this Committee can submit Warrant Articles as a Committee and as an identity of the Town; did anybody know. Karen Umberger stated no, we can't; the only two entities that can provide something for the Warrant without Petition are the School and the Town, otherwise it has to be the 25 signatures. Ray Shakir stated assuming we get 25 signatures, couldn't we then, with the 25 signatures, suggest that it is proposed and submitted by the Budget Committee. Chairman stated you can submit it, but the Budget Committee can't do it; we can't submit it as an entity, but Budget Committee members can submit Warrant Articles if they have the 25 signatures. Ray stated we could formulate the Warrant, solicit the 25 signatures and submit the Warrant, but we can't say signed by the Budget Committee. Chairman stated that was correct.

Bob Drinkhall stated regarding the Police, one thing that he thought needed to be brought out was that it has been stated in the newspaper that the budget had been cut and that terminology is a little bit clouded because the budget has actually increased, it's the increase that's been cut, not the budget itself.

#### WHITE MOUNTAIN COMMUNITY HEALTH CENTER

Patricia McMurry, Executive Director and Judith Town, business manager made the presentation. Ms. McMurry stated they are here to support their request for funding from the Town of Conway and have always appreciated the money they have received and with health care in the news all the time, somebody had a sense of what they're going through with the high costs of maintaining a health care business. They are a non-profit; they offer primary care servicing and that includes Family Planning, prenatal, children, mental health and other services. Primary care is for people coming in for physicals, diagnosis and treatment. They are celebrating their 10<sup>th</sup> year anniversary this year and are excited about that and everyone is getting invitations to an Open House that they are having in February.

Ms. McMurry proceeded by stating that health care is an essential service in any community and the health service here for the low income and uninsured residents and surrounding towns are able to access health care when they need it. Their request this year is for level funding. They provide health care services, but are actually providing more than just medical care and that's what really sets them apart from the other clinical providers in the community. As an example, they have a sliding fee scale. What that means is that people pay according to their income level. They did focus on lower income residents that required a regular level of medical care and also other types of services, anything from financial to social work. This type of assistance is not typically offered in one location and a private health care setting. Their patients have less so they provide more to keep them healthy.

Ms. McMurry proceeded by stated access to several patient assistant funds for needs ranging from medication to transportation; funds like these are not typically available in one location either. The founders of the Miranda Leavitt Fund, the Shirley Rae Walker Fund and the Polycystic Ovarian Fund sought them out as the best route to distribute their funds. The services offered at the Health Center are on the same level as those provided at a typical doctor's office. The patient has multiple access for services.

Ms. McMurry proceeded with wanting to go over some budget areas because, as mentioned in the past, every budget is a little bit different and health providers are very different. Look at the Salary and Wages area, fiscal year 2010 and their fiscal year starts July 1<sup>st</sup>. They had a full-time person come on for the Child Care Resource and Referral Program so the wages and benefits are totally funded by the State. They also changed their staffing pattern so that the Nurse Practitioners are working longer hours because they all weren't working with nurses and now they are working with nurses and that's what's extending that more. People are working as hard as they were and trying to make more sense out of it in terms of what they do. There were no staff raises for fiscal year 2010. Under contracted services, that's always a mystery to people because it just says "Contracted Services" and she's going to demystify that a little bit. Under that are the Nurse Midwives, they contract with 2 Nurse Midwives from the Hospital to provide services in the pre-natal program and they delivered about 8 babies a year through that program at the Hospital. They have a Dentist; one day a month a Pharmacy Consultant; mental health counselors.

Ms. McMurry proceeded with Employee Benefits, the benefits are about 13% of the total payroll and that's significantly below what the State allows, the standard is 20%, so they are below that. Total personnel calls for about 76% of their total costs and the health care personnel costs are up by about 80% usually and that's because they are a service industry and what that means is they pay professionals and they sort of re-sell their time if that makes sense. If someone comes in to see a Nurse Practitioner or a Physician or a Dentist, they charge those people based on Medicare or Medicaid or whatever they have and that's how that how works. A lot of people don't understand when they are looking at budgets.

Ms. McMurry proceeded with their Income which is derived from a number of different sources; 53% is payments from their patients. As you can well imagine, that has gone down because they are serving more people without insurance in the last 2 years than in the past because people are losing jobs and people are also losing insurance because some of the small businesses can't afford to pay for insurance any longer; 31% of their total income is provided by the State of New Hampshire Grant Programs; and the remaining 16% comes from Memorial Hospital, Town support, Grants, fundraising and donations.

Ms. McMurry stated last year they had 10 fundraisers and they had a lot of help from local businesses like Soy Fire Candle, Inn at Thorn Hill, Attitash, Close Knit Sisters, among others. They also do an annual appeal every year asking people to help them with their mission. All of their funds are either private funds from fundraising that are treated separately or the funds they provide to help the patients. The Red Jacket Resort recently gave them \$1,000.00 for the medication fund and they have been doing that for the last couple of years and that helps a great deal. As she said, they appreciate the Committee's support; they have made every effort over the years to keep it level funded and that's been a real struggle and they hope that the Budget Committee, who represent the community and the community will agree that they provide a real service worth supporting.

Chairman Sordi stated on page 3, you have the cost of one Unit of service at \$368.76; how has that changed over the last few years, has that stayed relatively stable. Judith Town stated it is relatively stable within \$5.00 or \$6.00.

Bob Drinkhall stated how do you perceive Obama Care should it survive, will it affect you in the long run. Ms. McMurry stated she had heard that there is going to be a penalty for people who don't buy health care through that plan, but the penalty is less than if they buy their insurance and so they believe they will still see a certain number of people that will have nothing. Then because in Massachusetts when they went to that kind of program, the Health Centers and everybody had waiting lists because people who didn't have insurance now have it and are coming where they never used to for preventative services and physicals. That's the experience there and that's what's being projected that everybody will have a number of patients and it will be difficult to keep up. Ms. Town stated there will still be a need in the Valley for the service.

John Edgerton stated you have a Food Pantry and he realized it was their patients, but it is redundant in the Town. You go to Manchester to pick up food; there's a large Food Pantry in the Brown Church and one in the White Church and the one in the White Church is supported by the Town. Do you coordinate with the Town Welfare Office to make sure that the person you give food to hasn't already gone to Vaughan Community or the Brown Church. Ms. McMurry stated there is a committee that meets of all the Food Banks in the area and they do go to that and when someone comes in the first time, they fill out forms and they do coordinate with each other. It is hard to say there isn't sometimes that people come in to the different places. One reason that they fund this is because of the cost

of gasoline; people can come to one place and have a lot of their needs met. John stated the Brown Church is less than a mile away; can't say that distance is a problem. John was just saying there are two big Food Pantries in town and it's expensive. Ms. McMurry stated it's not expensive. John asked if they had any manpower helping. Ms. McMurry stated they have a volunteer who mans it; he picks vegetables in the summer; he drives to Manchester and he doesn't charge them to go to Manchester; he's been trained and used to be in the food industry and he donated a small refrigerator. Somebody had a Christmas Party and the entry to the Christmas Party was to bring a frozen food and they brought this big cooler over with frozen meats and there was a lot of Pot Roasts so his wife did a recipe for Pot Roast in case someone didn't know how to cook it. There's no cost for that program for them and if there was, they would be thinking differently. Chairman Sordi asked for the name of the volunteer. Ms. McMurry stated David Olson and before they had him, she or someone else would go down to Manchester and then put the bags together. Since he is there, he puts the bags together and when people come, they each get two bags that are loaded the same each time. The only labor they have is when someone walks back to get the bags to hand to somebody.

Joe Mosca stated it is stated that the Health Center is a non-profit, yet on page 1 you state you are "Not For Profit", two different legal terms and there are different requirements and filings between the two. Ms. McMurry stated they are a 501(c)(3) so she guesses they would be considered non-profit. Joe stated but that's not what it says on your form.

Joe Mosca stated on page 2, Consultant Fees for 2010, it was about triple what was budgeted, can you explain that. Ms. Town stated it was in part recruitment costs; they had to recruit a Nurse Practitioner and there were costs related to that.

Joe Mosca stated on Grant Funded Services, every year you budget \$22,000.00, plus or minus, and the last two years you've spent \$35,000.00. Ms. Town stated typically, for example take Partners in Health the State provides them with \$15,000.00 to \$20,000.00 in funds they may choose to use as they see fit, depending on what the need is in the community or the people being served by the Partners in Health program so whatever they pay doesn't really have to do with the operating costs, it's not really for anything they use for operations so they just put it in that one line, that's something that programs use and pays someone else. The Miranda Leavitt Fund: when their patients use that Fund and they pay another provider or medications for that person, that's the line it comes out of; it's almost impossible to predicate what that line will be because it's highly based on who uses it in any given year because Partners in Health is budgeted at \$20,000.00, it's going to be at least \$20,000.00. It could be \$35,000.00, it could be \$15,000.00, it could be anything so it's a hard line to budget for. Generally speaking, it doesn't really come out of operations; it's money that's come in and then gone out again.

Joe Mosca stated his last question was on their Bad Debt Provisions and he knows that it is hard to predict that but given that the last few years have been a whole lot higher than you budgeted, don't you think you

should budget a little higher, given the fact that it's not getting any better. Ms. McMurry stated they are seeing more people without or they have no money. A lot of their clients or patients have two jobs but no health insurance because they work part-time and small businesses in this area can't afford health insurance. Ms. Town stated it is difficult to budget for; they have changed some of their procedures at the front desk to when someone leaves any business and haven't paid, you know it's going to be hard to get paid. They've changed some of their procedures to increase the payment rate right at the window that will eventually decrease that. Joe stated he didn't want to have a false bottom line on the budget. If some of these numbers should be higher, you're shooting yourself in the foot to start out.

Karen Umberger stated when your patients come in that are uninsured, how many of them would qualify for Medicaid. Ms. McMurry stated Medicaid is largely for children unless there is a disabled adult and they have very few adult Medicaid patients. A woman can qualify for Medicaid while she is pregnant and then some after services and then she doesn't qualify any more. Karen stated so the population of the uninsured is not people with children. Ms. McMurry stated it's not the children, it's the adults because many times the parents have no insurance and they are low income and their children have Medicaid, but the adults don't. Since they have all of these services, they attract whole families and that's what they want to do.

Crow Dickinson stated on your budget presentation for this year, why is it that your total expenses and your total revenues are not the same. Ms. Town stated she thought the profit was \$200.00. Crow stated it doesn't matter, why aren't they the same. They always have to be the same; there's not exception, they have to be the same figure. That's a basic accounting principle; budgets are anticipated revenues and anticipated expenses, make them the same by increasing whatever the difference is in fundraising or it doesn't really matter what it is, but make them the same and please always do this.

Crow Dickinson stated in 2009 Actual you have a profit and in your 2010 Actual you have a loss. What happens to this money; did it just poof and somebody put it in their pocket, obviously you didn't. You have a bank account, you took the loss out of the bank account, you put the profit in the bank account, could you please show in another year you're liquid assets such as a bank account for a couple of reasons. You could show where that came from or where that was put in and you also show us, the Town, how much of a cushion you have in case of an emergency. It would be nice if you showed it, even as a footnote.

Janine McLauchlan stated your Maintenance and Cleaning seems to be a very reasonable expense for a building your size, she was just curious to know if that included any of the biohazard disposal and things like that. Ms. McMurry stated as they have talked about before, Memorial Hospital owns the building and part of owning the building the Hospital does take care of their biohazard disposal which is wonderful for them. The Hospital is very supportive of them.

Chairman Sordi stated if he remembered correctly, their benefits are through the Hospital and he noticed that the benefits went down and questioned whether that was an actual reduction in the benefit costs or because of the people covered under it. In your budget last year was \$120,000.00, Actual was \$123,000.00 and this year you have \$117,000.00. Ms. Town stated it would be employees who are no longer full-time and they would no longer have those benefits. Chairman asked if their benefit costs went up this year. Ms. Town stated their health insurance benefits did go up. Chairman asked what percentage and Ms. Town stated typically it goes up 10% to 15%. Ms. McMurry stated the Hospital is self-insured and that makes it a little bit better; could be worse. Bill Masters asked if they were self-insured. Ms. McMurry stated they have checked the market before and it would always be so much higher for them because they have 32 employees.

Chairman Sordi asked if the closing of the drug store at the Hospital had an impact on their operation and Ms. McMurry stated no.

Bill Masters asked what is the percentage of the patients that you serve that are pro bono. Ms. Town stated not too many people are completely free. Bill stated of the patients or clients that come in that receive services, how many of those are roughly pro bono or free. Ms. Town stated totally free maybe 4%; everybody is on a sliding fees scale whose a self-pay and there are certain services that they will provide for free.

Chairman Sordi thanked Ms. McMurry and Ms. Town for coming in and for their presentation.

#### NORTH CONWAY DAY CARE

Jackie Howe, Director and Dan Jones, Chairman made the presentation. Ms. Howe stated this is their 39<sup>th</sup> year and the goal of the agency is to provide affordable quality day care to the parents and families that work in the Valley. At present they have a percentage of people that can not pay the full amount and the clients she will be talking about are not the clients that receive State aid which is the Child Care Scholarship Program; those children are enrolled through the Department of Health and Human Services and they are billed through the State. What she is now talking about is that they have this percentage of clients enrolled and Vaughan has been the back bone of the Church to help keep that cost low and it's getting more and more difficult as overhead and other costs go up between food, water expense, their usage fee, everything. Right now they are subsidizing close to \$20,000.00 of parents that are not receiving any assistance from the State. Of that amount and the clients from Conway, that totals to be \$11,505.00 for a year; as Patricia (McMurry) was saying and she is saying too, the last couple of years have been extremely, extremely difficult with the schedule for working and not working and practically every single day they have a change of a work plan.

Ms. Howe stated their goal with Vaughan is to try and work with these families and they are trying to be understanding, but they still have a budget and staff to pay and they are trying to work as well as they can and be understanding of that. These people are still very vulnerable and

situations happen, but they have sort of organized and reorganized for about a year and they have a good system in place, but when she looked at some of the parent salaries, sometimes it's close to 23% of their income in order to pay the lowest rate. The lowest rate that they have that they can subsidize at Vaughan is \$25.00 a day. As you can see on the Application, it really costs close to \$30.00 a day and that's for children 3 and over; it's \$33.00 for children under 3 and that base rate there is \$28.00.

Ms. Howe stated with the Child Care Scholarship, at present they only have 7 children on that program with 4 pending. They provide child care year around and their numbers fluctuate during the summer time and school vacation times. They are licensed for 9 months through 12 years of age. They provide a USDA child care and adult food program so that these families have a breakfast, a lunch and an afternoon snack.

Ms. Howe stated the point she is trying to say is that the assistance from the Town of Conway will help these families remain in their jobs. Out of 60+, there are 32 single parent families and they don't have a lot of support. They do have an emergency Food Pantry which their families have used and they are supportive of families and helping them and she thought the biggest thing for their families and for their own self-esteem is to stay employed. All of her families right now are working families. There used to be a time in their history when families could send their children for the preschool experience, but they are finding that there's nobody that can really afford that anymore. All of their parents, because Vaughan has been really consistent about trying to make it affordable, are sending their kids because they can afford it and still go to work.

Chairman Sordi asked how many children did they have currently and Ms. Howe stated it varies, but right now averaging between 60 and 65 children enrolled and that will increase during school vacations and during the summer time.

Crow Dickinson stated in your budget you have total expenditures and total revenues equal. Ms. Howe stated she thought that was noted last year. Crow stated it was, but not everybody paid attention. Crow stated the "In Kind" income is the same and has been the same for both budgeting purposes and Actual every year, why is that. Dan Jones stated the "In Kind" is primarily coming from the fact that the Church owns the property and that is one of its subsidies that they get.

Crow Dickinson stated your donation line is extremely low, why is that; don't you ask for money from people. Ms. Howe stated they did just start a campaign this fall and it has totaled only \$3,000.00, the Bridge the Gap Campaign. They do sell fundraising annually through the Mud Bowl event and through a golf tournament and they are trying do more of that but it's a matter of time and personnel and they are at a skeleton crew. Crow stated you've said you've already raised \$2,000.00, where does it show up; your income line for donations says \$500.00. Ms. Howe stated the fundraising campaign was a fundraising drive and not a donation. It was interpreted more as a fundraising event because of the Committee for the Vaughan Community Service. Crow stated that will show up in your

contribution side and Mr. Jones stated it should. Crow further asked if it would be possible to type the application.

Joe Mosca stated on page 3 you have a total figure of \$190,033.00 and on page 2 if you take the first two line items and add them together, you get \$193,083.00 for a difference of \$3,050.00. Ms. Howe asked Denise Leighton if that had to do with the reimbursement of a percentage of the health insurance; 25% of the health insurance comes back in that the employee pays. Janine McLauchlan stated she thought that on page 3 they're saying the value of the benefit is \$7,500.00, but the cost is actually 25% less because the employee contributes.

Joe Mosca stated there isn't anything in the package that shows proof of non-profit status; there should be an IRS letter or something as it is requested in the application and it's not here. Ms. Howe stated they would get it to the Committee Monday morning. Chairman Sordi asked if it fell under Vaughan Community Service and Ms. Howe stated yes. Chairman reviewed the application from Vaughan Community Service and stated there was no proof there either.

Chairman Sordi thanked Ms. Howe and Mr. Jones for coming in and for the presentation.

VAUGHAN COMMUNITY SERVICE, INC.

Denise Leighton, Interim Administrator and Dan Jones, Chairman made the presentation. Ms. Leighton stated she was here to report to the Town of Conway the services they provided to the community this past year. During the calendar year of 2010, the Food Pantry served 66,906 meals to serve the needs of 1,593 individuals of Conway. They are currently experiencing 10 to 20 new clients per month. They provide a two week supply of groceries and each person or family is limited to one visit per month. Because resources are limited, they must limit the amount of food given to the recipients. In the past, they have had their supply of food dwindle to frightfully low quantity. Staffing the Food Pantry requires approximately 80 hours of volunteer and 20 hours for paid staff per month.

Ms. Leighton stated during the holidays they were able to provide 132 Thanksgiving baskets and 40 Christmas baskets. These baskets contain everything for a complete holiday meal including a pan to cook the turkey. There is a tremendous need in the community for the service they provide, not only as the Food Pantry but the service of providing the Clothing Depot. The Clothing Depot offers clean, warm clothing (coats, pants, sweaters, shirts, shoes/boots) and accessories, such as hats, mittens and gloves, and socks to the residents of Conway free of charge. In addition to the Clothing Depot and the Food Pantry, their services include providing assistance for community referral and resources that are available.

Ms. Leighton stated their discretionary fund has been able to assist and provide some of the following services: home fuel, groceries, gas cards, electric bill, vehicle repairs and motel housing assistance for displaced residents. These recipients are residents of Conway that through whatever

means have "fallen through the cracks". The Vaughan Community Service, Inc. services the entire Town of Conway, including the villages of North Conway, Conway, Center Conway, Intervale, Kearsarge, Redstone and East Conway.

Crow Dickinson stated thank you for making note of total revenue and expenditures being the same. Also another year, he hoped they would put something down called liquid assets or bank accounts; he noticed they had a deficiency or a loss between what was spent and what was received and it would be nice to know where that loss came out of and what kind of cushion you have.

Mr. Jones stated the Food Pantries in town are really trying to communicate with each other so there's no duplication. In the past, he thought there may have been a few cases where people made the Food Pantry their Shaw's for their weekly shopping or daily shopping and in some cases he was sure that was abused even further. There is communication going on now to be able to make sure that Mr. and Mrs. Smith are not showing up at everyone's Pantry. This is suppose to be a stop gap measure to help people at certain times of need and Vaughan is just one resource that they can go to.

John Edgerton stated you're asking for \$2,880.00 and you are budgeting the Town of Conway at \$3,500.00. Mr. Jones stated at the last minute they were reflecting on the Committee's request for a 4% reduction from last year.

Chairman Sordi stated he wanted to thank Vaughan Community Service, Inc. and also the Day Care Center because they both came in less than last year which the members appreciate.

John Edgerton stated the Town of Conway gives them money to manage the Food Pantry. Mr. Jones stated part of the request they are asking for is money to help with the Food Pantry, but it's not for the entire program. Historically, and many of the members may not be aware of it, but back in 2003 or 2004 the Town of Conway actually asked Vaughan to take over the Food Pantry business and in the report Denise just gave, it's 80 hours per month volunteer time and the volunteer effort is incredible and if you equate that back into what it would cost the Town just in their one Food Pantry, it would be incredible. John stated the history is important because the Town closed it's own Food Pantry and turned it over to Vaughan and that's what the money is for. That's a lot different from these other organizations that are asking for money, not related to something the Town turned over to you to do.

Ms. Leighton stated the past year Vaughan has gotten into the New Hampshire Food Bank which they have to pay for a lot of the food, so the cost there when she was doing the budget she wasn't including that because Vaughan has just recently gotten into it. It can cost Vaughan anywhere from \$300.00 to \$400.00 when the Food Pantry is pretty well depleted to purchase food that maybe would normally cost between \$1,200.00 and \$1,400.00 from the New Hampshire Food Bank and it has also helped them to provide meats for the clients; sometimes they get fresh

vegetables, so they are giving them a good range and it's like going to the grocery store; they give balance food.

Janine McLauchlan stated the Actual for 2010 budget of \$94,000.00+ and the Actual expense is \$74,000.00, that's about a \$20,000.00 difference. Ms. Leighton stated there was a program which many members are aware of that transitioned last year. They used to have a visitation program and counseling which is no longer part of their programs, so that was part of that budget last year. That's the difference between last year and this year; they are no longer providing those services. Mr. Jones stated consequently they also cut back from a full-time Administrator to a very part-time Administrator in Denise.

Ms. Leighton stated they also have a new program just started, a support group called Survivors of Suicide which is going very well; it's surprising the amount of people that need support out there. She is a survivor of suicide, her older son, and it was something she has always wanted to do and has been surprised at how well it has taken off. She received a call from someone in Kansas last week because she thinks they are on the SOS National Registry now as a support group and her husband had committed suicide and her daughter lives in the Town of Conway and needed help. They connected with somebody to tell her about the program as they can not solicit people to come, but they do want people to know the Support Group is out there and she knows it is a great need for the Town. There are a lot of people out there struggling with it and they are helping each other; it is a wonderful Support Group.

Crow Dickinson stated maybe you answered this and he didn't hear, but on the Income side of the budget, you have Client Fees/Contributions and it's blank. Ms. Leighton stated that was from the other program that is no longer with them, the visitation and counseling.

Mr. Jones stated just as an overview, the purpose of Vaughan originally was to serve and subsidize the needs of the people in Conway. They have gone beyond that over the years and they have expanded out trying to find the needs of the community that are not being satisfied currently and, again, it's an all volunteer Board and all volunteer people trying to help out people who are in need. The Food Pantry, the Clothing Depot, the Suicide Support Group are just some of the programs. There are also a number of programs that have become their own organization. They encourage people to call and let them know if their needs are not being served currently and if they need help.

Chairman Sordi thanked Ms. Leighton and Mr. Jones for coming in and for the presentation.

#### CHILDREN UNLIMITED

Jackie Sparks, Executive Director and co-founder in 1986, made the presentation. This is an organization that has several early childhood oriented programs. The only program that comes to the Town is the Early Intervention Program or better known in the State of New Hampshire as Family Center - Early Support and Services and that's the birth to 3 program. Children are either born or early diagnosed with a developmental

condition or demonstrate developmental delays according to their pediatricians due to pre-maturity and other kinds of environmental factors.

Karen Umberger stated this is the birth to 3 and then at 3 the School takes over. Ms. Sparks stated that was correct. Karen stated this is the same group of people that the School will pick up. Ms. Sparks stated luckily, many of the children that go through the Early Intervention Program graduate or are even discharged before they are 3 and never go on. Their purpose is to eliminate the need for identification at age 3 or to significantly reduce the number of services that would be needed at the School level.

Karen Umberger asked what is your Center rated for as far as, like North Conway Day Care said they were from 9 months up. Ms. Sparks stated they are actually licensed by the Child Care Licensing Bureau; they actually licensed the building; all the programs for children have to be licensed, the School has their own licensing, so their whole building whether they have pre-school, day care children or early intervention children all are licensed under the Child Care Licensing Bureau and they are licensed 6 weeks to age 8. She has always asked to age 7 but this year some where along the line it was decided that they would get approved for up to 8 and she was actually surprised when that came through.

Crow Dickinson thanked Ms. Sparks for making the proposed expenditures and revenues equal, he really appreciated that. First of all, in recent years you've expended more than you've raised and there's no accounting as to where you picked up this extra money; he was looking particularly at the Actuals for 2009 and 2010 and, he has mentioned to the other people as well, clearly it came out of a bank account and it would be nice if you had a footnote saying what your liquid assets are, what your bank accounts are and showing that it was taken from that. It would also be helpful if you showed the Budget Committee that you have a little cushion in case of emergencies.

Crow Dickinson stated that he noticed that 40% of their clients come from other towns and receive money from these other towns; what other towns are they. Ms. Sparks stated they have 9 other towns: Albany, Jackson, Bartlett, Chatham, Northern Carroll County and then they have Freedom, Madison. They are the 9 towns that were originally SAU 9, but are now under SAU 9 and SAU 13.

Crow Dickinson asked if they had a Board of Directors. Ms. Sparks stated they did. Crow stated it was not in the package. Ms. Sparks stated she thought it was attached, apologized stating it was an oversight and that she would e-mail same to Chairman Sordi. Ms. Sparks stated it was on her request from last year, but there are some new members and she would be happy to e-mail it to the Chair.

Janine McLaughlan stated you have a new Kindergarten Program this year, where does that fit into your budget and how does it impact it this year. Ms. Sparks stated it's not included in anything she was coming to the Town about. They have a pre-school for children with more severe special needs that are referred from the District which is an integrated program

with children who are also late in developing. This year they decided that, to be perfectly honest, there was a child who had come from a pre-school who was not able to be served a year ago in the Conway School District and had to be sent out-of-District for a considerable amount of money. What she was trying to do was create a new alternative that would keep the child in their home and also cost the District quite a bit less and be able to continue to serve this child for one more year before they went into the public school system. It's a full day program that allows them to have a longer time to build in the basic academics. They are aligned with SAU 9's curriculum in that Kindergarten and are approved by the New Hampshire Department of Education. It's part of their overall agency budget, but it's not dealing with Early Support Services.

Ms. Sparks stated she would like to bring to the Committee's attention that they have reduced their request to \$12,000.00 in acknowledgment of the Committee's request for a reduction. Chairman Sordi thanked Ms. Sparks for the reduction and stated that the Committee appreciates that.

Ms. Sparks stated as a clarification to Crow Dickinson that she will be happy to make those footnotes. Years and years ago, and it hasn't been for several years, they used to get a sort of a Block Grant, she didn't think it was actually called that, but they got a certain amount of money from the Bureau of Developmental Services and everything that they received was for service. Basically the children who are on Healthy Kids Gold, the Medicaid Healthy Kids Gold, paid their services. However, if you look at her budget numbers, the number of monies that have come in under private insurance has absolutely dwindled. They received 10% of what they had to bill out last year and, as you know, the insurance issue is a humongous issue for everyone and unfortunately Early Intervention or a lot of developmental delays are not covered by insurance. The money that she comes to the Town and all the towns asking for is for assistance with those children who either have no ability to pay because they are uninsured or underinsured meaning that some of the families have catastrophic insurance only or have insurance but it doesn't cover any kind of developmental delays. She didn't think she had been clear about that in the past but this money goes directly to help offset those and it's looked at town to town.

Crow Dickinson stated he thought that when she did put down the bank account, if she could show year to year how it has changed would be additionally helpful.

Chairman Sordi thanked Ms. Sparks for coming in and for the presentation.

#### TRI-COUNTY COMMUNITY ACTION - FUEL ASSISTANCE

Paula Abraham, Community Contact Manager, made the presentation. Ms. Abraham stated she wanted to start by thanking the Board for all the past support with the Agency. Last year the residents of the Town of Conway received over \$1 Million in total benefits combined for services that were provided by Tri-County Cap; 1,289 residents of the Town of Conway received over \$500,000.00 in fuel assistance; the other programs that comprise this are Weatherization, Electric Assistance and homeless prevention. They do not receive funding from any County or State level;

the local funds they are requesting county wide are vital to the operation and the administration of the Fuel Assistance Program. The funding for the Fuel Assistance Program does not adequately cover their operating expenses like electric, heat, rent which all programs have to pay; basically, all the necessary expenses that are needed to run the office and keep their doors open. They operate programs and provide services that have no funding support whatsoever, such as the USDA food distribution to all Food Pantries in Carroll County; emergency assistance with donated funds; referrals and direct client assistance and counseling. Because funding is more than likely going to be less this year, which it is, but hopefully the same as last year, which it is not, coupled with the fact that early on in this program they were allowed only to authorize emergency benefits only due to the delay in Washington. This has created a huge back log of applications waiting to be processed and not only that, they do not have adequate staffing to handle the demand of the program. That being said, they greatly appreciate all the support and look forward to continue cooperation in partnership with the Town of Conway residents.

Chairman Sordi stated out of curiosity, what is the role of the field staff, weatherization or delivery. Ms. Abraham stated the field staff includes the Fuel Assistance Program which includes 3 intake staff members that actually do the intake face-to-face in an interview.

Karen Umberger stated on the Fuel Assistance, \$250,000.00+ is how much was provided to the residents of Conway area, is that what this is. Maybe you can just tell me how much fuel assistance was provided to the Town of Conway. Ms. Abraham stated \$553,000.00.

Crow Dickinson stated looking at your budget, thank you very much for making your total expenditures and your total income the same, but you got carried away he thought because in 2009 Actual and 2010 Actual the expenditures and the income are also exactly the same; how can that be. Ms. Abraham stated they were a non-profit agency. Crow stated that wasn't the right answer; even non-profit agencies aren't that good at budgeting and there's got to be a difference between what you actually received and what you actually spent; don't do that again. He knows perfectly well that they can't be the same. Ms. Abraham stated she would pass that along to their Main Office; she gets the numbers from the Main Office. Crow stated he does appreciate the budget figures and what they anticipate are the same as they should be and they must, but the Actuals are never the same.

Ray Shakir stated he didn't think there was any argument in accepting the fact that government energy policies are going to severely, significantly increase in the future. Was there any thought given on how you are going to deal with this increased impact in the future. It seems to him that would be considered reasonable at this point; there's going to be increases exponentially in the future especially in this area of the country and he didn't know if they had given any thought to how they are going to deal with that and, if they had, he would like to know. Ms. Abraham stated their request has remained the same for \$13,000.00 for several years and, because of the economic situation, they don't want to ask the Towns to put any further financial burden on the Town. You are

right, the demand has increasing and their request has remained the same. The Executive Director, Larry Kelly, does a lot of work in Washington and he advocated for the agency obviously trying to promote the realization that the demand is increasing each year but, for the purposes today, if they got less money, they would be in serious trouble to be able to implement programs in any kind of efficient manner. They don't have the staffing now to handle the increase and that's why there is such a back log of people waiting to hear about their Fuel Assistance Application. Ray stated he thought they were going to have a really big problem in the future and Ms. Abraham agreed.

Chairman Sordi stated the increase in fuel costs this year, we've had a 25% increase in the last 6 months and some alarmists are saying \$5.00 for a gallon of gasoline by the summer; long term, how do you see that impacting your ability to provide services. Ms. Abraham stated what typically is going to happen is that people's fuel assistance benefits are not going to go as far and they are going to run out of their benefit and regardless of the fact that they've actually prepared or budgeted or are on their own for the rest of their fuel heating expense will definitely be impacted. They always try to counsel applicants that they do need to plan on their own to budget for their responsibility for the heating. This year they've had applicants that have already used up their benefit and stating they need more money and she does not see that happening this year. They are not getting the funding. She received an e-mail from the Main Office stating that the amount of money received was \$44 Million for fuel assistance. They just received an additional \$1.8 Million in contingency funds and no plans have been made to either raise the income limits or do a supplemental. With this additional money this year New Hampshire will get \$35 Million compared to \$44 Million, so you can see the reduction right there.

Chairman Sordi stated are there conversations with local providers that provide the fuel oil for lower rates for the program. Ms. Abraham stated no, they can do anything they want.

Karen Umberger stated there were 584 eligible, how many people actually applied in the Conway area; there are people that may be eligible that don't apply and there are people that apply that end up not being eligible. They may or may not be eligible so this 584 is simply the clients that you actually gave money to, not the number of people that applied and were not eligible because your income limits shifted based on the availability of dollars. Ms. Abraham stated the income limits as we sit today have not increased to the 60% State median; they don't anticipate it to because of the lack of funding. What they are trying to do is to have funding available for those who have not yet received any benefit; they are going to do that first before they do anything.

Karen Umberger asked if they get a 2:1 that apply but don't qualify. Ms. Abraham stated the percentage of people this year that are over income is a little higher than last. They are finding people that are applying that know they are over income but are applying anyway hoping that they'll get something, but they are over the income limits so they are sent a denial letter and they can apply as many times as they want if their income changes. Karen asked what the income level was for this year. Ms.

Abraham stated for a household of one with a gross in a 30 day period is \$1,780.00. Karen asked about a family with four children and Ms. Abraham stated it was about \$3,200.00 in a 30 day period.

Crow Dickinson stated he had a follow up question on oil suppliers perhaps giving people a break; you just supply the money and your client can go any where to buy oil, is that true. Ms. Abraham stated they can shop around before they apply for fuel assistance, but once they apply for fuel assistance and they are enrolled, they have to stay with that one supplier. Crow stated you don't have any program to work with oil suppliers to give a break or you may have an oil supplier who really wants to make a contribution but the question is: is there any recognition of that contribution in the form of a tax deduction at the Federal level. What he is trying to get at is are the Feds really interested or actually participating with local suppliers to try and provide them the opportunity to make contributions which are then tax deductible which you would recognize and recommend to your clients that they should really buy from those particular suppliers. Crow asked Ms. Abraham to talk to the Main Office about such a thing. Ms. Abraham stated that was a question for the Governor's Office. Crow asked if they were in communication with the Governor's Office and Ms. Abraham stated the Main Office was. Crow stated that was good and that was what was needed because you're the interface between this program and the Governor's Office and the congressional delegation or the Main Office is because they're the ones that are going to say "gee, we have a good idea" and work up something that Mr. Chairman started thinking about.

Chairman Sordi stated the only reason he asked was because in the past he had seen commercials on TV that talked about how they supported that type of program and it's at a lower cost.

Ray Shakir stated going along that same vein, there are a couple of organizations that you are probably aware of in this area that purchase fuel in groups so if you belong to that group and they negotiate a lower fuel price, you could take advantage of that purchase. He is involved in one and was sure there are plenty of people that are also involved with it and they get significant discounts in terms of purchasing their oil. Is it possible you could coordinate with these organizations and then refer clients to the organizations. Ms. Abraham stated they don't really coordinate because they don't have the manpower to do that, but they do refer their people to the Energy Alliance. There is also another one "Joe for Oil", Joe Kennedy has an organization that she believed New Hampshire was also participating in. The Neighbor Helping Neighbor Program that is handled through Public Service has just initiated an emergency fund for fuel assistance; that's new this year, they've never done that before. The referral piece of this agency is that they do refer people to those organizations.

Bill Masters stated going back to the fuel assistance and looking at the 584 figure, would that entail multiple visits to one residency. Ms. Abraham stated no, people can apply just once per program a year. Bill stated so it would be one delivery and that's an actual figure in terms of households or facilities that you have visited. Ms. Abraham stated the 584 is the number of households that 1,289 is the beneficiaries, the

total number of people in those households. Bill stated he assumes that it is true for the rest of the figures down there would be a sole visit by the provider. Ms. Abraham stated it depends on how much their fuel benefit is; they could potentially get two or three, their maximum fuel benefit for someone is \$1,125.00 per heating season if their household and income provide that kind of benefit or if they are eligible for that kind of benefit. They could potentially get two or three deliveries of minimum deliveries out of that money. Bill stated but that would be counted, those two or three deliveries, as a single household. Ms. Abraham stated exactly.

John Edgerton stated they have to be very careful what they're doing and thought what they are doing is right, they're recommending more than one. For an agency to recommend only one is a huge liability, so what they're doing is right.

Chairman Sordi thanked Ms. Abraham for coming in and for the presentation.

#### STARTING POINT

Suzette Indelicato, Executive Director, made the presentation. Ms. Indelicato stated Starting Point is a domestic and sexual violence agency that covers Carroll County. For those of you that don't know, Starting Point is a non-profit organization that is dedicated to insuring quality services to victims of relationship violence and sexual abuse, preventing future relationship violence, promoting social change within the community, encouraging accountability and educational programming. They have been an organization since 1981 and the organization has grown from two staff members 15 years ago to an organization of four full-time staff members, two part-time staff members, a dedicated volunteer pool of 27 individuals and an active Board of Directors. In 2010, Starting Point staff and volunteers provided advocacy and support to 537 residents in Carroll County; of that, 188 were Conway residents so that's about 36% of the overall victims that they served. A total of 3,709 services or 45% of Starting Point's overall services were provided to Conway residents. There were 25 Conway residents that stayed in their emergency shelter for a total of 513 nights. They were trying to figure out what a hotel would be and if you take it at \$50.00 per night, it equals about \$26,000.00 the Town of Conway saved themselves with the individuals who needed emergency shelter. Starting Point spent approximately another \$1,000.00 on emergency supplies of food or assistance with gas to get somebody to a safe environment.

Ms. Indelicato stated the Town of Conway benefits from Starting Point's programs in numerous ways so that any victim living and working in Carroll County can access Starting Point's confidential services 24 hours a day, 7 days a week. Conway's Police Department has access 24 hours a day, 365 days a year for case consultation, assessment, placement of individuals in their emergency shelter. Individuals working in Conway, who live here, can also access their services regarding someone they care about. The Town of Conway's Welfare Officer often refers individuals to them.

Ms. Indelicato stated they also have a prevention and education program that they are very proud of. They do not charge the Schools for anything and they work with each school to decide what that program looks like; it's a K through 12 program. They work with the Middle School: all 7<sup>th</sup> and 8<sup>th</sup> Graders receive a 2 day presentation on dating violence and sexual harassment. At the High School: they receive a 4 day program on sexual assault and consent. In the Elementary Schools: at Conway Elementary they get a 12 week program and Pine Tree and John Fuller alternate years of participation in the program. It is open to each school to define how they would like that program handled. It's a healthy relationship program that's built on how you develop relationships and keep them healthy and acknowledging how you help a friend through those relationships and, as we all know, friendships are the lasting support in our lives and that individuals who seek services do that because their friends refer them to Starting Point.

Chairman Sordi stated on page 3, 36% come from Conway or 185 individuals, how has that changed over the last couple of years, up or down. Ms. Indelicato stated actually the number has historically stayed about the same. The percentage is what changes because they've worked really hard at making sure that they are as accessible to other towns as in Conway, so those numbers go up as your proportion goes down. Their overall number went up 12% this year so Conway is still around the same amount of individuals.

Crow Dickinson stated the last time you were here, we asked you or pointed out that in your budget your total expenses and your total revenue must be the same figure; why aren't they. Ms. Indelicato she was confused by his statement. Crow stated your budget is made up of two parts: revenues and expenses and they are anticipated. As an accounting principle, they always have to be equal, you should make them so. Crow further stated that he didn't care what her Board of Directors wanted and requested that she convey to them that the only way they are going to get his support in the future is if they do a proper budget. Ms. Indelicato stated that she would pass that on.

Crow Dickinson stated you made a profit last year and how is that shown; there's no carry forward; what happened to it. Ms. Indelicato stated when all is said and done, they lost \$100.00. These are her unaudited numbers because the audit had not been done. They were \$100.00 over expensed; however, they did make a profit in the sense that they were successful in running a capital campaign and had about \$67,000.00 of capital campaign money that was dedicated towards the building and that the money is restricted specifically for that building and they have since spent that money to pay off the mortgage so they no longer have a mortgage on the property they bought the beginning of the fiscal year.

Crow Dickinson asked if they had a bank account and Ms. Indelicato stated they did. Crow asked that they please show as a footnote next year their bank account or liquid assets for a couple of reasons. If you have a loss, you take money out of the bank account or if you have a profit at the end of the year, you put the money in that account. There's no way for this Committee to know if you have a cushion for emergencies and what happened your profit or loss unless you make a year to year accounting of

that. Ms. Indelicato stated that was not asked for in the application. Crow stated he was asking for it right now and he hoped the Chairman would next year. It is the same problem for everybody. Ms. Indelicato stated they do have a working reserve; Starting Point's Board is very conscientious and diligent in it's capital campaign that they were going to make sure that they would have a 6-month working reserve and they did dip into that so they have a 5-month working reserve. Crow stated that was terrific, but this Committee needs to know that and another thing, could you please type your budget as it would make it a whole lot better and would be easier to read. Ms. Indelicato stated with that said, it would also be easier if this document was a document that you could enter into because a typewriter is really a difficult task which is why she wrote on it.

Chairman Sordi it was a good point and one that he had written down already and she wasn't the only one; he wanted to see about doing it in Adobe Acrobat so that it could be filled in and then printed out and we'll try to get it done for next year.

Ray Shakir stated he guessed this question could have been asked to most of the non-profits, but nonetheless he just thought of it, what safe guards do you have in place to insure that alleged victims are legitimate. Ms. Indelicato stated in order to be an advocate in one of their crisis centers, one has to go through a 30 hour mandated training that requires individuals to be trained on the dynamics of domestic violence and sexual violence. They spend a lot of time talking to the employees that work with Starting Point, the advocates, the volunteers and/or staff about what those dynamics are so that they are not just listening to someone say "I am a victim". What they are listening to is the dynamics that put that person in fear. Does that mean 100% of the time they are right? No, but she believes they are right many more times than they are wrong. There are individuals who access services to try to do it to prevent other individuals from accessing services; so part of their screening benefit question is what do people hope to get from Starting Point because there really aren't a lot of benefits you get from working with them; they don't speak in Court; they don't write letters declaring that you are a victim; what they do is provide emotional support through the process. When someone presents to her and says they want her to go to Court and tell them this happen, first of all, they can't do that because they don't have first hand knowledge of it but that also indicates to her there are several reasons someone is accessing their services. When people access their services for emotional support and information, it's a big indicator that they are seeking services because they truly are a victim. Again, she can't say she gets it right 100% of the time, but she truly is confident that they are working with the right individuals and that when they get information that indicates they are not the right individual, they terminate services for that person and they move forward. Whether that's providing services to the other side which they don't do because clearly that person is not going to feel comfortable with them so they refer them to one of their sister crisis centers to get the support they deserve. It's more than someone just picking up the phone and saying "I'm a victim of domestic violence".

Joe Mosca stated on page 3 of 4, you have a total of \$183,133.00; on page 2 of 4, if you add the top two lines, you come up with \$198,139.00; can you explain that. Ms. Indelicato stated that's a budget number; they were just trying to take what they think is going to be spent so she can meet her budget and then what actually happens, who takes the benefits doesn't always work out so that's really where it is. Joe stated but the two should be the same for this exercise. Joe stated one other thing, there isn't proof of non-profit in the package. Ms. Indelicato stated she would e-mail same to the Chairman. Crow Dickinson stated there is no list of the Board of Directors either.

Chairman Sordi asked if they provided meals to people who are staying at the house. Ms. Indelicato stated they provide emergency foods. If someone comes in the middle of the night or if someone isn't eligible for assistance for Food Stamps or is in the process of waiting for those, they will provide emergency needs. Everyone who stays in their facility is required to provide their own food.

Chairman Sordi asked if she coordinated with the other Food Banks for resources. Ms. Indelicato stated people don't access Food Pantries while they are in services. If they needed to access a Food Pantry or supplement the food that they were able to get through Food Stamps, they would access Starting Point's, but they don't go out and seek other services from other communities. Chairman asked how do you stock your Food Pantry, do you buy the food or would it make sense to go to the other Food Pantries to try to save some money to see if they could stock your emergency. Ms. Indelicato stated it's so little, it would not be worth the logistics of them trying to do that.

Chairman Sordi thanked Ms. Indelicato for coming and for the presentation.

#### NEW BUSINESS

Chairman Sordi asked the members if they wanted to vote on the non-profits today rather than waiting until later. Karen Umberger stated you can't. Chairman stated we have to wait until after the meeting.

Chairman Sordi stated the next meeting is Wednesday, February 3, 2011 with the School and he will send Karen (Hallowell) an e-mail to let her know what is going on.

**Joe Mosca moved, seconded by Doug Swett, to adjourn the meeting at 11:15 AM. Motion carried unanimously.**

Respectfully Submitted,

Iris A. Bowden, Recording Secretary