

**MINUTES OF MEETING  
MUNICIPAL BUDGET COMMITTEE  
February 4, 2015**

A meeting of the Municipal Budget Committee was called to order at 6:33 PM in the Professional Development Room at Kennett Middle School with the following members present: Chairman Joe Mosca, Doug Swett, Michael Fougere, Dick Klement, Bill Masters, Danielle Santuccio, Frank McCarthy, Terry McCarthy, Peter Donohoe, Steven Steiner, Greydon Turner, Stacy Sand, and John Edgerton. Excused: Maureen Seavey, Christopher DeVries and Mark Hounsell. Also present: Carl Thibodeau; presenters of non-profit Budgets; and Damon Steer of the Conway Daily Sun.

Terry McCarthy led those present in the Pledge of Allegiance.

Chairman Mosca stated we're already 5 minutes behind our schedule, so his comments are going to be brief. Everybody will have 10 minutes and if you need more than 10 minutes we're going to bump you to the back unless you can tell us that you're going to be done within the next 2 minutes. It's not fair to everybody that gets here for their time slot, he knows it's really tight, he knows some people may need 15 minutes, some times the people in front of you may be quicker. As long as we can stay pretty close to schedule, we're going to do that. Everybody needs to let us know what your name is so we all know who we are speaking with.

Tri-County Community Action Programs

Lisa Hinckley made the presentation to the Committee. Ms. Hinckley stated she was here this year representing Tri-County Community Action Fuel Assistance Program and she will be really quick.

Ms. Hinckley stated this year they served about 10 more households than they did the previous year. They are requesting the same amount of funding, the \$13,000.00, that they have for the last several years even though they had a little increase, they may have a little decrease in people next year, they just kept it the same. She knows everybody's Budgets are tight.

Ms. Hinckley stated this year that equaled to 1,017 residents in Conway; 491 of those received fuel assistance; 19 received weatherization and the electric program served 443 households for a total of \$784,051.03 of services. She stated she would be glad to answer any questions. They do cover all of Carroll County. She has been doing the fuel assistance herself since 1999 so she sees a lot of our neighbors in the community.

Dick Klement stated on your expense line for salaries, in FY 2014 you budgeted \$80,000.00, your Actuals were \$95,000.00 and change and this year you're budgeting \$87,600.00. Did you reduce somebody's salary.

Ms. Hinckley stated every year in her department they have seasonal employees and just depending on how much funds are available between Federal funds and donations from the Town, they make an estimate of how

much it's going to cost and depending on when they have to let those seasonal people go, depends on how much it's going to cost.

Chairman Mosca asked if members had any further questions; there being none, Chairman thanked Ms. Hinckley for coming in.

Tri-County Community Action Program, Inc./Blue Loon Bus

Beverly Raymond made the presentation to the Committee. Ms. Raymond stated she was the Director of Transportation and operates the Blue Loon service in the Carroll County area.

Ms. Raymond stated last year they served 2,375 trips; they served 847 to medical, 93 for Pharmacy, 731 for shopping, 178 for social services, 50 for legal and 476 for other transportation needs. This year they're predicting they are going to serve 2,952 trips, these are all just in the Conway service area. They are predicting 638 for medical, 118 for Pharmacy, 490 for shopping, 99 for social services, 52 for legal and 79 for other transportation needs. If you double that, that will be their projection until they get to the end of this fiscal year.

Ms. Raymond stated they also operate flex routes so that people are able to get from the North Conway area down to West Ossipee or Wolfeboro and vice versa so that people from Wolfeboro can get up to North Conway to do shopping. In FY 2013 they provided 220 rides on that service from North Conway to West Ossipee and 140 from Wolfeboro to North Conway. This year they are at 123 from North Conway to West Ossipee and Wolfeboro to North Conway 41.

Ms. Raymond stated this year they are looking for \$4,000.00 to help support their service. They need matching funds for their Federal dollars. The only funds that they do receive from the Government are Federal dollars, there is no New Hampshire State funding that goes towards this transportation service. What they are looking for is matching funds for the Federal Transit Administration dollars that they are asking for.

Ms. Raymond stated if she breaks it out for the members for the Federal dollars that they are looking at and she is going to go by Carroll County because she can't just do Conway, but what they're looking at for administrative and capital costs, they receive \$75,393.00 for Federal. This is for administrative and capital and it's 80% money from the FTA. They are looking at matching dollars of \$15,078.00. For operations, it's a 50/50 match, the Federal Transit Administration monies is \$84,300.00 and they have to match it with \$84,300.00. They are looking to raise the match which, when you look at the total amounts, they receive \$159,693.00 of Federal dollars to help subsidize the service in the county and they need to raise \$99,378.00 and that's their Federal dollars. Other dollars come into play and that also helps them match it and raise the cost of what it costs them to operate.

Ms. Raymond stated they do Medicaid transportation and get paid through DHHS for doing that. They are one of the brokers. They provide senior transportation through the Bureau of Elderly and Adult Services and

receive trip reimbursement monies for those. There are various others: transition for needier families, they're fares and donations. They look for towns to help contribute. They also do contracted services so some of the local towns need a specialized service like there's an event going on where they need transportation from place to place, they can work out a contract with them to be able to provide that if there's nothing else in the area they want to use.

Ms. Raymond stated she was open to questions if anyone had any. Chairman Mosca asked how much did you receive last year from the County. You said you need \$159,000.00 this year from the county wide. Ms. Raymond stated they don't receive anything from Carroll County, they only receive from the towns. Last year they gave them \$2,000.00 to put towards marketing. They don't fund them for any of the services that they provide.

Steven Steiner asked how much is the Federal Government going to continue to give us each year. Is that going to stop soon. Ms. Raymond stated she wasn't going to say it was going to stop. There is so much the Federal Government allocates to every State within the United States. New Hampshire, she didn't know their overall total off hand, but every county within the State of New Hampshire provides some sort of community transportation that is subsidized by the Federal funds. What the State does, their the sub-recipient of the Federal funds, there's no State funds involved; what they do is they look at the population in the different service areas and they allocate those funds accordingly. They review the Budgets, they allocate those funds accordingly, and then they are responsible to raise the rest of that.

Steven Steiner stated the riders, we talked about this last year, are they contributing anything at all. Ms. Raymond stated if it's a senior they contribute on a donation basis or, if they're riding the flex route, it's a fare and on the general, regular public it's a fare that's charged.

Steven Steiner asked if Ms. Raymond had that broken out in the P & L of what donations you get from riders. Ms. Raymond stated they do. Steven stated he didn't see it and he was just asking. Ms. Raymond stated if you look under the Revenues, and she was looking at the Budget and she knew last year that many of the members were confused about the Budget received, she was hoping what the members received and what they sent was easier to understand. For fares they received in 2014 about \$5,765.00. This year they are looking at \$10,000.00 and when she looked at what they are going to receive, they are very close to making that \$10,000.00 if she projects in advance 6 months out from what she has already received to date.

Frank McCarthy stated he was looking at those figures. Last year you budgeted \$9,500.00 for fares, but actually took in \$5,700.00; this year you're budgeting hoping for \$10,000.00. What do you really think is going to happen. Last year you only took in about half of what you budgeted. Ms. Raymond stated she thought they were going to get close to the \$10,000.00 mark this year when she looks at where they are on their Revenue reports for this first half of the fiscal year. She would say that they are going to get much closer to the \$10,000.00, maybe it's going to be \$8,000.00,

but she's hoping for the \$10,000.00. They are looking at more marketing, they're looking at increasing ridership.

Frank McCarthy stated he didn't know, but a total Budget of \$463,000.00, half a million dollars, with \$5,000.00 worth of fares. That doesn't make sense to him. Ms. Raymond stated when you look at the trips they provide, the people within your community, the general public pay a fare, but they transport a lot of people that aren't considered general public at this time. They are actually people that may need to get to employment but have no vehicle or they need to get to education and they have no vehicle, they go under a funding source called "Transition Assistance for Needy Families". A lot of single moms that have children get to work or get to training, they go to night school this way. This other funding source covers their cost. Medicaid transportation, for example, they're looking at people that are being transported that are on Medicaid, many which live within every region that they serve. They are one of the brokers and they have a Contract with Medicaid and, although those people don't pay a fare, their fare is covered by Medicaid. Medicaid pays them to be able to do their transportation. If they weren't paying them, they would have to hire a taxi cab probably to do their transportation because they have no choice, the State of New Hampshire has to provide that service.

Frank McCarthy asked does it hold true, he knows he went through this before down at the County and last year, the vehicles, and he might not have the exact figures right now, but from what he understood the vehicle initial purchase was \$460,000.00 and the Government paid for them. Ms. Raymond stated you're right about that, yes. Frank stated he understands that when those vehicles become unserviceable, too old or whatever, somebody else is going to have to pay for them; whose that somebody else. Ms. Raymond stated the Federal Government will be paying for 80% or 90%, Tri-County Cap will have to raise the money for the other 10%. Frank stated so the Government's decided they're going to do it again. He was told just the initial purchase of vehicles is all that they were going to be responsible for. Ms. Raymond stated that was because they received their ARA funds, American Reinvestment Act, those funds came through and many, many providers throughout the entire State, throughout the entire country actually, received funds for purchases like that. The State had their funds allocated amongst the providers in New Hampshire. Those that needed vehicles, vehicles were purchased for them with those funds, they paid 100% and it was to boost the economy also. Now, going forward, they've been doing this for 30 years providing transportation, they've always known that the purchase of vehicles would be 80% or 90% and the Government would pay and they would pay 20% or 10% of the match.

John Edgerton stated two areas: one is administrative insurance, you budgeted \$8,917.00 and now you want \$25,000.00. That's more than three times over for administrative insurance. That's a huge jump; almost everybody that comes before us, the School, Police Department and everybody else has had a jump in insurance, but not three times what they thought they were going to get. Ms. Raymond stated she was not sure why it's three times higher on this unless it was just an adjustment in the insurance rates that they received. It could be their vehicles are more expensive. They've got larger vehicles on the road than what they used to

have on the road. She can certainly find out about that and get back to the Committee if the members would like her to. John stated yes.

John Edgerton stated the second one is Contract Services - Revenue, you had \$423.00 and now you want \$32,000.00. Ms. Raymond stated what they do is contract for various entities and one of them is for a hospital that they have in different areas. They will do contracts, i.e. wedding transportation for someone who is having a wedding and they want to bring the people from the reception to their homes, they do that under contract. They do a lot of that and they have always done that in other areas. They do stuff with hospitals, they do stuff with businesses, whoever would ask them to do it, they would certainly give them a price and if that's what they wanted they would provide the service for them.

Stacy Sand stated according to her math you've served 660 clients countywide, that's a total of Conway plus others, so that comes out to \$700.00 per person, per year which is based on your Budget and she knows some of that is covered by Medicaid and other expenses, but it seems to her that's a pretty big reimbursement. Ms. Raymond stated the part that they don't have is that they really don't know how many people they are going to be providing service for. They could provide it for 700 or they could provide it for 1,000. They don't know what the needs are going to be at the time. They could provide one person with 365 trips in a year or they could provide double that. People who need dialysis may need trips 3 days a week. Some people have to have cancer treatment and they may need 5 days a week. When you're looking at how many people you are actually serving as to how many people you are providing trips for, it really depends on the need of the person.

Stacy Sand stated she had another question that goes with that which is: if you take ridership and number of rides and go into the \$14,000.00 that you're asking countywide that's almost \$6.00 a trip that you're asking the different towns and the County to subsidize. So, we don't know what the people who pay, what they pay. You said the seniors are by donation, but what does the general public pay. Ms. Raymond stated the general public ranges around \$5.00, but it may depend on the distance of the trip. If the trip is a lot further out, then it's probably going to be an extra dollar. Suggested donations from seniors is \$1.00 less than what the fare of the general public would be. When you're looking at the trips, are you looking at trips that she just gave the members when looking at the Budget. Stacy stated yes. Ms. Raymond stated the trips that she gave the members are what they have actually provided in 6 months of projection. When they do their Budget, they're actually looking at a projection that they're hoping to hit. It's averaged from the trips they provided the year before. What she has for a Budget may not be the cost that it's actually going to cost to operate the service this year.

Stacy Sand stated so you're saying the number of clients served on this report is not correct for a year. Ms. Raymond stated yes; are you looking at the number of unduplicated clients served of 411. Stacy stated but above that it says Conway 249/38%. Ms. Raymond stated 2,375 trips which is what they predicted for this year. Stacy stated so that is for a whole year. Ms. Raymond stated yes.

Dick Klement stated on Contracted Service Revenue, your actual Revenue in 2014 was \$423.00 and you had estimated \$1,000.00 Revenue and you come in with a whopping \$32,000.00 you're anticipating for Revenue for this year. Ms. Raymond stated it was what she was anticipating, but it may not be everything that they bring in. She may not need that much Contracted Service Revenue to bring in because as she mentioned to her (Stacy Sand), what she is looking at for expenses for the amount of people that they are serving may be less than what she is actually predicting.

Dick Klement stated then if he looks at 2014 Actuals, your expenses were \$329,000.00 and your Revenue was \$253,000.00 and that means, by his math, you were about \$75,000.00 in the whole last year. Ms. Raymond stated yes. Dick asked how does that get made up; is it piled on to 2015. Ms. Raymond stated no, it's not piled on to 2015 because they have to close the books. They would have a deficit in there which means they need to get out and earn more money. That's why they are here looking at towns and looking at businesses and working with Contracts. Dick stated excuse me, the books are closed out, you're \$75,000.00 in the hole, you have to pay out that \$75,000.00 because funds were allocated and people spent money, where did it come from, the \$75,000.00. Ms. Raymond stated it's probably something that they are still paying on and they're still raising money for. Dick stated okay, so that would be over and above your 2015 Budget. Ms. Raymond stated right, if her 2015 Budget expenses due incur \$462,000.00. If she can manage it, she's hoping her 2015 Budget, although it's written to this, she's going to find ways to be able to cut to be able to save.

Dick Klement stated looking at vehicles; the vehicles now are about 4 years old, none of them have been replaced yet have they. Ms. Raymond stated no. Dick stated so they will have somewhat substantial mileage on them. Ms. Raymond stated they are going to get up there, yes. Dick stated so if he's looking at the expenses for maintenance, forgetting about the Maintenance Facility Lease because that doesn't go to vehicles, Contract Maintenance Services, inventory, tires and tubes, fuels and lubricants, leaving out the gasoline, you're looking at less than \$20,000.00 for maintenance supplies for vehicles that are surely over 100,000 miles. A set of tires on those buses probably run \$250.00 a tire. Ms. Raymond stated if you look at what they have for their line items for their actual expenses for 2014, that's what they pretty much average. They're going to average a little bit more than that. They do all of their maintenance in-house; they have their own maintenance facility. Dick stated he understood but in looking at what the Town spends for maintenance for vehicles, looking at what the School spends for maintenance for vehicles, the older they get there's a spike and that money isn't going to cover it, it just flat doesn't cover your maintenance. Ms. Raymond stated they also contract maintenance out and do maintenance for other agencies. All of their vehicles from CAP, so this is a new project that they had started. Although they are fixing their own vehicles and doing them in-house, they are also fixing other vehicles to be able to bring in a profit to cover the expenses for some of the expenses on the vehicles that they have and this is something they have just started.

Chairman Mosca stated he wanted to wrap this one up real soon and asked if the members had any further questions. If we do, they can bring Beverly (Raymond) back at the end; if we don't, she can leave. Chairman asked one more time if there was anything else from the members; there being none, Chairman thanked Ms. Raymond for coming in.

#### Northern Human Services

Jane MacKay, Area Director, made the presentation. Mrs. MacKay stated she was the Area Director for Carroll County as well as up north, Grafton County. She wanted to start, besides identifying herself, by thanking the Committee for supporting them last year. That was incredibly helpful; the appropriation truly she believes made a difference to many people who might otherwise not have been able to afford care. She would also like to say that she thought it was important to know that when you support mental health care, you're not supporting people who may want a little optional therapy or may need some help with their marriage or something like that. That's very valid, but the Town appropriation goes for short term treatment for people who, for the most part, are in pretty significant crisis. She would be the last person on earth to want to spread scare tactics about mental illness because we all know that people who are mentally ill are much more likely to be abused and victims than they are to be aggressive, but untreated mental illness is dangerous; it's like any disease that's out of control and she thought a community support intervention for people who can't afford mental health care is extremely wise in terms of public safety and in terms of helping with other costs like Police, crises that might be dangerous in other ways. So she did appreciate the Committee's thinking on that point.

Mrs. MacKay stated they are asking for level funding as the members can see. They are asking Conway for \$10,115.00. That's about 22% of the total amount they get from all towns in Carroll County and Conway represented 27% of the people they see. They are asking relatively less than the amount of money that they spend on Conway and obviously you have the advantage, and it is a significant advantage, of a local office which is really accessible to people.

Mrs. MacKay stated she would be happy to entertain any questions because she could go on and on.

Frank McCarthy stated he was curious, the second item down, Blue Cross/Blue Shield, you budgeted \$8,000.00 for 2014, but you actually spent \$20,000.00. Can you explain what happened there. Mrs. MacKay stated they didn't spend it, they collected it. That's Revenue, Blue Cross/Blue Shield is Revenue. More people became insured which is thrilling for them.

Chairman Mosca stated with the Affordable Care Act, how do you see that affecting you. Mrs. MacKay stated boy, I hope we don't have to come and ask you for money. Chairman stated there are some other non-profits in the past that have come before us and are not coming before us this year and they're saying that is part of the reason they're not coming before us because more people are insured and there's more money coming in. How do

you project that out in your Budgets and how do you see that affecting you.

Mrs. MacKay stated they are definitely watching it. This is the first year. They find that it's made a difference and they find some issues; one issue is that a lot of people that come to them choose the Bronze Plan and there's a very high deductible, so that's a problem. Another issue is that because there are so many seasonal people, and remember they see a lot of low income people, so it's very frustrating with expanded Medicaid they can qualify to get on and then the income is per month, it's not annualized, so then they will be bumped off. They will qualify in the summer and then come in for treatment in December and we'll check their insurance and they don't have it any more, so that's an issue. They are hoping that it is going to make a difference, it has already, the loss is less. One of the things they do that's not reimbursed, that isn't actually out-patient treatment, is the emergency service that she usually highlights but forgot to do tonight. Unfortunately that service requires that they have a psychiatrist on call 24/7 and a Masters Level Clinician ready to go into the hospital and that's really expensive and the insurance pays a tiny fraction of the actual cost of that, so that's another issue.

Doug Swett stated the psychiatrist that's available at all times, is it a full-time job. Mrs. MacKay stated their psychiatrist who is in their regular office hours, 8:00 AM to 5:00 PM, and she's the main doctor for clients during the day. At night there's a rotation of different psychiatrists, there are 3 of them that rotate, so that's a separate cost. They get paid extra to be on call at night.

Doug Swett stated he assumed she has been in this work for years and Mrs. MacKay stated she had. Doug asked if she had 2 counties or 3. Mrs. MacKay stated she supervises White Mountain Mental Health which is lower Coos and upper Grafton and Carroll County, so it's White Mountain and Carroll County. Her salary, only 2/5ths of it comes out of Carroll County because she's 3 days a week up north. Doug asked if there were benefits. Mrs. MacKay stated this doesn't include benefits. Doug asked if there were benefits. Mrs. MacKay stated absolutely; she has been in this job for almost 30 years so she is one of the higher side of the pay range but she also supervises a \$12 Million Budget and 7 offices, so some days she feels like she isn't compensated too much.

John Edgerton stated he just roughly added up all of the salaries you have and it comes to \$1.5 Million, but your Salary line says \$337,000.00. Mrs. MacKay stated she didn't know, let's see about that. She would talk to their CFO about that because she didn't know if the salaries were maybe before they got a raise, so it wouldn't have been that big.

Chairman Mosca asked John what page he was looking at and John stated there are two pages of salaries. Mrs. MacKay asked if he was looking at all Programs. John stated that they average individually around \$40,000.00 a piece with \$200,000.00 for a psychiatrist at the end. Chairman stated but there are two pages, one at the top says "Uninsured Outpatient Program" and then the second page is "All Programs" and the salary line

for that is over \$2 Million. That's why he was asking John what line he was looking at. Chairman thought one was for one Program and the other was for the overall. Mrs. MacKay agreed.

Chairman Mosca asked the members if there were any other questions; there being none, Chairman thanked Mrs. MacKay for coming in.

TRI-COUNTY COMMUNITY ACTION/RESTORATIVE JUSTICE PROGRAM

Lance Zack, Program Director, made the presentation. Mr. Zack stated they are requesting \$3,100.00 from the Committee. That number is based on the number of participants who are residents of the Town of Conway. Although they run multiple programs out of their office, what they're seeking funding for is their two alternative sentencing programs: the first being Juvenile Diversion which works with low risk offenders, first time offenders, age 11 to 17; the second being their Young Adult Program focuses on 17 to 25 years old, also low risk first offenders.

Stacy Sand stated you've never been before us in her tenure, have you asked the Town for money in the past. Mr. Zack stated he believed approximately 9 years ago and he might stand corrected and it was 10, at that point they were receiving County funding and it was the sentiment of this Committee that essentially it would be a double dip to be asking both the County and the Town. The County funding went away 6 years ago, so no they have not during her tenure requested money.

Stacy Sand stated she guessed the follow up to that is why now. Mr. Zack stated why now is because they have been running at a deficit for the last 3 years; that deficit had been covered by their current agency, Tri-County Community Action, based on what is called CFVG Funding and that money is Federal money issued to CAP agencies to be disbursed to meet the needs in their community. That money has been diminishing significantly in a staggering amount in the last several years.

Stacy Sand stated she was looking at his Budget and sees that the Salaries and Benefits have dropped dramatically and she is assuming that means less personnel, hours of personnel. Mr. Zack stated less personnel and programming. The reason they were running as significant of a deficit as they are is for the last 6 years they had facilitated a supervised visitation center. That program ran for a loss for the last 4 years of its operation. Stacy asked about that program as she didn't know what it was. Mr. Zack stated essentially for parents who don't play nice with one another in the sand box and the Court or DCYF have required that in order for a parent to see their child there needed to be arms length supervision by a trained staff member, supervised by a therapist, so in closing that program they've eliminated one full-time and one part-time position as well as a full-time therapist.

Stacy Sand stated she sees that last year they paid \$45,444.00 in rent and she didn't know if that was Tri-County CAP. She thought it was their building down there. Mr. Zack stated each of the CAP Programs pay rent to CAP. Stacy stated she didn't see that in the Blue Loon Budget. Mr. Zack stated he didn't believe that they have an office in that building, they

are facilitated out of Berlin. Stacy stated now it's \$7,200.00. Mr. Zack stated again by closing that Program, they now have less than half the space they priorly occupied, the Visit Center occupied approximately two-thirds of their office space.

Stacy Sand stated she had one more; though your cost of employees and such has gone down, your sub-contractors has more than doubled. Who are they. Mr. Zack stated that was a projected figure, that number will be significantly less. The sub-contractors were providing therapeutic services, mental health evaluations, particularly anger management and substance abuse evaluations. The reason their sub-contractor numbers went up is because that was in-house by a full-time therapist, thus the drop in salary and increase in sub-contractors. They are sub-contracting that work out amongst 4 community based therapists presently.

Chairman Mosca asked if the members had any further questions or comments; there being none, Chairman thanked Mr. Zack for coming in.

Gibson Center for Senior Services, Inc.

George Cleveland, Executive Director, gave the presentation. Mr. Cleveland stated as some of you may know, they have been in business since 1979 serving meals, congregate meals, Meals on Wheels, providing transportation services, and social and educational programs to the seniors in the northern part of Carroll County, that being defined as Madison to Hart's Location and Chatham. They are again requesting \$35,000.00 from the Town for the upcoming year and have appreciated the Committee's support in the past.

Mr. Cleveland stated he would be happy to answer questions that the members may have.

Chairman Mosca asked how do you make up the deficit between your income and your expenses. In 2014, you had expenses of just over \$900,000.00 and you had income of \$855,000.00. Mr. Cleveland asked if that figure included the depreciation. Chairman stated he was just taking it off the Budget sheet. Mr. Cleveland stated they fundraise a lot, that's one of the things they do. They've taken some hits lately from the State and Federal Governments because they've changed the way they calculate, for example, their rides. One ride is a Unit and it used to be that a Unit was somebody getting on the bus and somebody getting off the bus. Now a Unit is an all day long affair. If they picked someone up at their home, took them to Wal-Mart, brought them to the Gibson Center for lunch and then took them home, that would be 3 Units; now, it's only 1. That's cost them considerably. Also, the State has stopped reimbursing them for Day Trips that they take. The State claims that socialization is the key component of all their Elderly and Adult Programs, yet they seem to not believe that spending a day together is socialization so the State hasn't been reimbursing them for that. They've had to scramble to make that up.

John Edgerton stated if you take depreciation, it balances.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Mr. Cleveland for coming in.

North Conway Community Center

Ryan Sommer, Executive Director, gave the presentation. Mr. Sommer stated the North Conway Community Center is again level funding their request to the Town of Conway for \$75,000.00 to help them provide recreational programs for all citizens of Conway as well as the general public that come to visit the North Conway area throughout the year. They are excited; they have worked hard to continue to expand programs and meet the needs of the participants who continue to grow every year. They look forward to the next years that come along with the new facility and all of that.

Mr. Sommer stated he was more than willing to answer any questions.

Chairman Mosca stated we spoke last year about looking at starting to pare down the monies that we're giving to the Community Center. He knows they are in fundraising for the new building and everything, do you see some where in the near future where you won't be asking for as much money. Mr. Sommer stated his hope, and it was really his hope when he took this job 11 years ago, that at some point down the road, as the Director it's always been important to him to find a way to self-fund. Is he going to guarantee that? No, but that's always his goal: to provide an organization that is not depending on the taxpayers, but is able to self-fund its programs and so forth. With the new facility coming on-line, more activities, more hourly base and stuff like that, the hope is over time yes, but he really doesn't want to start cutting the nose off of the Community Center to spite its face, but he can as he has sat here for the last 6 years that it has taken him to get this project off the ground, state that the Community Center would never ask for more money than what they have asked for today. It is his job as the Executive Director to make sure that they can finance and fund this facility to move forward. They will never increase their request, but his hope is that at some point to start reducing their request.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Mr. Sommer for coming in.

Vaughan Community Service, Inc. d/b/a  
North Conway Day Care Center

Jackie Howe, Director of the North Conway Day Care Center, gave the presentation. Ms. Howe stated that again they come before this Committee to ask for subsidy for those families and children that attend that are just above the State Subsidy Guidelines, but is still very difficult to afford child care and the Vaughan Board which is her sponsoring agency has been trying to subsidize that. As the amount in her narrative explains, this is a part of that besides the other fundraising that they do in the community. They are licensed for children from 13 months to 12 years of age and run pretty much year round with just major holidays off.

Ms. Howe stated she would welcome any questions the members may have.

Stacy Sand stated on your Budget under "Income" the first line which says "Other Towns" which is crossed out and now says "USDA", is that supposed to be crossed out or does that just mean other towns and USDA are all combined there. Ms. Howe stated no, other towns is crossed out because they don't go to other towns because the majority, the 74% of kids come from the Town of Conway and the other fundraising that they do will supplement some of those people. It's just that it would be such a small portion.

Stacy Sand stated so you're telling me that the people from the other towns we are basically supporting their sliding fee. Ms. Howe stated not totally, no. Stacy stated no but we're supporting their sliding fee. Ms. Howe stated you're supporting those from the Town of Conway. They do other income for those few others that they have. Stacy stated but you're not asking their towns to support them. Ms. Howe stated no, she has not.

Carl Thibodeau, Selectmen, stated under the expense category "Mortgage/Rent" is crossed out and "in kind" is written in, can you explain that and if he may, the same thing with "Advertising" is crossed out and "Ins" which he guesses means insurance, why are things crossed out and different things categorized in here.

Denise Leighton, Vaughan Administrator, stated she did this so she will answer for her. The "in kind" is that the building is owned by the Church and it's an "in kind" figure that's figured if she had to rent that space each year that's how much it would cost. They have to do that for tax purposes.

Carl Thibodeau stated so it's not an actual monetary expense. Mrs. Leighton stated no, it's just something that they have to put in the books. She crossed everything out because she didn't know she could change the stuff on your schedule that you normally have and the "Ins" is insurance. Mr. Thibodeau asked what type of insurance. Mrs. Leighton stated liability and workers' comp.

Peter Donohoe stated on the personnel salaries line item, the increase is attributable to per person or is there additional staff. Is it salary increases or staff increases. The Budget for 2014 was \$181,584.00 and the Budget for this year is about \$13,000.00 more. Ms. Howe stated it's a small increase, yes. Peter stated it's not increased staff. Ms. Howe stated she would like to be able to increase staff.

Dick Klement stated you indicated before that you didn't go to the other towns that provide children to fundraise, if he understood that correctly. Ms. Howe stated they do fundraise, but they don't go before the actual towns like this.

Dick Klement stated in looking at page 3, you're serving 74 kids from Conway. Ms. Howe state 74% is the percentage of their total enrollment. Dick asked what is your total enrollment. Ms. Howe stated right now the average is 65 and it goes up and down with school vacations and what not.

Dick stated sure, but from the other towns, this 26%, so that would be about 15 to 20 kids from other towns. Ms. Howe stated she has other people that aren't eligible because they pay the maximum fee from other towns too, the same as in Conway. Not everybody is in that subsidy line because anybody that's very low income, the Day Care gets that income from a child care scholarship from the State of New Hampshire. We're just doing the people in between.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Ms. Howe for coming in.

#### Vaughan Community Service, Inc.

Denise Leighton, Administrator, gave the presentation. Mrs. Leighton stated she was here today to ask for funding to help with the Food Pantry which serves the Town of Conway. Members have her report and she wanted to add one more thing that she just received from the New Hampshire Food Bank this week. She did not put it in her report, but they have a Grant that is at the New Hampshire Food Bank for credit for Vaughan Community Service which they purchased over \$7,000.00 additional to what she reports on her figures this year and that figure equates to, and they have just let her know, that the figure equates to and indicates that they have purchased 24,402 pounds of food from them which was a savings to their agency of \$40,507.32. Just so you know, without the New Hampshire Food Bank, they wouldn't be able to serve the Town people as well as they do.

Stacy Sand stated on the Utilities, they are almost twice as much as what the Day Care's is. Do you have that much more space that you are utilizing. Mrs. Leighton stated no, Vaughan is the sponsoring agent and they pick up most of the utilities for the building to make it affordable for the Day Care.

Dick Klement stated on your Food Pantry line for expenses, in 2014 your Actuals were \$18,000.00 with a budget of \$12,000.00 and you've gone forward in 2015 proposing \$5,000.00. Mrs. Leighton stated she always does \$5,000.00 because most of their money that comes in is from donations and she never knows how much is going to come in. They have been fortunate the last few years to get a couple of sizeable donations for the Food Pantry and she hopes it continues because they have been using every penny.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Mrs. Leighton for coming in.

#### Starting Point

Melissa Couture, Executive Director, gave the presentation. Ms. Couture stated Starting Point provides services to victims of domestic and sexual violence here in Carroll County. The entire county is their catchment area. In the last year they provided services to 169 individuals who live in Conway and that represents the majority of the clients that they serve. This year they are requesting from the Town of Conway \$7,092.00.

Steven Steiner stated you're familiar with what the Conway Police Department is doing and Ms. Couture stated absolutely. Steven asked Ms. Couture to tell the members what her organization does compared to what that position is going to do and is there any overlap. Ms. Couture stated in terms of the services that Starting Point provides and she'll take it from a couple of different perspectives. The Agency, for example, is the first phone call that the Emergency Department at Memorial makes whenever they are presented with an individual who has experienced either sexual violence or domestic violence. With respect to the Police Department, Starting Point is called after an Officer conducts a Lethality Assessment and, depending upon the response to the questions that the individual makes during that interview, a Starting Point advocate is then called or their Crisis Line is called and the individual is connected directly with an advocate who will then begin to do safety planning with the individual to ensure that they are safe and to begin to meet their immediate needs.

Carl Thibodeau stated this is a small potatoes question, but he's curious about bank and credit card processing fees. Ms. Couture stated they accept on-line donations and they utilize the Network For Good, for processing those transactions and, in addition, the Network For Good is utilized for processing credit card transactions for any of the special events that they have, such as the Boots and Bling Event.

Peter Donohoe stated regarding fundraising on both the income and expense side, in 2014, and he was just trying to get a feel for this, for fundraising there was some \$56,000.00 raised and \$21,164.00 expended in the pursuit of that he presumes. Ms. Couture stated for 2014 the sum of \$56,217.00 in income and then in expenses it was \$21,164.00. Peter stated what happened that caused that much in fundraising expenses, just out of curiosity. Ms. Couture stated this particular line item primarily reflects their Boots and Bling Event which is held every year and the income was not at the level it was projected to be, but the expenses were fixed, so it did not net out any where near where it was supposed to last year.

Peter Donohoe stated for this year, you have greatly reduced your fundraising expense projection, but the same amount of fundraising revenue. Ms. Couture stated it will be offset by income; they have made a significant amount of changes to, in particular, their Boots and Bling Event that's planned for this year. That will most definitely offset the expenses that they've planned for. Additionally, they have other fundraising activities that they are working on this year.

Steven Steiner stated just a hypothetical, let's just say that you had 1,500 new clients over a year's period. How many employees would it take to handle 1,500 cases, go to Court, answer questions, etc. Ms. Couture stated to give you some perspective, the numbers reflected for them overall for this last year in terms of victims served in Carroll County were 463. She is the only person in their staff office that does not typically work every day with clients. She is doing the other business of the organization which is why there was a structural change that actually took place, so their Senior Director of Advocacy is really steering the boat there. To answer the question, if they had about 600 clients that

were served in the last year with essentially 3 full-time advocates and 2 part-time advocates, you'd need to probably triple the staff.

Steven Steiner stated so in your humble opinion, do you think one person can handle 1,500. Ms. Couture stated no.

Frank McCarthy stated your total clients is 463, 169 or 37% are from Conway. Do you collect from some of the other towns. Ms. Couture stated every single town in this county they do, in the Carroll County area. Frank stated you don't have a breakdown in here though of what those percentages are for the other towns. Ms. Couture stated no, it wasn't requested, but she can certainly provide that if you would like that and she could e-mail it to you. She can't answer the question right now, but she certainly does have that information.

Dick Klement stated to Frank McCarthy that on page 2 under Income, there's \$18,500.00 from other towns. Ms. Couture stated she just didn't have the breakdown for the Committee at this moment as to what each town contributes or what they've requested she should say. Frank stated on his page 2 it says "See Attachment B".

John Edgerton stated the way he's got it is the total municipalities is almost \$30,000.00 and they're asking us for \$7,000.00. Ms. Couture stated the total is \$29,375.00. Frank McCarthy asked if that included Conway. Ms. Couture stated yes, it does.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Ms. Couture for coming in.

Children Unlimited, Inc.

Jackie Sparks, Executive Director, gave the presentation. Ms. Sparks thanked the Committee for allowing her to be here tonight to speak about her non-profit. She has been here before. The only program that she comes here before you as a Town is for the Early Intervention Program or better known in New Hampshire as Family Centered Early Support and Services and that's the Birth to 3 Program. It's for children who are born with diagnoses or at risk conditions, for those children that at some point have developmental delays or have developmental delays and are referred for instruction, occupational therapy, physical therapy or speech therapy. They do go out into the homes.

Ms. Sparks stated the money that she comes to the Committee for is for the uninsured/underinsured children who come just from the Town of Conway. She does go to the other towns, that's often a question, but she does go to the other 8 towns in northern Carroll County.

Ms. Sparks stated that she would be happy to answer any questions.

Stacy Sand stated just a little thing and she thought it was a typo, but on the fact sheet it says the total amount of budget expended on "Albany residents" and she believes it was meant to be "Conway residents". Ms. Sparks stated yes, so sorry. Stacy stated this tells her that Ms. Sparks

does go to other towns. Ms. Sparks stated she does all of these at one time and she was so sorry. Stacy stated that's all right, but the figure is correct, \$146,640.00. Ms. Sparks stated that her copy says Conway and it is 48 children and \$146,000.00.

Carl Thibodeau stated Northern Human Services has a division that does the same thing. Is there any overlap or do you provide different services or can you explain what the difference is. Ms. Sparks stated sure. Northern Human Services does have an Early Support and Services Program and there's always been kind of two programs here in this town and that's Northern Human Services and Children Unlimited. Northern Human Services serves a lot of the north country, all of Coos County and she guessed they were a little bit in Grafton County and then they do a lot more with the children in the southern part of Carroll County. Children Unlimited does a lot more services for Early Support and Services in Conway and sort of the 9 towns around Conway. They try not to overlap, there's more than enough for both of them. Mr. Thibodeau stated thank you.

Dick Klement stated you said essentially this is birth to 3. Ms. Sparks agreed. Dick stated where does the School system pick up the Special Education kids, at 3 or before that. Ms. Sparks stated at 3. Dick stated basically you're doing the hand off to the School. Ms. Sparks stated yes, exactly. Now if you look at the Federal law it actually creates a situation in the United States that the Department of Education in most states is responsible for all children birth on up. However, where there is some kind of other State organization or division or department, like the Department of Health and Human Services, who had already had this Birth to 3 Program, what the Feds allowed was for and what the Department of Education allows is for the Department of Health and Human Services, Division of Developmental Services to do the birth to 3 population and then they take over at 3.

Dick Klement stated how many children are you not working with in-house but sending to other locations. The School system is not able to take care of all Special Ed needs within the School because they don't have the trained person or whatever, there may be a need, and he's totally using the wrong thing, he's saying out-source which is totally the wrong word to use. Ms. Sparks stated let me just answer you. We are State approved by the Department of Education to provide services for Special Ed students 3 to 6, so those kids who are turning 5 or miss a birthday, but not all of the children with special needs who come possibly out of their early intervention or Early Support and Services Program, stay at Children Unlimited. They go to a variety of pre-schools around town or they have some Bartlett children that might be in the Early Support and Services Program, but they'll go to the Bartlett Pre-School when they are of pre-school age. The children go around different places and usually to their community pre-school program or child care program. Children Unlimited has more of the moderate to really severe kids that need continued multiple services. By the number of kids that they have in the Early Support and Services Program which this past year was 83, let's say they have 14 or 16 that will come to Children Unlimited at pre-schoolers. Did that answer your question. Dick stated yes.

Chairman Mosca stated the Affordable Care Act, how do you see that impacting your revenue. Part of what you're asking from the Town is to make up for uninsured families. He asked one of the other organizations the same question, so he was wondering how Ms. Sparks feels about that possibly changing her request in the future or will it.

Ms. Sparks stated it probably won't unfortunately she has to say that and the reason why is because a lot of insurance companies, including those that are eligible for the Affordable Act Plans, a lot of them do not cover developmental services and that's where the issue is. It's not about whether it's a good insurance plan or whatever, but so many of them do not provide that section of the insurance that allows for developmental delays or disabilities and that's really difficult. When they can, and they have always done this, they will bill an insurance company for individual therapy services. If a child gets physical therapy, occupational therapy or speech therapy and they're under an insurance plan, they will bill that and even with prior authorizations and all that, often they are not reimbursable.

Ms. Sparks stated she can say that in the last few years she has spent more money on paying her finance person to bill than they've collected. In fact, and this is kind of a funny story, but they billed out to one company about \$300.00 and they got \$11.00 back on all of that and that's a true story and actually another one sent them \$.03, that was the best, in a check.

Ms. Sparks stated she didn't see it changing unless more of the companies step up to the whole idea of supporting developmental delays of the early child population and she certainly hopes they do. The primary payer for Early Support and Services in New Hampshire is the Medicaid Program, but again, in our area even though the State in all its wisdom decided that this area, both for Northern and for Children Unlimited, that Medicaid reimbursement would be the best because they would have the most number of people on the poverty line. As you know, this is a 4 season, a 3 season at least area, and people have multiple jobs and they make too much to always have Medicaid, they may only have it for 3 months here and 3 months there and so actually when it come down to it, unfortunately Manchester and Nashua are one of the bigger places that have people more consistently on Medicaid than we do. They will have these times when they will bill and Medicaid will say "sorry, they're off now" and that will go for a few months. It's very inconsistent. This is a huge issue.

Ms. Sparks stated she thought what would also impact them, and she knows she has mentioned this before here, and it keeps looming over the horizon and she didn't know when it was going to hit, but that's the Managed Care Medicaid and that is really going to impact them because at this point Medicaid and the State have come up with this sort of billing process that's called "the Medicaid Bundle" and they might give services 3 times a week to a child that really needs it, they can only bill for one service, but it's not a bad sum for that one service, it's not wonderful, but it's not bad. When they go to that, OT and PT will have to share their \$50.00 and you can maybe have 6 visits; speech she thought pays the most. That's going to really affect them, more like the real health insurance

situation. The State keeps putting it off because they can't quite figure out how to do it with some of the more involved services, but it is coming and that worries her very much.

Chairman Mosca asked if there were any further questions or comments from the members; there being none, Chairman thanked Ms. Sparks for coming in.

Chairman Mosca thanked the members for coming out and he thanked those from the Board of Selectmen that came to the meeting.

**John Edgerton moved, seconded by Steven Steiner to adjourn the meeting at 8:05 PM. Motion carried unanimously.**

Respectfully Submitted,

Iris A. Bowden, Recording Secretary