

MUNICIPAL BUDGET COMMITTEE

Wednesday, February 1, 2017

Professional Development Room

Kennett Middle School, Conway, NH

Chairman, Joe Mosca called the meeting to order at 6:30pm. The following members were present: Vice Chairman, Jim LeFebvre, Mike Fougere, Pat Swett, Terry McCarthy, Peter Donohoe, Doug Swett, Bill Marvel, Mary Seavey (obo John Colbath), Steve Steiner (arrived at 7:25 p.m.), Richard Klement, Pat Kittle, Mike Tetreault, and Bill Masters. Also present: Lisa Towle, recording secretary and the representatives from each nonprofit (see below for specific names of attendees).

Excused: John Edgerton and Mark Hounsell

Absent: Frank McCarthy,

Vice Chairman, Jim LeFebvre lead those present in the Pledge of Allegiance.

Chairman Mosca opened with some quick notes: Everybody has 10 minutes and I know 10 minutes is not enough for some people and some people were done in 2 minutes. If you go over your allotted time I will give you a couple extra minutes. If we are ahead then you can keep going until the next person is supposed to be up, but I am going to try to stick to the time table as best we can.

Northern Human Services / The Mental Health Center:

Jane MacKay, Area Director for Northern Human Services / The Mental Health Center in Conway and Wolfeboro presented the funding request. Thank you for your support that last couple of years it has been incredibly helpful. This past year NHS saw, you got this information, but it is 283 people who were either insured or had a high deductible insurance and weren't able to pay. They received 1385 hours of service. We asked the town to help us defray the cost of providing services to these people. The other incredibly important service, I know you heard this last year and the year before, but it is our emergency services system, so whenever someone is brought to the local hospital or is of concern in the community we are the people who get called. Which means we have a clinician and psychiatrist available 24/7 for those emergency contacts and that's a really expensive service. Anticipating some of the questions I know you have asked in other years, Conway received 27% of the services of all Carroll County towns and contributed 22% of the funds that we ask of towns, so you came out ahead. I also want to point out that you have the local office and I would say that's a big advantage. I am happy to answer questions.

Questions:

John Colbath, asked does your agency take a position in where we are at with involuntary emergency admissions and the lack of beds for them to go to, is there a proactive move among your agency? Ms. MacKay answered, we are against having people wait in the emergency room. Actually, I was just in a meeting yesterday. What John is talking about is the fact that there are people waiting all over the state and this has been the case for the last almost 7 -8 years now, who should be in NH Hospital and instead they are sitting. In some communities, they are in med surg beds, in Conway they are actually in the emergency department sometimes for 5-6 days because there is no room at the "inn" at the NH Hospital. We have tried everything we can think of to intervene in that situation. We have limited power, it is really a legislative - governor issue. We have joined with both Huggins and Memorial hospitals as well as the other 5 hospitals in the NHS catchment area to try to exert some pressure. Some good things have happened they have opened up some additional beds as you may know, so the State Hospital has opened more beds. They have opened up another designated receiving facility, which are hospitals that can take people who are involuntarily admitted in Franklin. There was some talk for Androscoggin Valley in Berlin reopening their inpatient unit, but I think that stalled. The problem is that inpatient units for psychiatric care are not profit centers, they tend to cost more than you make, so it's not a popular thing for hospitals to do. It's a terrible situation, ridiculous.

Dick Klement noted that they did not provide the budget committee with a filled out form that was provided through the town saying I guess, it was percentage of raises in the past 10 years. Ms. MacKay stated that she did submit that and that she had done it by hand and I definitely submitted it. Chairman Mosca clarified that we did not get it in our packet. Ms. MacKay asked was it 2 different times, I can get it to you, I don't have it sitting right here unfortunately. I remember it because I had called our HR department and they had just done that for another entity and they had the information right there. I can tell you just because I know that, can't remember exact years, but we have received no raises most years in the last 7-8 years. This last year we received a bonus of \$1,200 for full-time employees and \$600 for part-time employees. The year before that we received the lower, people making under \$30,000 got a 2% raise and people making over \$30,000 got a 1% raise. Then there were several years before that there were no raises. Dick Klement asked if she could get a copy of that to Chairman Mosca. Ms. MacKay answered that she felt like that was helpful because it shows that we certainly are not giving generous raises.

Dick Klement asked, you mentioned some people had a very high deductible and that was one of the reasons you folks helped out, is that because of the Obama Care deductible? I mean everybody is supposed to have insurance. Ms. MacKay answered, in theory but it is tricky, many more people do have insurance, there are definitely people however who make just enough money so they are not eligible for what I call, expanded Medicaid, the NH Health Protection Program and they choose not to enroll in the Affordable Care Act because they have to pay, so they

would rather pay the penalty. So we are still struggling we quite a few people who do not have insurance.

Vice Chairman, Jim LeFebvre asked, you mentioned that we are at an advantage because we have the building in our town and there is definitely a side of that that is true, but we are also giving you a tax abatement on that. Let's talk about tax abatements as well as what you are asking for as far as other contributions. Ms. MacKay responded that I have said at this meeting before and I know there is a difference in opinion about this, I do not see a tax abatement as equivalent to a warrant article contribution by the voters. I see a tax abatement as the town, and that's the purpose of a tax abatement, is that they are for nonprofits and this is a type of work that loses money, if you don't give a tax abatement it is much less likely that there is going to be an entity within the community who is going to be willing to provide that service to the community. I think it is apples and oranges. I get the other way to look at it but I don't see tax abatement as equivalent to a town contribution. Vice Chairman LeFebvre responded that he appreciates her comment but hesitates to agree with her fully. Ms. MacKay answered, I suspected that.

Peter Donohoe asked are you fiscal year or calendar year? Ms. MacKay answered we give you information about, we are fiscal year, so we are July 1.

Peter Donohoe asked your cost center is 15010 and 15011, is that Conway / Wolfeboro? Ms. MacKay answered yes, it is. Peter Donohoe responded that is not the header here and I think I asked that before, it is not big problem, I just want to understand what I am looking at here. Ms. MacKay responded, yes, I do apologize you did ask that. This comes out of our accounting office and they are not used to, I can definitely try to remember to do that next year.

Bill Masters asked the positions described for Conway, there were 44 positions, are those all full-time people that are in Conway? Ms. MacKay answered not all but most. Bill Masters responded 2016 positions there was a list. Ms. MacKay said the FTE yes. Bill Masters continued, there was 12 in Wolfeboro. Ms. MacKay answered correct, there are people who spend a day in Wolfeboro and 4 days in Conway and they would appear on the Conway list for this purpose. I have it broken down and I can see exactly how much time they spend where. Essentially these are all Conway positions, you need to remember that most of the activity we do isn't in our building so we have a lot of people out in the community with clients and they are listed as case managers, functional support specialist. A lot of times people think, oh you do outpatient counseling, people come in and they have counseling, but in fact most of what we do is spread out all over the county. Conway people aren't just sitting in the Conway building they may be out in Bartlett or in the schools. Bill Masters asked these are not actually people who are here in the full-time basis at all they transit around. Ms. MacKay said their home office is Conway but their job involves being out all over the place.

Vice Chairman, Jim LeFebvre asked if the salaries are they the salary plus benefits as total compensation or just salary? Ms. MacKay answered that these are just salaries and as you will see except for the medical director who actually is the medical director for the whole agency, the full salary doesn't come out of the Conway budget. My salary, I am the area director and the psychologist in Wolfeboro and every other person, clinical director who has been with us for 30 years and is spread between Conway and Wolfeboro makes \$65,000. Basically, even people with 10 – 15 – 20 years' experience who are licensed mental health clinicians, who could command \$60,000 - \$70,000 outside of our agency, are making no more than \$45,000 - \$46,000. Vice Chairman LeFebvre asked on basic salary? Ms. MacKay answered on salary yes. I sat on a review committee last week for the 1115 waiver, it's the money coming into the state, and the hospitals and community health centers were submitting request for funding to increase their behavioral health capacity and I noted in those applications that they were asking for between \$60,000 - \$70,000 for the salary for a licensed clinical social worker. We are really struggling with salaries, we are at the bottom of the barrel for the state.

Bill Masters asked about the senior medical director's salary, the initials of that individual wouldn't happen to be J.C. and they could walk on water, would it? Ms. MacKay asked are you being funny? Bill Masters stated that \$214,000 is kind of excessive. Ms. MacKay explained that it is a board certified psychiatrist with about 25 years of experience who is responsible for supervising 9 psychiatrist, 2 nurse practitioners, is responsible for all medical services that happen in our whole agency which is big, 600 employees. I know it seems like a lot and I feel the same what, but again Memorial Hospital has been recruiting for a psychiatrist and offering \$250,000. Really, that salary is low.

Tri-County Community Action Program:

Lisa Hinkley presented the Tri-County Community Action Fuel Assistance Office and I have for the last couple of years. I will try to be brief. Our office covers all of Carroll County for the fuel and electric assistance program, also we take applications for the weatherization program. We do refer to other agencies if we more calls than just for the fuel assistance, people call for a number of reasons, such as the number to drug and alcohol counseling, lots of other stuff, so we do, do referrals out of our office. You are our largest catchment area. Conway last year had about 26% of all the clients that received fuel assistance. We are again asking for the same amount. In the last season, we had 453 households who received fuel assistance, 4717 received the electrical assistance program and 22 received weatherization. Of these households 129 had a person 65 or older in them, 205 had a disabled person, classified as receiving social security for disability, and 56 had a child 6 or under. That was the majority of all the households who received fuel assistance were either in that vulnerable category. All the rest were either general population or somebody 6 or older in the household. Conway had very low denial rate last year there were only 24 applicants and those could be somebody over income or didn't turn in their paperwork, that usually does happen. We do try to work pretty closely with the town welfare officer to make sure nobody falls through the crack and show up there

looking for any assistance. If we can help them first, we really do try to keep them out of there. Just to let you guys know, last year there was a total for all the county 1,850 households had applied. I did a tally today, so far, we have taken 1,600 applications in our office, we have 109 applications out in the mail to people right now, and that leaves only about 144 off from what we did all of last year. I think we will probably exceed the number of applicants this year because we still have a couple more months to go right up until April 30th.

Questions:

Vice Chairman, Jim LeFebvre asked on the income statement, state / federal, 2016 looks like you have \$89,994 and budget for next year is \$78,000+, would you like to address that in more detail why that seems to have gone down. Ms. Hinkley asked on federal revenue? Vice Chairman LeFebvre answered on federal and state. Ms. Hinkley answered that on federal and state, the fuel assistance, there is no money from the state, it all come from the federal government. It is based on what they decide the State of N.H. is getting and out of that money the light program which comes from the federal government states that only 10% of that total amount of money that comes from them can be used for administration. The state usually only likes to use about 9% of that money to administer it. What happens is that state keeps about 3% and then the 6% is the remaining amount of money is what they can use to administer, which is divided amount 5 CAP's, it's not just ours. We have to ask for monies from the towns to make up the difference.

Vice Chairman, Jim LeFebvre asked on the health insurance renewal history, it's very interesting it stops on July 2013, on the sheet I have anyway, no 2014, 2015, or 2016. Obviously one of the things we are very concerned about is health insurance cost at this point and time because everybody sees it going up like a rocket ship with no way to shoot it down. So, we are missing 3 years of data it looks like. Robert Boschen, CEO Tri-County CAP responded that through the year 15-16 - 16-17 our health care cost or at least the premiums remained flat over the last year. I can also tell you the employees are contributing more for health insurance now. One thing you will see on some of our reports, I know in the past there has been a question about the percentage calculation we use for our benefits. If you have an employee that is making \$10/ hour and we are picking up \$500 a month for insurance that is going to get you to that 30% pretty quick because you haven't even considered social security or Medicare yet.

Dick Klement asked if you answered Jim's question I didn't get it, so one more time. We are talking about state and federal grants. Ms. Hinkley answered we never know exactly what we are going to get, so when you see what there was in 2016, that is exactly what we did get at the end of the time. Right now, when we are projecting, we are hoping or assuming roughly that is what we are going to get for funding. We won't know until it is all said and done, which the program goes right up until April 30th.

Tri County Community Action Program Inc / Blue Loon Bus:

Robert Boschen, CEO Tri-County CAP presented the nonprofit funding request. I have several statistics and anything that I can't answer I will be sure to follow up with an email. 6th year we have been providing service to Conway with the trips increasing over the past 4 years. They have increased about 8% between 2013 and 2016. That would be going from about 2250 to 2450. The number of unduplicated persons that we have served has also increased from about 230 to 280. Long distance medical transportation, we provide about 33 trips per month or 200 trips over the past 6 month in Carroll County and 48 of those were residents of Conway. On average those trips are 200 miles and they cost us about \$106 a piece for mileage reimbursement. Support from the towns is critical because we have a situation where we need the money to meet federal matching funds. One thing that I can tell you in general, even going beyond just Blue Loon, is that our agency if look at what we make during the year, if you were to subtract our town funds, the agency would not be able to operate. I could get specific numbers for that if somebody wanted me to speak to that more. With the help of DHHS this year we are also able to provide some free transportation on our flex route system to some of the elderly, but again this is not fully covered, it is just a contribution. Budget points you will see that sometimes our funding is not fully drawn and it looks like there is some left, but in fact that is the full allotment we would have. If we don't execute all the volume you will not get that full revenue. The expenses and revenue will match, what I am saying is if you do 85% of the work that you budgeted, and they do give us a budgeted amount, but you may not fill all that they are not going to give you 100% of the revenue. We have a lot of our costs to ensure passenger safety, criminal and motor vehicle record checks for these vehicles and physicals for these drivers to drive vehicles that are over 10,000 pounds. Some of the other points I would like to cover is that within the valley the growth of hospitality services is occurring and a lot of our riders are people that are in that industry. For many residents transportation to health care and food shopping is essential. Even though again we have the federal funding we do need to come up with local match and without that local match a lot of our services not just this one wouldn't exist. So I know I have kind of generally covered this and I can open it up to questions.

Questions:

Vice Chairman, Jim LeFebvre asked on page 3 of your hand out it says Blue Loon bus services expenses under administration, salary for FY16, actual budget \$206,236, actual expenses \$159,566.06, differential of approximately \$45,000 based on what you budgeted versus your actual expenses. In FY17 \$186,365 versus \$44,428.76, I would love to hear an explanation. Mr. Boschen answered year to date it is not a full year you are only looking at a portion of the year. Vice Chairman LeFebvre asked your next year budget you are \$190,000+? Mr. Boschen answered yes that again would be, you are looking at that being pretty much inflation.

Bill Marvel asked you stated your ridership has increased 8% and I heard a figure that may have been Conway related of 2450 rides a year? Mr. Boschen answered correct. Bill Marvel asked so that's fewer than 7 rides a day? Is a ride one way? Mr.

Boschen answered I believe that is a one-way trip, but I can check into that when they talk about a trip. Bill Marvel responded I seem to remember that it is.

Dick Klement asked in reference to the federal revenue, you budgeted \$250,000 in FY16 and they actually gave you \$171,000. For FY17 you budgeted \$228,000 and of course we are only part way into the year. Given that FY16 revenue fell \$80,000 short of what you budgeted, is it realistic to budget \$220,000 for FY18? Mr. Boschen answered I guess I tried to explain this before, I have always asked, we have a budget that is what you are allotted then we actually have our management budget that shows this is where we think we are going to land, its lower because we don't usually get to use everything that is allotted to us. When she presents this she has always presented year over year to the town what the allotted budget is. As I said before, they could have allotted us, [I will make up a number], \$500,000, we know we are only going to be able to use \$250,000, that's a budget that we have. So, the short fall you are seeing is just that we don't use the total allotment. So, you don't get the revenue, but the expenses are smaller too. It has nothing to do with the profitability of the program, it is just, I could say to you here I will allot you \$200,000 to build a house but you decide you are only going to build a \$150,000 home because you want to save expenses or you can't use the full \$200,000, that number is the allotted budget.

Dick Klement asked it shows you have one full-time driver and 4 part-time drivers. That's fewer driver hours per day then you had previously, so you are actually running a bit less than you did before? Mr. Boschen answered yes, even with the increased trips and increased number of people, this is because we are trying to be effective expense wise. Dick Klement stated I have asked this question in previous years and I guess the question is when the feds gave you money to start this thing essentially you got the busses. You haven't replaced any of those busses yet have you? Mr. Boschen answered actually we just did replace a couple and we moved a few around. Dick Klement responded that I am not seeing that in the expenses. Mr. Boschen stated that would be a capital item and would get capitalized and those busses right now are up in Berlin. I am talking about for the total program we have gotten new busses and looking to replace others. Dick Klement asked where does that money come from? Mr. Boschen answered we get 80% from fed and the other 20% we have to come up with match. Dick Klement asked so the feds are continuing to fund your capital expenses, 80% of them? Mr. Boschen answered yes. Dick Klement asked and what happens if that goes away? Mr. Boschen answered we are in trouble, well I wouldn't say, if we wished to run this program and there was 100 of the communities that would still do it we would look for private grants, we would attempt that, that would be what I direct.

Bill Marvel asked I think this was the agency last year where the representative said they were trying to work their way toward asking for less money, am I correct? Mr. Boschen answered I don't remember that, well I was here for the meeting where there was a discussion about the fireworks and after that we had a lady talking about how she needed to get back and forth on our busses or her health was at risk. Bill Marvel noted I seem to remember it was Beverly or whoever was here

last year saying that they were trying to work their request down and I see it is up. Mr. Boschen responded yes, it is up again transportation is one of those programs throughout the nation that does not run at a profit. I can tell you that our program gets some positive notice, we had somebody come in from Kansas City to review us because they wanted to model us. Actually, might have been from Kansas because it had to be a rural program, but I can check that.

Gibson Center for Senior Services, Inc.:

George Cleveland, Executive Director presented the request. We have been in business since 1979 providing meals, transportation and social educational programs to seniors in the northern Carroll County area, being defined as Madison north to Chatham and Hearts Location. Our primary service area however is the town of Conway and depending on the year anywhere between 70-80% of our business goes to Conway residents. We are asking for the same amount of money as we did last year, which is \$35,000. It is our pleasure to serve and I would be happy to answer any questions that any of you may have.

Questions:

Chairman Mosca asked on your expenses and income in 2015 you lost \$47,000 and in 2016 you lost \$10,450 and in 2017 you are projecting a loss of \$25,000. Mr. Cleveland asked is that taking in to account depreciation? Chairman Mosca responded, I am just looking at the numbers you are giving me here on this sheet on page 2. Where does the short fall, how is that made up? Mr. Cleveland answered most of that I believe is made up in depreciation because we have come out alright in the last few years and it is not as critical as that may appear. To paraphrase Ray Burton we are always \$4,000 behind one way or another, figuratively speaking.

Bill Marvel asked I thought I saw an increase in a request from other towns, am I correct? Mr. Cleveland answered I believe only in Chatham. Bill Marvel asked now you are asking us for 70% instead of 80% of what you get? Mr. Cleveland answered, this year it actually comes to 73% of the total municipal ask. Bill Marvel responded I am glad to see that, I seem to remember a couple of years we were a little over. Mr. Cleveland responded it is an impossible thing to project.

White Mountain Community Health Center:

Patricia Mc Murry presented the request. I have been here every year for about 15 years and the health center has been here for 16 years. We are a safety net for this community and many other communities we provide a sliding fee scale and many wrap around services to treat the whole patient. We have had a lot of changes, you will see changes in our financials, we expect more changes to come. We usually project a zero based budget, sometimes we make some and lately we have lost. With that I will take questions to be had I am sure with health care.

Questions:

Chairman Mosca asked there is no tax abatement on the property you have. Ms. McMurry answered no we don't own the property, the hospital does, we are like renters only we don't pay rent, so I don't know what you would call us.

Chairman Mosca asked you are looking for 2 different funding request. Ms. McMurry answered yes, I understood that typically in the last few years we have gotten money for our food pantry and I understood this year it comes through this budget committee and through the warrant article, is that not correct? Chairman Mosca responded I don't know where the monies came from before, all we ever discussed was the \$35,000 you have always asked for. Is the \$1,000 in addition so there will be 2 different warrant articles? Ms. McMurry answered yes, a \$1,000 is for the food pantry and that was my understanding. I think it came through the welfare office, B J Parker, the food pantry fund yes. Chairman Mosca explained the problem I am going to have if you are asking for it in a warrant article, is that last year we gave \$10,000 to the Vaughan Community Center and this year they are asking for \$17,000. It's going to be tough I think to do it this way, if they are giving you money a different way I would stick with it, that's just my personal opinion. Ms. McMurray responded that we can defer on that. John Colbath as a selectmen rep clarified the monies the food pantry comes is a bottom line if there is a money left in a balance in the welfare funding. Both White Mountain Community Health Center and Vaughan in the past have gotten that money so there has been some confusion about it. What happened is because WMCH did put it in as a warrant article, Lilli Gilligan the financial director did not put it in the budget. Depending on which way it wishes to be done if the voters would like to see it as a line item in the budget then it will need to be changed at the deliberative session and done that way. Otherwise, right now it is going to be left as a warrant article. Chairman Mosca stated that it is going to be tough to fund 2 food pantries just like it is tough to fund 2 other things. John Colbath further commented that because the food pantries do collaborate very well, make sure they are not serving the same clients, that the welfare department has fortunately the last few years had money at the end of the fiscal year to be able to supplement both food pantries because of the services that they do. Chairman Mosca noted that he understands that but how much can you ask of the tax payers, if you are funding one and they are asking for more money, that you have always funded and now you are going to fund 2. You know the request is only going to go from year to year. Ms. McMurry responded that her understanding is that there are probably 2 pots of money and that is what you are saying. Chairman Mosca clarified that is what John is saying the money that you got came from another pot. Now that it is going to go on the warrant article. I can tell you personally that I won't vote for 2 food pantries and that is me personally, just so it is out there so everybody knows. I don't believe in funding multiple organizations for the same thing.

Vice Chairman Jim LeFebvre asked on the income statement, I would like to ask a couple questions about the State of N.H. funding and also Memorial Hospital support. Would you do us a favor and elaborate more on those a little bit please. Ms. McMurry responded tell me where you are looking at for the State of N.H. income? It was noted that it is on page 204, 3rd page. Under patient services State

of N.H. program funding. It is called maternal and child health funding and we received it every year. It is set up in the forms of grants and it is based on specific programs that they want to help us offer to the residents. Knowing that because we have a fee scale that slides down to a real low level that it is expensive for us to offer some of the services that the state wants us to offer. Some of it goes to primary care for children and for adults. Some of it goes to family planning and STD and HIV testing. Those are the areas we are funded for. The bulk of the funding is really going to primary care adult and children. Vice Chairman LeFebvre asked the budget item was \$43,000 less than what you actually received in FY15 and \$28,000 less than what you actually received in FY16, is this a program that seems to be every year they are cutting it back? Ms. McMurray answered yup, usually when you write a grant you ask for what you want and what you need and with this they tell us what to ask for because it is based on the state budget and how much they have to appropriate out to the health centers. We have no control of it going up and down and sometimes we get a little bit more and a lot of times we get a lot less, it just depends on the year.

Vice Chairman, Jim LeFebvre asked on the Memorial Hospital support its \$80,000 every year for both the budget and the actual, is there any way you can hit up memorial, that charges a nice chunk of change for anytime you walk in that place, for a little bit more money? Ms. McMurry answered I guess the answer is yes, we could always do that, but to let you know what Memorial has done for us in the past. They have been supportive from the beginning. The building I mentioned is owned by the hospital we don't pay rent and we don't pay any services at all for the building except we do pay for the cleaners, but dumpsters, plowing, electricity, oil, they pay for all the overhead. Vice Chairman LeFebvre asked so they are actually giving you more than \$80,000? Ms. McMurray answered well no the \$80,000 is actually cash and that is to help with services. Vice Chairman LeFebvre stated it is in kind contributions in addition to the \$80,000. Ms. McMurray answered yes, they value it at \$59,000, quite honestly, I know it is more than that. So, they really do do a lot for us and I have to say that I never asked the hospital for help for something that we needed that they didn't come through, they have been really good and we do share resources to some degree too. Because we are so small, we can't afford to have for instance an HR Director, so we can call upon their HR Director when we have questions and to review our policies and procedures and that sort of thing. They are always there to help us with those things as well. Vice Chairman LeFebvre asked if they anticipate any change in support with their recent merger? Ms. McMurry answered no, what did change is we were linked to them through their foundation and that changed we are no longer linked to them through that. What that helped us with is we were able to buy all of our insurances through them. Vice Chairman LeFebvre asked for a lower group rate. Ms. McMurray answered a little bit yeah. So, we had to go out on our own and besides a little bit of an increase which I was able to get that back through whining and begging a little bit, is that it was more work for me to have to secure all those insurances and try to get good prices but apart from that we were able to get relatively good prices over time. Vice Chairman LeFebvre clarified that the impact

of the merger with Portland has been miniscule at this point? Ms. McMurry answered right.

John Colbath further responded as he used to be a board member of the foundation for many years before it switched over and part of Memorial Hospital, what they have to do to maintain their nonprofit status is show that they are doing community benefits. So, they have quite an elaborate community benefit program and fortunately the Community Health Center has been a recipient of that community benefit. It is really like a win-win for both the hospital and for the community health center. Ms. McMurray further stated that they can also give those community benefits to anybody and not just us and they have done that. We also have to provide community benefits, but because we have a fee scale and we have so much free care we meet it very easily. I think the threshold is \$1 million, if you have a budget over \$1 million and ours is \$1.5 million, then you do have to file for community benefits through the Attorney General's office. Really, they give away free care quite often through the emergency room and also in and out patient. Chairman Mosca asked that we stay on this and not get into the hospital.

Bill Masters asked if you folks weren't there would the people that you provide care to, if they went to the emergency ward, would they be turned away? Ms. McMurry answered no, they would not be turned away but it is a more expensive form of care. Bill Masters asked so their medical needs would have been cared for by the hospital itself. Ms. McMurray answered that the emergency is set up for emergencies not primary care, so if we weren't there then they would have to go other places. Honestly, a lot of people wouldn't go anywhere and we found that when people started signing up for the expanded Medicaid and the affordable health care act, is that people were not going anywhere, some of them. They were not getting health care and in the long run that cost both lives and money. Bill Masters asked they wouldn't be denied care? Ms. McMurry answered they would not be denied care. Bill Masters asked regardless whether they could pay or not. Ms. McMurray answered correct.

Vaughan Community Service, Inc.:

Denise Leighton, administrator presented the request. We have come this year and asking for another \$7,000. We had to lease a building for the food pantry this year because it was beginning to interfere with the Vaughan Learning Center. We are paying \$700 a month for rent plus utilities. We are asking for an additional \$7,000 we are figuring our budget being impacted with the move and everything and our insurances and what not about \$14,000, so I am requesting \$7,000 from the taxpayers this year to help us with this.

Questions:

Chairman Mosca asked do you see that as every year going forward. Ms. Leighton answered that the board is working diligently on figuring out what our next move is going to be. It could possibly be building a property that we have now, we don't

know yet, like I said they are working very hard, we are kind of hoping we don't have to come back for the \$17,000 next year and be back down to our \$10,000 if things work out. I can't answer for sure the board is working on everything.

Bill Marvel asked what is this reserve almost \$20,000 in reserve? Ms. Leighton answered that was my funds I had reserved, left over this past year, which we have since taken that money and we purchased a van which we needed badly. We do so many pick-ups in different places going down to Manchester and NH Food Bank, USDA and all over town, I was having a hard time getting drivers to pick up the food. Now we have our van and I just have to get drivers to use our van to do this. It was really a need because we pick up a lot of food weekly and we are hoping to recoup some of that costs through advertisement on the van which will help us get some of the money back for purchasing it and also help with the gas and that for the vehicle itself. I didn't use as much money for the food pantry this year because I had credits left at NH Food Bank and I had cards left from the year before that I used for purchasing food so we were able to save a little bit. Which we have been talking for 2 years about getting a van.

Bill Marvel stated I noticed your budget went up last year, it went up 40% and there seems to be a concurrent decrease in donations. Ms. Leighton responded, I can never predict what I am getting for donations, I have been very fortunate to have somebody, which they gave us this year again, a nice donation of \$10,000 and that not to say we are going to get that every year. A lot of our donations are from the generosity of the community. Bill Marvel asked what is the difference between donations and contributions? I see there is a new line, well maybe not a new line, but suddenly there is a contribution under this proposed budget, what is that from? Ms. Leighton answered that the \$4,724, I think I got a donation in for that this year and last year it wasn't earmarked for the food pantry it was just a contribution. Bill Marvel clarified just general to Vaughan?

Vice Chairman, Jim LeFebvre asked on your expense report page 2, utilities, electric and heat, \$26,600 proposed budget, last year actual expenses \$18,900, differential of approximately \$7,000 +/-, is that primarily because of the new building and the way the rent is set up? Ms. Leighton answered yes.

Vice Chairman, Jim LeFebvre asked on the mortgage / rent building maintenance line of \$9,400, what's that meant to cover, is that just the rent itself, \$700/month? Ms. Leighton answered no it is the lease for utilities and everything. My utilities went up because I wasn't sure how much I was going to be paying this year. It is hard to tell what I am paying for my utilities year to year, they did go up a little bit this year so far. Vice Chairman LeFebvre stated I am confused, I hate to say that, but it is somewhat easy to do that, the utilities, electric and heat are \$26,600, the mortgage, rent and building maintenance is \$9,400, you are saying that the \$26,600 reflects the cost of the new facility with the utilities, electric and heat, correct? Ms. Leighton answered right. The \$9,400 is because of the move, I had to pay money for the move this year.

Bill Masters asked under the income in 2016, we have under the food pantry \$30,023.73 was that actually a monetary figure or was that in food? Ms. Leighton answered that was monetary donations.

Bill Masters stated that he was looking on the narrative and he saw a \$9,211.10 from the discretionary fund, working for the town welfare office and I went back and looked up under the 2016 under the expenses on the discretionary fund and I only say \$1,082.97, I wonder why for the expenses that didn't appear there. Ms. Leighton noted that she helped more people this year than she did the year before. Bill Masters responded that the year before in 2015, under the discretionary fund we had an expenditure of \$2,871 and \$1,000 only comes to about \$3,000, so I wondered if there was something I was missing? Ms. Leighton answered no, I just wind up helping a lot more people this past year with things than I have previously.

Bill Marvel asked on your last page you have a food pantry count and it indicates 3341 individuals were served, 395 were over 60, 720 under 18, so more than 2/3 were adult working age people? Ms. Leighton answered not necessarily working, a lot of them can be disabled or whatever. Our clientele is mainly 50+ that we get in and our increase in this past year has been at least an increase in over 15% we have seen of meals we have given out than we did the year before. Bill Marvel asked do you have years like this for the last couple of years? Ms. Leighton answered I gave them to you last year, I think it was like 120,000 total meals the year before somewhere in there, I don't have it with me.

Vice Chairman, Jim LeFebvre asked on your income, on the grants line, you show \$4,000 and \$4,000 in 2015, \$4,000 and \$9,000 in 2016 and you are looking for \$2,000 this upcoming year. Ms. Leighton answered that I never know what I am going to get for grant money, sometimes I get monies that are sent in from one of the grants and we never know what we are going to get in for them. Vice Chairman LeFebvre clarified my question was actually do you have someone who is actually looking at how to get grants for you as part of their job? Ms. Leighton answered no. Vice Chairman LeFebvre noted it might be something you want to consider. Ms. Leighton responded that right now we are not writing any grants because if we do this building we are going to have to write many grants for what we need to do. We are holding off this past year doing any grant writing, because a lot of times you can't write each year for the grants you have to wait 2-3 years.

Vaughan Community Service, Inc. DBA Vaughan Learning Center:

Heather Ouellette, Director presented the request. We are here asking for the \$3,000 that we ask for every year to help subsidize the costs for some of our lower income families.

Questions:

Vice Chairman, Jim LeFebvre asked expenses on page 1 after your cover sheet, personnel / salaries, in 2016 \$211,070 / \$210,999, next year in your proposed

budget it is jumping by \$43,000, can you explain that in more detail please? Ms. Ouellette answered, I can, over the last year we have created 2 new classrooms and the State of N.H. requires so many staff per children. Right now, we have a waiting list for a couple of our classrooms, the expenses are the extra teachers, Our food program, we have a cook, and we have switched to a learning food program and that changed some of the salary.

Vice Chairman, Jim LeFebvre asked same expense side program expenses / food actual expenses 2016 is \$23,5651, this year you are asking for approximately \$6,000 less, would you go into more detail on that please? Ms. Ouellette answered that in the past we have purchased food locally at Hannaford's places like that. Since changing the food program we are now getting more commodities through USDA, she is no longer using Hannaford's, we are using a local distributor which is keeping the costs low.

Vice Chairman, Jim LeFebvre asked about the State / Federal income in 2016 actual expenses of \$66,477, this year you are proposing an increase of approximately \$23,000 to \$89,400, would you explain how that is going to happen or what you are trying to do to get the State and Federal government to increase that by that much, that's a considerable increase. Ms. Ouellette explained that is for people who are getting state help. So, the actual \$66,477 is what we got last year, this year I am proposing that we are going to get more because we are seeing an increase in kids that are getting state help.

Vice Chairman, Jim LeFebvre asked about Client Fees / Contributions income, \$186,473 to \$209,637, increase of \$23,000 in your income line, if you would give me some information on that. Ms. Ouellette explained that is parent fees also, so that was our actual, this year I am proposing we are going to get more as we have increased 2 class rooms and more kids.

Dick Klement noted that you have a page here that is unnumbered about 3-4 from the end, the rates that you have in there do you have any children that are in the 3-12 category that are full day? Ms. Ouellette answered yes, and these rates to clarify are the highest rates, we offer a sliding fee scale. The lowest rate for that 3-12 would be \$26/day, it depends on their income. Dick Klement clarified my question is are these special needs or are these children that don't go to the public school? Ms. Ouellette answered they are children that don't go to the public school. Dick Klement asked so this would be a school? Ms. Ouellette answered that we have a pre-K program, so they are not quite 5 to go to the SAU. Anybody older then that we have a before and after school program, as well as summer and vacations. Dick Klement asked so you don't have any 12 year olds that are there during the school year? Ms. Ouellette answered only on vacations or if there is no school.

Bill Marvel commented that he noticed you justified the request on the need to subsidize parents who are above the minimum income guidelines, I was wondering do you allocate that on the basis on how far above the guideline they are or is it just anyone who asks, anyone who applies, who is above the maximum guidelines? Ms.

Leighton answered no she has an application, they have to give us extensive stuff with their applications, their income, they have to show us what they make and everything, so they are checked very well. Bill Marvel clarified what I am getting at is, does anyone who applies get it until the point you are full or do you award it based on the income level? Ms. Leighton answered on the income level.

Pat Kittle asked when this goes on the warrant article will it refer to North Conway Daycare as opposed to Vaughan Learning Center? Ms. Leighton answered no, they changed their name this year to Vaughan Learning Center, we are getting away from the daycare to a learning center is the whole idea of what they are trying to go for. Pat Kittle responded, I understand that, but it took me a few minutes to realize you were talking about North Conway Daycare Center which we have seen for years and years, and I am just wondering, I don't know if you can change the wording, but you may want to say formerly known as the North Conway Daycare Center so there is some continuity for people who want to support it. Ms. Leighton responded, she did in her report to the town, in the annual report, we did explain that we had changed, in the first paragraph, it was formerly North Conway Daycare. Chairman Mosca noted that to Pat's point the warrant article if it doesn't say that some people may not know what it is and people who have voted for it in the past may say what's this and they may say I don't know what it is and not vote for it. Pat Kittle stated that would be my concern. Ms. Leighton stated they have already submitted everything and she will have to call the town and see if we can.

Steve Steiner commented that you have my vote and support, both of you.

North Conway Community Center:

Ryan Sommer, Executive Director and Julie Cummings, Vice President presented the request. We have a couple things we want to talk about, I want to start off with, we have gone back and forth for years, I know some of you have struggled to look at the community center as something that is beneficial to the organization of the town. The packet you got is not the packet we are going to go about, we are going to change that packet, I have a new packet for you here with a different request for you guys to be aware of, I will pass it out in a few minutes. What I want to talk to you about before I get to that packet is, last year Mr. Mosca talked about approaching the North Conway Water Precinct. I did some research and back in 1986 the town of Conway decided to get rid of what was called the dual taxation between the Conway Recreation Department which was supported by the Conway Water Precinct and the North Conway Community Center which was supported by the North Conway Water Precinct as well as by being subsidized by the town. When they chose to do that the community center stayed as a nonprofit and the town decided to become the town entity of the parks and recreation department. That first year the community center received \$60,429.00, the Conway recreation department received \$59,879. There was about \$500 difference between the 2 with the community center being a little bit more supported. In 1988 the community center received \$73,214. From 1988 to today, 30 years the community center has asked the tax payers to increase our request just under \$2,000. What people don't understand is in 1988 that represented about 79% of the community centers budget. The \$75,000 today represents 32% of the

community center budget. In the last 14 years as being the director our budget has increased about \$115,000 but the increase of the request to the taxpayers has not increased, we have kept it at \$75,000 for the last 13 years. The reason why our budget increased, especially with the new facility, we have increased 27 hours of service throughout the week. We are open over 75 hours to the general public to utilize this facility 6 days a week, to come in and benefited. 15 new programs have been offered to adults, we had youth programs in the old facility, we did a very nice job with youth programs, but the programs we offer now have been dedicated to adults and seniors. Some of the programs; pickleball 100 participants, indoor soccer with adults, over 30 basketball, 18-30 basketball, mahjong, canasis, cribbage, and thai chi. We have over 200 participants who walk through these doors who never walked through these doors before on a weekly basis. On top of that we provide space for other local nonprofits, we allow them to utilize the facility for fundraisers, prime example the Gibson Center does their auction there. When the SAU9, Conway School District needed to do a summer program because they were rehabbing one of the schools, the community center opened the doors for that. We didn't charge it was a benefit to the town. What we do, I extremely believe is an essential aspect, not to North Conway, but to the town of Conway. We provide a service to everybody and anybody who wants to walk through those doors. We have a public bathroom, we don't turn away people because they need to go to the bathroom. The chamber of commerce sends them to the community center. It is your community center. I realize over time there has been a mason-dixon line and for the last 13 years that I have been your director at the community center I have tried hard to tear it down. I realize it is hard for some people to fund both entities I get that, but this is just as essential to this town as some of the other entities. More importantly, we have asked for less money over the last 30 years, we haven't increased it and if you can find one entity, nonprofit, municipality, or business whose request to citizens not to go up find hard to do so. We have done, in my opinion, a very strong job, the board of directors have kept costs down. We don't provide insurance, there are a lot of things that we don't have as an employment or staff that some of the other people do. It is just something we go without, something we chose to do for our profession and go without. My hope is that when we give you this packet and you see the difference that you can support us.

Julie Cummings stated that Ryan is going to pass out our new revised budget that he has worked very hard with. It is very important for myself and board of directors that we have your support from the budget committee and for the warrant article. We have reduced our budget by 14% which takes a pretty big hit on some of our programs. That's like Ryan said that is the least we have asked for since 1987. One question I would like to ask everybody here if I can, how many of you have stepped into our new facility in the time that it has been open. So, 7 out of 13, so I just hope that before you make a decision yes or no that you come into our facility, that you see what we offer for children, youth, adults and everybody in our community.

Steve Steiner commented that a couple weeks ago, we had a member of this committee make some attack on this organization, an organization that basically to me, I have only been in this town for 8 years, tries to help the kids in this community and now expanding it services. The question is why are they coming back with \$10,000 less could be based on a threat from one of our members. Chairman Mosca responded that it wasn't a threat

from one of our members, for the last 4 years we have been asking them to come in with a request for less money. I think last year was the first year we voted against supporting the community center. It is something this board has asked for the last 4 years, I as chairman have asked for the last 4 years as have other members. It wasn't a threat from someone on the board it was what we have been asking them to do. I applaud them for doing it to be truthful with you. I think it shows good faith and I am pretty happy with that.

Ryan noted it's a cut that hurts, a \$10,000 cut to a \$240,000 budget is not something that goes without a lot of sniffles. What we have done is we have cut raises, you know one of those things that I am not about to sacrifice service to the kids and adults in the organization, we go without it. One thing we have done is, the last 5 years we have tried hard to put money into a capital improvement budget, not because we are looking to improve the facility, but because we did poorly at the North Conway Community Center and I think you can say the same thing about Conway recreation, is we have neglected our facilities. We don't put money into them, we don't have money set aside, so when things start going astray nothing to fix it. We have tried hard the last 4-5 years into the facility and instead of cutting that bone dry, I kept \$5,000 in it because, we both know in 20 years, they don't make roofs like they used to or the floor is not the same. To have money there that you can tap into and it's not a reserve account, it's an oh my good what just happened account. Its things like that, I have looked hard as a director of the center and the board of directors have done the same, what can we do without. We have tried that; our budget has gone up almost 50% in the last 13 years and a lot is because of the new facility because we needed it, but our clientele has gone up more than 50%. It is something we look at every day to meet the needs of the citizens of Conway, we try hard to meet the needs of budget committee and the selectmen. We do listen, we just at times instead of coming and asking for more money, we have tried hard to keep it the same. It wasn't like we weren't listening it was just one of those things where you look at the lines and say huh I don't know if I can do it this year. The \$10,000 cut is not something we can just wipe off the board, I want to make that very clear.

Questions:

Chairman Mosca asked if there is a possibility for adult programs to increase what you are charging? I am not saying a lot but I mean can you spread it out to raise some of the money. Mr. Sommer answered that they do charge for the programs and none of the programs are free. Chairman Mosca clarified what I am saying is whatever you are charging now, if you charge \$5 more per person, at least to try to make up some of it. Mr. Sommer responded that right now we only charge \$2 for pickleball and your card games, which are most of your senior citizens on a fixed income, we charge them \$1. Its accountability, I know they are struggling just like everyone else is to come up with a couple dollars here an there, I realize that, we didn't build a facility only to make that group of ownership build up. I know they pay taxes, I know that they support the facility on a year to year basis, we take that into account as well. Could we put a couple more dollars, sure, and that might be something down the road the board of directors look at. I don't want to restrict them from coming in, I don't want them to have in their head can I afford \$5 today

or can I not, or the couple of dollars, whatever it might be. Chairman Mosca further clarified I am looking at the 18-30 age groups, maybe the 18 – 45 or 50 age group, people who are working and can afford a couple extra dollars to help offset some of this. I am not saying to go after the people who can't afford it, but there definitely some groups that probably could afford a few extra dollars. I applaud you coming back and reducing your request.

Vice Chairman Jim LeFebvre asked out of curiosity have you ever given any thought to the idea of having something like the friends of the North Conway Community Center, where you charge maybe \$10/ year and they get a t-shirt or something like that, to kind of help reduce the overhead costs? Mr. Sommer responded like a membership costs. Vice Chairman LeFebvre stated don't take it as a full pure membership costs, this is donation, but they get something in kind for it, like a t-shirt. Say you have 300 people that buy that t-shirt, \$3,000. Ms. Cummings stated that is not something you can guarantee.

Peter Donohoe commented you have a 9,000 sq. ft. facility, could you please describe to me what percentage of utilization you feel is currently the case in that facility? Mr. Sommer answered the 9,200 sq. ft. facility, when we opened the door the hope is that in 5 years we would be 90% occupancy or 90% running to the point of where you are looking to expand or running out of room already. One year, 16 months that the door has been open, we are running about 80% now, the slots are very narrow and most of them are the 1-3 slot or the 8-10. The problem is that you don't want to completely overwhelm it because then what you built it for isn't being utilized. The people who come in, the kids who are looking for an afterschool activity to come in just shoot around the special events. We are to the point of maintaining and it only took us 16 months to get there. Now in the sense of space, you know people came to the Bernie Sanders event and you fit about 600 plus people in the gymnasium. You can put it in it, the multipurpose room has capacity of 50 people, the conference room has capacity of 15, so if you utilize every space in that facility you could put about 450-500 people in that facility at one time.

Peter Donohoe where I am going with this because we had a discussion the other evening and I brought this up with Earl Sires, I asked the question would anybody be amendable to having a discussion with Conway Rec., giving that they are over utilizing their building and I think I just heard that you have spare capacity. Mr. Sommer responded not much but we have some. Peter Donohoe continued to have a conversation about the two entities at some point in the future about combining. Earl's comment if I recall correctly was that, when this was broached in the past, I think he characterized it as something like the folks at the North Conway Community Center do not want to talk to us about this. Now, granted that was in the past when there was not a building of your type and stature in place. I bring this up because the building is under consideration for rehab in Conway, there is a combined budget between North Conway Community Center and Conway Rec. of over \$6,000 for rec. The question, seems to be to me, is there another way to do this? Mr. Sommer answered if you ask me if there is another way to do it cheaper, the answer, I will be completely honest with you, I don't think there is. I am going

to go out on a limb here and speak not for the board of directors, but someone who has been in the profession for 20-25 years. You have a facility right now that was built by non-tax payer dollars, it was built through grants and donations of \$1.5-\$1.6 million. The increase of usage we put into it, the overhead, the lights, the insurance and the heating cost and all that, it went up to about \$35,000 more a year. If you build a facility that is going to encompass roughly 10,000 people in this town, who should be utilized 7 days a week because it is a tax payer's facility and it should be utilized 7 days a week. When we talked to the town we had that conversation with the town and I remember sitting down with them and saying, ok the building you are going to build, which at the time was my original design, of about 15,000 sq. ft., which was what you want to be with a town this size. At the time, and that was 7 years ago, came in at about \$2.3 million. You have to look at land, then you are bonding \$2.3 million if it is a town entity facility, but your cost is going to go up, your staff cost and your heating cost is going to go up. If you are asking me if there is a cheaper way to do it, I am more than happy to sit down and have the conversation, but I don't believe that there is a cheaper way to do it then how we are doing it today. Again, I am not opposed to having the long-range forecasting and carrying on those conversations. With the Community Center, we don't pay \$20,000 or whatever the insurance cost is per staff, with the municipality you do. The Community Center does an insurance buy-out of about \$5,000 and it's up to me to go on the exchange and get the \$12,000 deductible and pray to god that no one gets sick. I do it because I love what I do, I didn't do it because I want to be rich. The board of directors don't volunteer their time on a monthly basis for the pat on the back or because they want to be recognized in the community, they do it because they have a passion for what they do. I am proud to be part of the organization, I am proud to be the director of the organization, we have worked hard to get to where we need to be. Again, my hope is that the men and ladies who sit around this table can see the importance of this facility for what it is. I think it is a very essential part of the town, not just North Conway, I look at it as the town of Conway. I think the people who take away the mason-dixon line and see that we are one town, I think it benefits us. Again, I don't live here but I see the politics of it and I get it, I enjoy what I do, I enjoy coming to work every day as much as you guys probably enjoy what you do. I realize this is a thankless job, I fully get that you sit up here and people don't appreciate what you do on a nightly basis to try to reel in cost in this town and I can see that. Again, my hope is that you can look at our request being down \$10,000 and you can support this year.

Pat Kittle commented I have always felt like this is a bargain for tax payers only because there is a pretty large leverage, the rest of the funding to operate the Community Center is privately funded and raised. I do have a couple of questions. Both my kids went through the North Conway Community Center so I am pretty familiar what they do and I live in North Conway. I am not familiar with the Conway Rec., but it does seem like there is a certain amount of duplication, do you know what hours the Conway Rec. is open and available? Mr. Sommer answered I do not. Duplication is youth programs, they do Conway Elementary and Pine Tree for sports and we do John Fuller, but we have kids from Conway Elementary and Pine Tree that come up to utilize the Community Center and vice versus [and

Robert Frost]. Our fees are based on tax payers and non-tax payers, if you live in town and you are a tax payer your fees are cheaper than if you are a non-tax payer, \$5.00 for most my programs and \$50.00 for my summer camp. There is some discrepancy in the prices, if you are a tax payer you do get cheaper fees. Again, it is a benefit to the tax payers. I can't touch what Conway charges, but at the same time I feel what we do charge, if they can't afford it we go out and get scholarships. We give out about \$5,000 a year for scholarship money for people who can't afford programs, that shouldn't be reason why somebody doesn't participate in recreation.

Pat Kittle asked do you know if the tax abatement, this number, encompasses both? Mr. Sommer answered both facilities. Pat Kittle clarified the new building and the old? Mr. Sommer noted that will change when the ski museum begins to utilize the old facility. The old facility the tax abatement last year was about \$18,000 and when the new facility came online you were about \$33,000. Not saying it will cut in half but you will be much less than the \$33,000 is today. Pat Kittle asked what the time frame is on that? Mr. Sommer answered I was hoping already. My guess is, I know they are doing a lot line adjustment right now, so I think that once that is done, they are subdividing the 2 pieces, rolling in everything, but that is a 5 sq. ft. around the old facility and I believe once that is done they take ownership of it. Pat Kittle asked the Community Center will not own that facility? Mr. Sommer answered correct.

Bill Marvel asked when you said you can't touch what Conway charges, do you mean you can't charge that little or you can't get that much? Mr. Sommer answered I can't charge that little. Julie Cummings further responded that is it in the packet, our summer program, the amount of kids in Conway Rec is the same. Mr. Sommer further stated that we have about 100 kids in our summer camp and Conway Rec does about 160-170. The price difference is we charge \$410, Conway Rec charges about \$175/kid. They were like that 13 years ago, these guys were running a deficit of \$15,000 - \$20,000/ year when I first came on board and a lot of it was because of summer camp, I said you have to run it like a business or you are going to be done because you just can't do it. I wish we could but I just can't.

Dick Klement asked on your spreadsheets, can you please give us or Joe a copy of where the numbers actually appear, considering the overrides. Mr. Sommer asked on the new one? Dick Klement answered yes. Mr. Sommer asked on the Div-O, that means there was no budget last year and there is no budget this year, can't take into consideration, it should be zero. Chairman Mosca clarified that there is a formula in there basically saying division by zero is impossible. Mr. Sommer further stated that there is no increase and there is no decrease.

Chairman Mosca asked is there any revenue from the church? Is that still going on Sunday mornings? Mr. Sommer answered it is, it is very miniscule but there is some revenue. Our revenue is up, it comes under other, it is up from \$5,000 to \$7,500.

Chairman Mosca stated I appreciate you coming in and reducing your budget by \$10,000, I know it is not easy but we appreciate it, I do appreciate it.

Starting Point:

Raetha Stoddard, Executive Director presented the request. Thank you for your time and consideration tonight. I do just want to say that we appreciate the support from the town and I hope you recognize the amount in consideration of what the costs are. I woke up at 4 a.m. and I am not looking for your sympathy, just your patients and if there are any questions, I received a LAP call and I have been working all day with a Conway resident to help them to safety. I estimate today I have spent quite a bit of money and we will do that as we go forward. I do welcome questions, I hope you will know more about our services going forward.

Questions:

Dick Klement asked on your second page of your packet, salaries, etc. you say go to attachment B to get the answer, I went to attachment B and I didn't find the answer. What we are trying to get is the history of raises and increase in cost. Mr. Stoddard answered there is the personnel down near the bottom the wage totals, is that what you are looking for? Dick Klement responded a by year, it was the amount of raises, percentage of raises, which is not in the packet at all. Ms. Stoddard asked was it requested? Chairman Mosca answered yes, I want to show you somebody elses, because there is nothing on it, this is the form that should have gone out to all nonprofits. Ms. Stoddard stated that she did not put the package together, her business manager did. I can certainly bring that forward and I can tell you. Dick Klement stated we are looking for that to be filled out.

Dick Klement asked on salary detail you have the former executive director receiving compensation, was that an overlap between the former and the incoming? Ms. Stoddard answered yes.

Children Unlimited, Inc.:

JoAnn Kelly, Executive Director and Deb Husky, Financial Manager presented the request. This year I am asking for some support for our resource program that works with families in Carroll County. We see 55 families in Conway this past year. Because of the opioid crisis many of the home visits that our staff has to do has increased in the number of visits they have had to pay to families and the intensity that they have to provide services. They see more grandparents raising children and just more families that have to deal with addiction. In order to support that program, that is the program I am bringing before you today to have support.

Questions:

Vice Chairman, Jim LeFebvre asked on your expense page, which says page 2 of 4, last year's actual expenses were \$135,784 for personnel/salaries, this year you are

proposing a budget of approximately \$23,000 less, have you let somebody go or are you doing something differently, what's the situation there? Ms. Kelly answered the difference is in the programs, last year the program we asked support for was an early supports and services program, which is our other home visiting program that works with families who have children who have disabilities, diagnosis, or developmental delay and that's a program we have asked money for every year and those are the actual budgets and expenses up until then. This is a different program, this is our family resource center, therefore the proposed budget is we have fewer people working in it.

Vice Chairman, Jim LeFebvre asked on your line other/misc – consultants, 20,377 in actual expenses in 2016, this year your proposal is an increase of approximately \$25,000 to \$45,340, would you care to comment? Ms. Kelly answered I think again we are not comparing apples to apples, I think it is one program against the other. Right now, in the family resource program we have a director of the program who is full-time and just one other staff person. Our treasurer helped, Deb was ill the day I had to do the budget and it is my first time so I apologize, so I had the treasurer who works on our financial committee to help me with it. I think because we want to grow the program and we really want to have another staff person to help us with increasing family needs that would be the difference there. Vice Chairman LeFebvre responded that the only reason I raise this the way I am raising this is your personnel cost on salaries is going down but it could be read that your consultant cost is going up, almost the same exact amount your personnel cost is going down. Someone could read this and say are you switching over using more consultants or what's the situation. Ms. Kelly answered I would say it would be more of a part-time person we would start to look for to help with the numbers that have gone up and with the families with needs, I wouldn't call that a consultant, it should be more salary. Vice Chairman LeFebvre further stated that your line as your description is somewhat vague, that's another reason I am asking the questions I am asking.

Vice Chairman, Jim LeFebvre asked on your income client, private insurance fees/contributions, actual income in 2016 was \$7,865, this year you are budgeting at approximately \$40,000, which is an increase of approximately \$32,000 +. Ms. Kelley answered that private insurance for our early supports and services program, we get very little private insurance that helps us out with that. Ms. Husky clarified that he has it in the private insurance but it actually would be funded through Medicaid program. It's technically a Medicaid program, however it is billed separately from where you see the \$146,300 it say Medicaid there, that really is not Medicaid that I a grant that funds our program, so the Medicaid should be where the private insurance is. Vice Chairman LeFebvre stated that it might be a little easier in the future if you could break out a little differently so it is more clear to someone who is just asking questions and not familiar with your day to day operations.

Dick Klement asked on the same page, expenses/insurance line, you have been budgeting in the area of \$16,000 but didn't spend anything in 2016 and proposed

nothing in 2017, is insurance covered someplace else? John Colbath asked Dick do you mean health insurance? Dick Klement answered no, down near the bottom. John Colbath commented that says insurance at the bottom, liability insurance? Ms. Husky answered yes there should be a liability number in her and there is not and I am just looking to see if he put it up with. I was looking at audit legal thinking he put it up there and he did not, there should definitely be a liability insurance number there. For this program, it would be approximately what was budgeted for the ESS program in the prior year of 2016. Dick Klement stated so that would take your budget back up another \$16,000, so essentially you would be in the area of \$8,000 less than your actual budget. Ms. Husky answered correct. Dick Klement further noted so your income line would have to come up to kind of match that.

John Colbath asked if it would be possible to have this page redone and submitted.

Bill Marvel asked on that same page, I noticed that after several years of running fairly steady utilities have jumped to about 60% and phone has more than doubled, did I miss a capital expansion of some kind? Ms. Husky answered that the phone for the resource center the telephone fees are higher because they use the trac-phones for security purposes when they are out visiting families, so those are a little more costly than in the ESS program where it was a reimbursable for cell phones personally as opposed to, it is a little more secure. Bill Marvel asked and utilities, usually that would indicate you have expanded. Chairman Mosca stated I think the problem is they have asked us to fund a different program for different years and that is why the '15 – '16 numbers are completely skewed from the '17 numbers. That should have been explained on this because it is confusing everybody. Ms. Kelly responded yes, the person who helped me thought you wanted to see what we had done with the money in the past each year. In that 2017 being a different program, should have been explained. Chairman Mosca responded nowhere does it say that and we reviewed it ahead of time, it just messes us all up.

John Colbath asked is this a totally new program or is there historical data for it? Ms. Kelly answered no, we have had the family resource center for at least 10 years. John Colbath asked is this expanding? Ms. Kelly answered we are trying to expand a little bit because of the need in the valley. The contract for the family resource center I thought DCYF, and the purpose of it is to keep families out of the system. So, there are resource centers all through the State of N.H., children unlimited just happens to be the building where we have the family resource center for this area. It's always been there but because of the needs of the community increasing, yet the budget from the state isn't increasing and we are trying to address that. What I have asked for is the price of one home visit per family. We have serviced 55 families. I do have statistics for the resource center at Children Unlimited, keeping families out of the state system has been at about 87% success rate, 92% at some points and I have the data on that. All the information from every family they see gets put into a state data system so I have the statistics for that I can pass around. The value of the program, it is incredible, but I am sorry about the numbers.

Dick Klement asked do you share data with the school? They have people that are, family liaison, so they are doing kind of that same thing, visiting the homes to see if the children are ok. Ms. Kelly responded that this is to work with the parents or the grandparents as well, this is working with the family. We have parent education groups, it's a little bit different than the liaison. Dick Klement asked do you coordinate with them? Ms. Kelly answered yes.

Peter Donohoe asked can you clarify, Children Unlimited in its former capacity as it has been presented to us as a committee, had to do more with the program, I retained with childhood interventions in an educational capacity. Is this a new program all together? Chairman Mosca clarified this is a different program they are asking us to fund this year, that is what we have always funded now they are asking us to fund something completely different. Peter Donohoe responded that I what I thought I heard and that is why I wanted to ask the questions. Ms. Kelly stated we have a variety of programs.

Chairman Mosca commented that the problem with changing programs like that I that you could jeopardize having funding. Ms. Kelly responded so here is another reason why I changed the program, because we are no longer going to have the early supports and services program, through no choice of ours. For the past, 10 years we had a sole source contract with the State of N.H. and it has been deemed that is illegal, there shouldn't be any sole source contracts. As of June 30th we will no longer have the early supports and services program under us, Northern Human Services will have that program. In the 80's all the money for early support and services went to area agencies, Northern is the area agency for this area, but we were always allowed to have our program. Starting at the end of June, Northern does not want to us use as a vendor, they want to have the program all to themselves, so we will no longer be able to have a program. That is another reason why I could not come to you with that program this year. I do see the risks in changing things around, I didn't have too much of a choice. If I did have a choice I still would have taken that risk to support the family resource center, again because of the needs and the opioid crisis in the area. The needs of the families in this area for extra support.

Other – open to public for questions:

none

Bill Marvel moved, seconded by Mike Fougere, to adjourn the meeting at 8:22 PM. Motion carried unanimously.

Respectfully Submitted,

[Type here]

Lisa E. Towle, Recording Secretary