

FINAL

BOARD OF SELECTMEN'S MEETING

March 2, 2011

7:00 P.M. – MUNICIPAL OFFICE BUILDING – HANOVER, NH

The meeting of the Board of Selectmen was called to order at 7:00 p.m. by Selectman Athos Rassias. Present were: Brian Walsh, Chairman; Katherine Connolly, Vice Chairman; Peter Christie, Selectman; Athos Rassias, Selectman and Julia Griffin, Town Manager. Absent: Judith Doherty, Selectman.

1. PUBLIC COMMENT.

Selectman Rassias called the meeting to order and asked for Public Comment. There were no comments from the public.

2. 3rd BUDGET HEARING:

Social Services

Selectman Rassias stated that this is the first year that the Town has followed a new set of guidelines for the Social Service Agencies which was adopted in October of 2010.

Selectman Rassias asked if there were any representatives present to speak for the Grafton County Senior Citizens Council, Inc. Roberta Berner, Executive Director, was present to speak to the Board and answer any questions. She advised that the Council serves 41 towns in the area, mostly in Grafton County but also a few towns in Sullivan and Coos County. She noted that they are asking for less money than last year and the request was reduced by \$5,000.

Ms. Berner stated that her agency looked more closely at the reason why the costs of the services have gone down for Hanover residents. They noted that if they lose 1 or 2 clients in homecare (which is one-on-one 35 hour a week care), there is a great reduction in services and this is the area that decreased in the past year. They are requesting \$10,500 which includes the \$5,000 contract amount to provide outreach services and support to Hanover seniors. They have provided more home delivered meals this past year than in previous years and almost doubled the number of volunteer hours.

Chairman Walsh wanted to make sure that if the number of residents in Hanover being served by the agency should increase in future budget years that the Board remember that the Council reduced their funding request when the numbers decreased.

Selectman Rassias asked if there were any representatives for Tri County Cap or Outreach House. There were no representatives present to speak for these agencies.

Selectman Rassias asked for any representatives from the VNA Hospice of VT/NH to approach the Board to speak on behalf of their agency.

Dick Carney, Hanover resident and member of the Board of VNA/Hospice introduced himself and Jan Stryker, the Development and Community Relations Officer. Mr. Carney stated that he is very proud to be associated with this organization. He has seen the dedication and humanitarian efforts by the staff, Board and nurses in the field. Mr. Carney reported that compared to last year they are requesting \$25,930 which amounts to \$3.30 per resident on a per capita basis which is a 1.5% increase over last year's request. Mr. Carney reported that their organization provided over 5,400 homecare visits last year to the residents of Hanover and serviced approximately 230 residents for a total of \$165,000 worth of charges that were not reimbursed. They hardly ever recoup the money they incur in the process. Their agency relies on money donated by individuals and municipalities.

Ms. Stryker stated that the increase is based on a calculation and they are trying to get up to a \$4.00 per capita ratio. She noted that they saw a 35% increase in home visits this year. The care they need to provide is more complex. The number of Hanover residents served was 129 this year. They expressed appreciation for the Town's support.

Selectman Christie asked about the per capita charge. Ms. Griffin noted that it is 7,703 residents without counting the Dartmouth students. Selectman Christie asked how many years it would take to catch up to the \$4.00 per capita goal. Ms. Stryker stated that she hasn't really calculated that out at this point. Mr. Carney stated that 1.5% is a modest increase and no more than \$500 over last year. Mr. Carney stated that if the Town chose to level fund, they would be delighted to receive that.

Ms. Griffin asked Mr. Carney and Ms. Stryker whether they are concerned because they have a reduction in the contribution from Lebanon. Ms. Stryker stated that they did have family support services which was grant funded and they worked with another agency that could provide the same services with a better bottom line. Ms. Griffin stated that it doesn't hurt the VNA but they were shifting services to another agency. Ms. Stryker noted that Lebanon has been very generous.

Selectman Rassias asked Mr. Cryans to approach the Board to speak about Headrest. Mike Cryans reported that Headrest is asking for level funding in the amount of \$7,700. He stated that Headrest runs a 24 hour hotline that has been in existence for 40 years. Headrest receives calls from people in crisis, suicide threats and alcohol abuse cases. Headrest has an 8 bed detox facility where people stay for days or in some cases a month. There are 2 beds set aside for transitional living situations where people are trying to work their way back into society. Being in Lebanon, the people they serve are able to access public transportation. There are 5 Counselors that work at Headrest and one Counselor goes to the County Jail 2 days a week and they work with the Drug Court. Mr. Cryans reported that they have people that come in for counseling voluntarily in addition to court-ordered counseling. Each year there are 100 people that go through the residential program, 250 that go through the counseling and 10,000 hot line calls.

Mr. Cryans stated that Headrest appreciates the Town's support with funding and is always looking for different sources. He noted that the agency does receive compensation from the

County. Mr. Cryans stated that they are unsure as to how the State funding will come down and noted that they receive 45% of their funding from the State. Mr. Cryans spoke to the other funding that Headrest receives and noted that Lebanon has been extremely generous in contributing \$70,000 last year and this year they cut the funding by \$1,700 but were still very generous. Mr. Cryans was not sure how much they may receive from the United Way as they fully expect to receive more requests than available funds. Mr. Cryans wanted to thank the residents of the Upper Valley for the donations through the Annual appeal. Mr. Cryans noted that on April 2nd there will be an event at the Riverside Grill in which they will have a dinner to support the hotline (cost will be \$40.00 per person). Mr. Cryans noted that in 1971 they started Headrest at Collis on the Dartmouth College campus so the connection to Hanover goes way back. Mr. Cryans also noted that they have done some general upgrades to the building in Lebanon.

Chairman Walsh stated that the numbers indicate that there has been a 15% increase in clients served. Is that peaking or does Mr. Cryans feel that it will continue to rise? What does this mean? Mr. Cryans stated that they do have waiting lists and when the economy suffers and the need arises, some of the people can't find a job and are struggling. If you don't have a job, there is a tendency to have problems.

Mr. Cryans told the Board that he will come in at a different time to speak to the Board about the County budget and the challenges they are facing. Ms. Griffin stated that the Town has worked on their budget and are projecting the County rate to increase by 15% based on information that was provided but it is an uncertain time.

Selectman Rassias asked for a representative from West Central Behavioral Health to speak to their request.

Suellen Griffin, CEO and President, introduced herself and Ron Michaud, Public Relations Officer, was also present to speak to the Board. Ms. Suellen Griffin stated that there were 4,600 people served and out of that number 1,000 children, 1,000 Elderly (over 60) with about 2,500 general adults. In Hanover, specifically, there has been an increase in services rendered by 50%. They have requested level funding based on last year's request. In Hanover, they went from 57 clients to 85 clients this past year. West Central provides mental health services, and they deal with people who have both mental illness and substance abuse issues. Their agency works on in-home case management in which they look at the clients as a whole person to make sure that the client improves their quality of life and they are productive. With regard to State funding, if the budget passes as presented, their agency will see a \$200,000 reduction in revenues, and this is specific only to West Central. Their request is based on the need to compensate for the uncompensated care. Their uncompensated care increased from around 10% to around 17% due to people who lost their jobs and insurance and don't have the ability to pay.

Ms. Suellen Griffin thanked the Town for their support. Mr. Michaud pointed out that regarding the increase, Sunapee had a large increase in clients in addition to Hanover so the impact with the recession increases the people looking for services. Selectman Christie asked for the amount being requested because it is less than last year. Ms. Suellen Griffin stated that they have

requested \$10,230 and then the Board gave them additional 10%. Vice Chairman Connolly thanked them for all of the work they do.

Selectman Rassias asked for a representative from WISE to speak to the Board.

Peggy O'Neill, Director of WISE, stated that her agency is requesting level funding and noted that the agency serves 15 communities. In 2010 there was an increase in the number of Hanover residents served, and they continue to see spikes in the number of people that they are working with. They are providing more services, more often and their services are free. WISE runs a 24 hour crisis line that is used by DHMC and the local police departments. There have been an increase in the number of people they are working with and they are trying to anticipate the possible cuts in funding. Ms. O'Neill reported that they have put a lot of effort into increasing their trained volunteer pool. There is a 30 hour training to become certified and they now have 35 active trained volunteers. These volunteers help to augment the paid staff. WISE is a crisis agency but there is value in providing on-going services to help promote self reliance. WISE provides education in the schools working with kids to teach them about healthy relationships.

Ms. O'Neill reported that they are working on an expansion in their program center to build a community meeting/training room which they are hoping will be grant funded. Ms. O'Neill stated that they hope to build a children's room.

Ms. O'Neill reported that there will be a celebration of their 40th Anniversary from April 26th to June 4th there will be 40 Days of Hope and Courage during which there will be multiple events.

Selectman Rassias asked for a representative from Youth-in-Action to speak to the Board.

Chris Lord, Director of Youth-in- Action (YIA), stated that this is his first time presenting before the Board as he started July 1. He stated that this has been a learning process about what YIA has done for the past 27 years. He is the 4th Director since its inception. So far, since July, the organization has taken large steps forward. He has approached his position as a full time job to grow the organization to increase opportunities and increase diversity to appeal to a wider group of students to be involved in community service. The other goal is to reach out to as many members of Hanover, Norwich and others in the community and become a volunteer resource for other agencies. Since July they have helped 16 different service or non-profit organizations in the area. Mr. Lord stated that he is looking to get the YIA name out there and be as much of a resource as they can.

Mr. Lord reported that collectively the organization has put in close to 900 hours of service since July 1, and 175 students that have put in 700 hours of service. The challenge is to be directly connected to the students. Mr. Lord reported that each month they pick up new influx of students, parents and community members getting involved. Mr. Lord reported that they have completed 60 service projects. Ms. Griffin stated that she can attest that Mr. Lord is doing a fabulous job in engaging the high school kids in community service. Mr. Lord's goal is to get the kids to discover through the fun of it that it is good to give back to the community. Mr. Lord stated that his goal is to get people to see the need for service and to create a positive impact in

the community. He wants the students to see first-hand the service they can give back to the community.

Chairman Walsh thanked Mr. Lord for his work.

Selectman Rassias asked if there was a representative present from CASA to speak to the Board. Donna Alvarenga approached the Board and stated that CASA stands for Court Appointed Special Advocates which are volunteers that are trained to work with the courts as Guardian Ad Litem for children that are victims of abuse and neglect. In the past fiscal year 1,170 children have been served by CASA in New Hampshire. There are over 950 CASA offices across the country. The volunteers replace the professional services and save the State \$60/hour in representation for these children. This past year there were 70 cases in Grafton County and only 32 volunteers. They need funding to train more people. They would like to be able to take 100% of the cases out there. The majority of the funding comes from the State and they are looking at losing money. CASA's develop relationships with these children and remain mentors to these children well beyond their assigned time with them. It is imperative that they continue to offer these services to children.

Chairman Walsh stated that this one is hard because CASA does great work but it comes down to the responsibilities of the Town vs. the State. The Town doesn't have the responsibility to provide this service. Ms. Griffin explained that the challenge for the Town is that as they have looked at the possibility to provide support to social services as the State backs away from their previous obligations. She noted that the Town created 5 criteria for municipal funding: 1) that the agency serves a core group of Hanover residents; 2) that the agency provides a service that the Town of Hanover would otherwise be required to provide or would need to pay for through their welfare fund; 3) that the services provided reduce Town expenditures; 4) that the agency must demonstrate a financial need and; 5) that the services provided by the agency enhance the quality of life in the Hanover community. Ms. Griffin stated that there have been residents speaking up at Town Meeting because they felt it was inappropriate that the Town provide charitable donations to agencies requesting funding. Ms. Griffin stated that they are not sure that CASA meets the criteria and they need to be able to defend the financial support at Town Meeting. Ms. Griffin noted that more and more organizations are going to be turning to local government for funding when the State reduces their funding to these agencies.

Selectman Rassias stated that the policy is very helpful but it still feels somewhat murky and it comes down to whether it is inappropriate for the Town to make charitable contributions. Selectman Rassias stated that he is still unclear about the welfare criteria. Ms. Griffin stated that there is a specific RSA that lists the Town's obligation. Ms. Griffin stated that one type of client that they may need to provide services for such as a case where foster care may be looming, shelter may be a problem; they may be in the court system and could result in needing independent objective intervention other than the parent or lawyer. Ms. Alvarenga pointed out that there are Hanover children that are served by CASA.

Selectman Christie stated that the Board did struggle this issue and asked the attending audience for feedback with regard to the new criteria that the Board is using to consider these requests. There were no comments from the audience.

Chairman Walsh stated that if anyone has thoughts that they wanted to share outside of the budget hearing, they can reach the Board. Selectman Christie noted that the previous policy had been that a new agency would come before Town Meeting 3 times and then once approved for 3 times, it would become part of the budget. He stated that the new policy enables the Board to make a decision based on a written set of criteria.

Howe Library

Selectman Rassias invited Mary White to speak to the Board.

Ms. McClain reported that the net appropriations for the Howe Library budget was reduced by \$3,500 or .5% and this is due to a creative approach to personnel management and the savings in migrating to the Open Source platform for the Howe's library information system. She also noted that this is the first time in 10 years that the collection materials line item has been increased.

Ms. White handed out information to the Board and noted that there is a yellow flyer included regarding an upcoming fundraiser of miniature golf that will take place in the Library. Ms. White noted that the Library also relies on funding from the Howe Library Corporation which is an important partnership with the Town.

Ms. White provided information regarding the Howe Library. The Town pays 72% of the Howe Library costs. She noted that she has also provided the Board with the cost of utilities and maintenance for both the Town and the Corporation's share. She noted that thanks to Frank Austin and the Department of Public Works, the utilities and maintenance costs have gone down for the past 3 years. Ms. White announced that starting June 5th they will be open on summer Sundays thanks to a generous gift from the Morrissey family. The estimated costs for 12 summer Sundays for utilities and maintenance is approximately \$1,500 or \$129 per Sunday.

Ms. White noted that she also provided a spreadsheet regarding the number of computers in the Library. There are 28 computers for the public and noted that many local residents still have dial up and they rely on the Library for broadband access. There are 7 service desk computers and they have 18 staff computers for 24 staff. The grand total is 53 computers in the Library. Ms. White noted that some libraries do have fewer computers for the public but then they spend money on time management software so they can limit the use. The Library staff then spends their time being a referee.

Selectman Rassias walked the Board through the budget materials for The Howe Library. Selectman Rassias noted a dramatic change in technical services. Ms. Griffin stated that this is the savings realized from the change to Evergreen. Ms. White stated that they save \$20,000/year in maintenance charges due to the switch from Innovative, a proprietary library information system, to Evergreen. Ms. Griffin noted that Pam Smith was present and she was primarily responsible for implementing this change.

Vice Chairman Connolly noted a rise in Non-Resident fees. Ms. White stated that they brought in around \$37,500 in FY10 and for FY11 they budgeted \$33,000 and the projection for the rest of the fiscal year is \$34,500. Ms. White stated that she has budgeted \$35,000 for FY12 at the encouragement of Ms. Griffin and Ms. McClain. Ms. White stated that they have most likely reached the tipping point with the Non-Resident fee amount. Ms. Griffin stated that they were concerned that they would have a reduction in membership with the new Kilton Library in Lebanon but that has not happened.

Selectman Christie asked about the fees and wanted to know what the Non-Resident fee is as compared to the cost of the average taxpayer. Ms. White stated that she didn't have that information in front of her but she does charge \$120 Non-Resident family and \$80 for a Non-Resident senior family which is a little less than what the taxpayer pays. She feels that they are at the max right now for the Non-Resident fees. She noted that the Howe Library is the 2nd highest library in the State for Non-Resident cards and the top fee is the City of Dover that charges \$150.

Selectman Rassias asked how the Library estimates their visitors. Ms. White stated that they used to have people counters that were put in place by the entry ways. They don't have them currently so they are estimating. Ms. White stated that they are in the process of looking at better people counters. The Corporation is willing to pay for the expense but they are researching the technology. Ms. White stated that they would like to have this in place by the time they are open on Sundays. Chairman Walsh stated that it is his perception that the Library is busier than ever.

Selectman Rassias noted that the program attendance is increasing and he asked when the Library went live with the website. Ms. White stated they went live with the website about 2.5 years go.

Selectman Christie asked about the percentage of residents who are card holders. Ms. White stated that she is guessing that 70% are members and 30% of their memberships are Non-Residents.

Pam Smith was present to speak to Evergreen, the new library information system, and Equinox is the company that hosts the server and provides technical support. Ms. Smith stated that they have been working closely with Equinox for over a year now and they are very happy with their support. She advised that they spent months working on a test server and learning the new system.

Ms. Smith reported that they migrated over 80,000 bibliographic records and almost 9,000 patron records. Staff had 2 full days of on-site training from Equinox to learn how to use the system. They went live on August 5, 2010. Ms. Smith reported that that there were a few bumps and now its 6 months later and staff has adapted very quickly and easily. Ms. Smith reported that the Library had been using the Innovative system for 15 years. There is more flexibility in some areas of Evergreen and less in others, but they are adjusting to that. The Library continues to run the Innovative server due to acquisitions and magazine access. By July 1, 2011 they should be ready to use the Evergreen acquisitions module. The reports module is difficult to use and they should have a better handle on it for next year. Ms. White stated that all of this hard work results

in savings of \$20,000/year in annual maintenance costs in addition to \$95,000 in periodic replacement servers, staff licenses and equipment upgrades.

Chairman Walsh thanked them for all of their work on this. Ms. Griffin stated that the Library is also providing some leadership in the State with this initiative. Ms. White noted that there is a wonderful article in the Dartmouth newspaper written by a student Caitlin Kennedy titled "O Howe I Love Thee" included in the packet of information that she gave the Board that is a wonderful public relations piece for The Howe.

Planning & Zoning

Ms. McClain stated that the building permit revenues are driving the positive trend in the budget. In the current fiscal year, they budgeted \$16,000 of support to come from the General Fund to fund operations. In 2012, the department will return \$53,000 to the General Fund which is attributable to building permit revenues and related fees increasing. Ms. McClain noted that \$3,000 was added to the proposed budget after the departmental meeting for a traffic study. There is also a mileage budget increase to reflect that staff should be timely submitting their mileage logs and receiving full reimbursement. Mr. Edwards stated that his department is not proposing any particular changes from previous years. There are no new ventures. He stated that they have a decent level of staff support for their activities.

Chairman Walsh stated that the mileage issue should not be placed under professional development as it is an operating expense. Ms. Griffin stated that this is a collapsed account in the summaries provided to the Boards. Chairman Walsh stated that this is a normal operating expense and not a professional development expense and having this under professional development could cause them to look in the wrong place for cuts. The mileage under professional development could actually be part of the cost of conducting business and not for training.

Chairman Walsh asked about the money set aside for the traffic study. Ms. Griffin stated that this is for traffic counts and this is usually budgeted every other year and it's been a few years. Vice Chairman Connolly stated that she has learned that the Department of Transportation (DOT) has been doing the traffic counts and is now wondering why the Town ever paid to do this as the State is able to observe more areas than the Town does. Ms. Griffin asked if the Town shouldn't be budgeting for this, as it was Vice Chairman Connolly who indicated that there should be funds in the proposed budget to allow for a traffic study. Vice Chairman Connolly stated that the reports from the DOT seem good to her. Ms. Griffin stated that they used to fund traffic studies more regularly when the Regional Planning Commission was doing them more often. The Board decided that this issue would be put on the list for further review. Ms. Griffin stated that this was the first that she learned that the DOT is doing these traffic counts in 12 locations. Vice Chairman Connolly provided Ms. Griffin with the information available.

Vice Chairman Connolly noticed that they are anticipating a 20% increase in building permits and 20% in zoning permits. Mr. Edwards stated that this information is reflected in the statistics but noted that there are a lot of small projects which means more permits but smaller dollar value per permit.

Selectman Rassias asked about the large increase in the independent code review in last year's budget. Mr. Edwards stated that this is a placeholder in case they need to use it. Ms. Griffin stated that they set aside money for the larger projects that Dartmouth College had going and this would enable to expedite the process by sending the outside plan review if they couldn't accommodate the timeline. There was also matching revenue in the same amount to offset the expense.

Chairman Walsh stated that he is suspicious that some of the jump in the permitting is not just the small projects but also the building code changes at the State level and would like some more information on this in the future.

Barbara McIlroy approached the Board and noted that she has reviewed the budget and noted areas where the Town will be spending money for technology such as the website and the energy saving changes which she encourages. But when looking at the Planning Budget, it surprises her that the Planning Office almost pays for itself. Ms. McIlroy wanted to recommend that the Board add money to install a projector and a pull down screen in the Town Hall Boardroom so that the audience members attending the meetings would be able to view the information. She also recommended that the applicant could use a laser pointer so that everyone would be able to see exactly what is being presented. She estimates that the equipment would probably cost around \$1,500.

Ms. McIlroy stated that she also wanted to note that this would be a good time to take on the GIS mapping system. She stated that having data in GIS form about Town parcels and lands is a way to keep information together. She noted that when Carolyn Radisch began her work for the Bike & Pedestrian Committee she had to go several places to gather the information. Currently, there is no way to share this information and the GIS would accomplish this. The GIS could assist in putting a parcel in context with its neighbors, conservation land, etc. to get a bigger vision of what a proposal means. The GIS is a terrific planning tool and without it the Town may be putting blinders on where they are and where they are going. She would encourage the Select Board to investigate this and think seriously about this – she relayed that she has the impression that it was not a huge amount of money but it is money well spent.

Vice Chairman Connolly stated that she was under the impression that the Regional Planning Commission (RPC) is fully equipped to deal with all of the GIS information. It is her understanding that the RPC has all of the information that the Department of Public Works has available. Ms. Griffin stated that it was her understanding that it would cost \$20,000 up front and \$11,000/ year to interact with the RPC.

- Etna Library

Selectman Rassias invited Barbara Prince to speak to the Board.

Ms. McClain stated that this budget is effectively level funded because the salary savings achieved by turnover helped offset the increase of charges from the Howe Library for technical support services.

Ms. Prince is grateful that the Town now owns the land around the Etna Library. The Etna Library Trustees have visions of handicap access and improved parking, and the possibility of some sort of pocket park at the side of the Library. She noted that they have a lot of programs going on such as Spanish story time twice a week, regular story time and once a month crafts. They will be part of the 250th Anniversary celebration where they will have colonial activities.

Selectman Rassias asked about the charges from the Howe. Ms. Prince stated that they are paying their share of the access to Evergreen and compensating the Howe for related technical services staff time.

Ms. Griffin stated that she is assuming that the summer of 2012 will be the summer of the Library. They are working with George Hathorn, local architect, for handicap access and other improvements at the Library. There will be a community planning process this summer for the plans for the land and the Library itself.

Parks and Recreation

Ms. McClain stated that any cost increase in the proposed budget has been offset by increases in revenue. Liz Burdette, Nicole Leonard and Julia Griffin have been working with HASP (Hanover After School Program) to explore the possibility of a comprehensive Town-run after school program. Ms. McClain stated that they propose an addition of \$132,000 in After School Adventures revenues to be on the list which would be offset in budgeted expenditures.

Ms. Griffin stated that this represents the HASP component which has been privately run in the past. The program now covers grades 1-4 at the Ray School. The HASP Board has become increasing comfortable with Nicole Leonard, who runs the After School Adventures (ASA) program, and the concept of having the Town run the program. Ms. Griffin stated that when they first started 3 years ago, there was some distrust but Nicole Leonard has won people over as this program has been developed. The goal is to provide more after school activities for the Hanover community. Ms Griffin stated that this is unclear whether this will go forward or not. This would be brought before the Board for review. Chairman Walsh would like to discuss this after going through the rest of the budget.

Hank Tenney was present to speak to the proposed budget and noted that he tries to keep the budget down. He stated that he has a great staff and they have been able to get the budget down from last year.

Chairman Walsh thanked Hank Tenney, Liz Burdette and the Recreation Board for working to keep the burden off the taxpayers and they have struck a finely tuned balance between the expenses and revenues.

Chairman Walsh wanted to discuss the potential expansion of the After School Program. He stated that he has concerns that the more the Town officially takes over this function, even if it pays for itself, the more it is likely that the Town will be looked at to take over these types of activities and the less parents will take ownership.

Ms. Griffin stated that this feels similar to taking over the parking provision business and she stated that they have proceeded with caution. HASP is an up and running non-profit and the questions is: is there a role that the Town can play that would open up more after school care spots to make care available to as many kids as possible? This has to be self supporting and they do not want to make this a General Fund obligation. Chairman Walsh stated that perhaps this should be an Enterprise Fund.

Ms. Griffin stated that another piece that is unique to the ASA program was the Dartmouth and DHMC subsidy which started with a donation from the Byrne Foundation because the children of the employees needed after school care, and it is not up to the residents to take on this burden. Ms. Griffin noted that they brought the support needed from employer subsidies down from \$25,000 to \$2,000 in the proposed budget. Ms. Griffin agrees that the taxpayers should not end up subsidizing. HASP is at the Ray School and ASA is at the Middle School.

MIS

Ms. McClain stated that the new Town website will be going live on April 1st. Ms. McClain noted that Corey Steven's budget for MIS is net of the \$20,000 website seed money, offset by \$2,700 in new expense for annual website maintenance. Selectman Rassias noted that there is eager anticipation over this website. Ms. Griffin stated that *Virtual Town Hall* is the company that they decided to work with and they have been very good to deal with.

Mr. Stevens noted that the budget is down a little bit due to the placeholder for the website.

Chairman Walsh stated that the change to Open Source software at The Howe Library really shows where they could go. He noted that most of the stuff in the budget could be moved to Open Source and wants Mr. Stevens to consider how to move other departments toward Open Source when it's available.

Ms. Griffin stated that for the Police Department, IMC support costs \$13,335 but in looking at Open Source she has no idea whether there is something available for this type of function. That would be the next possible place to look for an Open Source alternative. The Library has the staff to deal with this and the challenge would be that the Town would need to contract with someone who is a software support person to guide the department through the transition.

Mr. Stevens stated that the requirements for the data are vastly different between the Police Department and the Library. There is the connection with the State database to consider and the complications far exceed what the Library had to face. Mr. Stevens stated that they do try to keep their eyes open for this type of opportunity.

Health and Social Services

Ms. McClain reported that with the retirement of the Human Resources Director last year, there was a team approach to take on the welfare assistance requests that walk into Town Hall. There are times when a complex case walks in and they have been fortunate to tap into Dena Romero who is the Town's retired Community Counselor who previously provided part-time counseling

services to the City of Lebanon. She is knowledgeable and knows the network of social services agencies. In addition to helping with the welfare caseload, she is updating policies for the Town. There is \$6,500 budgeted for continued contract hours in the proposed budget. The Social Service Agency line item is going down because a couple of agencies have not applied for funding and some are asking for less money.

Vice Chairman Connolly asked about the \$2,000 for the Health Officer. Ms. Griffin stated that this is the amount set aside for Carolyn Murray who is the Deputy Health Officer. There is money as well for Gary Quakenbush who provides inspections. Ms. Griffin stated that she is not sure they will need Dena Romero's services next year with the hiring of Jessie Levine, Assistant Town Manager.

Chairman Walsh would like to put the \$6,500 on the list for further review. Selectman Christie wanted to have someone call around to ask about the \$4.00/person per capita community standard for Visiting Nurse Association to see if other communities are living up to that standard. Selectman Christie did a quick calculation and it appeared that it would be an additional \$5,000 to get the Town of Hanover from the VNA's request of \$3.30 per capita to the stated goal of \$4.00 per capita.

Chairman Walsh stated that there are two ways to look at the Social Service Agency. One as a population basis and another is a case number basis. Chairman Walsh stated that they need to make a decision regarding Tri County Cap and Outreach House since they have any representatives to speak to their request. He feels they should be left in. Ms. McClain stated that in her message to social service agencies informing them of tonight's Public Hearing, she didn't tell people that they were required to come and that if they didn't, their request wouldn't be considered.

Ms. Griffin stated that LISTEN didn't ask for funding because the bell ringing efforts brings in between \$6-\$7,000 and they consider this Hanover's contribution. Chairman Walsh wanted to thank the Rotary Club for organizing this. Ms. Griffin stated that she presented LISTEN with a check for \$6,400 and everyone was thanked.

3. ADMINISTRATIVE REPORTS.

Ms. Griffin stated that she had nothing new to report.

4. SELECTMEN'S REPORTS.

The Board members had nothing new to report.

5. OTHER BUSINESS.

There was no Other Business reported.

6. ADJOURNMENT.

Vice Chairman Connolly MOVED to adjourn the meeting. Chairman Walsh SECONDED the motion.

THE BOARD VOTED 4 TO 0 TO ADJOURN THE MEETING AT 9:30 P.M.

Respectfully Submitted,

Judith A. Doherty, Secretary

Minutes prepared by Elizabeth S. Rathburn.

SUMMARY

- 1. Vice Chairman Connolly MOVED to adjourn the meeting. Chairman Walsh SECONDED the motion.**

THE BOARD VOTED 4 TO 0 TO ADJOURN THE MEETING AT 9:30 P.M.