

**REPORT
OF THE
COUNTY COMMISSIONERS
COUNTY TREASURER
AND OTHER
OFFICERS OF CHESHIRE COUNTY
NEW HAMPSHIRE**

For the year ending December 31, 2010



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CHESHIRE COUNTY OFFICERS

COMMISSIONERS	352-8215
Stillman Rogers, Chairman John Pratt, Vice Chairman Roger Zerba, Clerk	
COUNTY ADMINISTRATOR	352-8215
John G. Wozmak, JD, NHA	
COUNTY ATTORNEY	352-0056
Peter Heed	
ASSISTANT COUNTY ATTORNEYS	352-0056
Keith Clouatre, David Lauren, Kathleen O'Reilly, Melissa Pierce, John Webb	
MEDICAL EXAMINER	352-5000
Cheryl Pinney, ME	
REGISTER OF DEEDS	352-0403
Evelyn S. Hubal	
SHERIFF	352-4238
Richard Foote	
TREASURER	357-0793
Stuart West	
CLERK OF SUPERIOR COURT	352-6902
Barbara Hogan	
REGISTER OF PROBATE	357-7786
Anna Z. Tilton	
MANAGER OF ALTERNATIVE SENTENCING PROGRAM	209-1526
Michael Potter	
SUPERINTENDENT OF JAIL	399-7794
Richard N. Van Wickler	
COMPUTER OPERATIONS COORDINATOR	355-3034
Doug Scribner	
FACILITIES MANAGER	399-7300
Barry King	
FARM MANAGER	399-7347
David Putnam	
DIRECTOR OF FINANCE	355-3036
Sheryl Trombly	
MANAGER OF HUMAN RESOURCES	399-7317
Wendy Hurley	
MAPLEWOOD NURSING HOME ADMINISTRATOR	399-4912
Kathryn Kindopp NHA	399-7302
DIRECTOR OF NURSING SERVICES	399-4912
Dodi Sheltra	

**CHESHIRE COUNTY DELEGATION
2009-2010**

District 1	Gilsum, Surry, Westmoreland	
	John J Laurent, 603 River Rd, Westmoreland 03467	399-7745
District 2	Alstead, Marlow, Nelson, Roxbury, Stoddard, Walpole	
	Daniel A. Eaton, 1 Shedd Hill Rd, Stoddard 03464-4423	446-3535
	Tara Sad, 82 North Rd., Walpole 03509	756-4861
	Lucy Weber, 217 Old Keene Road, Walpole 03608	756-4338
District 3	Keene	
	Delmar Burrige, 7 Starlight Dr., Keene 03431	352-5363
	Suzanne Butcher, 44 Felt Road Keene 03431	357-8383
	Steve Lindsey, 89 Marlboro Street, #1, Keene 03431	547-7375
	David Meader, P.O.Box 1030, Keene 03431	357-1340
	Kris Roberts, 58 Grove Street Keene 03431	352-1105
	Timothy N. Robertson, 3 James Hill Rd., Keene 03431	352-7006
	Charles Weed, 28 Damon Ct., Keene 03431	352-8309
District 4	Chesterfield, Hinsdale, Winchester	
	Tim Butterworth, 72 N. Hinsdale Rd, Chesterfield 03443	363-8076
	William Butynski, 60 River Road POB 105, Hinsdale 03451	336-7498
	Daniel Carr, POB 111, Ashuelot, 03441	239-6830
	Henry A L. Parkhurst, One Parkhurst Pl, Winchester 03470-2460	239-8945
District 5	Fitzwilliam, Richmond	
	Barbara H. Richardson, 101 Morgan Road, Richmond 03470	239-8346
District 6	Harrisville, Marlborough, Swanzey, Troy	
	Peter Allen, 25 Seaver Rd, Chesham 03450	827-5530
	Jane B. Johnson, 329 Sawyers Crossing, Swanzey 03446S	352-4057
	Gus Lerandeau, 19 Swanzey Factory Road, Keene 03431	352-7991
	Nancy Carlson, POB 327, W. Swanzey 03469	352-3768
District 7	Dublin, Jaffrey, Rindge	
	Susan Emerson, 1121 NH 119 Rindge 03461	899-6529
	John B. Hunt, 165 Sunridge Road, Rindge 03461	899-6000
	Bonnie Mitchell, 7 Parsons Lane Jaffrey 03452	532-6311
	Franklin Sterling, 63 Monadnock View, Jaffrey 03452	532-8284

**Annual Report
Cheshire County Commissioners
2010**

The new jail located in Keene has been open for a year now and the systems are functioning well with minimal issues. We are moving towards our goal of federal, paying, inmates and are negotiating with other jurisdictions to house their inmates in order to increase revenue from the jail operation. The numbers of inmates with substance abuse problems or mental illness continues to affect the majority of the jail population. Budget pressures at the state level may continue to put pressure on county jails to provide treatment services and intervention over and above mere incarceration of criminals.

We recently created the position of Grant Support Specialist consistent with our goal of reinventing government to do more with less. In 2010, we nearly tripled the amount of grants under management and have extended these grant support services to the municipalities within the county. These services also provide income for the finance department in the form of administration fees typically allowed by these grants.

We experienced increased budget pressure in planning the 2011 budget and we expect these pressures to continue. The Commissioners will continue their efforts to reduce county spending wherever possible. Discussions regarding the operation of the farm continue with a renewed (since the November election) interest in closing the farm. The farm does place a burden on the taxpayer but the history of the farm is also important as an operating dairy farm. Time will tell on this topic. Outside agency funding is also coming under increased scrutiny from a budgetary perspective. We are increasingly asked to balance our necessary county operations with the funding of the outside agencies that provide such an important group of services to our citizens.

The building that houses Maplewood nursing home is 35 years old and we are beginning a multi-year process of analyzing trends in reimbursement as well as the state of the physical building. Whether to renovate the existing building for several million or build a new building for possibly sixty million will be a decision for us to make in the years to come. Additionally, the constant downshift of Medicaid expenses onto the county taxpayer will also affect decision-making regarding the nursing home.

We have also been working with the City of Keene and Monadnock Economic Development Corporation to construct a new courthouse on the county-owned Winter Street parking lot next to the current Superior Court building. Having the courts downtown has been a local priority for more than a decade and we will continue our efforts to make this happen in cooperation with the State.

I would like to extend my heartfelt thanks to the County Administrator, Jack Wozmak and the management staff of the departments and to all county employees for the hard work they provide to our county citizens. It has been a pleasure to serve as a County Commissioner.

Respectfully,
Stillman Rogers, Chair
Board of County Commissioners

PETER W. HEED
CHESHIRE COUNTY ATTORNEY
ASSISTANT COUNTY ATTORNEY

KATHLEEN G. O'REILLY

DAVID LAUREN

CHRIS MCLAUGHLIN

JOHN S. WEBB

JEAN KILHAM

KEITH W. CLOUATRE

JOHN J. MCCORMACK

JOHN GASAWAY

CHESHIRE COUNTY
STATE OF NEW HAMPSHIRE
OFFICE OF
THE COUNTY ATTORNEY

SARAH MCKENZIE HOSKINS
DOMESTIC VIOLENCE
VICTIM/WITNESS COORDINATOR

JULIE J. SHORT
VICTIM/WITNESS COORDINATOR

CILLA DEHOTMAN
VICTIM/WITNESS COORDINATOR

SUPERIOR COURT HOUSE
12 COURT STREET
KEENE, NEW HAMPSHIRE 03431
TEL. (603) 352-0056
FAX (603) 355-3012

RE: Office of the Cheshire County Attorney - Annual Report 2010

The primary responsibility of the Office of the Cheshire County Attorney is the prosecution of felony level crimes in the Cheshire County Superior Court. The attorneys at the County Attorneys Office oversee major felony investigations, working closely with police officers and investigators. When an investigation is completed, the attorneys then review all reports, and a determination is made as to the bringing of proper criminal charges. This process may include filing complaints in the District Court and/or making presentations before the Grand Jury. The attorneys then handle all pre-trial procedures and proceed to a jury trial if a case is not resolved by a plea or other non-trial resolution. Additionally, one of the Assistant County Attorneys in our office, David Lauren, works under a federal grant, which requires approximately one half of his case load to be devoted to the prosecution of cases involving domestic violence. Consequently, David is at the Keene District Court on a regular basis.

The case load at the Office of the Cheshire County Attorney continues to be heavy. During 2010, approximately 1003 new felony level case files were handled by members of the office. These new files involved more than 500 new felony case investigations and 91 investigations of felony level probation violations. Attorneys from this office formally presented 690 cases to the Grand Jury for indictment consideration. The felony caseload per attorney averaged approximately 129 active felony case files. Additionally, attorneys from this office reviewed and issued 62 administrative subpoenas, analyzed 53 DCYF reviews, issued 61 one party authorizations, (primarily to the New Hampshire Attorney General's Drug Task Force), and were consulted in 162 untimely death investigations in Cheshire County. Additionally, prosecutors in our office handled 339 Petitions to Annul and 70 significant motions with respect to previously closed cases.

The Cheshire County District Court Regional Prosecution Program continues to be extremely successful. Since March of 2009, when the City of Keene joined the program, the Cheshire County District Court Prosecution Program now handles cases from 11 towns. These cases account for the large majority of all cases coming before the Keene District Court. This program has been able to increase efficiency, improve officer training, and provide more uniform policies among county police departments. Moreover, because the programs' prosecutors work so closely with the felony prosecutors at the Superior Court, the County Attorney's Office has

been able to improve communication from the earliest stages of felony cases, resulting in improved chances of early resolution and success in both the District and Superior Courts.

Attorney Jean Kilham, who has been with the District Court Regional Prosecution Program since March of 2008, is the lead prosecutor. She has earned tremendous respect from all of the participating police departments and from court personnel. Attorney Kilham graduated from the University of New Hampshire in 2001, and received her law degree from the Massachusetts School of Law in June of 2006. She has worked very hard, and is respected by members of law enforcement, as well as the Defense Bar.

As a relatively new addition to the District Court Prosecution Program we are fortunate to have Attorney John (“Jay”) McCormack on our prosecutor team. Attorney McCormack grew up in Plymouth, New Hampshire, where his father has been a longtime member of the Bar. Attorney McCormack graduated from The University of Richmond in May of 2004, and received his law degree from Suffolk University, Boston, Massachusetts, in May of 2009. Jay is a member of the New Hampshire Bar, and we are pleased to have him on our team of dedicated prosecutors, of which he has been a valuable member since late 2009.

Another important addition to the District Court program occurred when the City of Keene joined. The caseload of the City of Keene is so significant that a full-time attorney is necessary to prosecute the caseload. Stepping up in this role was Assistant County Attorney Chris McLaughlin. Chris has previously served as a felony-level prosecutor in the Superior Court for three years, and we greatly appreciated his desire to step into the role as primary prosecutor for the City of Keene within the structure of our Regional Prosecution Program. Chris previously served for many years as one of the lead attorneys for the Public Defender. He is a top-level trial attorney with vast experience, and he has great credibility with law enforcement.

In addition to the hard working and dedicated attorneys in the District Court Regional Prosecution Program, Officer John Dudek assists as a part-time liaison officer. Also joining our program was Administrative Assistant Melissa Gardner, who replaced retiring Pam Kinyon. The program is very fortunate to have someone of Melissa’s experience, as she worked for many years in a private law firm here in Keene.

The District Court Prosecution team, under the direct supervision of the County Attorney, handles all misdemeanor offenses that arise in the 11 towns (now including Keene), and also the initial stages (including Bail arguments and Probable Cause hearings) of most felony cases. Additionally, the team also handles many of the towns’ serious juvenile matters. During 2010, more than 880 case files were handled and processed from the towns served by the Regional Prosecutor Program, excluding Keene. Keene alone is the source of over 1,500 case files a year. All the towns now benefit from the expertise of the County Attorney’s Office. Conversely, the County Attorney’s Office benefits from increased communication between its’ District Court and Superior Court prosecutors, who often encounter the same defendants, victims, and legal issues in the two different Courts. This leads to efficiency in prosecution and a reduction in the number of felony cases required to go through the arduous Superior Court process.

In the Superior Court during 2010, the County was fortunate to have 5 experienced Assistant County Attorneys handling felony cases - Kathleen O'Reilly, David Lauren, John Webb, Keith Clouatre, and John Gasaway, Jr. Kathleen O'Reilly is now in her 15th year with the office. Kathleen has always been particularly hard working, and she has shouldered a great deal of the case burden, particularly involving complex financial cases. David Lauren is an experienced attorney in his 5th year with the office. He previously worked for the Maine Attorney General's Office as well as an Assistant County Attorney in Hillsborough County. David brings with him interest and experience in the area of domestic violence cases. Assistant County Attorney John Webb is also one of our more experienced trial attorneys, having joined the office in 2007. John comes to us from Merrimack County, where he was a veteran prosecutor. Prior to that experience, Attorney Webb served as a Law Clerk to the Superior Court. John has proven himself to be an aggressive and valued prosecutor, one on whose judgement I can rely. Joining our staff in late 2009 was Attorney Keith Clouatre. We are very fortunate to have Keith on our team, as he previously served as both an Assistant County Attorney and then the County Attorney in Coos County. Keith is an experienced trial attorney and has had particular experience with sex offense cases. A new addition to our staff is Assistant County Attorney John Gasaway, Jr., who replaced Attorney Melissa Pierce (Melissa moved on to Grafton County). Attorney Gasaway is an experienced prosecutor, with specialized experience and expertise in complex financial cases. He has previous experience at the Attorney General's Office, and the unique experience of working for The Competition Authority, in Dublin, Ireland. We are pleased that Attorney Gasaway has returned to this country and joined our prosecutorial staff.

The responsibility of the attorneys in our office continues to grow and will increase during my tenure as the County Attorney. I require my Assistant County Attorneys to be on call, so as to be available to assist local law enforcement with major case investigations as well as fatal accident scenes where potential criminal charges may be brought. Additionally, my assistants must be available to consult on untimely deaths and related investigations. The Office of the County Attorney will be providing periodic training seminars throughout the year, open to all County law enforcement agencies. Additionally, either I or one of my Assistant County Attorneys, continue to meet monthly with investigators from the Keene Police Department, and other law enforcement agencies at the Jaffrey Police Department, in order to provide updates on recent legal decisions, as well as reviewing pending investigations. Finally, a representative of this office attends the meetings of the Cheshire County Chiefs of Police Association.

The attorneys in our office also continue to meet regularly with members of law enforcement, social services, crisis workers, victim witness coordinators, mental health professionals, and medical specialists in order to insure the continued success of the Child Advocacy Center in Cheshire County. The ideology behind the center is the institution of multidisciplinary teams trained in the investigation and prosecution of physical and sexual abuse against children. They work together as a unified team from the inception of a report of abuse that occurs anywhere in our County. The opening of the Child Advocacy Center has been a significant accomplishment, and it is of great assistance to all law enforcement regarding the investigation of crimes against children. I want to particularly recognize the efforts of Atonya Hart, Executive Director of the CAC, in helping to make the Child Advocacy Center in Cheshire

County a reality. The Child Advocacy Center is already having a significant and positive impact on the investigation and prosecution of child predators.

The success of the attorneys in our office is directly related to the support received from our victim/witness coordinators, Sarah Hoskins, Julie Short, and Cilla DeHotman. Sarah Hoskins is a victim/witness coordinator of vast experience. She is assigned to provide victim/witness services to victims of domestic abuse and works primarily in the Keene District Court. Last year alone, Sarah worked on an excess of 269 new domestic violence cases, usually arising in the Keene District Court. Sarah works closely with Assistant County Attorney McCormack, Assistant County Attorney Kilham, and Assistant County Attorney Lauren. Julie Short is in her fourth year of working as a victim witness coordinator for felony level offenses. Julie previously served as the Office Manager in our office. Julie brings her talents to this challenging position and focuses much of her energy on providing services to victims in the Jaffrey/Peterborough District Court, as well as to victims of violent and non-violent felony crimes throughout the County. The most recent addition to the victim/witness coordinator team is Cilla DeHotman, who joined the staff during 2008 (replacing long-time victim witness advocate Lyndi Horn). The Cheshire County Attorney's office is very lucky to have connected with Cilla DeHotman, who previously served as Director of Inmate Classification at the Cheshire County House of Correction. Cilla has significant experience in the field of corrections and in dealing with people who have been impacted by the Criminal Justice System. She brings a particular sensitivity and professionalism to her job. We are thrilled to have her as part of the team. All three of these talented people are invaluable to the success of our office and to law enforcement in general. They provide an important resource and point of contact for victims of crime and witnesses to crime in our County. Without the help and efforts of Sarah, Julie, and Cilla, this office would not be able to be as responsive to the needs of victims, witnesses, and law enforcement officers.

I want to close by particularly recognizing the tremendous efforts of our administrative staff: Laurie Burt, Chloe Grant, Gayle Buchanan, and Melissa Gardner, our administrative assistants. Both Chloe and Gayle joined the staff during 2009. Melissa joined in 2010. Chloe, Gayle and Melissa have quickly stepped in to make significant contributions to the office. We are fortunate to have all of these new team members. While the attorneys get the credit for their work in the courtroom, it is the administrative staff that gets us ready to go on a daily basis, often working under tight deadlines. These staff members are incredibly hard working and dedicated to the success of the office. They bring a positive attitude and a high level of professionalism to the office each and every day. At times, they are under appreciated and over worked, but at the end of the day, we all realize that they are invaluable in providing our finished product, which is service to all.

I look forward to the challenges facing the office of the Cheshire County Attorney in 2011. We anticipate facing financial and organizational challenges with respect to the current District Court Regional Prosecution Program, as the County continues to do its' best to respond to the requirements and hopes of the many towns in Cheshire County. I also look forward to the challenge of the ever increasing crime rate and the complexity of prosecutions, which continually come before our various Courts.

Respectfully submitted,

Peter W. Heed
Cheshire County Attorney

March 24, 2010

CHESHIRE COUNTY
REGISTRY OF DEEDS
Evelyn Stavrou Hubal, Register
33 West Street
Keene N H 03431

To the Citizens of Cheshire County

I hereby submit my annual report for the year ending December 31, 2010.

Recordings continued to spiral downwards, including foreclosures in the past year. 2010 Revenue collected was as follows:

Transfer tax	\$3,294,446.00
LChip tax	187,200.00
Recordings	430,569.45
Total	3,532,276.59

An additional \$139,26.84 was added to the county monies from the 4% rebate the office receives from the Department of Revenue for the collection of the transfer tax and LChip surcharge.

New Hampshire RSA 478-17:j, the Equipment Account for the Registry of Deeds, was established in 1993 as a separate non-lapsing account, gives some relief to the Registry budget. The fee is realized from a \$2 charge on all documents that are recorded and is paid by the public that uses the Registry. The money can only be used for the purchase, rental or repair for Registry of Deeds items. This account realized \$22,165 in the year 2010. With the need for a new copy machine, a scanner and payment of the Web site, \$27,100 was used from this account to acquire these items.

The Registry also completed the 10 year project with the Joseph Marotti Company in restoring the recorded deed books. Many of the books have now been deacidified, repaired and encapsulated in archival polyester film for preservation of these important documents. The \$50,000 fee for this project was taken from the Equipment Account. A total of \$77,100 was spent from this account and we still had a balance of approximately \$15,000 at the end of the year.

Our website was still a coveted tool for many of the law firms, realtors and financial institutions. The need to run to the Registry is no longer necessary as "the day in progress" is on the site and is a very handy convenience to have when it is necessary to track the latest documents that have been recorded. For all who are interested in what is available in the Registry, I encourage them to go to our Website www.nhdeeds.com.

With the downturn in recordings, the most difficult decision of my 36 years as Register had to be made. It was necessary to layoff two good employees. Although both had performed well, there was not enough work to keep everyone busy so it was necessary to reassign their duties and cut the staff. The remaining staff members remained loyal and dedicated to assisting and serving the public in the most efficient manner.

Respectfully submitted
Evelyn Stavrou Hubal, Register



OFFICE OF THE SHERIFF
CHESHIRE COUNTY
12 COURT STREET
KEENE, NEW HAMPSHIRE 03431

TELEPHONE
603/352-4238
FAX
603/355-3020

2010 ANNUAL REPORT

The year 2010 was busy in that prisoner transports increased and the Dispatch Center dealt with changing personnel. Prisoner transportation is manpower intensive work and must be handled as scheduled. It can not be put off to attend to another task. The Dispatch Staff conducted the time consuming testing process to hire full time dispatchers. At years' end three new dispatchers were in training. Under normal circumstances we are always in need of qualified people, as staff members move on to better paying jobs.

In an effort to provide assistance to the towns of Cheshire County, The Sheriff's Office has put into service a Tactical Communications Vehicle. This Chevrolet Tahoe is equipped with mobile radios compatible with all of the surrounding police agencies, as well as internet access, records management, SPOTS, topographical mapping software, portable radio and cell phone chargers and a color printer. The equipment is mounted in a console at the rear of the vehicle and is accessible when the rear door is open. The vehicle is designed to provide short term, temporary emergency communications. The vehicle was put into service in the fall of 2010 and has been used at missing and wanted person scenes in Richmond, Rindge and Hinsdale.

The Dispatch Center experienced an increase in calls from 43,366 to 43580. During a relatively quiet year the calls for service continue to increase. Dispatchers have attended a state Dispatcher Academy and participated in a NH FEMA Table Top exercise that provided training in the effects on communications infrastructure during major disasters.

The Dispatch Center lost two experienced dispatchers when they moved out of state. Staffing levels dropped as we tried to fill those positions. Once hired, an experienced dispatcher can take 4 to 6 months of training to actually qualify for the position.

By contract, the Sheriff's Office acts as the Police Chief for Gilsum and provides part-time law enforcement coverage to that town. This generates \$25,000 for the County. There is no duplication of services with any other law enforcement agencies. Sheriff's Office deputies respond as needed to assist with an emergency, or when requested by other agencies. Again this year we assisted at the Pumpkin Fest, the Jaffrey Fire Works, the Clarence Demar Marathon and the Cheshire Fair.

In 2010 investigations decreased by 13% from 85 to 74. Arrests also decreased from 386 to 271. This decreased is partially explained by the increase in 2009 that cleared many child support and civil warrants and the Deputies diligence contacting wanted persons to urge them to clear the warrants to avoid arrest. Motor vehicle summonses, warnings and investigations were basically unchanged from 2009. Civil process showed a 6% decrease to 3663. Prisoner transports increased again in 2010 by 27% from 2918 to 3707. Involuntary Emergency Hospitalization transports increased from 64 to 85.

Law Enforcement personnel and civilian staff in the Sheriff's Office participated in 571 hours of training in the following areas during 2010

- 42nd Command Institute for Law Enforcement Executives
- American Law Enforcement
- Best Practices Municipal Police & Regionalized Services
- Bridging the Generation Gap in Law Enforcement
- Child Abuse and Neglect
- 2010 Civil Process Seminar
- CJIS Systems Security Police Training Program
- Domestic Violence Intervention
- Evidence Collection
- Eyewitness Identification Reform
- Firearms instructor Rectification
- Felony Blood Draw
- Human Trafficking Training
- IMC Training
- Methadone Presentation
- Monadnock Expandable Baton Instructor
- National Association of Extradition
- National Incident Based Reporting System
- Physical Fitness in Law Enforcement
- Policing Leadership Styles
- PSNH Downed Electrical Wires
- Responding to Missing and Abducted Children
- Sexual Assault Investigation & Prosecution Training
- SPOTS Training
- Suicide Terrorism & Soft Targets
- Toxicology Training
- Dispatcher Academy
- FEMA Exercise

Sheriff's Office Personnel participated in the following community activities.

- Police Standards & Training Council
- Cheshire County MADD Chapter
- New Hampshire Special Olympics Law Enforcement Torch Run
- D.A.R.E. New Hampshire State Board of Directors
- The Prevention of Alcohol Abuse in Cheshire County
- SHEPARD Program
- New Hampshire Special Olympics Executive Committee

There are many challenges facing us in 2011 both economically and in law enforcement. We look forward to meeting those challenges and to providing quality law enforcement service to the citizens of Cheshire County.

Respectfully submitted,

Richard A. Foote
Sheriff

**CHESHIRE COUNTY SHERIFF'S OFFICE
SUMMARY OF ACTIVITIES
2010**

INVESTIGATIONS

ASSAULTS (by Prisoners, Aggravated, Simple & Sexual)	10
ATTEMPT TO COMMIT FRAUD	1
BURGLARY	1
CRIMINAL MISCHIEF	2
DELIVERY OF ARTICLES PROHIBITED	4
DEPT ASSISTS	1
DISORDERLY CONDUCT	2
DOG RELATED CALLS	6
DRIVING OFFENSES	4
IEA	1
FUGITIVE FROM JUSTICE	9
FRAUDULENT USE OF CREDIT CARDS	1
POSSESSION OF CONTROLLED DRUG	3
THEFTS (By Deception, Services, Attempts)	14
ALL OTHER OFFENSES	18
TOTAL	77

ARRESTS

CIVIL, CRIMINAL & CHILD SUPPORT	228
DRIVING AFTER REVOCATION/SUSPENSION	11
OTHER ARRESTS	28
POSSESSION OF CONTROLLED DRUG	3
TRANSPORT OF ALCOHOL BY MINOR	1
TOTAL	271

TRANSPORTS

TO CHESHIRE COUNTY DEPT./CORR.	1,342
TO SUPERIOR COURT	451
TO DISTRICT COURTS	1,053
INVOLUNTARY EMERGENCY ADMISSIONS	85
TO OTHER AGENCIES, HOUSE OF CORR., ETC.	487
TOTAL	3,707

CIVIL PROCESS SERVED

CIVIL PAPERS & SUBPOENAS	3,425
COUNTY ATTORNEY SUBPOENAS	64
TOTAL	3,489

MOTOR VEHICLE

WARNINGS	1,005
ACCIDENT INVESTIGATIONS	6
SUMMONS	353
TOTAL	1,364

**GILSUM
SUMMARY OF ACTIVITIES**

2010

INVESTIGATIONS

IEA	1
FRAUDULENT USE OF CREDIT CARD	1
ATTEMPT TO COMMIT FRAUD	1
SIMPLE ASSAULT	1
CRIMINAL MISCHIEF	2
THEFTS (By deception, Unauthorized Taking)	5
BURGLARY	1
ALL OTHER	3
DOG RELATED CALLS	6
DEPT. ASSIST	1
TOTAL	22

ARRESTS

DRIVING AFTER REVOCATION/SUSPENSION	11
POSSESSION OF CONTROLLED DRUGS	3
TRANSPORTATION OF ALCHOL BY A MINOR	1
OTHER ARREST	6
TOTAL	21

MOTOR VEHICLE

WARNINGS	159
ACCIDENT INVESTIGATIONS	5
SUMMONS	67
TOTAL	231

**CHESHIRE COUNTY ALTERNATIVE SENTENCING PROGRAMS
ANNUAL REPORT 2010**

The Alternative Sentencing Programs have been in existence since 2001. The first of the programs provided the District Court with an alternative sentencing option of community supervision and treatment for individuals with a substance use disorder instead of incarceration. The success of this program pared with state and national statistics show a high percentage of those incarcerated have significant mental health issues. To address this issue, Cheshire County developed a second program (CCMHC) specifically for those individuals suffering from mental health disorders. In 2007, the County, in response to over crowding in the House of Corrections and the increasing cost of containment, created the Day Reporting Center. Several of the participants, upon completion of the Day Reporting Center and after serving a portion of their incarceration time, continued with Alternative Sentencing as post adjudicated clients. Now, with the completion of a new Correctional facility and advances in electronic monitoring, the Day Reporting Center Program was discontinued. This Program supervised 65 individuals over a four year period.

Over the past nine years the County run program has provided mental health services and substance abuse services to 1000 individuals. In 2010, a total of 119 people came through the doors of Alternative Sentencing. The break down of the total by program is as follows:

Mental Health Court80 clients
Alternative Sentencing32 clients
Day Reporting Center 7 clients

The cumulative average of the three programs yielded a 73% successful completion rate. Success is defined by the completion of an Individual Service Plan which is developed by the client, CCASP Case Manager, the assigned community based provider and the Court’s bail or sentence orders. The assigned community based provider is in dialogue with the CCASP Case Manager to report progress in treatment and address any new treatment issues that may arise in order to facilitate successful rehabilitation. The Case Manager is responsible for reporting to the Court.

STATISTICAL INFORMATION

	CCASP	MHC	DRC
Total Clients since inception	566	369	65
Number of Clients in 2010	32	80	7
Average Length of Stay (days)	131	107	56
Rate of Successful Completion	87%	68%	71%

Cheshire County was one of the first in the State to develop and implement alternatives which are now referred to as “problem solving” court programs. Do these problems solving court programs work? A publication produced by the National Association of Drug Court Professionals, written by Douglas B. Marlowe, J.D., Ph.D. Chief of Science, Law & Policy in December, 2010 reports:

Drug Courts embrace science like no other criminal justice program. They endorsed best practices and evidence-based practices....We know beyond a reasonable doubt that Drug Courts significantly reduce drug use and crime and do so with substantial cost savings. By 2006, the scientific community had concluded beyond a reasonable doubt from advanced statistical procedure called meta-analyses that Drug Courts reduce criminal recidivism, typically measured by fewer re-arrests for new offenses and technical violations.

The Justice Policy Institute in their 2008 report on Substance Abuse Treatment and Public Safety issues the following conclusions:

- *The research suggests that increased investments in drug treatment can have a positive public safety benefit*
- *Increases in admission to substance abuse treatment are associated with reduction in crime rates.*
- *Increased admission to drug treatment are associated with reduced incarceration*
- *Substance abuse treatment helps in the transition from the criminal justice system to the community.*

Research statistics on Mental Health Court programs found similar data. The Center for Public Policy and Social Science at the Rockefeller Center at Dartmouth College published their findings in May 2009. They wrote: *“Like the Drug Court research, there is some research analysis that has been conducted, concluding:*

- *Mental health court participants had lower recidivism rates and more participation in treatment than before program participants.*
- *Participants in the program had lower recidivism rates during the program as compared to their comparison group that did not receive therapy.*
- *Treatment increased during participation of the program.*
- *Participants showed improved independent functioning and lower substance abuse as compared to their comparison group not enrolled in the program.*
- *Participants spent fewer days in jail.*

Alternative Sentencing collects recidivism data from the client by invited them to be a participant in a voluntary follow up study. The client signs an “Advised Consent” form and the State Police “Criminal Record Release Authorization Form” at the time of intake. These are kept on file for 12 to 18 months post completion and then are sent to the State Department of Safety. They respond with sending the individual’s police records. The number of arrests for the year prior to entering the program and the number of arrests committed after the program are tabulated resulting in the collective recidivism rate.

RECIDIVISM

	CCASP	CCMHC
2009 follow up study participation	42	33
(1 year Pre-program) # of arrests	129	123
(1 year Post program) # of arrests one year after program	1	3

Do these problem solving court programs provide a financial benefit to our County’s community? The research from the National Association of Drug Court Professional indicates this is the case.

In line with their positive effects on crime reduction, Drug Courts have also proven highly cost effective (Belenko et al. 2005). These savings reflect measurable cost-offsets to the criminal justice system stemming from reduced re-arrests, law enforcement contacts, court hearings and the use of jail or prison beds.

Further evidence in this area comes from the Justice Policy Institute re: Mental Health Courts. Their research revealed the following:

Lengthy and intensive treatment programs may or may not be less expensive in the short term in comparison to incarceration cost. Over a longer time period, spending on treatment can reduce long term unemployment, family assistance, incarceration, homelessness and medical care. The collateral cost of drug-related crime would also be reduced.

CCASP/MHC COST PER CLIENT DAY: \$35.63

The Staff of CCASP would like to thank the Commissioners, Delegation members, Jack Wozmak, County Administrator, the judicial system, and the people of Cheshire County for believing in this program. By doing so, they are assisting those who are suffering from a substance use and /or mental health disorder to find a better way of living and contributing to our County.

Respectfully submitted
Michael H. Potter, M.Ed., MLADC
Director/Case Manager
Alternative Sentencing Program



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Capt. Hank Colby, Director of Programs
Capt. Robert Hummel, Director of Training
Maj. John Mousseau, Director of Safety and Security

ANNUAL REPORT 2010

Certainly, the most significant event this year was the grand opening of the new Cheshire County Department of Corrections.

Grand opening ceremonies were held on 11 April 2010. Many dignitaries and members of the public, approximately 300, attended the event. The two days immediately following the grand opening, the jail was opened to the public for self-guided tours. It is estimated that over 1200 members of the public viewed the jail in these two days.

On 21 April 2010, the jail staff moved 143 inmates from Westmoreland to the new institution in Keene. We started at 0600 AM and completed all moves by 1230 PM. We used the jail vehicles, one sheriff's van and one U.S. Marshall van to assist in the move. Bunks were pre assigned to each offender along with linen and clothing laid out in advance for an efficient move.

Staff adapted well to the significant change in technology and operational philosophy of the new institution.

PROGRAMS

There are currently 153 approved jail volunteers who share their talents and skills through 18 inmate programs that are scheduled at different times during the year. In 2010 there were 60 inmates who received GED tutoring at the jail facility. There were 8 inmates who passed the GED examination and 2 inmates who received their High School diploma.

The department supervised 20 sentenced inmates during 2010, for court ordered work release under the terms and conditions of the Work Release correctional program. The Electronic Monitoring program in 2010 monitored 31 pretrial release inmates and 18 sentenced inmates.

The following agencies and organizations toured as individuals or groups:

St. Bernard's Church
Antioch New England Graduate School
Keene State College
League of Women Voters
Keene Community Kitchen
Veterans Administration
Leadership Monadnock
Grafton DOC
Keene Lions Club
Jaffrey PD
Keene Community Kitchen
Monadnock Center for Violence Prevention
NH Public Defender Office
SAU # 38
Family Strength
Interstate Electric
Rindge Recreation Department
Romeos
Conant High School
Peterborough Rotary
United Methodist Church of Peterborough

In August of 2010, the annual Volunteer Appreciation Day Cookout was a great success. The event was held adjacent to the new jail facility and attended by volunteers and their families.

During the past year, 604 sentenced male inmates supplied labor to the Cheshire County Fair Association, YMCA-Camp Takodah, Keene Transfer Station and the Town of Nelson. This department also continues to supply the NHDOT with scheduled roadside cleanup of our adopted 2.4 miles of Route 12 in Westmoreland NH.

Case Management Services

Summary and Accomplishments:

The Case Management Department, coordinated by Douglas Iosue, Licensed Clinical Social Worker collaborates closely with the all CCDOC Departments to address the rehabilitative, transitional, and release-reentry planning needs of inmates. 2010 was a busy and productive year for Case Management Services and was marked by the following accomplishments:

- Partnering with River Valley Community College to offer a regular program for inmates interested in pursuing post high school education. Chuck Kusselow, the Director of Admissions at RVCC, has enthusiastically agreed to visit the jail regularly to offer an overview about River Valley Community College, including its programs, the admissions process and the financial aid process. The first of these programs took place in November. While incarcerated, two inmates completed applications to the school and financial aid applications and were accepted to the college post release.

- Partnering with Keene State College to provide a forum for psychology students to enhance their learning about the Restorative Justice model through group programs offered to inmates on F, K, and D/R blocks. 33 Inmates completed this 3-week program in the fall semester and it is planned again for Spring 2011.
- Assisted Fitz-Vogt in offering its first cycle of the Kitchen Basics Course. This six-week culinary arts training program was offered to inmates from F, D, and R blocks. Four Inmates enrolled and paid the \$80 fee. Three inmates completed the program.
- Hosted and supervised two masters-level students from Antioch New England who started their internships in fall 2010, working with a mixed caseload of case management and psychotherapy cases.
- Throughout the year, the Case Manager has continued to maintain involvement and represent CCDOC on various community groups and committees. These include: the Keene Elder Wrap Group; the Social Supports Workgroup of the Vision 2020 Project at Cheshire Medical Center; the Monadnock Homelessness Coalition, and serving as Secretary of the Cheshire County Domestic Violence Coalition.
- The Offender Rehabilitation Support Team (OREST) completed its second full year, continuing to meet on a monthly basis and expanding representation from new community partners. OREST now includes representation from the following entities:
 - Cheshire County Department of Corrections
 - Monadnock Family Services (MFS)
 - Cheshire County Alternative Sentencing Program/Mental Health Court
 - Familystrength
 - Cheshire County Public Defenders
 - MAPS Counseling Services
 - Cheshire County Attorney's Office
 - Phoenix House Keene/Dublin
 - Cheshire County Victim's Witness Advocates
 - Community Improvement Associates
 - NH Department of Field Services/Probation/Parole
 - Antioch University New England
 - Division of Children, Youth and Family Services (DCYF)
 - Southwestern Community Services
 - Aids Services of the Monadnock Region
 - Cheshire Medical Center/Dartmouth Hitchcock-Clinic Keene
 - Hundred Nights Shelter
- In addition, two subcommittees of OREST were active during the year:
 - *The Education Subcommittee*: a group exploring options to enhance educational opportunities as a stepping stone for post release success. The group has included the Director of Inmate Programs as the focus has been on possibilities for enhanced services both within the jail, as well as post incarceration as part of the release-reentry planning process. The committee continues to meet and is hoping to benefit from a grant to Keene Adult Community Education through the NH Department of Education that would fund a 20 hour lead tutor position that would be split between CCDOC and community.

- The *Recidivism Subcommittee*: a group that has as its mission to study and monitor, through enhanced objective data, the ‘level of crime’ or ‘criminal justice involvement’ in Cheshire County and to monitor long term trends and outcomes towards reduced recidivism.
- The construction of the new jail facility, the relocation of the jail to its new site in Keene, and the change to a philosophy of Direct Supervision have all had a tremendously positive impact upon jail services and opportunities for rehabilitation and therapeutic intervention with offenders. The greater quantity and quality of space allows for significantly enhanced volunteer services and improved access for outside professionals and service providers to come into the facility to teach, counsel and support inmates. The Direct Supervision philosophy also creates a significantly more positive and therapeutic environment in terms of communications and interpersonal relationships. This includes officer to inmate, officer to officer and inmate to inmate relationships. As has always been the case, inmate acting out behaviors and rules violations result in appropriate disciplinary sanctions and consequences. However, under Direct Supervision, there is a greater opportunity for inmates to then reflect and process their behavior, including making a connection between current behaviors in the jail, past criminal offenses, and future choices and decision-making.
- The Offender Review Board (ORB), which started in January 2010, has been a very exciting and positive development this past year. The Board, which meets twice monthly, has provided a more consistent approach to recommendations and decision-making regarding inmate early release credit, furlough requests and contact visits. The Board’s presence has helped shift the inmate culture towards greater self-awareness, interest, and responsibility for their rehabilitation. The inmate population has, in general, become more aware of the criteria used by the Board, which has helped offenders to think more actively about choices and behaviors during and post incarceration which correlate to their individual risk of recidivism and likelihood of ‘remaining at liberty’ post incarceration. The Offender Review Board process serves to create a closer and clearer association between matters of “punishment” and the opportunity for “personal growth and change.”

Case Management Services Statistics: January 1, 2010-December 31, 2010

<u>Comparison)</u>	<u>2010</u>	<u>(2009</u>
<u>Total new cases:</u>	364	365
<u>Gender:</u>		
Male: (85%)	294 (81%)	308
Female: (15%)	70 (19%)	57
<u>Sentencing Status:</u>		
Pre-sentenced:	160 (44%)	158 (43%)
Sentenced:	187 (53%)	195 (53%)
Dual:	9 (2%)	9 (2%)
Federal:	5 (1%)	3 (1%)

Level of Case Management Service:

(74%) Full Assessment/Release-Reentry Plan:	295 cases (81%)	269
(26%) Brief/Focused Intervention:	69 cases (19%)	96
Total # follow up sessions:	2,450	1,826
Total # Collateral Contacts (phone, email):	1354	799

Inmate/Offender Profile (Data/Statistics at Case Management Intake):

Primary Presenting Concerns/Problems:

Alcohol/Drug	67%	61%
Mental Health	17%	16%
Employment:	8%	7%
Housing:	5%	4%
Basic Needs	3%	12%

Level of Service Inventory-Revised (LSI-R):

Low Risk:	20%	16%
Low/Medium Risk:	27%	27%
Medium Risk:	29%	32%
Medium/High Risk:	15%	18%
High Risk:	9%	7%

Housing Status at Intake:

Stay with family member:	45%	37%
Rents an apartment:	19%	22%
Homeless or potentially homeless:	17%	20%
Stay with friend:	8%	10%
Rents a room:	6%	4%
Owens a home:	5%	7%

(Comparison)

2010

2009

Employment Status at Intake:

Unemployed (willing to work; job search)	46%	41%
Employed (position secure at release)	19%	18%
Possible employment/strong lead	14%	14%
Disabled (on SSDI and/or SSI):	13%	13%
Unemployed (min. willing, capacity to work)	8%	14%

Family/Support System Status at Intake:

Minimal (few, available, positive supports)	25%	30%
Moderate (some available, positive supports)	45%	45%
Strong (signif available, positive supports)	30%	25%

Health Insurance Status at Intake:

Uninsured:	69%	74%
Private insurance:	11%	10%
State/Federal (medicaid and/or medicare)	20%	16%

Financial Resources at Intake:

Significant Debt (\$5,000 +)	47%	49%
Moderate Debt (\$1-\$5,000)	18%	24%
Even/neutral finances	26%	19%
Moderate Savings (\$1-\$5,000)	5%	5%
Significant Savings (\$5,000+)	4%	3%

Release-Reentry Patterns (Data/Statistics at point of Release-Reentry)

Completed Referrals at Release-Reentry:

Housing (Shelter, Transitional Housing, Applications for Assistance):	35	28
Alcohol/Drug (Residential Level of Care):	62	15
Alcohol/Drug: (Outpatient Level of Care):	87	56
Mental Health Services:	57	42
Medical/Primary Care:	44	*
Employment/Vocational Support:	82	75
Basic Needs/Assistance: (Food Stamps, TANF, SSDI, Medicaid, Transportation)	135	68

2010

2009

(Comparison)

Offenders Released to Monitoring/Court Ordered Programs:

Probation:	123	128
Cheshire Academy/ Adult Offender Program	7	20
CCASP/MH Court Program:	28	36

Disposition: County/State		
% released within Cheshire County:	81%	79%
% released to Massachusetts:	6%	6%
% released to Vermont:	6%	4%
% released to Sullivan County:	2%	4%
% released to Hillsborough County:	2%	3%
% released to other:	2%	4%

Offender Recidivism (within Cheshire County)

<u>Recidivism: (All Offenders/Lifetime)</u>		
% - First Incarceration at CCDOC:	31%	37%
% - 2 nd or more Incarceration at CCDOC	69%	63%
<u>Recidivism: (All Offenders/Past 3 Years)</u>		
% - First Incarceration at CCDOC:	56%	*
% - 2 nd or more Incarceration at CCDOC	44%	*
<u>Recidivism: (All Offenders/Past 1 Year)</u>		
% - First Incarceration at CCDOC:	73%	*
% - 2 nd or more Incarceration at CCDOC	27%	*
<u>Recidivism: (within Case Management Services)</u>		
% -First Involvement with CM	80%	77%
% -2 nd or more Involvement with CM	20%	23%

Respectfully submitted,

Douglas L. Iosue, LICSW

Key:

* Data not collected or unavailable for that time period

Safety and Security

Total Bookings for January 01, 2010 – December 31, 2010

Pretrial & Sentenced Inmates

Total Persons Booked	1473
Males	1181
Females	292
Pretrial	627
Pretrial – Elect. Mon.	10
Sentenced	307
SI (Weekends)	23
Federal Hold	47
Dual Status	21
Hold for NHSP	3
Other – extradition, ICE, etc.	<u>19</u>

Protective Custody

Total PC	416
Males	334
Females	82

Total Disciplinary Reports

Majors –	472	Total Assaults by inmate on officer	0
Minors –	632	Total Assault/Fight inmate on inmate	8
Dismissed -	3	Total Suicide Attempts –	7
Guilty -	407	Open Sheriff's / SP Investigations	3
Not Guilty -	65	Total Investigations for year	8
		Use of OC Pepper Spray	18
		Use of Taser	0
		Display of Taser	11

Transports

PC Drop off in Keene	34
Medical Emergency/Appointments	152
Agency – Agency – Other	18
Total	204

Submitted by: Major John Mousseau Using reports demographic analysis of persons booked

The new facility was opened and operating with 7 fewer officers than what our staffing plan called for. The minimum safe number of personnel to operate the facility is 13. In a seven-day period over all three shifts we are able to staff 13 only twice. We routinely operate at 9, 10 or 11 personnel without making up the difference in overtime. Staff constantly changes their assigned shifts, willingly, in order to keep staffing levels as high as we can while trying to maintain peak operating efficiency. There is significant concern about acquiring greater numbers of offenders without operating with the minimum required safe staffing levels.

Mental Health Department Accomplishments in 2010

The Mental Health Department, coordinated by Barnes K. Peterson, Licensed Clinical Mental Health Counselor, Clinically Certified Forensic Counselor, collaborates closely with the Medical Services Office and the Departments of Case Management, Safety, Classification, and Programs to address the mental health, health care, rehabilitative, and safety needs of inmates. Barnes also provides annual training for the correctional staff in suicide prevention and the management of special needs inmates. In addition to providing routine mental health and substance abuse services, the Mental Health Department had the following accomplishments in 2010:

Internships and Collaboration with Antioch University New England

The Mental Health Department continued its collaboration with the Antioch University Psychological Services Center that was initiated in 2004. Four doctoral-level trainees provided clinical services for our inmates in 2010.

We also continue to provide an annual internship for a masters-level intern. During the Spring semester of 2010, Elisabeth Gardner from the Clinical Mental Health Counseling Program at Antioch University provided inmates with individual counseling and facilitated yoga/stress management groups for women and anger/stress management groups for men. From April through December 2010, Jenny Vanderbilt, a Licensed Alcohol and Drug Counselor from Springfield College, provided outstanding mental health and substance abuse counseling for inmates on all 5 housing blocks. Jenny also facilitated beginning and advanced recovery groups for men, a trauma and recovery group for women, and parenting groups for men and women.

All services provided by Master's-level interns and doctoral-level trainees are offered at no cost to Cheshire County. We intend to utilize trainees and interns each academic year to increase our capacity to meet the growing mental health and substance abuse treatment needs of our inmate population. Masters-level interns annually provide the CCDOC 450-600 hours of service. The mental health internship and the case management internship, under the direction of Doug Iosue, LICSW, have become highly desired internship opportunities which allows us to select well-qualified students who are capable of providing excellent clinical services.

During the spring semester in 2010, Barnes offered an annual Forensic Counseling course for Antioch University students at the CCDOC. This course includes the participation of inmates who volunteer to tell their stories and to answer questions regarding their involvement in the criminal justice system. The Forensic Counseling course continues to be highly praised by students and inmates who participate in the class.

Professional Development and Community Collaboration

Barnes continues to participate on the Mental Health Court Committee as well as the Offender Rehabilitation Support Team, a collaboration of Cheshire County organizations and social services providers that addresses issues associated with offender reentry and recidivism. Barnes serves on the Board of the NH Chapter of the National Association of Forensic Counselors which is dedicated to promoting the specialized skills of the forensic counselor and to providing training opportunities for forensic professionals.

Barnes and Doug Iosue, in service to the NH Chapter, were the primary organizers of the Chapter's annual training in October 2010. They invited Dr. Reid Meloy, one of the foremost experts on the criminal mind, to offer two workshops at the Primex Building in Concord: "Narcissistic, Antisocial, and Psychopathic Personalities" and "Violence Risk and Threat Assessment." Each workshop had approximately 60 participants including representatives from 7 departments of correction, police departments, and other agencies and facilities that specialize in addressing the needs of offenders. We received extremely positive feedback regarding the quality of this forensic training.

In June 2010, Barnes also organized a training at the Primex Building for county correctional staff members on the facilitation of inmate transfers to NH Hospital (NHH) and the Secure Psychiatric Unit (SPU). The Administrator of the SPU, Kevin Stevenson, provided training on transfers to the SPU. Allison Kinsman, Admissions Coordinator, and Lynn Mitchell, Legal Counsel, at NHH provided training on Emergency Involuntary Admissions to NH Hospital. Representatives from nine county correctional facilities attended this training.

Cheshire County Department of Corrections

2010 Mental Health and Substance Abuse Statistics

65% of the inmate population received mental health services

Of the 329 inmates who received a mental health assessment:

1 inmate required transfer to the Secure Psychiatric Unit

1 inmates required transfer to New Hampshire Hospital

70% (230) required active mental health services (sessions every 1-2 weeks)

30% (99) required maintenance MH services (sessions on an as needed basis)

68% (224) received psychoactive medication

54% (179) met criteria for co-occurring disorders (Axis I diagnosis co-occurring with alcohol and/or drug abuse or dependence)

76% (251) met criteria for alcohol and/or drug abuse or dependence

31% (101) met criteria for alcohol abuse or dependence

60% (198) met criteria for drug abuse or dependence

30% (100) met criteria for opiate abuse or dependence

61% (201) met criteria for a personality disorder (Antisocial 137; Borderline 39; PD NOS 11; Narcissistic 8; Paranoid 6)

6% (20) were assessed to be at high risk to attempt suicide

6% (21) were assessed to be at high risk to be violent

21% (68) were women

9% (30) will reside outside of Cheshire County upon release

Inmates per age group who received a mental health assessment:

17-19	8% (25)	17-25	42% (139)
20-29	50% (163)	17-29	57% (188)
30-39	22% (73)		
40-49	15% (51)		
50-59	4% (14)		
60+	1% (3)		

Training and Staff Development

All certified officers who are required to receive their required minimum training hours did so.

Current Officers: 55
Current # Certified: 41

48 Officers are male, 8 are female.

73% of the staff have less than 5 years experience.

3 Officers are in the Military Reserve, 2 of which were mobilized, 1 to Iraq and 1 to Afghanistan.

Words cannot express the appreciation and admiration that I have for each staff member who contributed with such significance and selfless service toward the development, opening and operation of the new institution. The men and women of this agency continue to give much of themselves and further define the true meaning of “public servitude”.

Respectfully submitted,

R.N. Van Wickler
Superintendent

**Cheshire County
Human Resources Department
Annual Report
2010**

The Human Resources department is responsible for providing Comprehensive Human Resources leadership for the County and staff personnel. The Human Resources department consists of a Human Resources Manager and a Human Resources Assistant. We continue to implement and administer the County's personnel program in accordance with the provisions of applicable laws, rules, regulations, policies and procedures. We work continuously to serve the 400+ employees of Cheshire County.

New Hires and Terminations of 2010

Human Resources is actively involved in overseeing the County's hiring and termination process. In 2010, the Human Resources department advertised, prepared job postings, screened applicants for vacancies and coordinated the selection of the positions.

Total number of applicants hired for Cheshire County in 2010	=	120
Total number of employees terminated from Cheshire County in 2010	=	114

EAP – Employee Assistance Program

Human Resources in conjunction with Cheshire County Management promotes an Employee Assistance Program to its employees and eligible members of their immediate household. Contractor, Anthem Blue Cross/Blue Shield, is in the business of administering Behavioral Health Risk Management Services, including Employee Assistance Programs, Work/Life Management Programs, Behavioral Health Disability Management Programs and Managed Behavioral Health Care programs on behalf of employers.

The contact utilization rate for this year was 20.2%. The employee/household member utilization rate was 6.8%. This represents a slight decline when compared to this timeframe last year (7.5%).

There were 37 new requests for service through the EAP call center (26 employees/3 household member/3 managers/5 case management). All cases were assessed by EAP staff to be routine in nature. In 2010 callers most often sought assistance for emotional/psychological, marital/couples issues and work related concerns. The majority of callers (61%) were referred to an EAP network provider for face-to-face counseling visits. This is due the nature of the presenting issues.

Five website users accessed assisted search services for adult care (3) and child care (2). There were 3 new management consultations regarding workplace issues and other concerns. Five employees were referred for ongoing case management services due to work performance and interpersonal concerns.

There were 2 on-site training events in 2010.

Recruiting & Networking

Recruiting efforts for 2010 included attending job fairs in the Cheshire County area. Human Resources continues to promote Cheshire County Government as a premier employer in the area. In addition to the Cheshire County website and other NH job sites, we continue to network with local area businesses and have been successful in posting employment opportunities at various localities.

I am a member of the Greater Monadnock Society for Human Resources Management Association and attend the monthly Chapter meetings held in Keene. The GMSHR is a non-profit organization dedicated to providing professional development opportunities and networking to local HR professionals. Monthly chapter meeting topics vary from nuts-and-bolts program design seminars to more advanced HR strategy discussions.

I also attend the New Hampshire Association of Counties Human Resource Affiliate meetings in Concord. Various HR Managers and Directors throughout the Counties are in attendance at these meetings. General topics of discussion at these meetings are:

- NH Retirement System
- Labor Law Updates
- County policies and procedures

Employee Newsletter

The monthly Employee Newsletter continues to be a benefit to all staff. It provides recognition to our Employee of the Month at Maplewood Nursing Home, boosts morale, improves employee relations and educates employees on upcoming events within the County.

Various County departments provide information for the newsletter and we look forward to their continued support in providing the Human Resources department with information for the Newsletter.

I would like to thank and recognize Emilee Patenaude, Human Resources Assistant for her tremendous effort throughout the year as my Assistant. I would also like to thank the County Commissioners, Elected Officials, County Administrator, Department Managers and co-workers for their support of the Human Resources Department. I look forward to working and serving all departments in 2011.

Respectfully Submitted,

Wendy Hurley
Human Resources Manager

Cheshire County
Information Technology
Annual Report
2010

The Cheshire County Information Technology Department provides computer hardware/software and phone system support for all County departments in 6 different locations. This includes 150+ workstations/Thin Clients/Touch Screens, 10 data/application servers, 2 Video Arraignment/Conferencing servers, 3 phone system servers and 200+ physical phone extensions.

This department handles all aspects of day-to-day support for County computer and phone system users. We are responsible for all network and phone wiring, setting up network and email accounts, installing and configuring desktop and server software, maintaining a County-wide anti-virus system and administering the nightly backup on all servers. Troubleshooting and maintenance of all hardware and software is provided on an as-needed basis. We also provide 24/7/365 support to the Sheriff's Dispatch Center through a rotating on-call system.

Some of our 2010 projects:

- Install/configure PageGate messaging software at Sheriff Dispatch
- Install/configure data and voice systems at new House of Corrections
- Install/configure Cyberoam – Firewall and Perimeter Security Appliance
- Configure remote access for support via Web SSL and IPsec Clients
- Configure and test fiber link between Keene District Court and County network
- Install/configure Video Arraignment/Video Conferencing system
- Configured Mobile SPOTS access for Sheriff Deputies
- Implement and troubleshoot MDS 3.0 via Maplewood's Electronic Charting System
- Built Access-based applications for Facilities and MNH Administration
- Re-purposed old server for testing of outside agency access to Dispatch IMC application
- Testing Virtual Server software for use with outside agencies and IMC

The Nortel BCM50 phone system that had served the jail in Westmoreland was relocated to the Sheriff's department.. This gives them a system that is more up to date and has more features at significant savings over purchasing a new system.

This department continues to support the Greater Monadnock Public Health Network through the County website, configuration of computer hardware/software and participation in MACE drills.

The Information Technology department is continually researching and testing new technologies to meet the ever-increasing information needs of the County. And as always, keeping an eye out for more cost-effective ways of doing our jobs.

I continue in my role as the County HIPAA Security Officer and provide training at the bi-weekly orientation sessions at Maplewood. New employees attend before starting work in their various departments. Current employees are required to attend annually.

I serve as the Vice President of the Maplewood Auxiliary Association.

I would like to extend my sincere thanks to the County Delegation members, County Commissioners, Elected Officials, County Administrator and Department Heads for their support of the Information Technology department.

In addition I would like to thank Tracy Pahl and Rod Bouchard for their continued hard work and dedication to this department's mission

Respectfully Submitted,

Douglas Scribner
Director
Cheshire County Information Technology

2010 ANNUAL REPORT

MAPLEWOOD

In 2010, almost 4000 Work Orders were completed by the Facilities Department.

A new nurse call system was installed on the 3rd Floor that required pulling over 9000 feet of wire.

A new VCT floor was installed in the Reception area on Ground Floor.

WATER TREATMENT PLANT

No new upgrades in 2010 to report.

The water plant processed over 8,000,000 gallons of potable water for the County Complex.

WASTEWATER PLANT

The WWTP received major upgrades in 2010. Covers were installed on the lagoons to help stabilize temperature fluctuations and provide better treatment.

A new monitoring system was also installed. All expectations of these upgrades were achieved.

SUPERIOR COURTHOUSE

Normal and expected maintenance was performed at the Courthouse.

ADMINISTRATIVE BUILDING

No upgrades or unanticipated problems to report here.

An in depth study was done on all HVAC equipment currently in use on County buildings. This study included dating all equipment, condition of unit and determining its expected life cycle. This will help greatly in generating a budget plan for replacement.

Respectfully submitted,

Barry King
Facilities Manager

Annual Report for 2010 Maplewood Nursing Home

The philosophy of Maplewood Nursing Home remains in keeping with its historical roots of serving the most vulnerable residents of Cheshire County which mainly encompasses those elderly or chronically ill who require long term care and who primarily have Medicaid as their funding source. In addition, we have also worked with the newer philosophy that our community residents would prefer to return to the community when at all possible. For over 15 years, we have provided in-house therapy and Skilled Nursing care to rehabilitate our elders and chronically ill, so as to return as much function as possible and to successfully discharge those able back into the community. The other focus of Maplewood is to serve those residents who have challenging behaviors to the extent that most other homes are unable to admit them and meet their needs. We continue to see a strong support from our community demonstrated by the fact that we have community elders or chronically ill who chose to come to Maplewood and can pay privately. The trend we have seen with the downturn of the economy is that individual private pay funds have been depleted faster than in the past, making our vulnerable residents Medicaid-eligible sooner after admission.

Our social service department under the leadership of Teresa Speaker continues to track admissions, discharges and residents that pass away. In review of our statistics for 2010, we assisted in discharging 38 residents back into the community. We admitted 90 residents, half of those came from The Cheshire Medical Center. We work closely with hospice providers and often have about 10 of our residents receiving these services at any given time. During 2010, there were 51 residents who passed away. An interesting trend noted is an increase in admissions from home. For example, in 2006, only 7 of our admitted residents came directly from their home. In 2010, there were 22. This appears to support the fact that our community has increased its services to those in need to assist our elderly or chronically ill to remain in their homes longer. The flip side of this statistic is that we sometimes see that these residents arrive with very frail and failing health and at times they reach an end of life status more quickly.

The Activity department at Maplewood remains lead by Steve Wilson. As required by Federal regulations, we continue to plan, coordinate and implement activity programs seven days a week including one to two evenings a week and all of the Holidays except for two. The staff offers an average of forty programs a week. These are based on resident's activity preferences, and are adapted to their current abilities and behaviors to maximize their individual participation. In addition to group programs, and to meet Federal requirements, the activity staff also offers individual visits and activities to approximately 75 residents who do not attend the scheduled activity programs on any regular basis. These individual visits and activities occur at least two to three times a week, and range from pet visits, hand massage and reading aloud to reminiscing, picture review and the delivery of supplies such as books on tape, reading material, word search books or other needs and supplies as identified.

This has been an unusual year for the department with turnover of several senior staff. This has been a challenge and has taken significant hours of time to engage in the hiring process starting with asking for approval to fill the positions, to the actual interviews, reviews, orientation and training of new staff to this department. On the up side we have introduced new positive energy, ideas and enthusiasm to our department. The activity staff has taken on additional work to get us through periods of time when staffing was at minimal levels. Further changes included the retirement of our Chaplain Robert Freeman. Our first replacement was only able to work a few months before

needing to leave us for health reasons. The lengthy process of finding a new Chaplain began again, and we have our current Chaplain in place, Jane Thickstun.

Volunteer and community involvement remains an important component of our activity services. Considering our rural location we are fortunate to have about 27 regular volunteers and about 25 occasional volunteers. The regular volunteers assist activity staff with many of the weekend and evening programs as well as special events, community trips, religious programs such as Rosary, the monthly clothing center as well as mending clothes and helping with individual resident needs and visits. Our total volunteer hours for the year 2010 were approx. 1500 hours for a monthly average of 125 hours. This number does not include the many community groups that come to Maplewood such as: The Westmoreland school children, The Westmoreland Town Band, The Nelson Town Band, The Ringers on the Square, The Cheshiremen, The Homestead Garden Club, Scout groups and others.

To meet the requirements of providing community involvement, we offer many trips into the community for activities including shopping, dining out, and attending concerts, movies, bowling, ball games, picnics and train trips. These trips into the community are very popular. In order to be fair to all the residents, we develop a rotating list we work through to include all that are interested.

Examples of our diverse environment and activity opportunities that we offer to meet the various needs and interests of our residents include; our involvement with a pet program with both live in pets as well as regular pet visitors, religious programs, work and volunteer opportunities, outdoor programs including patio programs, vegetable and flower gardening, the very popular music programs as well as a full menu of diverse activity opportunities. The activity staff furthermore maintains activity supplies on each floor that can be available for residents 24/7 including a selection of movies, books, magazines, craft supplies, games, word search, crosswords, coloring and more.

In October of 2010, the whole nursing home industry underwent a significant change in our resident approach and documentation procedures. The implementation of the MDS 3.0 has increased work loads in the therapy departments, the activities department, the social work department, the dietary department and the nursing department. Time studies in social services as an example concluded that it has tripled the time to complete the various assessments and computer documentation required. The activity department's time study has shown that now at least 5 additional hours are diverted from resident activity and programming each week to be able to complete these assessments and the related documentation. There is another aspect of this assessment that has been a discomfort to staff, families and residents alike with it's mandated questions. Among the questions we must ask each resident at least 4 times every year are: "Over the past 2 weeks, have you been bothered by the following problem: Feeling bad about yourself – or that you are a failure or have let yourself or your family down? About how often have you been bothered by this?" and the most controversial is "Thoughts that you would be better off dead, or of hurting yourself in some way?" Some families have been uncomfortable with us asking their loved one these questions, however due to these new federal regulations, we are mandated to do so.

Our Environmental Services department is lead by Robin Rahe with Regina Holt supervising the Laundry department and staff. As would be expected, there are often problems with washers and dryers needing minor repairs. With full staffing in laundry, we were able to keep up with emerging issues and the needs throughout the year. The linens budget was slightly overspent due to replacement of either worn, torn or damaged fitted sheets, clothing protectors, pink pads, Johnny's,

face cloths, peri cloths, and hand towels. Logs are kept of linen counts and of those linens removed from service. We had been continuing a program of placing vinyl covers over nice tablecloths in the resident dining rooms, however due to the wear and tear and high replacement costs, we discontinued that practice. We are still working on an alternate solution to ensure we offer a home-like environment as per federal mandate.

Laundry Weights 2010:

Gross weights:	511,403 Pounds (was 603,000 in 2010)
Maplewood Nursing Home:	378,664 Pounds
Personal:	85,042 Pounds
Jail:	47,697 Pounds (was 142,000 in 2010)
Farm:	0
Number of loads:	8,518 total loads

The jail relocated in April of 2010 at which time Maplewood Nursing Home ceased providing laundry services to the House of Correction. This is why the gross weight and jail weight came down as compared to 2009 statistics. The loss of the inmate labor was not a problem as inmate work in the laundry department had covered the loads and folding that they created. No change in staffing pattern has been required as was predicted prior to the moving of the jail.

The housekeeping department was not able to complete it's usual annual cleaning tasks in non-resident areas, including the window cleaning, due to some challenges in staffing numbers at various times in the year. We completed a trial of a new flat-mop system in the assisted living unit, however we determined that it was too costly to use throughout the facility due to significant start-up costs (which included new mops, buckets, and carts). We pride ourselves on the cleanliness of our floors, though we struggle when there is bad weather. Our floor tiles are wearing out throughout the facility. We replace portions whenever possible, however they are nearly 15 years old – and with our high use and being a 24 hour/365 day business, we soon need to consider a complete replacement. We engaged in a new contract with a single vendor for all chemicals. This change allowed us to keep on track with our budget despite rising costs for these products.

Bethany Lawson manages the Dietary department. She is a contracted Fitz-Vogt employee. The impact of the jail move in 2010 affected the Dietary department the greatest. We increased the staff by 3.15 FTE's to replace what had been the equivalent of 10.5 FTE's of inmate labor we were used to. We no longer cook for the inmates or staff of the jail. Bethany and her team are working with the new staffing pattern, and continue to work through some issues that have resulted.

Bethany monitors her inventory and costs very closely. We did experience a loss of \$115.68 worth of milk when the breaker tripped on a milk cooler overnight such that it lost power and the required temperature was not maintained. We also noted some significant additional food expenses such as an unbudgeted cost of \$4,838.89 in extra items requested by the jail prior to it's move. Additionally, the food budget had been set with an expected move of the HOC by the end of March. With the slight delay in the move to later April, it cost an additional \$15,450.00 to cover food expenses until their actual move.

We had noticed for some time a significant loss in our silverware. We invested in a magnetic scrap block for the dish room to capture silverware that may have gotten into wasted food receptacles and

can be retrieved prior to the food being dumped in the garbage. This has proven a useful solution to this problem.

We have trained our food service staff in the following areas during the 2010-year:

- Puree training
- Pre-meal Meetings/Tasting Panel/Food Allergies
- Pre-meal Meetings/Tasting Panel/Food Allergies
- Altered Consistency Diets
- Resident Rights
- MSDS & Safety Review
- Proper Documentation
- Team Building
- Food Safety
- Allergy Training
- Eating @ 80
- Portion Control & Food Presentation

The department of occupational therapy is lead by Gina Cutler and is comprised of three full time members: an OT director, a staff OT/OTA and an OT aide. In 2010, there was turnover in the 2 staff positions. All staff of Maplewood celebrated the achievement of the OT aide when she received her RN certification in May. She has now successfully transitioned to the nursing department. We were able to fill the OT aide position with an experienced LNA already working at Maplewood. We participated in fieldwork education for two students from Valley Regional Technical College in the winter and summer of 2010, and contracted a traveling OT at the end of 2010 for a 13-week assignment. The full time Speech Therapy Director retired from full time employment in June and began one day a week in September. Since the transition of the SLP Director, the OT Director has been overseeing and organizing the caseload for the Speech Therapist. The Rehabilitation Department acquired a large screen TV for the Wii through the generosity of the Maplewood Auxiliary in the winter of 2010. We also incorporated new modalities in the fall of 2010. The OT director became certified in aquatic therapy in July after a weeklong education training and certification examination. We continue to offer high quality occupational therapy services to all of our residents and participate in several committees to assist in our mission of “where quality of care meets quality of life”.

The Physical Therapy Department is lead by Laurel Moody. The department has incorporated the use of the Wii game system in a therapeutic manner to achieve resident goals of increased strength, balance, endurance and coordination. The Wii is well received by our residents and is perceived as “cutting edge” by our customers and the community at large. This increases our marketability by helping Maplewood be known as being progressive. The Wii system is also being utilized for maintenance programs with the rehab aides as it allows residents to simulate golf, tennis, baseball, bowling and many other games and activities that actually maintain function while being fun.

The new MDS 3.0 has required therapy staff to complete 10 to 20 additional assessments a week, which are non-billable. This process requires chart review, physical assessment of the resident, discussion of resident status with nursing staff, review and modification as needed of maintenance programs, documentation of all finding in our electronic charting system and then coding of several sections of the actual MDS. In addition to changes in the MDS, the new RUGS IV payment system has some inherent challenges with continued confusion about some of the associated guidelines throughout nursing home providers. Frequent training sessions are being attended via webinars and open door chats with CMS to clear up these issues. The rehab department is continuing training activities due to the changes in both the MDS 3.0 and the RUGS IV.

We entered into a lease agreement with Accelerated Care Plus (ACP). This company leases specialty modalities that can not otherwise be purchased, and as part of the lease, they provide us with education and all the necessary policies, procedures and specific treatment parameters. These modalities are geared specifically to the Geriatric population and all treatment options use evidenced based protocols and treatment plans for use of the equipment on our specific residents. These modalities have greatly increased the ability of the PT department to treat multiple pain processes through use of short-wave diathermy and/or electrical stimulation protocols. We have also documented increased muscle strength through use of various electrical stimulation protocols to allow improved functional abilities in residents who had previously failed to achieve these results with conventional interventions alone. The modalities have an added bonus of increasing revenue production by allowing PT intervention under Medicare part B for ailments previously untreatable as well as increased RUG levels and or increased length of stay under Medicare part A.

We continue to have a full time PT position open. To meet current needs, we have a per diem PT and a contract with an additional company for a physical therapist. We had 2 people interview for the open PT staff position in 2010, but both declined. One applicant felt the pay scale was low and the other applicant left the area.

The philosophy of the PT department is to uphold the federal rules and prevent survey deficiency tags in areas of resident mobility, strength and range-of motion. We strive to achieve and maintain the highest level of mobility, independence, and safety of all residents. To achieve this goal, many residents receive non-billable PT services including initial and annual evaluation by a PT and quarterly screenings. We offer exercise classes together with the Occupational Therapy department. PT aides also work with individual residents to maintain walking or range of motion. We can offer non-billable pain management such as hot packs or cold packs, and all of the licensed staff in PT assist with safety and monitoring of resident positioning. On average, 85 residents receive non-billable PT services to maintain their highest practicable levels as per our federal mandate. One third of these 85 residents require both PT aides to assist them with being able to walk or stand. Each day, we see 40 residents on these maintenance programs.

The rehab department continues to take an active roll in the day to day needs of the therapy pool. In 2010, our PT department took on some of the pool maintenance duties that facilities have had a hard time keeping up with. These duties include cleaning the pool filter monthly and changing the oil in the pump yearly. The PT department continues to clean, inspect and repair all resident wheelchairs or other such equipment quarterly and keeps a master list of all durable medical equipment regardless of being owned by Maplewood or the resident. The Rehab Tech continues to manages the Shepherd's (loaned equipment) program that receives and gives used equipment to residents throughout our county.

The PT department has averaged treating 9 Medicare part A residents per month for an average of 95 visits and 3300 minutes. Under Medicare part B, PT averaged 10 residents per month for 80 visits and 2600 minutes. In factoring the gross Medicare charges under the Part B services, the lease with ACP has allowed the PT department to provide a total of \$5259.11 that otherwise would not have been able to be provided. The ACP modalities have also allowed increased revenue production under Medicare part A. Looking at the cost of the lease as compared to the early gross part B revenues seen during the last quarter of 2010, there appears to be a 100% return on investment. It is expected that the percent of patients using the ACP equipment will continue to increase as staff

receive further education in use of the modalities. We expect future investment in the ACP equipment to yield a greater than 100% return on investment.

As part of our requirement in meeting the needs of residents, we must assist with transportation needs of our residents. We have one full time LNA dedicated to meet the overall needs of the residents, however on average we need an additional 2 days of assistance in any given month. During late 2010, we experienced a marked increase in resident transportation needs (such as residents who require transportation to dialysis 3 times a week). With this surge in transportation needs, we trained additionally 2 LNA's to assist; one of them is a PT aide. All departments work together as a team to meet the overall needs of the residents.

Our receptionists are part of the Administration department, and are the first people our customers meet when visiting Maplewood. We have 2 full-time, 3 part-time and 3 on call staff members fully trained in the demands of this position. Their role encompasses so much more than meeting/greeting and answering phones. They have an integral role in any and all fire/disaster/resident code issues. They are often called upon to assist with sending mailings out to families such as the yearly requirement for consent for the flu vaccine. They also play a significant role in each month's medication administration rollover of all the paperwork for each of our medication books. The time required to complete these tasks takes up many hours of their time over an 8day period. Without their support, the nursing department would need to staff accordingly to take on this additional responsibility. In the future, it is hoped that Maplewood could consider becoming wireless so that we could look to having a computerized medication administration system. This would reduce our ongoing risk for medication errors and eliminate this cumbersome process each month. There is some discussion at the federal level that nursing homes may be required to have electronic medication administration systems in the future.

The Administration department also includes Jennifer Harris, Administrative Assistant. She is well known to all department heads and has been instrumental in coordinating all of the nursing home policies and procedures. She works very closely with the social work department and residents in assisting them to get money from their resident accounts. She has also been instrumental in coordinating the resident handbook in conjunction with the social work department. Other achievements this year include a new system to allow residents the ability to access some of their resident account moneys on the weekends. Federal regulations continue to require nursing homes to review and upgrade nearly all aspects of our care for residents. It is positive to ensure improvements in residents' lives and conditions of living. There is a considerable downside to these rapid regulatory changes as they almost invariably increase the workload, and are rarely funded.

Each year, nursing homes are required to perform 2 disaster plan drills. We are not allowed to use any real-life experiences throughout the year – such as when our power went out in July of 2010, and our generator failed to start leaving us completely without power for just over one hour. During the year 2010, we completed a tabletop exercise in the spring on our bomb-threat disaster policy and followed it up with an evacuation drill in early September to simulate part 2 of the bomb-threat disaster policy. We are required to work with outside agencies as part of our drills. The Sheriff's department remains a faithful partner to Maplewood during our drills, and for our evacuation drill, we worked with the state-wide bomb squad. This exercise helped us to capture possible time frames to evacuate residents from Maplewood under the best circumstances, while it gave the statewide team a different perspective than their usual school experiences.

We were honored to have the second oldest recorded person in the world living with us in Maplewood. Mary Ray was well published for her achievement in life longevity and sadly passed away at 114 during the 2010 year.

Doreen Sheltra remains our Director of Nursing with Theresa Woolbert as the Assistant Director of Nursing. Our three RN nurse managers are: Lisa Clouet, Stephanie Sullivan, and Leanne Finnel. We have continued to pick up additional work that the state used to be responsible for – one piece is called the MED: which actually means 2 different assessments. The assessment piece that we are now responsible for is the medical level of eligibility that must be done by an RN to determine if a resident qualifies for the Medicaid program. Each medical part of the MED has taken 2 hours of an RN's time to complete, and we completed well over 40 of these in 2010. In addition to taking on this responsibility, much of the education and work for nursing through 2010 had to be focused on the MDS 3.0 preparations. Many training sessions were attended both off campus as well as Maplewood hosted training sessions on campus in preparation for this major change we experienced.

Kristin Moses-Bosch, LPN, is the Staff Development Supervisor. She received her CPI (Crisis Prevention Intervention) certification in 2010 and has set up training for staff. This has been in response to our staff injury occurrences. Historically, nursing home staff has experienced mostly back or body mechanic injuries. This is now being surpassed by injuries from combative residents. Through this training, we expect we'll see a decrease in injuries to staff working with our high population or residents with difficult behaviors and/or cognitive impairment. In 2010 we also purchased an IV training "arm." This will be used for RN's to check for competency with IV's and LPN's to do their re-certification. We anticipate this to be a significant cost saving, as we will only have to outsource initial LPN certification.

Robin Iliopoulos, LPN, is our Continuous Quality Improvement coordinator, Infection Control nurse and the Employee Health nurse. Under Robin's leadership Maplewood has been successful in decreasing infection rates both in staff and residents. She has also attended phlebotomy training, survey led F-441 education and continues to be an available resource to nursing staff. She is actively pursuing additional training to strengthen her skills in areas such as infection control and integrating the new regulations that the industry has received in this area. With the increases in regulations affecting all "hats" this position wears, we worked with the Commissioners to transfer some hours from another nursing budget line into this department to assist with the heavy workload.

As the result of collective bargaining for 3 years, we finalized and signed our first contract with the labor union (AFSCME) that represents our service workers. This contract is effective through March 2013.

The county's maintenance department received the approval of having an in-house painter, and began the work of painting the walls inside the nursing home in late 2010. A group of staff and residents formed a subcommittee to work on choosing colors. It has been the start of a much needed freshening up in the larger areas, but more importantly, it is going to allow us to correct long standing wall damage in resident rooms that have required extensive repairs, which will now be painted over. It may be surprising to some to quantify how much use/traffic our building gets. In addition to our 150 licensed nursing home beds and 20 ALF apartments (licensed for 40 occupants), we capture on our sign-in logs approximately 13,000 visitors.

We do not have moneys for traditional advertisement, but we continue to have positive “word of mouth” referrals throughout our community. During tours for potential new residents over the past 3 years, we have heard comments that Maplewood has a good reputation, and visitors like the way they see our staff interacting with residents, but the interior of our building really needs improvement. In quoting one particular family’s observation; “you’ve got a great reputation, but this place looks like a dump, can’t you at least paint your walls?”

With our poor economy, any significant decisions on capital improvements to our nearly 40 year old building are still being put on hold. Water and wastewater pipes continue to deteriorate and the county maintenance department continues to replace as much length as possible with each repair. We struggle with residents desiring more electrical outlets than we have available and we have limited ability to power high energy use appliances such as individual window air conditioners our residents are requesting, and in some cases are requiring due to medical condition. We are not an air-conditioned facility, and this poses issues during the hot months. There is considerable discomfort to residents and staff alike, and to complicate matters further, even medications must be kept below certain temperatures, posing additional challenges to our operation.

Despite the many challenges we face, it bears repeating that each year I remain humbled by my experience of working with such a wonderful and dedicated team of staff. A written report cannot do justice to describing what we actually do to ensure that “quality of care meets quality of life” in the delivery of care and services to our residents. The nursing home industry continues to see increases to its regulations, and we are still often negatively portrayed in the media. The reality of caring for our frail, elderly, and chronically ill residents is costly and challenging, and there are few people who have a calling and depth of inner resources required in order to be able to work in this environment. Simple gestures of praise and gratitude that staff receive from residents, families, and visitors who experience what it is like to be in this environment are often their basis for getting through the tougher days. As always, I can’t thank our staff enough for all that they do each day of the year to care for and to contribute so much to the lives of our Maplewood residents.

Respectfully Submitted,

Kathryn Kindopp, B.Sc.P.T., NHA

Safety Office
Annual Report-2010
Safety Officer

Thanks to all who made 2010 another notable year for Safety and a special thanks to the Maplewood Complex Safety Committee and Cheshire County Joint Loss Management Committee for their dedication to safety.

This year we were awarded a Workers Compensation Safety Improvement Program (WCSIP) grant for \$7160.00 from Primex. All grant requests had to be approved by the County Joint Loss Management Committee and all departments had an equal opportunity to apply for the funds. With the grant we were able to purchase workbooks, bed alarm boxes, Humane Restraints and first aid kits for the Sheriff's Department, gait belts, and an O2 rack and cart for Maplewood and responder chairs for Cheshire County Dispatch.

The County maintains an active role in the Greater Monadnock Public Health Network including membership in the Regional Planning Committee and the Healthcare Workforce Summit. This region, through the Greater Monadnock Public Health Network Volunteers, dispensed more H1N1 vaccinations and held more H1N1 clinics than any other region in New Hampshire.

Disaster and fire drills were held in accordance with state and local regulations. Education continues in the Safety Department as appropriate. The Workers Compensation and the Temporary Alternative Duty program, managed by the Safety Officer, are current on the compensation process and are in compliance.

The Safety Office is fortunate to maintain a relationship with Keene State College and the Safety Program. Because of this, the County has been able to participate in college projects and the Capstone course, which all Safety students are required to take before graduating. This year the college assisted with developing a respiratory program and fit testing program for N95 respirators.

The Joint Loss Management Committee and Maplewood Complex Safety Committee have worked hard on many complex issues. These individuals deserve to be recognized for their dedication and faithfulness, taking time out of their busy days to attend meetings or inspections and bringing forth issues that are brought to them by other co-workers. Both committees are vital in supporting and increasing awareness of workplace safety.

Respectfully Submitted,
Pamela Fortner, Safety Officer



2010 Annual Report

Cheshire County UNH Cooperative Extension is a partnership between the University of New Hampshire and the county government, providing a direct link between the university and the citizens of Cheshire County. As stated in NH RSA 24:10, the mission of UNH Cooperative Extension “is to educate people so that they can make informed decisions” that strengthen youth, families and communities, sustain natural resources, and improve the economy.

The local communities have been the center of UNH Cooperative Extension program efforts since its establishment by Congress in 1914. Cheshire UNH Cooperative Extension is one of ten county offices that link the University to local communities. People may drop in or call for information, participate in programs presented or coordinated by Extension Educators, or access information via the county office web site at

<http://extension.unh.edu/Counties/Cheshire/Cheshire.htm> or the more extensive state site at <http://www.extension.unh.edu>. We offer up-to-date information to help residents make informed choices, answer questions, and help solve problems. We work diligently to identify those issues critical to Cheshire County residents and to formulate non-formal education programs addressing those issues. Cheshire UNH Cooperative Extension helps individuals improve their health by changing their diets, helps families better manage their time and money, helps communities solve environmental or economic problems, help the food and agricultural industry keep up-to-date with developing technologies, and helps youth become tomorrow’s leaders.

For more information on our programs call us, visit our web site or stop by our office. Our office hours are Monday through Friday from 8:00am to 4:30 pm.

Members of the Cheshire County UNH Cooperative Extension Advisory Council

Jeanette Bergeron, Keene	Marilou Blaine, Alstead
Jennifer Seher, Keene	Eloise Clark, Keene, Chair
Ryan Owens, Walpole, Vice Chair	Justin Howe, W Swanzey, Treasurer
Brenda Kelley, Winchester	Sharlene Beaudry, Walpole
Charles Koch, Jaffrey	Glen Yardley, Keene
Karen Balnis, Richmond	
Rep. Tara Sad, County Delegation	Jack Pratt, County Commission

Cheshire County UNH Cooperative Extension

Holly Gowdy, 4-H Youth Development Educator
Nancy Bradford-Sisson, Family and Consumer Resources
Carl Majewski, Agricultural Resource Educator
Christine Parshall, Nutrition Connections Program Associate
Steve Roberge, Forest Resource Educator, Office Administrator
Andrea Sawyer, 4-H Youth Development Program Associate
Diane Dugray & Diana Fiorey, Administrative Assistants

Cooperative Extension carries out educational programs that address the issues that are most important to Cheshire County citizens. We focus our efforts in four program areas – Agriculture, Forestry & Wildlife, 4H Youth Development, and Family & Consumer Resources – and we are available to all Cheshire County citizens via traditional classroom seminars, workshops, volunteer trainings, one-on-one site-specific consultations, emails, fact sheets, articles and other forms of media and outreach.

Cheshire County UNH Cooperative Extension Summary of 2010 Educational Programs

Public Workshops / Educational Events	187 events, 3040 attendees
One-on-one Site Visits (forestry & agriculture)	154 visits, 8692 acres
Community Partnerships & Collaborations	68 collaborations or community projects
Assistance to Towns	18 towns
Phone/email/walk-in	1972 contacts
Soil Tests	167 tests
Newsletter Distribution	989 Total households
-Online newsletter	481 households
-Age-based parenting newsletter	258 households
-4H Youth Development	250 households
Afterschool Program Enrollment	800 total youth
-Full-time Enrollment	150 youth
-Additional participants	650 youth
4H Clubs	31 clubs, 300 youth
Active Volunteers	142 volunteers

Family & Consumer Resources
Nancy Bradford-Sisson, Extension Educator

Family and Consumer Resources education efforts help build strong, healthy families and individuals by strengthening their assets and developing capacity to address issues faced across the lifespan. Communities become stronger and grow when families and individuals have the social, emotional, physical, intellectual and economic resources to succeed and thrive.

RAISING KIDS: Strong families raise children to become responsible, productive and caring adults. Many parents lack the knowledge and skills to promote the healthy development of their children. Increasing numbers of cases of child abuse and neglect indicate the need to initiate prevention programs that will make a long term change. Cheshire County’s FY10 parenting educational efforts include: community collaborations; providing articles/data/material for local

Parent Express newsletter and column for statewide Parenting NH newsletter; group workshops such as “Understanding Bullying”; individual contacts; resource information and exhibits; age-based newsletter series, Cradle Crier and Toddler Tales (printed copies received by 258 Cheshire County households and others receive electronically with our “go green” initiative); distribution of publications/fact sheets.

Parents learned: how their actions help their children become happy, healthy, fully functioning adults; communication and effective listening skills; how children grow and develop at different rates; appropriate positive discipline techniques. With this increased knowledge, parents are more effective in providing appropriate nurturance and guidance to their children resulting in positive development and achievement.

EATING RIGHT: Nutrition and physical activity play vital roles in overall health. Research links diets with many preventable causes of death- heart disease, diabetes, obesity and several types of cancer. Lifestyles with risk behaviors that include poor diet, high stress, smoking, drinking and physical inactivity increase the chances of hypertension, high cholesterol, obesity and diabetes. Obesity continues to increase and is of concern in both youth and adult populations. More meals are eaten away from home and people have less knowledge of and less connection to foods and agriculture. Adults tend to under consume foods from the fruit, vegetable, and dairy groups while diets exceed recommendations for fat, sugar and sodium. Cheshire County’s FY10 nutrition/wellness/physical activity educational efforts include: group programs such as “Is It Whole Grain”; Food Stamp Toolkit lessons; Senior Food Stamp Nutrition Education correspondence course; working with Monadnock District School Wellness Policy committee; resource information/exhibits; county newsletter articles; individual contacts; distribution of publications/fact sheets.

110 participants in Extension nutrition/wellness/physical activity programs gained awareness, knowledge and skills and change behaviors related to: healthy eating; healthy food choices; benefits of physical activity; healthy weight management practices; improved skill in selection and preparation of healthy foods; recommended diet related practices for disease prevention and management; participation in regular physical activity.

Food Safety: Each year foodborne diseases cause a significant number of illnesses, hospitalizations, and even deaths, resulting in severe economic losses due to medical treatment and lost productivity. Public health officials believe the risk of foodborne illness is on the rise. In NH where tourism and eating out is a large proportion of the state’s revenues, a foodborne illness outbreak could severely impact the entire industry. Cheshire County’s FY10 food safety educational efforts include: group programs such as ServSafe®, SAFE, Let’s Preserve Food at Home; county newsletter articles; pressure canner dial gauge testing; individual contacts; distribution of publications/fact sheets.

57 food handlers in Extension food safety programs acquired knowledge/skills and incorporate skills and change behaviors related to: practicing personal hygiene; cooking foods adequately; avoiding cross contamination; keeping foods at safe temperatures.

- 23 ServSafe® participants passed the certification exam after attending training with 11 receiving scores above 90.

- On a follow-up SAFE evaluation, the manager of Meals-on-Wheels staff indicated that the training had made employees feel more "professional", implying that their actions regarding food safety are important.
- End-of-the program evaluation for 2 ServSafe programs with 25 participants indicated an increase of knowledge about food safety and sanitation and the following food safety handling techniques were planned to be implemented on the job: "turning utensils upside down in containers"; "using a different food thermometer"; "check temperatures in refrigerator regularly"; "change knives and utensils"; "check temps of food more often, not just when I think it's done"; "more thorough inspection of food at delivery time"; "check temperatures of cooked foods"; "do not defrost meat at room temperature"; "remove apron when using the restroom or leaving food prep area"; "change gloves more frequently"; "more aware of time sensitivity"; "check internal cooking temperature"; "use faster methods to cool cooked foods to 41 degrees"; "more aware of temperature danger zone"; "more aware of temperatures on the dishwasher"; "wash hands more"; "change gloves and sanitize more"; "check temperatures more often"; "calibrate thermometers" (2); "try to change location of mop bucket, mp and brooms to be hung up"; "take internal temperatures more often"; "sanitize work surfaces between foods"; "check temperature more often for hot holding food".
- 64 participants acquired knowledge and skills related to USDA recommended food preservation practices.

SPENDING SMART: Individuals and households are saving less and spending more, putting their financial security at risk now and in the future. Cheshire County's FY10 Family Resource Management educational efforts include: group programs such as Managing Money in Today's Times, Take the Road to Financial Security in Later Life, Managing Money Wisely, Planning for the Future When the Future is Now; exhibit/facilitator at DCYF Post-Adoption Resource Fair; county newsletter articles; individual contacts; distribution of publications/fact sheets. Collaborations and distance learning through the Managing Money website and eXtension have provided an opportunity to reach additional targeted populations.

82 individuals gained awareness, knowledge and skills to: manage resources and pay bills on time; recognize consequences of financial decisions; increase personal savings and investments; reduce excessive debt; determine retirement or future income needs and how to meet them; prepare to manage the risk of changes in health and independence. Individuals are motivated to gain skills in money management. Individuals increased their confidence to manage personal finances. Individuals and families utilized recommended financial management practices by: setting spending/savings goals to meet day-to-day financial obligations; developing and following a plan for achieving personal financial goals; reducing their debt level and managing their use of credit; increasing rates of savings; establishing retirement and investment plans to achieve long term financial goals and income needs. At least 28 Cheshire County citizens took steps or planned to take steps to reduce debt or increase savings as a result of the educational efforts.

- End-of-the-program evaluations from 22 participants in 10-29-09 "Take the Road to Financial Security in Later Life" group session indicated that 100%: could identify common factors that increase a person's risk of not facing later life financial security; could identify reasons why achieving later life financial security can be rewarding; could

identify specific action steps to protect later life financial security; could use the information on normal later life events to help develop plans for the future. Participants' comments from end-of-program evaluations indicated the following plans as a result of the program: "get going more than I have"; "cut expenses and save more"; "deeper planning"; "continue to monitor our plan for retirement"; "get more specific information on how much money will be needed for my individual situation"; "make steps toward planning for later life"; "start a 401k - scary stuff, lots to think about"; "review long term financial needs and arrange to get needed documents organized and in place"; "continue updating and planning"; "take better care of health update information".

- In addition to money management education for adults, personal financial education for youth was promoted with the NEFE High School Financial Planning Program, in collaboration with NH Jump\$Start Coalition. Last year ten teachers from 4 Cheshire County schools/organizations attended the Money Smarts – Personal Finance Conference for Teachers in Concord. These teachers come from schools with a combined student population of approximately 2800 youth.

Nutrition Connections
Christine Parshall, Program Associate

Nutrition Connections consists of two federal nutrition initiatives, EFNEP (Expanded Food and Nutrition Education Program) and SNAP-Ed (Supplemental Nutrition Assistance Program Education), whose missions are to provide education to low-income audiences in the areas of nutrition, food budgeting/shopping, cooking, and food safety.

This year included a solid mix of programs for adults and children, reaching approximately 300 adults and 400 youth. Programs were held in Winchester, Hinsdale, Fitzwilliam, Troy, Swanzey, Gilsum, Alstead, Jaffrey, Nelson, and Keene. Nearly every Cheshire County town was touched by Nutrition Connections, directly or indirectly.

Reaching Parents and Children

In order to improve the nutritional and health outcomes of children and their families, the target audience must include parents and guardians, yet this audience is one of the busiest and hardest to reach. In addition, the children need direct, hands on experience tasting, and identifying healthy foods.

Special attention was given to strengthening relationships with agencies who also serve this audience. Outreach to WIC, Baby Time and Family Time (both programs at Monadnock Family Services), RISE, and various programs at Southwest Community Services provided many opportunities for recruitment.

Thirty families participated in one or more lessons in our multi-session programs. Of those, eighteen families completed the entire program, which included both informational sessions and practical, hands-on experience with cooking, shopping, and/or meal planning.

One such program is Side by Side, a parent/child cooking class presented in partnership with Cooking Matters (until recently known as Operation Frontline). Cooking Matters is a private non-profit which is part of the national organization Share Our Strength. In this class, parents and children learn to prepare and eat healthy meals together. Classes were presented at Hinsdale Elementary School and Winchester Elementary School, with a total of 14 children and 12 adults participating (all but one family completed the class). Three more six week series are already planned for the next program year.

Other attempts to reach parents included food and nutrition demonstrations at the Community Kitchen, as well as informational displays at WIC, health fairs, and school work shops. Agency and self-referrals also helped in outreach to households with children. Agencies making referrals in 2010 included Monadnock Family Services, RISE, DCYF, and Monadnock Developmental Services.

Working with SNAP (Food Stamp) Audiences

Nutrition Connections also aims to reach people who receive SNAP benefits. These may be parents, adults without children, or children in qualified group settings such as Head Start and schools with a 50% or higher school lunch enrollment. Many of these programs are stand-alone presentations, such as visits to workforce readiness programs or homeless shelters.

Working with Youth

About 400 youth participated in Nutrition Connections programs this year. In addition to school enrichment programs, after school cooking clubs, and summer camp presentations, a number of youth had the opportunity to cook along side their parents in the Side by Side classes described above.

Youth Programs Served

Alstead Primary School	Vilas Middle School
Nelson School	Gilsum ACCESS*
Troy ACCESS*	Winchester School
Hinsdale School	Ashuelot Head Start
Jaffrey Head Start	Many Options (after-school)
Community Kitchen	Emerson School Pre-school

* ACCESS is a multi-school after-school program funded through a 21st Century Grant.

Impact

Over eighty percent of adults completing the behavior checklist survey showed improvement in at least one food resource management practice and one nutrition practice. Examples of skills and behaviors include creating shopping lists, reading nutrition labels, thawing foods safely, and eating more fruits and vegetables. Parents and other adults reported that they learned new and healthier recipes, increased their cooking skills, cook more meals at home, and pay more

attention to nutrition labels. One of my favorite comments comes from a parent whose teen-aged son participated in two of our cooking sessions:

“The class inspired my fourteen year old to start cooking from scratch. He has been helping me make shopping lists-he has been looking up recipes on-line.”

Almost every child tried a new food or a food prepared in a new way during their Nutrition Connections lessons, as well as practicing proper hand washing techniques. One teacher reports:

“The children really enjoy Christine’s lessons and talk about her food. Parents commented that they enjoy the recipes.”

Children who cooked with their parents report helping to choose foods for family meals and helping out more at meal time.

Statewide Efforts

In addition to county programming, Nutrition Connections serves NH residents statewide through two newsletters sent to SNAP households. Smart Choices and Smart Choices for Seniors are mailed quarterly and include seasonal food and nutrition information, as well as recipes. These newsletters are also available on-line on the Extension web site at <http://extension.unh.edu/>

The 2010 SNAP-Ed Social Marketing Telephone Survey was conducted during September. The results will be available to staff later in the fall and are used to help guide future programming.

4-H Youth Development
Holly Gowdy, Extension Educator
Andrea Sawyer, Program Associate

The mission of 4-H Youth Development is to help youth acquire knowledge, develop life skills and form attitudes to enable them to become self directing, productive and contributing members of society. To facilitate this, 4-H staff are involved in community efforts in youth development as well as administering the 4-H club program in the county. 4-H Programming in Cheshire County impacts over 1100 youth and their families.

4-H Afterschool:

- collaborated with KSC Early Sprouts program providing support for this program as it was piloted as an Afterschool Curricula in 4 Cheshire County Sites
- supported Troy NCLA Afterschool in obtaining a Learn and Serve Grant to install a garden at the Troy Town Library; enabling a garden site for the Early Sprouts Program and partnering with the Librarian for the Summer Reading Program.

- Partnered with Cheshire County Master Gardener to install school garden at Marlborough Harrisville School. Garden is utilized by the elementary grade teachers and the After School Program, partnership continues in the next year.
- NPASS2 (National Partnership for After School Science). Implemented a science based train the trainer program for 4 afterschool sites and 2 home school sites.

Evidence of Impact: Students planning Open House Events for Families at Afterschool sites insisted on serving “healthy food choices”. At one NPASS2 site a staff commented as they felt that they were “actually teaching science” Troy School is looking at another garden site to establish a Community Garden at the School..

Community 4-H Clubs

Leadership

- 25% of members serve as club officers
- 350% of youth practiced leadership skills at club level or by helping at county events, leading activities for younger members and assisting with presentation of awards
- A 4-H member from Cheshire County was selected to be on New Hampshire Teen Council. In this role she will be planning a conference for over 200 New Hampshire teens at the University of New Hampshire.

Community Service

- 4-H Clubs report completing 31 Community Service projects, some clubs accomplished more than one.
- 27 Cheshire County members did individual Community Service Learning projects. 100 Hero Packs for OMK were supplied as a project taken on by all clubs in Cheshire County.
- An after school club manages the food pantry in their middle school these members learned that there are less fortunate people within their community, they found ways to help, they learned empathy.

Other projects included: Christmas support for various charities, food collecting, helping at community events including Winchester Family Day, Pickle Festival and Strolling of the Heifers, community flower planting, animal visits to elderly or youth with disabilities, community food kitchen assistance, animal rescue and humane society assistance, rebuilding a community facility, making wreaths for shut ins, baking and delivering Valentines Cookies to the elderly, participating in the Relay for Life, cleaning a church, adopting a family for the holidays, coat drive for Winchester ACCESS Families, SMS School Food Pantry, Helping Hands, and flowers to residents of Maplewood

Project Skills:

County Contests in the Animal Science projects continue to develop skills in science

- 5 youth from Cheshire County are competing on the National Level this fall with the skills and knowledge gained from working with a Cheshire County Community Club Projects

4-H By the Numbers in Cheshire County - 2010:

- 21 4-H Clubs

- 250 dedicated adult volunteers working with youth
- 2 new Animal Science Clubs were started
- 1 Robotics Club – Lego League
- 8 New 4-H Club Volunteers
- \$11,650 in after school scholarships to 39 Cheshire County youth
- 1,453 hours of community service work performed by Cheshire County 4-H members
- 19 Cheshire County Teens attended Teen Conference at UNH
- 943 youth reached through after school and special interest
- 168 youth exhibited an animal project at Cheshire Fair

For a total of more than 1,100 youth reached in Cheshire County through 4-H Youth Development

Natural Resources
Agriculture/Horticulture
Carl Majewski, Extension Educator

With 12, 202 acres of cropland and over \$12.3 million in sales in products, agriculture has a strong presence in Cheshire County. There is also a large – and growing- segment of the population that is interested in raising vegetables, fruits, and/or animals for home food production. Programs in Agricultural Resources teach the skills and provide the information that enables both farmers and homeowners to produce crops efficiently and profitably, and to practice responsible land stewardship, which in turn helps them remain economically and environmentally viable.

In 2010, there were a wide range of programs for both commercial farms and for non-farming homeowners. There were workshops on vegetables, wine grapes, and forage crops, focusing on current production practices and current research. There were also on-farm demonstrations on sprayer calibration and equipment appropriate for small farms. In the field, there were farm-scale experiments and demonstrations evaluating new forage crops, and testing new herbicides for managing weeds in hayfields. The non-farming public attended workshops throughout the county that taught effective (and environmentally friendly) gardening practices, backyard animal husbandry, pruning techniques, and pest management.

Natural Resources
Forestry & Wildlife
Steve Roberge, Extension Educator

The mission of UNH Cooperative Extension Forestry & Wildlife Program is to provide educational information and assistance to forestland owners, businesses, and natural resource professionals so they can make informed and responsible decisions about maintaining and/or enhancing a healthy forest resource while sustaining economic viability. This is primarily

accomplished through one-on-one consultations, workshops & events and providing educational support to collaborating/partnering agencies, organizations and municipalities.

The forest resource of Cheshire County is considerable with 405,100 acres of forestland or 89% of the county. 388,900 acres are owned privately by an estimated 5,600 landowners. The harvesting of timber from privately owned lands, the consulting foresters overseeing the management and the 50 or so logging operators in the county working on these lands significantly contribute to the area's economy and certainly to the state's forest-based economy. The forests of Cheshire County and the rest of New Hampshire also provide the backdrop for a healthy tourism and recreation economy which generates considerable revenue for our local businesses and governments. It is crucial for the economic, environmental and social health of Cheshire County and New Hampshire that the 5,600 private forest landowners in Cheshire County take care of their forest resource and make informed decisions when they use.

While the Cheshire County Forest Resources Extension Educator serves on a number of committees providing assistance, programs and workshops, the real strength of the Forestry & Wildlife program at the county level is the one-on-one contact and assistance with the public, landowners and professionals. While some contacts are made by phone, mail or email, many require a personal consultation and field visits. Other audiences can be reached through public forums, meetings, field demonstrations or workshops and via newsletters, bulletins, articles and radio spots.

Landowner Contacts, Woodlot Exams & Referrals

-61 properties, 5131 acres visited by the Cheshire County Forester. 83 individuals participated in these visits. *40 out of the 61 visits were new to Extension.*

-16 Landowners were referred to a NH Licensed Forester. To date, 10 landowners have been in contact with a forester.

Woodlot exams vary in length of time, subject and acres covered. The woodlot exam is an opportunity for me to introduce the landowner to the resources they have available to successfully manage their land. The purpose of these visits is to answer any of the questions landowners may have and to provide options or information so landowners can manage their forestland to meet their needs while maintaining the health of the forest and the resources found in and around it.

Quite often woodlot exams end with a referral to a consulting forester where the licensed professional can work with the landowner to manage their forest, prepare a planning document or harvest/sell timber. An example of this process would be a couple who owned forestland severely impacted by the December 2008 ice storm. They called the Extension Educator in Forest Resources to assess the damage and to recommend what to do. The Extension Educator arranged a visit with the owners to walk the woodlot so he could make an accurate assessment tailored to the woodlot. The Extension Educator then concluded the owners had the possibility to salvage the timber impacted by the ice storm and referred them to the list of consulting foresters working in Cheshire County. The landowner hired a forester to carry out a timber sale to clean up the damage.

A large portion of the time the Extension Educator in Forest Resources is the primary contact for landowners interested in managing their forestland. Follow up visits are often required – especially if the extension educator works with the landowner to apply for grants or “cost-sharing” funds to carry out projects on their property.

Other Contacts (email, mail or phone)

1143 individuals, organizations, communities or businesses were assisted in the area of forest/tree insects and diseases, environmental issues, current use and forest law inquiries and other forest resource issues.

An example of assistance handled over the phone would be a Marlborough landowner interested in sub-dividing her land to give to her son and daughter-in-law to build their home. She wanted a portion of the land to remain in current use – therefore reducing the tax burden on the land. The sub-division she planned would have prevented the land from remaining in current use and significantly increased the property tax due to a utility-owned path that split the sub-division in half. Speaking with the landowner, the Extension Educator in Forest Resources made her aware of this rule in the current use law and advised her to seek an alternative scenario. The landowner could not find help online or at town office before calling the UNH Cooperative Extension office in Keene.

Other examples of assistance from emails, mail or phone would be disease and pest identification, timber values, referrals of natural resource professionals and assistance with laws impacting forestlands and open space.

Workshops & Events

-43 Public Workshops, tours or events were led by the Educator in the past year covering a range of topics from best management practices on conserved lands to identification of the Asian Longhorned Beetle to management of forestlands for wildlife habitat and timber production.

-1031 People attended those events.

Regional Committees & Boards

-Pisgah State Park Technical Committee (County-level)

-New Hampshire Farm & Forest Exposition Board of Directors (State-level)

-Granite State Division Society of American Foresters Continuing Education Coordinator (State-level)

-Southwest Regional Planning Commission Natural Resources Advisory Committee (County-level)

-New Hampshire Tree Farm Program County Chair (County-level)

Collaborating/Partnering Agencies, Organizations, etc.

-Town of Swanzey

-Project Learning Tree

-Town of Troy

-Town of Chesterfield

-Town of Alstead

-National Wild Turkey Federation With 12, 202 acres of cropland and over \$12.3 million in sales in products, agriculture has a strong presence in Cheshire County. There is also a large – and growing- segment of the population that is interested in raising vegetables, fruits, and/or animals for home food production. Programs in Agricultural Resources teach the skills and provide the information that enables both farmers and homeowners to produce crops efficiently and profitably, and to practice responsible land stewardship, which in turn helps them remain economically and environmentally viable.

In 2010, there were a wide range of programs for both commercial farms and for non-farming homeowners. There were workshops on vegetables, wine grapes, and forage crops, focusing on current production practices and current research. There were also on-farm demonstrations on sprayer calibration and equipment appropriate for small farms. In the field, there were farm-scale experiments and demonstrations evaluating new forage crops, and testing new herbicides for managing weeds in hayfields. The non-farming public attended workshops throughout the county that taught effective (and environmentally friendly) gardening practices, backyard animal husbandry, pruning techniques, and pest management.

- NH Fish and Game
- Granite State Division Society of American Foresters
- NH Timberland Owners Association
- Farm Service Agency
- Cheshire Medical Center
- Harris Center for Conservation Education
- NH Tree Farm
- NH Division of Forests and Lands
- Southwest NH Regional Planning Commission
- Monadnock Conservancy
- City of Keene
- Yale School of Forestry & Environmental Studies
- NH Department of Agriculture
- NH Department of Environmental Services
- US Forest Service
- Keene High School
- Andorra Forest - Stoddard NH
- Natural Resource Conservation Service
- Cheshire County Conservation District
- NH Maple Producers Association

County Farm Annual Report for 2010

Last fall the Delegation's Farm Sub-committee voted to recommend that the commissioners research the possibility of leasing the county farm for agricultural use, preferably retaining the dairy herd and operation, and investigate expanding the scope to include an educational function. Having had several meetings with both the Commissioners and the Executive Committee regarding the long-term plan for the county dairy operation and county farmland, county staff embarked upon a multi-faceted plan to develop reasonable recommendations for the long-term, sustainable use of this county land. This plan included the following elements:

1. Sell conservation easements to create an endowment whose purpose would be to subsidize the county farm operation. We have begun working with the Monadnock Conservancy to develop a plan to sell conversation easements for a significant portion of the county land in Westmoreland. The actual amount of land offered for this project will depend upon general land use restrictions and future county needs and the land that is developable. The amount of funds raised will be some function of the appraised value of the land for these purposes and overall market conditions. From Capital Reserves, we will seek to spend up to \$1,200 for an appraisal company to perform the necessary preliminary work on the maximum value of the easements. By August 13th, The Monadnock Conservancy has not had any success locating any funding sources for conservation easements. They no longer feel that this route is realistic. The impediment is primarily that the County has been the steward of the property and it simply is not at risk of development. By November 22, 2010 there is no further activity on conservation easements.

2. Sell raw milk to the extent allowed by our present dairy license. Much of the infrastructure to bottle fresh milk exists with the current equipment. We purchased bottles, an appropriate sized refrigerator and labels. We anticipated that capital costs to begin the raw milk operation will be \$2,000 for a refrigerator and associated electrical work (if any), \$200 for labels and \$300 for bottles. Based on local raw milk prices, we anticipated on successfully pricing this milk at \$5.00 per gallon. Under our current license, we can sell up to 35 gallons per week. The gross income is \$9,100 per year. Obviously, this was the initial scope and demand can push the volume as high as necessary. There was some off-set of income for this milk not being sold to the wholesaler but it remained a net gain for the farm operation. The estimated breakeven period for this investment is 3.3 months. By August 13th Update we had made the alterations to the infrastructure and had designed the milk bottle labels and had received the bottles. The sale of milk began this week after a delay receiving the correct bottle caps. As of November 22, 2010 we had sold 53 half-gallons of milk.

3. Sell fresh ground beef from the cows we normally sell at auction. At 12 cows per year, we expected to yield about 3,600 lbs. of beef at a retail sale price of \$4.00/lb. This would add gross revenue of \$14,400 to the farm operation but was offset by meat processing costs of approximately \$400 per cow. We received approval to use Capital Reserve funds to purchase a commercial grade freezer at a cost of an estimated \$3,500. The estimated breakeven period for this investment is 3.5 months. As of August 13th Update we purchased the freezer and began selling fresh-frozen beef. We have ground beef, beef patties and tenderloins. Sales have been positive with no advertising as of yet. Customer feedback as to quality has been very positive. Buyers just love the taste and quality of the beef. By year-end, we had sold approximately 1,300 pounds of beef.

4. Participate in the SARE grant project with the Conservation District. As a result of the discussions at the Farm Committee and with county staff, the Conservation District applied for and was granted a \$13,234 grant from the US Dept of Agriculture, NE Sustainable Agriculture Research and Education (SARE) program. This grant funded a collaborative effort between Land for Good, the UNH Cooperative Extension, Antioch University, Monadnock Developmental Services, Cheshire County and local farmers to do a needs assessment and feasibility study relating to local food products in the Monadnock Region and to assess the feasibility of a cooperative food market. Some of the goals will be to make recommendations to address the current shortage of farm labor in Cheshire County (yes, there is a shortage) and to create farm labor training facilities and infrastructure (farm labor housing), food distribution sites and food storage space, among other activities. This may offer a significant contributory recommendation into the long-term plan for the county farm and the soon-to-be old jail building. By August 15th the timeline as laid out in the SARE grant stipulated for work to commence in September of 2010. In preparation for this project partners had an initial planning meeting to evaluate roles and review how collaborations between partners could be formed to better achieve project goals. To accomplish the goals identified in the grant the Cheshire County Conservation District (CCCD) hired a project coordinator. The CCCD will also worked with a class at Antioch to accomplish the Focus Group and to create the interview guide used when interviewing Cheshire County farms on local farm labor and infrastructure needs. One component of the grant was to take an initial look at the adaptive reuse of the old Cheshire County jail in Westmoreland. The CCCD contracted with Land for Good to accomplish this. We have already done an initial walk through of the jail and discussions have been started with consultants on the feasibility of certain activities in the building. Bob Bernstein and Craig Oshkello from Land for Good organized a meeting with Marc Delaney, a consultant very experienced in adaptive reuse of buildings, to look at the old County jail in Westmoreland. We will be meeting with him to discuss building programming and adaptive use planning of the building. November 22, 2010 Update: Infrastructure Needs Focus Group 10/6/2010

Farm Needs Assessment Cheshire County

Farm Types Represented Cheshire County Towns Represented

3 CSA	Gilsum
5 Dairies	Hinsdale
2 Wineries	Jaffrey
1 Orchard	Keene
1 Horse	Marlborough
3 Meat	Nelson
1 Apiary	Troy
	Walpole
	Westmoreland

Service Provider Organizations Represented

Antioch University New England, Cheshire County Conservation District, Great Falls Food Hub, Hannah Grimes Center, House of Representatives, Land For Good, Merrimack County Conservation, District, Monadnock Community Market, Monadnock Economic Development Corporation, NH, Department of Agriculture, Our Local Table Monadnock, Post Oil Solutions, Southern NH Resource, Conservation and Development, UNH Cooperative Extension, USDA Farm Service Agency
Facilitator: Dave Chase, DRC Consulting, LLC.

Farm Needs Assessment

This Focus Group was the first phase of the Farm Needs Assessment that the Cheshire County Conservation District is conducting. This focus group will be followed by up to 40 in-depth farmer interviews that will be completed over the winter with a focus on infrastructure and labor needs. This information will be compiled and presented in a written report as well as presented at a Community Forum in April 2011. In addition, there will be an evaluation of suitable properties for meeting labor and infrastructure needs in Cheshire County. The CCCD is partnering with several other local organizations including UNH Cooperative Extension, Land for Good, Antioch University New England, First Course and two local farmers, Tracie Smith of Tracie's Community Farm and Erin Bickford of Abenaki Springs Farm.

5. Engage Farm Credit East to update their previous study of the operation of the farm and engage them to participate in discussions about viable business operations in conjunction with the SARE grant project. This consulting work could cost \$8,000 depending upon the scope of work. November 22, 2010 Update: We have provided financial and operating data to the Farm Credit agency and are waiting for their analysis.
6. Continue working meetings with the Monadnock Conservancy, the Cooperative Extension, the Conservation District, the Farm Manager and county staff, Farm Credit East and others to monitor the above actions and continue to formulate recommendations for the long-term plan for the county farm. By August 13th We had had several team meetings of the above folks along with the Antioch students on September 11th from 1 to 4 PM to get the students acquainted with the project and the people involved. By November 22, 2010 most of the meetings have been with 19 Antioch MBA students who, in four teams, are working to develop creative ways to use the farm and the old jail building. Their work culminated in a presentation at Antioch on December 11, 2010 to which all members of the Delegation were invited.
7. Utilize an Americorps volunteer for two years to work with the grant partners and county staff to assist in developing the long-term plan for the county farm. This will cost about \$2,500 per year for the two years under current Americorp guidelines. In August, while the Americorp application scored well and we were approved, there was insufficient federal funding to fund this position. Hence, we began a conversation with Antioch University in Keene to have approximately 12 students working on a sustainability plan for the Farm operation that might include changing the ownership structure and/or the operating structure of the dairy operation. This effort dovetailed with the SARE grant project to provide suggestions or recommendations as to incorporating the dairy operation, farmland, woodland, water frontage and even the old jail into a comprehensive plan for a sustainable operation.
8. Enhance the management of the woodlands of the county farm to increase timber harvest production. The county woodlands comprise 425 acres of forestland (379 acres in Westmoreland and 46 acres in Chesterfield) and nearly 3.6 million board feet of timber and 6500 cords of pulpwood. While the county has had ten commercial timber sales since 1985, yielding nearly \$100,000, the level of harvesting has been well below the sustainable harvesting levels providing opportunities today and in the future for continued forest management and income from timber and pulp harvests. A sustainable level of harvesting could produce 75,000 - 100,000 bdf sale on a periodic basis to take advantage of economies of scale and market prices and about 40 to 50 cords of pulpwood/cordwood, yielding an estimated \$8,000 additional revenue for the farm. **AS of** August we were monitoring timber prices, primarily for pine, to determine a harvest schedule for the fall and early winter. As of November 22, 2010 we planned to be cutting trees when the ground froze. Due to the terrain and soil conditions, we have to wait for winter conditions to avoid causing damaging erosion. Ultimately, the ground conditions were not suitable for a timber harvest in 2010 and this will likely take place in 2011 instead.

END.