

**Minutes of Meeting  
CONWAY BOARD OF SELECTMEN  
January 28, 2019**

The Joint Meeting of the Board of Selectmen and the Municipal Budget Committee convened at 6:30 pm at the Conway Public Library with the following present from the Board of Selectmen: Mary Carey Seavey, John Colbath, and Steven Porter. The following members of the Budget Committee were present: Jim LeFebvre, Diane Ryan, Ted Sares, Dave Jensen, Michael Fougere, Ellin Leonard, Eric Dziedzic, John Edgerton, Mike Laracy, Terri McCarthy, and Michael Tetreault. The Recording Secretary for this meeting was Krista Day.

PLEDGE OF ALLEGIANCE

Ms. Seavey led the Board in the Pledge of Allegiance to the Flag.

NON-PROFIT PRESENTATIONS

Northern Human Services

Eve Klotz, Director of Behavioral Health, appeared before the Board of Selectmen and Budget Committee. Ms. Klotz expressed her thanks for the Town's continued support of their non-profit organization. Ms. Klotz stated that they were requesting level funding this year in the amount of \$10,115.

She noted that Northern Human Services provided 1,273.92 hours of service to over 250 people in the Conway area in 2018.

Ms. Klotz noted that there was an error on one of their budget pages and corrected the error for the group to read 2019 instead of 2018.

Ms. Klotz explained the variety of programs offered by Northern Human Services such as assistance with situational crises, help to those with severe and persistent mental illness, and issues of domestic violence.

Ms. Klotz stated that the total the organization is unable to write off is \$193,635 and that the contribution from the Town of Conway assists with that.

Ms. Klotz stated that she understands that the Town has a great deal of tax burden and that they were trying to do their part to keep taxes down. She noted her appreciation of how Conway supports their non-profit organizations.

Ms. Klotz noted that Northern Human Services was partnering with the Gibson Center this year and that was something she was very excited about.

Mr. LeFebvre inquired as to why they had a surplus of \$558,000 for their 2019 budget. Ms. Klotz explained that they hold that money there in case there is a glitch in paperwork because sometimes even if they provide the services to the client, if something is not correct in the paperwork, they have to pay back that money to the insurance companies.

Ms. Klotz noted that their budget is for all of Carroll, Coos, and Grafton counties.

Ted Sares made the group aware that Northern Human Services receives a tax abatement on their property. Ms. Klotz recognized this and is thankful to Conway for allowing that.

Vaughan Community Service Inc.

Jennifer Perkins, Interim Director of Vaughan Community Service appear before the group. Ms. Perkins stated that she was very grateful for the support they had received from the Town.

Ms. Perkins stated that they are the primary food pantry for the Town of Conway. They also offer a variety of general assistance, referral services, a clothing depot, and a survivors of suicide support group.

Ms. Perkins stated that they were requesting level funding in the amount of \$17,000 even though the need for the pantry has increased, along with an increase in rent for the pantry space.

Mr. Sares was happy to see a lower projected budget for 2019.

Mr. LeFebvre asked what the expense line for "other fees" included. Ms. Perkins stated that she had just taken over as interim director and was unsure, but she would get him that answer the next day.

Mr. Porter emphasized that the services that Vaughan provides for this community greatly outweigh what they are asking for monetarily from the Town.

Ms. Seavey stated that Vaughan actually took over the food pantry for the Town.

Ms. Perkins stated that they have the most dedicated volunteers at the pantry. Ms. Seavey added that these were RSVP volunteers.

Mr. Sares noted that they received no tax abatement. Mr. LeFebvre stated that this was due to the fact that they rented the buildings. Ms. McCarthy stated that when they build the new building however, they would be eligible for the abatement.

Vaughan Community Service Inc. DBA Vaughan Learning Center

Heather Ouellette, Director of the Vaughan Learning Center, appeared before the group.

Ms. Ouellette stated that over the last year, the number of children they care for has increased. Because of this, they have increased their request for funds from \$3,000 to \$5,000.

Ms. Ouellette explained that these funds go to help provide daycare assistance to families who fall just outside of the guidelines for State Assistance.

Ms. McCarthy pointed out an error regarding the USDA income line on their 2019 budget. Ms. Ouellette confirmed this was an error and they would be budgeting \$20,000 for USDA income again for 2019.

Mr. Sares stated that non-profits should be nervous because they will not be receiving the same kinds of donations from people due to the change in the tax law.

There was brief discussion regarding the location of the planned new facility. It was stated that it would be on the current campus.

Tri County Community Action Program Inc./Tri-County Transit

A representative from Tri County Transit stated that they were seeking level funding in the amount of \$4,000. She noted that they provided over 3,400 trips for disabled and low-income residents in the area and they continue to see the need grow; She credited the increase in business due to the elimination of flex routes and the implementation of door to door service.

Ms. McCarthy inquired as to whether there was a charge per ride. It was determined that there was no fee for Seniors, in-town trips were 3 dollars each way and 5 dollars each way for out of town trips.

Mr. LeFebvre inquired as the \$60,000-dollar difference in 2018 actual salary costs and the budgeted costs for 2019. It was determined that when they discontinued the flex route, they lost some employees. Now that are needing to add employees back for 2019.

Mr. LeFebvre inquired as to why there was such a discrepancy between their 2018 budgeted expenses of \$451,992 and the 2018 actual expenses of \$263,267.36. It was determined that they must write budgets 2 years in advance than they are static for 2 years and unable to adjust amounts.

#### White Mountain Community Health Center

J.R. Porter appeared before the Boards. He explained that the White Mountain Community Health Center Provides care regardless of a client's ability to pay. Provide care, regardless of ability to pay. He stated that they are requesting level funding in the amount of \$35,565. He added that this amount pays for approximately \$24.60 per patient that cannot be reimbursed from other sources.

It was clarified that the White Mountain Community Health Center does in fact ask other Town's for support.

#### The Conway Area Humane Society

Executive Director Virginia Moore appeared before the group to request level funding in the amount of \$10,000. She noted that they wished to apply these funds into the general fund, however, much of those monies will most likely be used for medical needs.

There was a brief discussion regarding the format of their salary details and how to increase its clarity in the future.

Mr. Sares stated that he believes the shelter will suffer from the new tax law and receive fewer donations. He stated it was important for the Town to support the Conway Area Humane Society.

#### Tri County Community Action Program LLC – Energy Assistance Program

Lisa Hinckley appeared before the group to request level funding in the amount of \$13,500 to assist in their Energy Assistance Program. She explained that in 2018, 442 households received a fuel assistance benefit. She added that their organization covers all of Carroll County and they do request assistance from other Towns. She noted that it is their goal for people to seek assistance with energy related needs with them before asking the Town for assistance.

Ms. Seavey asked for Ms. Hinckley to speak upon the USDA food delivery that occurs through their office. Ms. Hinkley explained that all USDA food deliveries come through their office and they are responsible for all the paperwork and coordinating pickups.

#### North Conway Community Center

Tim Scott, Director of the NCCC since March, appeared before the group to request level funding in the amount of \$65,000.

Mr. Scott discussed the changes in staffing that have occurred since Ryan Sommer left to become Rec Director in Saco, Maine.

Mr. Scott stated that they have been working to improve organization in the budget process.

Mr. Scott noted that they would be rolling out a monthly survey to help asses what they are doing well and what they could do better as an organization. He stated that because they rely on the Town for a quarter of their budget, they want to make sure they are doing what the Town wants them to do.

Ms. McCarthy inquired as to what the expense for "Management Fee" of \$30,000 was for. Mr. Scott stated that instead of a salary, the NCCC pays his other consulting business instead.

Mr. Porter stated that the actual dollar amount being requested by the NCCC does not reflect the amount they actually do for this community.

Mr. Colbath confirmed with Mr. Scott that the employees have no benefits package.

Mr. Sares suggested coming up with a big fundraiser like Starting Point's "Boots and Bling".

Ms. Seavey inquired as to how long the Gibson Woodbury Foundation would be donated to the NCCC. Mr. Scott stated that when they transferred the foundation the old NCCC building, they were promised a donation of \$20,000 for 20 years. He also noted that they hope a future endowment will come to fruition.

#### Children Unlimited

Ardis Yahna, Executive Director, Barbara Ross, Director of the Family Resource Center, and Barbara Campbell, member of the Board of Directors, appeared before the group. Ms. Yahna stated that they were seeking level funding of \$14,000 to help support their Family Connections Resource Center.

Ms. Yahna explained that their resource center provides a plethora of services including parent education, support, empowerment, family strengthening, classes, and individual family support. She also noted that they collaborate with other agencies but do not duplicate services.

Ms. Yahna explained that last year they worked with 48 families. Currently they are providing support to 36 families. She emphasized that they rely heavily on grants and donations.

Mr. LeFebvre made a general comment that they receive a \$14,000 tax abatement.

Mr. LeFebvre questions in the increase in salary and benefit expenses. Ms. Yahna explained that they hired enough member of the staff.

#### Gibson Center for Senior Services Inc.

Executive Director George Cleveland appeared before the group to request level funding in the amount of \$35,000 to assist in providing Meals on Wheels and Congregate Meals. Mr. Cleveland stated that they provide 50,000 meals a year as well as transportation to medical appointments, shopping, hair appointments, and lunch at the Gibson Center. Mr. Cleveland added that they provide before and after lunch programs as well.

Mr. Cleveland stated that 70% of the services they provide are to Conway residents.

Mr. LeFebvre commended Mr. Cleveland on his budget presentation quality. Mr. Cleveland attributed this to good staff members.

There was a brief discussion of suggested donations for meals.

#### Tri County Cap Homeless Intervention & Prevention Program Inc.

Kristy LeTendre and Jeanne Robillard appeared before the Board to request funding for the first time for Tri County Cap's Homeless Intervention & Prevention Program Inc to request funding in the amount of \$4,000.

Ms. LeTendre explained that their program is around to assist individuals who are homeless or have an imminent risk of becoming homeless. With their outreach workers, they connect with the individuals, assist in finding shelter,

create a needs plan and provide proper case management. She emphasized that not all individuals have the same issues or barriers so it is an individual process.

Ms. LeTendre explained that they had been awarded a new grant to allow them to offer Critical Time Intervention which is an evidence-based case management model. She explained that within this program, workers would really work with the client's side by side during every step in their case. This includes role modeling and attending all appointments with the clients. Over time, the interaction between the worker and the client becomes less and less.

Mr. LeFebvre inquired as to what their plans were for fundraising as their budget was going from \$0 in 2018 to \$10,000 in 2019 in terms of fundraising. It was determined that they were still in the process of brainstorming for fundraising ideas.

It was confirmed that they decided to request funds from Conway and other towns instead of going to the County level.

When asked what support they had given the people in Conway in 2018, it was stated that they serviced 66 individuals in 2018.

#### Tri County Cap Tyler Blain Homeless Shelter

Kristy LeTendre and Jeanne Robillard appeared again before the group to request funding of \$5,000 for the Tyler Blain Homeless Shelter. Ms. LeTendre explained that they were the regional area homeless shelter and were located in Lancaster. She noted that they accept referrals from Coos, Grafton, and Carroll county. She stated that in 2018, they had assisted 6 residents of Carroll County.

Ms. LeTendre explained that when someone comes to the shelter, they are assessed, and together they develop a plan to help find long term permanent housing.

Mr. Sares stated that he did not support this request. He said that it has a Lancaster area focus which is unfair to the Conway tax payers. He added that over the last few years Tri County had split into 4 different requests and he didn't support that.

Mr. Porter inquired about how many of the 6 people from Carroll County were from Conway. Ms. LeTendre stated that those 6 were from Conway.

Mr. Porter stated that it was his understanding that more often than not, there are no beds available when Conway calls. He stated that he has to make a decision for all the voters, 6 people assisted seems small. He suggested a pay per bed/use.

Ms. LeTendre stated that referrals are coming from providers other than the Town and people on the streets. She noted that unfortunately it is a first come first served shelter. She noted that there are only 8 beds. She did state that there were two emergency couches available as well.

Mr. LeFebvre questioned why their projected salary expenses were down for 2019 when they exceeded their budget in 2018. Ms. Robillard stated they had to cut a position. She noted that she does foresee the possibility of their organization going over budget due to attempts to retain their outreach workers because it is a difficult job.

Ms. Robillard stated that they were open to suggestions on how they could better serve the Conway area.

Ms. Leonard stated that there needs to be this type of service here in Conway.

Ms. Robillard stated that if they did not have the shelter in Lancaster, they would not have one anywhere near Conway.

STARTING POINT

Executive Director Raetha Stoddard appeared before to ask for an increase in funding to \$9,990 over the \$8,456 they had requested in 2018.

Ms. Stoddard stated that Starting point was in their 38<sup>th</sup> year of providing services to the community. She explained that they provide 24/7 crisis intervention and have an average call return time of 5 minutes. They teach personal advocacy and have a legal program in which a Starting Point advocate is called during every police response to a domestic violence situation.

Ms. Stoddard stated they work to decrease the incidences of violence in the community.

Mr. LeFebvre clarified that their fiscal year runs from July 1 to June 30.

In response to a question about an increase in salary costs projected for 2019, Ms. Stoddard stated that they have almost doubled their staff.

Mr. Sares inquired as to why their projected income from Boots and Bling is lower than they made last year. Ms. Stoddard stated that this was due to a sponsor that they know they will not have this year.

There was a brief discussion on the retirement benefit they provide to their staff.

Ms. Stoddard stated that have been receiving an increase in calls in the amount of over 6,000. She attributed this to the fact that people are aware of their services.

There was a discussion on the elimination of safehouses in the past and the safety issues that come along with that type of shelter.

Ms. Stoddard wanted to make sure it was clear that they are not just a women's shelter, they serve all victims.

Mr. LeFebvre informed the Budget Committee that they would be meeting on Wednesday, January 30, 2019. He added that they would be voting on the non-profit warrant article requests at the Public Hearing on February 13, 2019.

ADJOURN

**At 8:22 pm, Mr. Colbath moved, seconded by Mr. Fougere, to adjourn the meeting. The motion carried unanimously.**

Respectfully Submitted,

Krista Day  
Executive Secretary