

HUMAN RESOURCES DEPARTMENT

Martha S. Roy, Director

During the past year the Human Resources Department conducted many training programs for employees. Administrative Professional Training days, a new Supervisors' Academy Series took place at morning meetings throughout the spring and summer. The Healthy Lunch lecture series was continued in 2006, offering employees several opportunities to enjoy a calorie conscious lunch with a health topic lecture. In a joint effort with the Engineering and Maintenance Dept. a series of computer training courses, sixteen total, were held in the spring, with topics ranging from Word to Power Point. The ninth annual Health and Benefits Fair was held in the month of November for all employees. This event provides employees with a chance to meet with the many health and benefit providers of the County and learn ways to lead healthier lifestyles, as well as the particulars of the various benefit plans.

The County continued with Fiserv/Wausau Benefits as the health insurance plan third party administrator and the network of providers stayed with Aetna Signature Administrators. Delta Dental continued as our self-insured dental plan administrator and network in 2006.

The Human Resources Department continues to update and maintain the County's job descriptions and provides all entrance and exit interviews to County employees which introduce them to the current County benefits as well as Personnel Policies and Procedures. Support is provided for personnel issues and facilitation is supplied to the Employee Advisory Committee, Joint Loss Management Program (Safety) Committee and County Management Team. All employee personnel files for each County department are maintained in the Human Resources Department.

We welcome any suggestions to better serve the County.

HUMAN SERVICES DEPARTMENT

Diane D. Gill, Director

The Department of Human Services was responsible for an appropriated budget of \$14,642,179 for funding of services nursing home residents, juveniles and their families, the disabled, and the elderly.

The Intermediate Nursing Care (INC) line of the budget represents the most costly portion of this department's budget. INC pays for nursing home care for Medicaid-eligible residents of private nursing homes, as well as the Rockingham County Nursing Home, with costs split – 50% federal share, 25% state, and 25% county. There was an average of 705 recipients, total monthly average cost of \$545,000.

Some elderly persons prefer to remain at home, or in a setting less acute than a nursing facility. Medicaid-eligible elderly and chronically ill adults may receive services in their own homes, or in mid-level care facilities. The two categories of expenditures for these types of services are Home and Community Based Care and Provider Payments. The costs for these services are funded 50% federal share, 25% state, and 25% county. Services are available only to those persons who would be eligible for nursing facility services. The average monthly caseload was 327 persons, average monthly cost of \$99,500. The Provider Payment caseload averaged 885 persons, an average cost of \$138,000 per month.

This department is also responsible for the payment of expenses for Old Age Assistance. This program provides cash grants to income-eligible elderly persons. The county pays 50% of the total cost and paid for as many as 187 clients per month, total average cost of \$20,000 per month.

The Aid to the Permanently and Totally Disabled is a program that provides cash grants to income-eligible persons who have severe physical or mental disabilities. The county share is fifty percent of the costs. This program served an average caseload of 946 persons, total average monthly cost of \$ 131,200.

The Department of Human Services is responsible for approving payments for court-ordered services for juveniles and their families; including Children in Need of Services, delinquents, and children who have been found to have been abused or neglected. Rockingham County funds 25% of these costs, and New

Hampshire Division for Children, Youth and Families (DCYF), funds 75%. Rockingham County paid expenses for an average of 405 children per month, average monthly costs of \$127,000 for out of home placement and in-home services. This department collected \$531,605 from parents to reimburse the state and county for court-ordered services for their children.

In order to reduce the number of court-involved juveniles, and out of home placements that may result from court involvement, counties receive prevention funds from DCYF, called the 6% Incentive Funds. Rockingham County granted \$685,750 to community programs that provide services to prevent children and families from becoming involved in the juvenile justice system, or to provide judges with alternatives to costly placements or services once a petition has been filed.

I would like to express my appreciation to the Board of Commissioners for their guidance and assistance. I would also like to recognize the excellent staff of this department for their service on behalf of the families of Rockingham County.

LONG TERM CARE SERVICES

Susan Denopoulos, Assistant Director

The year 2006 was full of changes and setting new goals while continuing to provide the highest quality care to our nursing home residents, assisted living and adult medical day clients - which is our entrusted mission.

The search for the next Long Term Care Services Director continued throughout the year. The selection of the 'right' candidate was the utmost goal of the County Commissioners; confident that our Long Term Care Divisions continued successfully. We are now pleased and hopeful that the search is near completion and a new chapter about to begin.

I would be remiss in not acknowledging the people, departments and divisions that ensured not only our steady course but also its growth and development.

Martha Roy, Human Resources Director: Her dedication, support, genuine concern for all employees, has been invaluable. Her search for a Long Term Care Director was tireless.

Jude Gates, Director of Facilities, Planning, and Information Technology: The safety of our residents was the #1 priority for Jude and her staff and always with efficiency, caring, and quality. New vans in use, upgrades to smoke and fire detector systems are just a couple of examples of two divisions working together for the greater good and setting the stage for our beautiful complex. A special note of thanks to Paul Allen and Frank Stoughton.

Lynn Garland, UNH Cooperative Extension: The UNH staff labeled our many tropical plants in the Atrium. This was based on the suggestion of a resident and has been interesting to residents and visitors.

Al Wright, Corrections Superintendent: Working collaboratively and respectfully ensures our inmate population works safely and beneficially for Rockingham County.

Theresa Young, Director of Finance: and her staff, who put their oversight and stamp on all matters.

Our Department Heads and Management Team are invaluable, especially Kathy Upson, Director of Nursing, as well as Phyllis Rogers and Mary Jane Toth, Business Office Directors. They have all been my 'right hands' in providing their knowledge and experience. A note of recognition again to Phyllis Rogers for celebrating 45 years of service to Rockingham County Nursing Home as well as being recognized as Employee of the Year at the New Hampshire Association of Counties convention in September 2006.

Staffing remains agency-free again this year which adds to our quality of care. The year 2006 saw several long-time nursing staff members retire and a new guard stepping up. Best wishes to Hilda Cheney, RN, Helen Mitchell, RN, and Sandy Picott, PT on retirement! Welcome aboard to Theresa Hemenway, RN,