

Minutes of Meeting  
CONWAY BOARD OF SELECTMEN  
February 8, 2023

The Joint Meeting of the Board of Selectmen and the Municipal Budget Committee convened at 6:30 pm in the Marshall Gymnasium with the following present from the Board of Selectmen: C. David Weathers, Mary Carey Seavey, and John Colbath. The following members of the Budget Committee were present: Peter Donohoe, Frank Jost, Quentin Lewis, Jim LeFebvre, Bill Marvel, Bob Drinkhall, Ellin Leonard, Terri McCarthy, Kit Hickey, Stacy Sand, David Jensen and Randy Davison. The Recording Secretary for this meeting was Krista Day.

PLEDGE OF ALLEGIANCE

Mr. Weathers led the Board in the Pledge of Allegiance to the Flag.

NON-PROFIT PRESENTATIONS

Northern Human Services

Valeda Cerasale and Shawn Bromley appeared before the group.

Ms. Cerasale explained that Northern Human Services offers a range of mental health services including a residential facility in North Conway, and a mobile crisis center.

In 2021, they provided service to 262 uninsured residents of Conway totaling 1,071 hours.

She stated that they never turn anyone away because of their inability to pay.

Mr. Marvel questioned the relationship with the actual cost of services provided to Conway residents and the amount that NHS is asking for.

He noted that Conway had only 68% more hours of service than Moultonborough, yet they were requesting a 600% higher contribution from Conway.

Ms. Bromley stated that they see less people in Moultonborough.

Mr. Marvel stated that if the hours and fixed and the amount it costs per hour is fixed, it would make sense for the numbers to commensurate with the amount of service each town gets.

Ms. Bromley stated that they should be asking for more money from Conway.

Mr. Davison stated that he had a concern as a Conway Tax payer that they get an abatement for their two facilities and are asking for more than they do from Moultonborough.

He noted that Moultonborough is an affluent community and they very seldom turn funding down.

Mr. Jensen questioned the fact that over the last four years, they were showing a 2.4 million dollar surplus but could not be accounted for.

It was his opinion that the form was not complete or they were not being given real information.

Ms. Seavey thanked them for the work that they do.

She added that she was sure their surplus had been wrapped up in expenses.

Vaughan Community Service Inc.

Vice Chair Dan Jones, Treasurer Peter Magg and Director Jennifer Perkins appeared before the Group.

They explained that Vaughan operates the primary food pantry for residents of Conway and also offers a variety of general assistance and referral services free of charge.

Ms. Sand asked if they get a tax exemption.

It was stated that Vaughan occupies a space within the Congregational Church for a dollar a year.

However, the Church does receive a tax exemption.

Vaughan Community Service Inc. DBA Vaughan Learning Center

It was stated that the \$5,000 requested of the Town would go towards funds to help families who need financial assistance but are not eligible for State Assistance.

It was noted that they had to increase staff pay in 2022 in order to retain staff.

Tri County Community Action Program Inc.

CEO Jeanne Robillard and Strategic Initiatives Director Amy Goyette appeared before the group.

Ms. Goyette explained that TCCAP provides foods to local pantries, provides transit services, homeless outreach services and helps with electric and fuel assistance.

She explained that in the last year they have served 2,091 clients in Conway with services valued at \$1,445,209.

She explained that based upon the 2020 census data which showed Conway had a population of 9,822 and a cost of services of \$2.25 per person, TCCAP was requesting \$22,100 from Conway this year.

She stated that every dollar asked from the Town, a person would receive \$65 worth of services.

Mr. LeFebvre asked where their surplus went.

Ms. Robillard stated that it costs \$33,000 a day to operate the agency and their surplus goes into a special reserve fund to help with the goals of the agency.

Ms. Sand noted that she has an issue with Tri County Transit as it costs 90 dollars a trip.

She stated that she understands that there is a need, however, there might be a more cost effective way.

Ms. Robillard noted that they do have a mobility manager who is looking at these issues.

Mr. Marvel noted that their homeless expenditures had quadrupled and asked if they had a town by town breakdown.

Ms. Robillard stated she would get that information to the Town Manager.

It was noted that they had received and utilized NH Emergency Rental Assistance funds over the past year but that would be ending shortly.

Mr. Drinkhall asked if they had any real property in Conway.

They do not.

It was stated that they receive State and Federal Funding.

#### White Mountain Community Health Center

J.R. Porter appeared before the group to explain that WMCHS was requesting \$35,600 to assist with their efforts to provide medical care to all regardless of their ability to pay.

He noted that 40% of their patients come from Conway.

There were no questions or comments.

#### The Conway Area Humane Society

Board of Directors member Tad Furtado appeared before the Board instead of Director Tim Westwig as he had a death in the family.

He explained that the main goal of the Humane Society is to reunite animals with humans.

They are once again asking for \$10,000.

Mr. Marvel asked a question regarding staff and the different rates of pay.

Mr. Furtado explained that he believes the discrepancy has to do with staff not being employed for the full 12 months.

He stated that he will get the exact answer from Mr. Westwig.

It was stated that they made over \$83,000 in adoptions for 2022.

Ms. Sand noted that they have a deficit of over \$200,000.

Mr. Furtado explained that they have some fundraising event in the works.

#### North Conway Community Center

Executive Director Phil Ouellete and President of Board of Directors Sheryl Kovalik appeared before the Board.

They explained that they were requesting level funding of \$65,000 from the Town in order to help support the 25,000 people who take advantage of their programs.

Mr. Lefebvre noted that in addition to the \$65,000 from the Town, the NCCC also received a tax exemption.

Mr. Lefebvre asked what the NCCC does with their surplus funds.

Ms. Kovalik stated that the surplus funds were used for upgrades and general maintenance to the building.

Ms. Sand asked if they serve other towns.

It was stated that 20% of their users are from other towns, however they do not request money

It was stated that they have received COVID-19 relief funds from the State and Federal government.

#### Children Unlimited

Executive Director Ardis Yahna appeared before the group.

She stated that they were requesting \$14,000 again this year to help support the Family Resource Center.

Ms. Yahna gave an example of an event that they put on for the community; a community wide baby shower.

She noted that out of 24 families involved, 10 of them were from Conway.

Ms. Yahna noted that their family support providers are also running a play group from children 5 and under at the North Conway Community Center.

Ms. Yahna explained that last year they assisted 32 families from Conway and have already assisted 14 families so far this year.

Questions were raised about how they come up with how much they wanted to ask Conway for.

Ms. Yahna said that they have just been asking for level funding each year.

She noted that there are other programs at Children Unlimited that are not asking for funding.

Gibson Center for Senior Services Inc.

Executive Director Mary Anne Jackson appeared before the Board to request level funding of \$36,5000.

She gave a history of the meals on wheels program as well as their lunch program.

She also explained that they are trying to meet people in their homes by offering handyman services to their clients.

They also are providing digital literacy services in the form of 180 devices for individuals along with the proper training on how to use them.

Dr. Jackson explained that since 1979, the Gibson Center has been providing the Meals on Wheel program.

Currently, they have added a handy man program to help with small projects that will help the elderly stay in their homes longer.

Another new program is that for digital literacy.

They have provided over 180 devices to people within the community and have offered training.

Dr. Jackson stated that State funding has decreased, but they are seeing a larger demand for meals.

There was a question regarding their budget surplus.

Dr. Jackson explained that they used it for capital improvements/expenses such as a generator to protect their frozen meals and insulation of the roof.

She added that their goal is to make the building as energy efficient as possible in order to reduce overall expenses long term.

There was a discussion regarding the price of meals.

Dr. Jackson explained that meals are free, they just suggest a donation.

### Starting Point

Executive Director Deb Weinstein appeared before the group.

She explained that Starting Point Offers a multitude of resources such as a 24 hour crisis center, advocacy, community resources, financial counseling, transportation, court advocacy and hospital/police response.

Ms. Weinstein explained that they have regenerated their volunteer base which takes a lot of training.

Ms. Weinstein explained that in 2022, they had asked for \$14,735.

In 2022 they served 158 victims and gave 2,773 services in the Town of Conway.

For 2023, they are requesting \$17,804.

To date, they have served 142 victims and have given 3786 services in the Town of Conway.

Ms. Weinstein explained that they did increase salaries after completing a national and state wide market survey that found their salaries were very low.

She noted that none of their salaries are paid using Town funds.

Ms. Weinstein explained that Starting Point relies heavily on grant funding.

It was made clear that they cannot get county funding if they receive town funding.

Mr. Marvel asked if she felt as if the problems Starting Point addresses are worsening.

Ms. Weinstein explained that she does feel that way.

She elaborated that mental health needs are at an all-time high along with drugs and alcohol abuse.

Ms. Weinstein also added that they are now offering a men's advocacy group.

### Mount Washington Valley Adult Day Center

Norman Cloutier from the Betty Ketchum Foundation appeared with Director Lynn Coyle.

He explained that they provide daycare for adults with such things as Parkinson's, dementia and functional mobility issues.

They provide therapeutic programs that also give social interactions.

They are the only licensed day center in Carroll County.

Their rate of \$16.50 per hour allows for many elderly individuals to remain in their homes for longer.

Mr. Cloutier noted that they were very effected by the COVID pandemic.

They were mandated to stay at only 50% capacity for a year and a half.

In 2022, they applied for 61 grants and were awarded 18 of them.

They have an annual appeal and other events to help support their mission.

It was noted that in 2022, 22% of the attendants were given transportation for free

Out of all of the attendants for the day center, 34% are residents of Conway and of all of the attendants who utilize the transportation, 63% are residents of Conway.

It was noted that they are also requesting funds from Bartlett.

Mr. Cloutier explained that 100% of funding would go to support programs.

They are currently operating 2 electric sedans and are fundraising for an electric van.

Ms. Sand stated that she believed the day center to be a great addition to the community.

However, she questioned why if only 34% of their clients are from Conway, that they were not asking for an amount more relative to the number of clients.

It was stated that Conway has the largest percentage of use for transportation.

Mr. Davison also had concerns that they were not requesting funds from other Towns who utilize the day center.

Ms. Leonard explained that she lives in the property next door and stated that they provide the community with a wonderful service.

Mr. Marvel stated that he always has a concern when Conway is the first Town people go to for funding.

Ms. Seavey emphasized how important it is to keep our elderly population cared for.  
She thanked them for everything the Day Center does.

ADJOURN

**At 8:19 pm, the meeting adjourned by the call of the Chair.**

Respectfully Submitted,

Krista Day  
Executive Secretary