

GRAFTON COUNTY COMMISSIONER MEETING
3855 Dartmouth College Highway
North Haverhill, NH 03774
July 28, 2020

PRESENT: Commissioners Lauer, Piper, Morris, County Administrator Libby and Administrative Assistant Norcross

OTHERS PRESENT: Maintenance Supt. Oakes, IT Manager Ruggles, DoC Supt. Elliott, Alternative Sentencing Director DePalo, Steve Whitman – Resilience Planning, Register Monahan

Commissioner Lauer called the meeting to order at 9:00 AM and began with the Pledge of Allegiance.

Supt. Oakes arrived to discuss quotes that he has received for the storm damage repairs throughout the complex. He stated that he received the following two (2) quotes:

Paige Excavating LLC - \$8,027.57
D. Graham Enterprises - \$17,051.00

MOTION: Commissioner Piper moved to accept Paige Excavating's low bid of \$8,027.57. Commissioner Morris seconded the motion and all were in favor.

Supt. Oakes stated that he received a voicemail from the Woodsville Sewer Treatment Plant stating that Dartmouth Hitchcock is doing a pilot study and wants to take samples of waste streams at the treatment plant specifically from Cottage Hospital and the County Complex, mainly because of our long term care facility. It would involve taking the samples a couple of times a week from the wet well. Supt. Oakes stated that he has requested the findings from this study and wanted to make sure the Commissioners are ok with the County participating. The Commissioners were all in agreement to have the County participate in the pilot study.

Supt. Oakes stated that they had a generator malfunction this morning during one of their routine tests and it had an adverse effect on the phone system. They lost everything across the campus and this is the first time he has ever seen this happen. The engine was running very rough; not producing the proper voltage. He has put in a call to Powers Generator. There is also something wrong with the automatic transfer switch. Someone is coming up on an emergency call from Cape Cod to look at the transfer switch today. He stated that in the future he would like someone from IT on board when they do these test runs in case there is an outage with the phone system again. They do daily checks on the generators and perform these tests under load every other week to check for problems and make sure these will work when they are supposed to. This morning they found an issue. Supt. Oakes stated that you want to see it fail during a test and not when there is an actual power outage. RD Monahan was present and expressed her concern in regards to having a power outage during the day. She requested at least a half hour notice before any work is done with the generator to allow them time to finish with any documents they may be working on in their system. Supt. Oakes stated that he is on an emergency call for repairs and he can't control when they will be here but he will do his best to coordinate with the Register of

b) Public fingerprinting – Supt. Elliott stated that they have everything in place to safely allow public finger printing again in the facility. They will be doing finger printing each week on Tuesday and Wednesday by appointment only.

c) Inmate visitation – Supt. Elliott stated that next Saturday Inmate Visitation will begin again as well. It has been four (4) months since the inmates have seen their family. They have a plan in place where they feel they do visits safely. There will be no contact and will be done behind plexiglass in the attorney’s booths. Commissioner Piper stated that she thinks this is proactive decision making and she appreciates it.

d) Department promotions – Supt. Elliott stated that Nicholas Balch and Rachel Dube have both been promoted to Corporal. He noted that N. Balch has been with the department three (3) years and R. Dube has been with the department seven (7) years. He stated that they will be posting a Sergeant position today as well.

Commissioner Lauer asked if everyone had a chance to read the minutes from the July 21st meeting.

MOTION: Commissioner Piper moved to approve the minutes from the July 21st meeting. Commissioner Morris seconded the motion and all were in favor.

The Commissioners signed check registers 3-5;1009-1011;1013-1015.

CA Libby reviewed the following FY 20 Financial Cap with the Commissioners:

FISCAL YEAR 2020

FINANCIAL RECAP

Revenue: The County finished the year over revenue projections by \$3,262,505.86 this was in part due to ProShare and Bed Tax revenues being over by \$1,919,112.28. The other contributing factors are monies that the County received as a result of the CARES act. We received \$703,361.19 directly to the nursing home from the federal government in an effort to offset lost revenues to the facility. The County also received \$315,077.65 from the Governor’s Office for Emergency Relief and Recovery (GOFERR) these monies were direct reimbursement for COVID-19 related expenses that were made since March, 2020. Other departments finishing the year above revenue projections were:

- County Attorney – \$46,994.68 due to increased Circuit Court Prosecution
- Register of Deeds - \$79,317.28 – overall increase over projections
- Department of Corrections - \$8,465.16 – overall increase over projections
- Farm - \$24,874.43 – with milk, sale of produce and livestock finishing higher than anticipated.
- Alternative Sentencing - \$20,353.61 due to the Bureau of Drug and Alcohol Svc funding
- Interest - \$54,637.83 – high interest rate locked in prior to COVID – more funds to invest
- Other – \$162,872.91 – Abandon Property \$20,174.52; Federal PILT \$29,215; Human Service Recoveries \$90,229.04

Grafton County Commissioners’ Meeting

July 28, 2020

Page 3 of 11

- Nursing Home - \$70,717.49 – without the additional COVID revenues.

Departments finishing below Revenue Projections are as follows:

- Sheriff's Department - \$130,685.40 Most areas were below projections due to issues from COVID-19

Overall a very healthy revenue year for the County.

Expenses: The County finished the year under expended by \$2,139,450.55. Most departments finished the year within their approved budgets. The following departments were bottom line over-expended:

- Medical Referee - \$1,658.11 – unpredictable expense. Less than \$5,000 and was covered by the County Attorney's budget.
- Other - \$9,695.48 – This overage is comprised over several accounts
 - Retiree Health Insurance - \$17,069.03 – budget is based on estimate
 - Employee Benefit Payout - \$13,326.88 – budget is based on estimate
 - First Responded Stipend - \$1,028.57
 - First Responded Social Security/Medicare - \$4,404.16
 - Outside Council - \$2,218.74 – several large cases

In the budget the 8670 Wage/Benefit Adjustment section was over by \$26,561.44 which will require approval from the Executive Committee – this will be put before them in September.

- Overall the Nursing Home budget was under-expended by \$648,196.41. There were some large over-expenditures with regards to the Bed Tax expense and contract nursing, however, there were significant under-expenditures in many of the nursing department salary lines that offset the over-expenditures. The other large over-expenditure was Contract Nursing. A total of \$1,775,875.58 was spent in FY 2020 and the budget was \$937,962 over-spending the line by \$837,913.58. This is an increase in spending of \$633,617.20 over FY '19. The following Nursing Home departments were over-expended:
 - Administration - \$102,746.84 – Bed Tax
 - Long Term Care Stipend - \$59,774.54
 - Dietary - \$27,438.88 – Salary

No permission is needed for transfers for the nursing home due to the overall budget being under-budget.

Overall summary – Fiscal Year 2020 finished very positively for the County and we will be able to grow our overall fund balance as well as our Undesignated Fund Balance which will be right around the 12.68% well within the range of the Fund Balance Policy.

CA Libby stated that based on unaudited numbers they will have a fund balance of \$10 million and undesignated fund balance of \$6 million.

CA Libby stated that they need to think about going forward in the budget process, the amount that they are under expended by each year. They were under expended by \$2 million in the last fiscal year but are also asking for an increase in their expenses each year. She stated that she hopes to have a Finance Director in place by next budget process where they can work closer with department heads on their budgets. She stated that some salary line items throughout the budget such as Correctional Officers are hard to budget for due to the high turnover and therefore come in under expended but they can focus on other areas that may be easier to predict. Commissioner Piper stated that she appreciates what CA Libby is saying. It is very important to figure out what is going on with the budget being under expended.

Commissioner Morris asked CA Libby what the process of the audit was. CA Libby explained that it is a very thorough process that is done each year. The audit process is put out to bid every three (3) years. It was last put out in February for FY 20, 21 and 22. The bid was awarded to Melanson. There is a preliminary fieldwork completed in June and the final year end audit is done in July. The auditors continue to finish the audit throughout August and a final copy of the completed audit is made available. She noted that it is also published in the County's Annual Report each year. Commissioner Morris stated that if anyone has questions regarding the county's audit process they can contact the county.

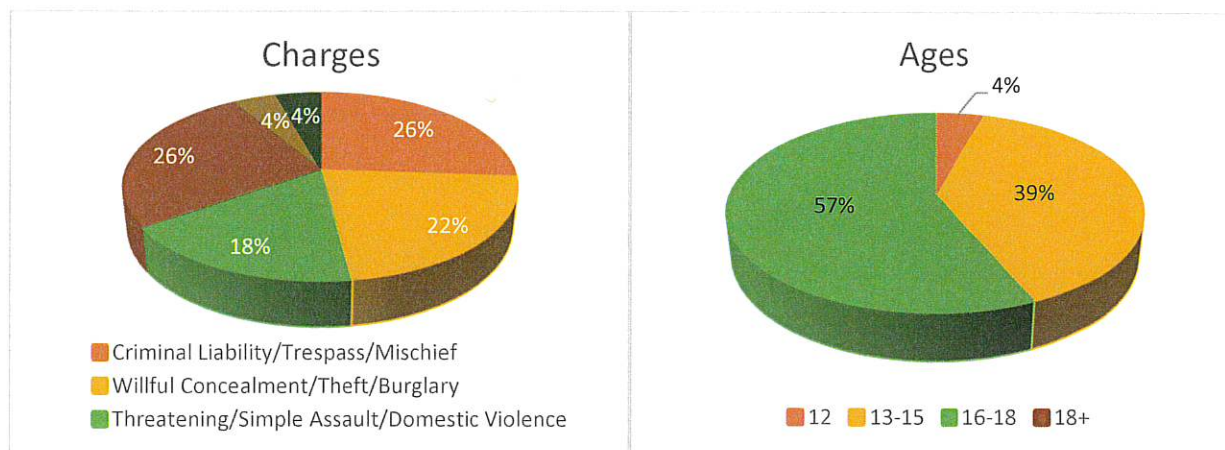
Alternative Sentencing Director DePalo arrived and gave the following report:

Director's Report: Alternative Sentencing staff continue to work in the office and remotely as we plan how to ensure safety for participants and staff to reopen. The Director has been working on reopening policies for our main location as well as our satellite offices. This month has been busy with year-end tasks and July staff evaluations. Alternative Sentencing started being able to bill insurances under our new LADC as of this month. We are prepared for denials until everyone gets used to the different systems to submit claims. We are working on our application to be in network with VT Medicaid at this time and then we will work on private insurances like VT BCBS.

Juvenile Restorative Justice

Grafton County Juvenile Restorative Justice Program is to promote community-based alternatives to the formal court process that; promote positive youth development, safer communities, integrates restorative justice practices, intervenes at the earliest possible opportunity and promotes reduction in juvenile crime and recidivism

Program	Active Participants	New Participants	Completed	Cases Returned
CADY	4	1	0	0
VCD	6	0	1	0
GCJRJ	3	0	0	0
TOTALS	13	0	1	0

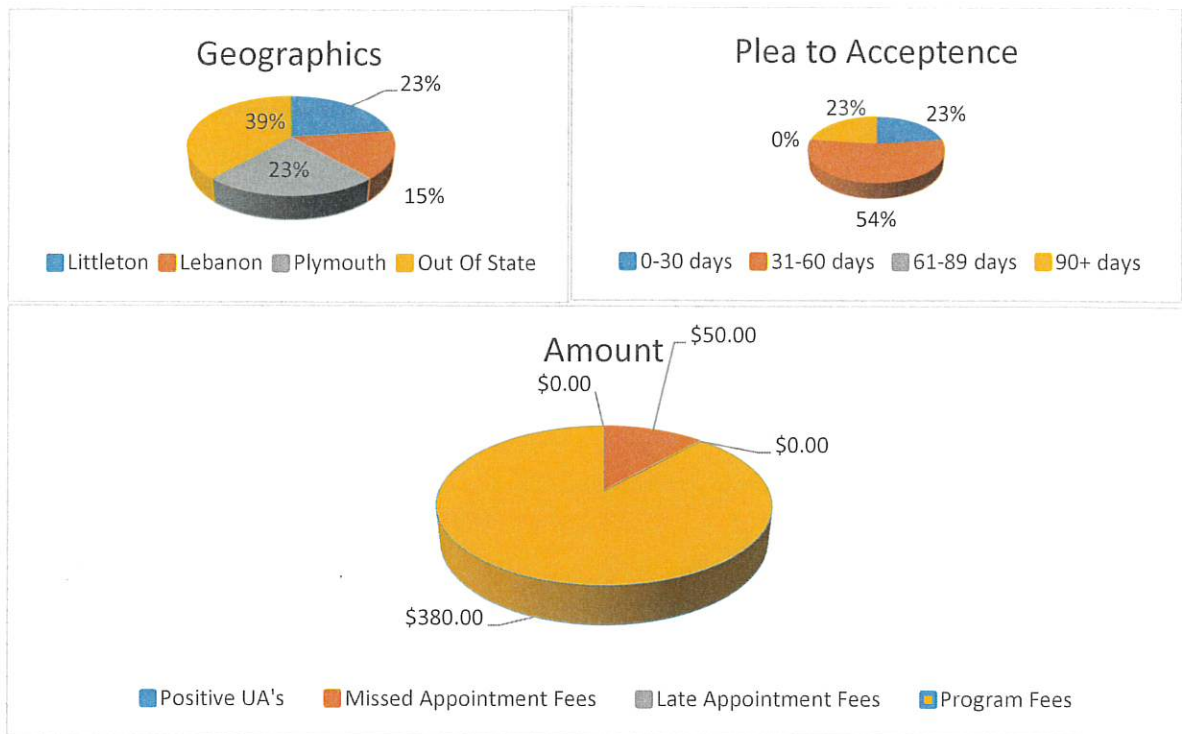


Throughout June we continue to reach out to police departments and ensure they are prepared to file cases once the circuit courts open. The Director has been working with NH Juvenile Court Diversion Network on suicide training for juvenile court staff and has been offered to become a youth mental health first aid trainer for NH. This training will be paid for by NHJCDN and will then be one of four people going around to train juvenile courts and staff.

Adult Diversion & Program

Grafton County Adult Diversion Program is to hold an eligible offender accountable while providing the resources, skills, and education to reduce the risk of committing crimes in the future. This program is an alternative to prosecution and offers a defendant a chance to avoid criminal conviction and other punitive sanctions including fines, probation and incarceration.

Program	Active Participants	New Participants	Graduated	Fees	Prospective Participants
Felony	13	0	0	\$380	6
Misdemeanor	2	1	0	\$120	1



This month all participants have continued to participate in virtual meetings and conferences which has been well received and seems to be working well for all involved. There are a few participants that would like to be seen in person and staff have a few they would like to see in person. This will be our method of communication to ensure program compliance until we are able to have in person meetings again. While we hope to see participants in person again July, we would like to continue with a telehealth option moving forward in cases where it is appropriate.

We have seen a decrease in referrals during the COVID-19 pandemic, likely due to limited Superior Court hearings. We continue to inform the County Attorney's office of our availability and will work with them when courts resume to ensure all appropriate individuals are placed in the programs accordingly.

We have begun putting together program curriculum for a Relapse Prevention Program that we will be requiring all participants with current or past substance use to participate in. This group will provide coping skills, addiction therapy and ways to manage urges and cravings.

C.A.R.E & C.A.R.E+

The Grafton County C.A.R.E+ Program designed to support individuals who have been convicted and are under supervision to connect to services and stay active in a therapeutic environment. C.A.R.E+ stands for Community, Assessment, Re-Entry and Education + Supervision, the focus of this program is to assist individuals in giving back to their community while creating a successful foundation and becoming a productive member of society.

Program	Current	New	Completed	Program Fees	Prospective
C.A.R.E	8	2	1	\$0	5
C.A.R.E+					

C.A.R.E has been a great addition to the Alternative Sentencing Programs, while offering support to probation and parole we have increased our community connections through the needs of the participants. We have been working with Farnum on a regular basis to ensure those who need inpatient are able to get in within a timely fashion and have increased communications with community mental health providers as well as primary care.

Although there was a request for C.A.R.E+ from the County Attorney's office as a means to add more teeth to the Diversion program, we have not seen any referrals come through our office for the program. We will continue to keep it as an option.

Mental Health Court

Grafton County Mental Health Court seeks to provide an effective and meaningful alternative to the traditional criminal justice system for individuals with a mental health illness. Our goal is to promote prompt intervention, education, treatment and recovery in order to improve the quality of the individual's life, reduce recidivism and improve community safety

Location	Active Participants	New Participants	Veteran Participants	Prospective Participants	Completed
ASSERT Littleton	5	0	1	4	0
HOH Lebanon	11	0	4	3	1
PMHC Plymouth	5	0	0	3	0
TOTALS	21	0	5	10	1

MHC has continued to accept referrals throughout the COVID-19 pandemic. We are providing telehealth treatment and holding bi-monthly tele-meetings with the MHC teams and participants. We continue to struggle to find participants housing/shelter and treatment services are not adequate at this time. We have seen an increase in drug and alcohol relapses as well as mental health crises. Although we are seeing increases in negative behaviors we are also seeing many participants that are thriving and overcoming the challenges being presented by COVID-19, mental illness and SUD.

Budget Report

Please note due to our BDAS contract we are unable to bill for services at this time. June's total amount we could have billed was \$5124.90. Beginning in July we will be able to bill minimally for services as we have contracted through September to bill \$4,000.

JAN	FEB	MAR	APR	MAY	JUN
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JRJ	\$100	\$100	---	---	\$3000	---
AD	\$520	\$670	\$190	\$40	\$937.30	\$330
MISSE D	\$25	---	\$25	---	---	\$50
LATE	---	---	---	---	---	---
+ UA's	\$50	\$125	\$100	---	---	---
MRT	\$65	\$35	---	\$5	\$5	\$35
CARE	---	---	---	---	---	---
MISSE D	---	---	---	---	---	---
+ UA's	---	---	---	---	---	---
BDAS	\$5525.30	\$3923.70	\$3807.10	\$5573.70	\$5898.20	\$5124.90
Totals	\$6285.30	\$4853.70	\$4122.10	\$5618.70	\$9840.50	\$415.00

She stated that they have started seeing high risk clients in the office as of July 7th.

AS Director DePalo requested a nonpublic session.

MOTION: * 10:13 AM Commissioner Piper moved to enter into non-public session for the purposes of matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting. This exemption shall extend to any application for assistance or tax abatement or waiver of a fee, fine, or other levy, if based on inability to pay or poverty of the applicant pursuant to RSA 91-A: 3, II (c). Commissioner Morris seconded the motion. This motion requires a roll call vote, Commissioner Lauer called the roll. Commissioner Lauer "yes"; Commissioner Piper "yes" Commissioner Morris "yes" Commissioner Lauer stated that a majority of the board voted "yes" and would now go into non-public session.

* 10:35 AM Commissioner Lauer declared the meeting back in public session.

MOTION: Commissioner Piper moved to permanently seal the minutes from the just completed non-public session because they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Morris seconded the motion. Commissioner Lauer called the roll. Commissioner Lauer "yes"; Commissioner Piper "yes" Commissioner Morris "yes" Commissioner Lauer "yes". Commissioner Lauer stated that a majority of the board voted "yes" and the motion passes.

Commissioner Morris introduced Steve Whitman from Resilience Planning stating that he has come to help discuss space needs issues and sustainability issues; the issues they have been facing but don't always have the time to fully get a comprehensive grasp on. She stated that she wanted the board to meet him and hear what he has to say with his proposal.

S. Whitman stated that he had previously met with CA Libby and Supt. Oakes via Zoom and they shared what they were looking for and what potential opportunities existed. He presented a draft of the scope of work as a starting point for them to review. He stated that he is here to see what the Commissioners feel would be the most helpful for them as a starting point. He stated that he would suggest that they start with an existing conditions analysis. This would be an inventory and they would create a map of what is here now. They would then create a profile for each of the facilities based on what departments know has been done to the buildings and what will need to be done in the future. It can include the department heads concerns as well. He further discussed this with the Commissioners and answered questions. Commissioner Piper asked what the cost of the existing conditions analysis would be. The Commissioners agreed that they would like to start with this inventory piece and go from there. He stated that he will work on a breakdown of costs and plans for phase 1 with the inventory and return to the Commissioners with those costs. He suggested meeting with all department heads at once to bring them all in on what will be happening with this and they'll get all the same information at the same time. The Commissioners felt that was a good idea and stated that they would like to be involved in that meeting as well.

FY2021 MS-46 – CA Libby stated that this is a form for the Department of Revenue. It is the Commissioners' Proposed FY2021 budget. They record it so in the event that the Delegation didn't approve the budget, this would be the budget.

The Commissioners opened RFPs for the NHARDC Grant Administration. One (1) RFP was received as follows:

Pat Garvin – \$ 10,000

MOTION: Commissioner Piper moved to accept Pat Garvin's proposal of \$10,000. Commissioner Morris seconded the motion and all were in favor.

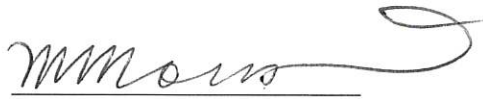
Commissioner Lauer asked if HR Director Clough was coming to discuss the travel policy guidance with them. CA Libby stated that she is not. HR Director Clough and NHA Labore are continuing to discuss the guidance and the policy. The Commissioners stated that they had received another letter from an employee regarding the requirement to use Earned Time for quarantining. They decided that they would like to discuss this policy in more detail along with staffing and morale with both NHA Labore and HR Director Clough at their meeting next week.

Commissioner Issues:

Commissioner Morris stated that she had a constituent call her expressing concerns about not being able to see his family member in the Nursing Home. She stated that she will discuss to with NHA Labore.

11:23 AM with no further business the meeting adjourned.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "MMorris", written over a horizontal line.

Marcia Morris,
Clerk



GRAFTON COUNTY

Department of Information Technology

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Grafton County Department of Information Technology
Monthly Summary Report
July 21st, 2020

Summary:

ITM - Closed out Fiscal Year End IT budget, process all outstanding invoices, requests for encumbrances for uncompleted FY 2020-21 projects

ITM - Complete Request for Proposals for BitDefender and Barracuda Software renewals.

Farm - Procured, Setup and installed New Security at Farm Stand. Training with Farm Manager Wednesday morning.

NH - Procure 2 new phone lines for 2 new isolation rooms on Maple Unit, install 2 new phones.

IT - Old Windows PC Desktop Computers – Discussion on what to do with the remaining unsold PC's to clear space.

IT - New Hyper converged Server Cluster – Continued Work – Validation and network testing, migration of Servers to new cluster from old clusters

IT - New Server up and running that processes monthly Windows Security Updates and remote deployment, old server has been retired.

IT – Network Inventory System has been moved to new Windows Server, old server has been retired.

IT Training - Barry Page took 2 hour Primex Class via Zoom teleconference training class on current Cyber Security Threats, shared class highlights with fellow IT staff at weekly IT team meeting

Monthly IT Department Report

AO – Attorneys Office

- Reviewed link to website for viewing PD body cams. An Attorney was wondering If they could download videos from the website. The website does not have downloading as an option. It appears this was set this way on the part of the PD.
- Completed retrieving email from last year for AO County Attorney.





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- Resolved email app issue for County Attorney, her profile had become corrupt. His required manually removing her profile and recreating it.
- Support Staff employees remote laptop received a feature OS Update. It cleared the setting for her default web browser and PDF viewer, which had to be changed back. While I was connected remotely, hardware updates were installed and also got her connected to her Office PC with remote software. She was then able to use a more convenient email App. Also, installed hardware updates on her Office PC.
- Native OS Medial Player seemed to not be installed anymore on Support Staff employee's Office PC. In the "Turn Features On or Off" Window, that program was unchecked. Had to login with Admin Profile and re-enable that.
- Paragraph formatting marks were showing up in an Attorney's email App, at the beginning of each line when writing or replying. There was a setting in the Options that had to be unchecked.
- Installed new version of Court Audio Player on an Attorney's laptop. First had to turn on File and Printer Sharing, and Release the DHCP and Re register DNS entries.
- Victim Witness employee got the Blue Screen and would not boot back up after it rebooted. The RAM got reseated, which was then able to boot up, but still getting the Blue Screen. Next, ran the sfc command, which cleared up the crashing issue.
- Attorney received a bounce back email from one that she replied to. I turned out that certain email address didn't exist.
- Remotely repaired a connection to a scanner that was no longer communicating to a computer for the office administrator.
- Upgraded a laptop to the latest version of its operating system for a support staff employee.
- Upgraded PDF reading software to the latest version for a support staff employee.
- Defragmented the hard drive of a support staff employee's computer.

AS – Alternative Sentencing

- Print job was stuck in the queue. Logged into the print server and canceled all jobs on that printer, and restarted the Print Spooler on that server, and had one of the employees restart that printer from the main switch in the front of the printer. That cleared it up.
- Employee was trying to print embedded images from her web mail. First it was noticed that her web mail was opening in an unwanted web browser. I changed that icon to open with Chrome, and had her save those images to her Desktop, and then open them from there and print from the program that opened them.
- Had to changed the VLAN of the phone port of a new phone that was put in place.
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CE – UNH Cooperative Extension

- no calls

CO – Commissioners Office

- Replaced monitor for executive secretary. Monitor had failed to display.
- Assisted Payroll Coordinator in completing a project in the accounting software. The project is to update employees pay rate to reflect a new cola. My part was to assure no Backup or other software ran and interfered with the update.
- Investigated printer in Payroll Office. Was jamming frequently and toner cartridge was getting stuck when attempting to remove. She was using recycled paper to print those certain jobs, which was jamming the printer. Toner issue looked to be just a defective aftermarket cartridge.
- Added a RDP icon on Payroll PC so the employee could access the Call Accounting software for her Accounting duties.
- Disabled an email and computer login account for a past employee. The email inbox has been rerouted to the Grafton County Director.

DoC – Department of Corrections

- A few systems had a non-activated version of Office program. These were recently updated Office versions. The systems that experienced this were ones that had an IP address to restrict them from Internet use. Hence, those PC's could not go online to get activated.
- Kitchen employee lost a certain document, that she thought was on the Network drive or the root of her Desktop. It was found within another folder on her Desktop.
- Programs employee couldn't get her microphone to work while on a video call. Within the OS Settings, there is a setting to allow Apps to use the microphone, which was disabled.
- Removed email account and disabled Domain account of an RN that had recently left.
- Replaced a couple phone cords in Central.
- Programs employee tried to print from a laptop in one of the classrooms to her office USB printer connected to her PC. The jobs were going to a USB Printer in Community Corrections. Her profile had to be adjusted on that laptop to have access to her Office printer.
- Uninstalled Classic Shell from a Programs employee's PC.
- Re-shared the Community Corrections email Inbox with the Comm Corr LT, after a name change.
- Got a report of an Admin User was getting Time Out errors on a certain website, and was wondering if it was on our end. Did some investigating and it seemed to be that website probably had a lot of traffic at that time.
- Removed a former employee's email account, and disabled his Domain account.





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- Hooked up and external monitor to a desktop in the security room of the DoC.
- Fixed an issue with our in-house email not properly opening in the web browser on a computer in medical. The shortcut to the email server has been changed to explicitly be opened in a certain web browser.
- Changed the default printer on a computer in medical. The computer was unable to find the proper printer in a web browser application until this was changed.
- Created accounts for a new health provider in the medical wing of the DoC.

HR – Human Resources

- Employee was attempting to print a certain document, which kept hanging in the printer queue. That particular document was in “Compatibility Mode”, due to the fact that it was originally saved as an older format of the program she was using. I changed the extension of that file, and stressed to her that that new files need to be saved in the correct format.
- HR Generalist did not have access to the shared department email Inbox. That account had to be logged into the web mail, and have the Inbox shared to her.
- Added County email to employees cell phone.
- Downloaded a couple Surveillance videos from the Nursing Home that was requested by HR.
- Maintenance swapped out a Nurses Station phone with one in their HVAC room because the Nurses reported it was cutting in and out, like a bad cord. Had to clear all settings on both phones, so they could be logged into the correct extensions.

FA – Farm

- Built and distributed the credentials to the Farm Stand IT hardware.
- Researched and verified feature sets for security cameras to be used at the Farm Stand.
- Configured and set up hardware to be able to track currency and inventory exchanges at the Farm Stand.
- Worked with the Farm Manager for training on Farm Stand IT hardware.

IT – Department of Information Technology

- Worked with Department manager to review backup jobs for some servers. Work involved deleting old jobs, creating new jobs and testing that the jobs ran as scheduled. Last step was check that the Jobs did not cause any issues for the end users.
- Completed install of AV software on new OS update server. Installed software, updated client, and ran full system scan.
- Contacted Vendor of software used for remote connections to inquire about error software was creating in systems logs





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- Resolved issue with users not being able to access accounting software. The Issue was caused by backup software running on a separate server. Any backup Jobs related to the accounting software, were cleared and server restarted. Issue cleared after the restart.
- Deployed security update for Browsers
- Removed unneeded printers from campus computers.
- Cleared warnings on two systems in remote access software console. The warning referenced an issue with the AV software. Checked and updated the systems to the latest version of the AV software and cleared the warnings.
- Reached out to AV vendor to resolve scheduled jobs issue.
- Resolved issue with backup of virtual servers. Virtual Host needed restart.
- Created a GPO to allow users to get Notifications from email client, this feature had stopping working after introduction of new OS and browser updates.
- Completed update of applications on NAS device used for educational videos available to Campus Staff.
- Attended Joint Loss Safety Committee meeting.
- Populated all the necessary "Settings" Fields in the new Scale Cluster. They include Cluster Name, Company Name/Contact info, DNS Servers, Time zone and Time Server, SMTP Server, and Email Alert Recipients.
- Opened up tunnel on one of our Virtual Clusters to allow one of the manufacturer's engineers in and perform a health check.
- Three new wireless AP's were replaced in the Admin Building. Maintenance assisted with mounting a couple of their mounting plates to the ceiling.
- Created a Template Server on our new Virtual Cluster. Then cloned three Test servers, with one of those residing on each of the three Nodes.
- The new VM's on the new cluster were getting Blue Screen upon boot up, after switching the drive type from IDE to VIRTIO. I had to install the driver set again with a new drive mounted that was set to VIRTIO, that way the OS recognizes it.
- Created an .iso image of an install disk of a Scanning software. I put that file on our Public Network drive.
- Fixed a few incorrect entries in the Call Accounting Software.
- Monitored the behavior of a tool used to clean our update server. The tool performed well, already cleaning a large amount of obsolete updates.
- Worked with IT-2 to create a test replication for virtualized computers hosted on campus.
- Worked with IT-2 to initiate the hand-off of the management of the update server.
- Changed the update server cleanup tool notifications to go to all of IT instead of IT-1 and IT-4.
- Generated web activity reports for multiple county employees that was then given to IT-1.
- Configured the new server that will track inventory of all IT assets on campus.





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- Signed a certificate to allow authenticated and encrypted connections to our inventory tracking software.
- Created a test group of computers for monthly updates that test portions of each department on campus.
- Created a deployment that turns on native encryption software built into all of the computers on campus.
- Created documents that outline backup jobs to be used for servers on campus.
- Closely monitored heavy maintenance being done to the email server. Maintenance was successful.
- Investigated and fixed an issue where the inventory tracking software was continuously redirecting all computers to a 404 error of a non-existent web page. The web page is now able to be visited again.
- Starting work on correcting an issue where certain computers are not showing up on the update server software.
- Tested out monthly updates on various computers around campus. Initial test was successful, stage two tests and full roll-outs to be finished by the end of the third week of July.
- ITM – Install 2 new phones in new Isolation rooms on Maple Unit.
- Primex Cyber Security Training – Barry Page took 2 hour Primex Class via Zoom teleconference training class on current Cyber Security Threats.

MT – Maintenance

- Completed getting HVAC vendor support staff access to requested server.
- Diagnosed and fixed a connection issue with the laptop placed at the Biomass plant. The laptop needed to be updated to our new network configuration.
- Changed the icon for a program on the Biomass computer to make the computer open the program in a certain web browser. This has fixed compatibility issues experienced on the laptop.
- Disabled computer login as well as email accounts for a retired employee.
- Upgraded the Biomass laptop to the latest version of it's operating system.
- Updated the drivers of the Biomass laptop.

NH – Nursing Home

- NH executive secretary requested a shared folder be renamed and access permissions be added and modified.
- Completed changes to browser settings to allow RN that handles incident reports to print the report correctly. This report requires additional system settings to print correctly.
- Completed adding and removing users access to shared calendar for HIM. Staffing had changed. Also changed permissions for HIM director. The change will allow director to be able to change access as needed for future staff changes.
- Resolved issue for HIM staff member that does transcription. Foot pedal for doing transcription had become unplugged from computer. Plugged the device back in and it started working fine.
- Resolved printing to label maker issue for HIM staff member. User had swapped devices that were plugged in to her system, turning the label maker on and off resolved the issue.





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- Completed install of USB HUB to resolve HIM staff members issue of not having enough USB ports for needed USB devices.
- At request of NH executive secretary created a public shared calendar to show scheduled family visits to the Nursing Home.
- Completed user training with new PA.
- Completed setting up a temp printer for all restorative users.
- Added additional user to shared public calendar at request of administrative secretary.
- Completed separation and user rights changes to some public folders per request of Executive Secretary.
- Completed getting copy of surveillance video from HR for NH Director. Video transferred to external drive for Directors use.
- Activities reported they cannot connect to WiFi on the two floors in one of the wings, to make video calls with Resident's family members. The access point for each floor was rebooted, and a walk through was performed with an Activities employee and confirmed she could now connect and make a video call.
- One of the surveillance cameras had lost connection. I determined through our Network Switch management which of the Camera switches and port it was plugged into. Reseated that cable into a different port in that switch and the camera came back up. Also tested that cable which check out.
- Got new cordless phones connected in two Quarantine rooms, so Residents can communicate with family members if wanting to.
- Transfer button on one of the Nurses Station phones was sticking in the pressed position. It was replaced with a new phone.
- Removed and unused Public Calendar.
- Replaced the printer for Director of Nursing after many issues with the previous one. The old printer was marked as out-of-service and disconnected from the network.
- Fixed an issue with a laptop displaying to an external monitor for the doctor in the admin building of the nursing home.
- Worked with IT-3 to check out issues with a camera in dietary. The camera was losing connection to the web server, the connection from the camera to the server has been repaired.
- Worked with IT-3 to initially set up phone handsets in two quarantine rooms for new residents in the nursing home.
- Granted access rights to a folder between multiple administration employees.
- Repaired a strained connection for a scanner for an employee in administration.
- Reset the password for the computer login for an employee working in social services.
- Created an email account for a traveling LPN.
- Reset the password for an employee's email.
- Investigated a claim that a computer was stuck in power saving mode and would not power on. When checked, the computer was fully powered on and not in power saving mode. The UPS connected to the computer was checked and is working properly.





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- Created a working computer profile as well as email account for the new health provider.
- Upgraded the laptop for the activities department. A higher performance drive was placed in the machine and the data from the old drive was migrated over to the new one.
- Replaced a keyboard and mouse for a medical cart used in one of the nursing units.
- Identified and fixed a printer driver issue that was causing pages to print out in black with white text on the front instead of vice-versa.

RD – Registrar of Deeds

- Acquired External Backup Drive for Registrar of Deeds and created offline backup of files from older PC system
- Completed Setup and testing of email account for new hire.

SO – Sheriff's Office\Dispatch

- Resolved network connection issue for Deputy, The deputy had plugged in a USB device used to provide internet for his MDT in the patrol car to get a charge. In doing so it created an issue preventing him from connecting to our LAN. Once removed his LAN connection and apps worked fine.
- Installed Monthly Server Security Updates on all Servers, Rebooted all SO servers, and Remote Access Firewall appliance.
- Installed the latest version of a preferred office software and created a new deployment to match the configuration used for this install.

Yours in Service,

Brent Ruggles
IT Manager
Grafton County Department of Information Technology

