Jessica Hobbs

From:	Amanda Fell <AFell@harriscomputer.com>
Sent:	Monday, April 27, 2026 8:30 AM
To:	Heather Stancil; Stephen Swanson; Michele Brant; Michael S. Boal; Jessica Hobbs; Diane Fitch
Cc:	Mike Barr; Chad Boode; Robert Dugan; Kristin Haglund; Marcus Myers; Ronnie Parker; Beth Mattison
Subject:	[EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting
Attachments:	Agreement Amendment [4.24.2026].docx

Hi all,

Please find attached a draft amendment to the contract to clarify the County's ultimate point of authority for non standard services/requests.

Happy to discuss or answer any questions! Once the County has a chance to review, please let us know what the next steps might be to move this forward.

Thank you,
Amanda

Amanda Fell
Legal Counsel
D:Corporate
P: +1 716-482-7077
E: AFell@harriscomputer.com

HARRIS

Remote BC
British Columbia
V6A 1E1
www.harriscomputer.com

From: Heather Stancil <hstancil@madisoncounty.iowa.gov>
Date: Friday, April 24, 2026 at 6:52 AM
To: Amanda Fell <AFell@harriscomputer.com>, Stephen Swanson <sswanson@madisoncounty.iowa.gov>, Michele Brant <mbrant@madisoncounty.iowa.gov>, Michael S. Boal <msboal@belinmccormick.com>, Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>, Diane Fitch <dfitch@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>, Chad Boode <CBoode@harriscomputer.com>, Robert Dugan <RDugan@harriscomputer.com>, Kristin Haglund <KHaglund@harriscomputer.com>, Marcus Myers <MMyers@harriscomputer.com>, Ronnie Parker <RParkerJr@harriscomputer.com>, Beth Mattison <BMattison@harriscomputer.com>
Subject: Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Thank you, Amanda.

Hope you have a great weekend too.

Heather Stancil
Chair, Board of Supervisors

Heather Stancil
Chair, Board of Supervisors
Madison County, IA

From: Amanda Fell <AFell@harriscomputer.com>
Sent: Friday, April 24, 2026 8:44:19 AM
To: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Michael S. Boal <msboal@belinmccormick.com>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>; Chad Boode <CBoode@harriscomputer.com>; Robert Dugan <RDugan@harriscomputer.com>; Kristin Haglund <KHaglund@harriscomputer.com>; Marcus Myers <MMyers@harriscomputer.com>; Ronnie Parker <RParkerJr@harriscomputer.com>; Beth Mattison <BMattison@harriscomputer.com>
Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Hi all,

I will work on an initial draft of an amendment, and aim to get that to County by Monday.

I will leave blank all sections regarding the position/person of authority, and leave that for the County to fill in. We can work together from the first draft as a starting point to get it to an acceptable place for both parties.

In the meantime, I hope everyone has a great weekend.

Best,
Amanda

Amanda Fell
Legal Counsel
D:Corporate
P: +1 716-482-7077
E: AFell@harriscomputer.com

HARRIS

Remote BC
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From: Heather Stancil <hstancil@madisoncounty.iowa.gov>
Date: Thursday, April 23, 2026 at 9:39 AM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>, Amanda Fell <AFell@harriscomputer.com>, Michele Brant <mbrant@madisoncounty.iowa.gov>, Michael S. Boal <msboal@belinmccormick.com>, Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>, Diane Fitch <dfitch@madisoncounty.iowa.gov>

Cc: Mike Barr <mbarr@gmdsolutions.com>, Chad Boode <CBoode@harriscomputer.com>, Robert Dugan <RDugan@harriscomputer.com>, Kristin Haglund <KHaglund@harriscomputer.com>, Marcus Myers <MMyers@harriscomputer.com>, Ronnie Parker <RParkerJr@harriscomputer.com>, Beth Mattison <BMattison@harriscomputer.com>
Subject: RE: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Amanda

Please draft up your requested amendment, and I will have the BOS counsel, Micheal Boal, review. I have added him to this email.

The BOS will need to discuss this as well, so I will add that to next week's agenda.

Serving,

Heather Stancil
Chair, Madison County Board of Supervisors
112 John Wayne Dr.
Winterset, IA 50273
515-991-6905

*** Home of the Bridges of Madison County and the John Wayne Birthplace ***

From: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Sent: Thursday, April 23, 2026 11:26 AM
To: Amanda Fell <AFell@harriscomputer.com>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>; Chad Boode <CBoode@harriscomputer.com>; Robert Dugan <RDugan@harriscomputer.com>; Kristin Haglund <KHaglund@harriscomputer.com>; Marcus Myers <MMyers@harriscomputer.com>; Ronnie Parker <RParkerJr@harriscomputer.com>; Beth Mattison <BMattison@harriscomputer.com>
Subject: RE: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

I expect your employees not to basically call me a liar, especially when I have receipts From Jan 13 to Feb 10, but here we are.

Stephen Swanson
County Attorney
Madison County Attorney's Office
112 N. John Wayne Dr. Winterset, IA 50273
O: 515.462.5034 | F: 515.462.4887
sswanson@madisoncounty.iowa.gov

From: Amanda Fell <AFell@harriscomputer.com>
Sent: Thursday, April 23, 2026 11:23 AM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>; Chad Boode <CBoode@harriscomputer.com>; Robert Dugan <RDugan@harriscomputer.com>; Kristin Haglund <KHaglund@harriscomputer.com>; Marcus Myers <MMyers@harriscomputer.com>; Ronnie Parker <RParkerJr@harriscomputer.com>; Beth Mattison <BMattison@harriscomputer.com>
Subject: [EXTERNAL] Re: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Dear Mr. Swanson.

My name is Amanda Fell, I am the in-house counsel for Solutions, by virtue of its parent organization, Harris Computer. I write to clarify Solutions' role with respect to the County and to address recent communications with our employees.

First, Solutions is an IT services provider and an independent contractor to the County. Among other things, Solutions does not operate as an agent of the County, or any County official, and Solutions is not the County's records custodian. Solutions' does not assume or share responsibility for the County's statutory or legal obligations. Our role is limited to providing the specific services set forth in our agreements with the County, which we aim to perform professionally and diligently in accordance with those agreements.

Second, all FOIA requests made to the County are the responsibility of the County to receive, evaluate, and fulfill. If, and only if, the County directs Solutions to assist in responding to a FOIA request, will we then do so strictly in accordance with the terms of our contract and the specific instructions provided by the County. Solutions does not determine whether a FOIA request should be fulfilled, the scope of any response, or the manner in which the County complies with its legal obligations. Solutions acts solely on direction from the County in our capacity as an IT services provider.

Third, while we are aware that there are internal disputes within the County, **Solutions is a neutral third party with no stake in any internal dispute, investigation, or litigation involving the County or its officials.** We do not take positions, advocate for any party, or participate in internal conflicts. Our sole objectives are to remain neutral, to provide contracted IT services professionally, and to comply with our legal obligations.

Finally, in light of the foregoing and to prevent any conflicting instructions, **Solutions is formally requesting an amendment to our contract with the County**. This amendment would expressly identify the individual (or position) with ultimate authority to direct Solutions with respect to non-standard IT requests, including, but not limited to, requests related to records and data access. A clearly defined, contractually agreed-upon point of authority will benefit all involved and reduce the risk of confusion going forward. **Please let me know how to proceed to get this amendment in process.** I am happy to create a first draft if the County provides the point of contact/authority.

I also expect that all communications with our employees remain professional; an expectation we have of all our customers to ensure we provide a healthy working environment for our employees.

I am available to speak or answer any questions.

Best,
Amanda

Amanda Fell
Legal Counsel
D:Corporate
P: +1 716-482-7077
E: AFell@harriscomputer.com

HARRIS

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British Columbia
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From: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Sent: Thursday, April 23, 2026 11:22 AM
To: Beth Mattison <BMattison@harriscomputer.com>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>; Chad Boode <CBoode@harriscomputer.com>; Kristin Haglund <KHaglund@harriscomputer.com>; Marcus Myers <MMyers@harriscomputer.com>; Robert Dugan <RDugan@harriscomputer.com>; Ronnie Parker <RParkerJr@harriscomputer.com>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

While we are at it, I am officially FOIA requesting all communication between you, Beth, and Heather Stancil and Matt Schwarz. Including any and all e-mails, text messages, call logs, notes from calls, and any other communication you have had with either of those people. Thank you.

Stephen Swanson
County Attorney
Madison County Attorney's Office
112 N. John Wayne Dr. Winterset, IA 50273
O: 515.462.5034 | F: 515.462.4887
sswanson@madisoncounty.iowa.gov

From: Beth Mattison <BMattison@harriscomputer.com>
Sent: Thursday, April 23, 2026 8:56 AM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Cc: Mike Barr <mbarr@gmdsolutions.com>; Chad Boode <CBoode@harriscomputer.com>; Kristin Haglund <KHaglund@harriscomputer.com>; Marcus Myers <MMyers@harriscomputer.com>; Robert Dugan <RDugan@harriscomputer.com>; Ronnie Parker <RParkerJr@harriscomputer.com>
Subject: [EXTERNAL] RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Stephen,

Your request for detailed system audit information, including user activity, access logs, and IP data, cannot be fulfilled through this channel.

The information you are requesting falls under formal records access and must be submitted through the appropriate Freedom of Information Act (FOIA) process. This is required as your request is being made in an individual capacity regarding your personal compensation, not in your role as a county custodian or authorized records officer.

Additionally, it has been clearly communicated multiple times that Heather Stancil does not have, and has not had, any login access to the Vision software system. That is not a viable scenario.

We are also attempting to operate and support our business effectively. Your ongoing internal disputes disrupt our support organization and create unnecessary distractions from supporting the overall success of your county and that of our other customers.

Please direct your request through the County's established FOIA process to ensure it is reviewed and handled in accordance with applicable policies and legal requirements. We will not provide this information outside of that process.

Once your FOIA request has been completed, any related support needs will need to be submitted through the appropriate channel at solutionssupport@harriscomputer.com.

Best,

Beth Mattison She/Her
SVP/LocalGov
P: +1 470-704-8671
F: 716-297-4499
E: BMattison@harriscomputer.com

LOCALGOV
a division of HARRIS

Remote
Atlanta, Georgia
30301
www.localgovhub.com

From: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Sent: Wednesday, April 22, 2026 4:34 PM
To: Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>
Cc: Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Heather,

From your answers it appears the person who changed all of the numbers was you? Is this the case? Since I have not received an answer yet from solutions, I'll just ask if you were the one who modified the salaries.

Stephen Swanson
County Attorney
Madison County Attorney's Office
112 N. John Wayne Dr. Winterset, IA 50273
O: 515.462.5034 | F: 515.462.4887
sswanson@madisoncounty.iowa.gov

From: Michele Brant <mbrant@madisoncounty.iowa.gov>
Sent: Wednesday, April 22, 2026 4:32 PM
To: Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Heather Stancil <hstancil@madisoncounty.iowa.gov>; Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Cc: Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Supervisor Stancil,
I worked with Actual numbers taken from "Individual Earnings". You are creating a lot of work for yourself, with inaccurate information. The issue is that your "true up" did not happen and SHOULD NOT HAVE HAPPENED when you froze elected officials' salaries for 2025. Both Brandy and Jason were actually underpaid in fiscal year 2025 based on their actual earnings. Further, you can not apply hourly applications to salaried employees. What happens when a salaried employee leaves mid-year? Can you show that the person was trued up at the time of departure?

This is a serious situation that we feel has been resolved.

From: Brandy Macumber <bmacumber@madisoncounty.iowa.gov>
Sent: Wednesday, April 22, 2026 4:21 PM
To: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Beth Mattison <BMattison@harriscomputer.com>
Cc: Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

My salary on your spreadsheet is not correct.

MAKE TODAY Amazing

Brandy L. Macumber
Madison County Recorder
201 W. Court / PO Box 152
Winterset, IA 50273
Phone: (515)462-3771
Email: bmacumber@madisoncounty.iowa.gov
Office Email: corecorder@madisoncounty.iowa.gov
Website: www.madisoncounty.iowa.gov

From: Heather Stancil <hstancil@madisoncounty.iowa.gov>
Sent: Wednesday, April 22, 2026 4:15 PM
To: Michele Brant <mbrant@madisoncounty.iowa.gov>; Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Beth Mattison <BMattison@harriscomputer.com>
Cc: Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Steve, Michele

I think what may be getting overlooked here is how the payroll process has historically been handled. This approach is largely driven by two constraints: operating on a fiscal year rather than a calendar year, and the Iowa Code requirement that salaried employees be fully paid within the current fiscal year's budget. Since neither of you have been involved in the payroll process in the past, this context may not have been apparent.

Because salaries are administered on a fiscal-year basis, we must choose a consistent method for distribution—either by fiscal-year hours (2,088 hours for FY26) or by fiscal-year workdays (261 days for FY26). In either case, dividing an annual salary into payroll increments requires rounding. As a result, at the beginning and end of the fiscal year, any variance between what has been paid and the total approved salary must be adjusted.

These "true-up" adjustments ensure that total compensation aligns exactly with the salary approved by the Board of Supervisors for the fiscal year and keeps us compliant with budget requirements.

For example, using elected official salaries and 26 pay periods for FY26, the estimated final paycheck adjustments would be as follows. As shown, the outcome is the same whether using an hourly or per diem method:

		Salary Calculation using hours					S	
Salaried persons	Salary	# of hours	Hourly rate	TOTAL per pay period	Total for 26 pay periods	FY trueup	# of days	Per die
Heather Stancil	$ 39,931.76	2088	$ 19.12	$ 1,529.95	$ 39,778.76	$ 153.00	261	$
Jess Hobbs	$ 39,931.76	2088	$ 19.12	$ 1,529.95	$ 39,778.76	$ 153.00	261	$
Diane Fitch	$ 39,931.76	2088	$ 19.12	$ 1,529.95	$ 39,778.76	$ 153.00	261	$
Steve Swanson	$128,015.52	2088	$ 61.31	$ 4,904.81	$127,525.04	$ 490.48	261	$
Michele Brant	$ 80,424.16	2088	$ 38.52	$ 3,081.39	$ 80,116.02	$ 308.14	261	$
Brandy Macumber	$ 80,102.64	2088	$ 38.36	$ 3,069.07	$ 79,795.73	$ 306.91	261	$
Jason Barnes	$ 117,658.87	2088	$ 56.35	$ 4,508.00	$117,208.07	$ 450.80	261	$
Kylee Barber	$ 78,787.13	2088	$ 37.73	$ 3,018.66	$ 78,485.26	$ 301.87	261	$

While I appreciate the effort to issue an additional check now, it appears likely that salaried employees will still require a final adjustment at the end of FY26. The only exception would be if 2,080 hours were used to calculate payroll for someone instead of 2,088; in that case, the final paycheck would need to be reduced by 8 hours to avoid an overpayment for the fiscal year.

I have requested from Michele a list of all affected employees, along with detailed salary and payroll information, so it can be provided to the Board of Supervisors for review and verification of the figures. However, based on the information currently available, there does not appear to be any payroll error—intentional or otherwise.

Serving,

Heather Stancil
Chair, Madison County Board of Supervisors
112 John Wayne Dr.
Winterset, IA 50273
515-991-6905

*** Home of the Bridges of Madison County and the John Wayne Birthplace ***

From: Michele Brant <mbrant@madisoncounty.iowa.gov>
Sent: Wednesday, April 22, 2026 3:16 PM
To: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Beth Mattison <BMattison@harriscomputer.com>
Cc: Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

I am not in agreement with the statement that payroll was done correctly as is evidence by the following. I closed ticket because we had finished consulting with Solutions, and determined that we would go forward with correction on our own. Sonia was very helpful, but in the end, payment to the penny does not explain the shortages we found and the modification to the system by JTaylor for the July 11 25 Payroll. I just now finished making corrections and checks have been distributed to the affected employees. That is all I have time to say right now and will provide a summary at the next board meeting.

On 2/20/26 – Ticket number: 916338
Hi Michele, here's a recap of our call, and I also wanted to mention that the Individual Earnings Summary in Payroll Reports might be helpful. You can also download it to Excel.

Recap

- Michelle notified Sonia of payroll issues, including an employee (Michaela) being short the half portion of 14 hours at time and a half. This will be corrected in the next pay period.
- They discussed salary discrepancies for union employees working 24-hour shifts and confirmed that, per the union contract, their pay is based on 96 regular hours per pay period.
- Michelle identified that some salaries were entered incorrectly in the system. In particular, pay period amounts were reduced in July, resulting in employees being paid less than their contracted FY salaries.
- They reviewed how salary should be calculated (FY salary divided by total hours in the FY) and emphasized the importance of paying employees accurately to the penny, along with correcting prior underpayments.

- Michelle plans to build a spreadsheet to analyze and reconcile the discrepancies, including split payrolls and pay period adjustments, to ensure corrections are accurate and sustainable going forward.
- They discussed tracking payroll entry changes and noted that the original entries were correct, but later adjustments created the errors. They plan to review the system's field history for clarification.
- The discussion also included calculating the total amounts owed due to underpayment and ensuring payroll reflects the correct salary amounts for the full fiscal year moving forward.

From: Heather Stancil <hstancil@madisoncounty.iowa.gov>
Sent: Thursday, April 16, 2026 10:47 AM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>; Beth Mattison <BMattison@harriscomputer.com>
Cc: Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: Re: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Steve

Please get with Michele regarding the payroll issue, as per the ticket, it seems both she & Solutions determined a month ago that your payrate was calculated correctly, no unauthorized changes were made & the issue was put to bed.

Please keep the BOS posted if that is not the case.

Thank you.

Heather Stancil
Chair, Board of Supervisors

Get Outlook for iOS

From: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Sent: Thursday, April 16, 2026 10:00 AM
To: Beth Mattison <BMattison@harriscomputer.com>
Cc: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Well here is what I know and what are in fact facts. January 12, internet works fine, sits in a corner behind desk, no tripping issues, everything is great. January 13, new router put in ceiling, cable yanked on, cable no longer works, internet no longer works. Seems like if the internet was working fine before, then stops working after someone changes things, maybe those changes caused the problem. The problem that took 4 weeks to fix.

My payroll was illegally deducted last July and apparently just recently got fixed. I don't care which branch of your organization is in charge of the information, I want to know who changed it, when and from what location. I do not think someone at your company changed it, I want to know what happened here and who changed it here. That is what I want to know and that is information you would have if you did an audit of the entries on this end that caused the discrepancy.

Stephen Swanson
County Attorney
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sswanson@madisoncounty.iowa.gov

From: Beth Mattison <BMattison@harriscomputer.com>
Sent: Wednesday, April 15, 2026 6:08 PM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Cc: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>; Diane Fitch <dfitch@madisoncounty.iowa.gov>; Jessica Hobbs <jhobbs@madisoncounty.iowa.gov>
Subject: [EXTERNAL] RE: [EXTERNAL] Ticket Concerns Board Meeting

Hey Stephen,

Thank you for your reply. Below is a detailed outline of events related to your Wifi issue as well as responses surrounding your concerns tied to your current pay rate.

1. Wifi Issue:

A new WatchGuard access point was installed on January 13th in Stephen's office. During the installation, it was observed that the original access point had been placed directly on the floor in the corner, with exposed cabling running down the wall. This setup presented both infrastructure concerns and potential safety risks.

As part of standard installation practices, our technician, Tom, repositioned the new access point to a ceiling-mounted location, which aligns with industry standards. To complete this, Tom accessed the drop ceiling to reroute the existing Ethernet cabling.

During this process, he noted that the cable appeared to be part of the original installation and was relatively dated. Cables of this age can, at times, present compatibility issues with newer hardware. At the time of installation, the system was functioning as expected, with no reported issues.
On Friday, January 16th, Stephen contacted Tom directly via email (outside of our ticketing system) to report intermittent connectivity concerns. As part of standard troubleshooting, Tom updated the firmware on the switch.
On Monday, January 19th, Tom proactively followed up, at which point Stephen indicated he had not experienced

further issues. Later that afternoon, Stephen reported that the access point was displaying an orange indicator light, suggesting a potential issue.

Further investigation indicated that Stephen's connectivity challenges were likely due to his device jumping between multiple access points within the office, resulting in repeated disconnects and reconnections as it switched between signals. As a temporary measure to stabilize connectivity, Tom disabled the newly installed access point on January 23rd, allowing Stephen to remain connected to a single access point.

As a courtesy, an on-site visit was scheduled for February 4th with Eric Ferguson to run a new Ethernet cable (and outside the scope of standard IT services). During that visit, it was identified that the existing cable had been spliced, as evidenced by mismatched coloring on the cable segments. The team was unable to complete the new cabling at that time due to the unavailability of necessary materials that were expected to be provided by the county.

At that point, Tom advised Chip that the county would need to engage a low-voltage cabling professional to properly terminate the network infrastructure or, alternatively, coordinate a return visit once the appropriate materials were available to complete the work—again, a service outside of our standard scope and offered as a courtesy. Additional communication surrounding the available options is also documented in ticket #912851 through a February 6th email to Tiffany and Stephen. When no response was received, Tom followed up directly with Chip via phone to coordinate an on-site visit for Sunday, February 8. Chip facilitated access to the courthouse, allowing Tom to rerun the cable, which fully resolved the connectivity issue. Tom followed up on February 10th to ensure the issue was resolved at which point Tiffany confirmed. There have been no reported issues since that visit.

It is important to note that all work performed to address this issue fell outside of our standard service scope, was completed after hours, and was provided at no cost to the county as a courtesy. We believe this reflects our team's commitment to supporting Madison County and reinforces the value of our partnership, particularly in contrast to the concerns expressed in the meeting and prior correspondence here.

2. Payroll

Solutions, as an organization, does not manage or modify employee payroll data. Our role is limited to supporting the functionality and operation of the payroll system itself, not the underlying data or decisions related to payroll calculations. As such, it may be most appropriate to direct questions of this nature to the Auditor's office, which oversees payroll data and related determinations.

This distinction is also reflected in the response provided by Client Services Data Analyst, Sonia Morrison, in her correspondence to Michelle Brant within ticket #918634 dated February 23, 2026:

"How you choose to calculate wages is ultimately a county decision—I only provided those as examples, so no worries there! Whatever you decide, you'll simply need to make any necessary adjustments in the employee master file. And if you find that you owe employees additional pay, you can easily add it to a payroll as a separate sequence."

It is also important to note that Sonia Morrison is part of the Vision software support team, which operates separately from our IT services department. Requests of this nature—focused on payroll methodology or procedural guidance—fall outside the scope of IT support and require functional expertise. For these types of questions, our Client Services team is best equipped to assist, as they specialize in county tax and financial operations and include professionals with prior experience in roles such as Auditors and Treasurers.

Ultimately, we value our partnership with Madison County and remain committed to your success. We believe our team has met the expectations of our agreement and has also made every effort to go above and beyond in recent years to support the county through its challenges.

If you have any additional questions, please do not hesitate to reach out. My team and I remain happy to assist.

Beth Mattison She/Her
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From: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Sent: Wednesday, April 15, 2026 3:33 PM
To: Beth Mattison <BMattison@harriscomputer.com>
Cc: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>
Subject: RE: [EXTERNAL] Ticket Concerns Board Meeting

I emailed Tom on January 16th, it was shortly after he came to replace the wifi router. When he replaced the wifi router, it was moved from the corner of my room to the ceiling. In the move, the cable must have been spliced when being pulled through the ceiling since it was in my ceiling and not a high traffic area as was reported by Stancil in the BOS meeting. There was some back and forth for several weeks about what the issue could possibly be, with various switches and interference being considered. It was attempted to be reset multiple times which didn't work. Chip from maintenance was asked to climb on the ceiling and physically examine it. Eventually, another tech came for the next site visit, looked at the device in my ceiling and determined that the problem was a spliced wire above the ceiling and he did not feel comfortable going up there to work on it, so again I was told I would have to wait another month until the next site visit for the issue to be addressed. This entire time I had one bar on my wifi connectivity, and it was constantly connecting and disconnecting which made downloading and sending the multi gigabyte files my office routinely sends/receives nearly impossible. Also, I am unsure if the connection we were attached to was secure or not. I informed Tom we needed a secure connection, but I don't know what network we were on. On Superbowl Sunday I was notified of motion at my office and saw that someone was here working on my router so it would have been fixed on Feb 8. I guess only 4 weeks. Still a long time to go without reliable internet.

To recap, the cabling issue was caused by your company which is why your company needed to address it. It took a month to fix, since I didn't make a complaint for several days after the new router was installed and I was not informed that they would be in my office working on it on Superbowl Sunday. All of these issues could have been easily handled by an inhouse IT person and I would not have had my entire office struggling for a month.

The payroll is another issue. I would like to know who changed my payroll, when and what access they used to do so. Since I haven't gotten a raise for 2 years, I would like to know who decided to cut my, and several other employees' pay. Any questions I have asked so far have gone unanswered and I want the IP logs to show where the person who did in fact lower my pay did so from, what account they logged in from and from what location. These are things you should be able to answer as an IT company.

Stephen Swanson
County Attorney
Madison County Attorney's Office
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From: Beth Mattison <BMattison@harriscomputer.com>
Sent: Wednesday, April 15, 2026 1:19 PM
To: Stephen Swanson <sswanson@madisoncounty.iowa.gov>
Cc: Heather Stancil <hstancil@madisoncounty.iowa.gov>; Michele Brant <mbrant@madisoncounty.iowa.gov>; Brandy Macumber <bmacumber@madisoncounty.iowa.gov>; Shawn Nigg <snigg@madisoncounty.iowa.gov>; Kylee Barber <KBarber@madisoncounty.iowa.gov>
Subject: [EXTERNAL] Ticket Concerns Board Meeting

Hello Stephen,

My name is Beth Mattison, and I serve as the Senior Vice President of LocalGov, the parent company of the Solutions product. As part of my role, I regularly review public meeting minutes where our products and service are discussed to ensure we are aligned with our customers' experiences.

In reviewing the Madison County meeting minutes/videos from February 24, 2026, I noted a comment indicating that your internet had been down for approximately five weeks (Time Stamp: 1:01:26, Feb 24 2026 Board of Supervisors Meeting - YouTube

) without resolution from the Solutions team. This raised immediate concern, and I asked my team to investigate further.

Based on our review, the only related ticket we identified was #912851 (attached), which was opened on January 27 and closed on February 10, with confirmation from Tiffy Molln that the issue had been resolved. We were unable to locate any additional records reflecting a prolonged or unresolved internet issue. At the time, the root cause was identified as a physically spliced network cable, which falls outside the scope of our managed IT services and is typically classified as structured cabling. That said, our team addressed the issue as a one-time courtesy to restore service, though ongoing cabling support is not included within our standard service offering. To ensure we have a complete and accurate understanding, could you please provide any additional details or context regarding the situation you referenced?

I would also like to address the payroll concern mentioned. Based on Ticket 918634 (attached, your concern stemmed from user-entered data, and our team has worked closely with the county to provide guidance. While we are committed to supporting and guiding our customers, it is equally important that we maintain clarity around system functionality versus user input to ensure issues are addressed appropriately.

Our goal is to be a strong partner to Madison County, and we are fully committed to supporting your team. Please let me know how we can assist further or if there are any additional concerns we should be aware of.

Beth Mattison She/Her

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