



The Iowa County

Iowa State Association of Counties

February 2011
Iowa Climate Change and
Public Health
Call for ISAC Golden Eagle Nominations



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Feature	4-6
<i>Prevention and Chronic Care Management by Terri Henkels</i>	
<i>Iowa Climate Change Adaptation and Resilience Project by Leanne Harter</i>	
Capitol Comments	7
<i>Linda Hinton</i>	
Legal Briefs	8
<i>Nate Bonnett</i>	
Technology Center	9-10
<i>Robin Harlow and Tammy Norman</i>	
Case Management	11
<i>Jackie Olson Leech</i>	
ISAC Brief	12-13
ISAC Meetings	14-15
<i>Stacy Horner</i>	
NACo News	16-17
Miscellaneous	18-19
Employment	18
Preferred Vendor Highlights	20
Calendar of events	22
About the Cover	5



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ISAC's Mission:

To promote effective and responsible county government for the people of Iowa.

ISAC's Vision:

To be the principal, authoritative source of representation, information and services for and about county government in Iowa.

Iowa Climate Change Adaptation and Resilience Project

By: Leanne Lawrie Harter, AICP, CFM

Story County Planning
and Zoning Department

Iowa has faced natural disasters the past couple decades from historical flooding “of record” to devastating tornadoes to blizzards and winter storms and much more. In 2008, 85 of Iowa’s 99 counties were identified as federally-declared disaster areas, with the events of that summer ranking in the top ten natural disasters in U.S. history as measured by FEMA Public Assistance estimates. Because of these events, more attention is being focused on Iowa’s climate and the ways it is changing. Along with this, more local officials, state agencies, and members of the climate science community are working to make Iowa and its many communities more resilient in the face of continued change in weather patterns.

In spring 2010, the U.S. Environmental Protection Agency (EPA) approached the Rebuild Iowa Office (RIO) to partner on a pilot project aimed at incorporating climate change adaptation and resiliency concepts in hazard mitigation plans. The proposed project stems from the Council on Environmental Quality (CEQ) Climate Change Adaptation Task Force activities, including consideration of how to incorporate climate change into the missions and policies of federal agencies. EPA’s interest in conducting this pilot in Iowa built upon a successful partnership between the state, EPA, and FEMA regarding smart growth technical assistance in communities hard-hit by the floods of 2008. This partnership led to EPA and FEMA signing a Memorandum of Agreement (MOA) to continue working on ways to incorporate smart growth and sustainable community approaches into hazard mitigation planning and long-term community recovery. The efforts put forward in the pilot project fit within the scope of the MOA.

The project was titled the Iowa Climate Change Adaptation and Resiliency Pilot Project, with a project goal to identify challenges to and incentives for considering regional effects of climate change in hazard mitigation and other community planning processes, recommending strategies to coordinate these complimentary activities. Over a period of eight months, leaders and experts from Iowa in the fields of land use planning, emergency management, and local government coordination and collaboration worked together in two stages through the pilot project. Stage 1, led by Christopher J. Anderson, PhD, Iowa State University Climate Science Program, reviewed climate change science and risk assessments; and Stage 2 addressed how hazard mitigation and other community planning programs should respond to climate change and was led by Leanne Lawrie Harter, Story County Planning and Zoning Department.

The report incorporates the following:

- Use predictive models and future data for risk assessment, risk management, and scenario planning;
- Develop smart planning solutions that reduce risks and enhance community resilience;
- Incorporate broad changes into the current planning framework through smart planning solutions that reduce risks and enhance community resilience; and
- Integrate these smart planning solutions into existing planning frameworks.

Stage 2 participants worked to understand what communities can do to adapt to the known effects of climate change in Iowa, which were outlined and explained by the Stage 1 team and report. The group as a whole sought to identify the challenges to adaptation efforts, addressing the following questions:

- At the municipal, COG, state, and federal levels, how will missions and operations be impacted by the climate change scenario?
- What are new opportunities and changing policy frameworks that we can take advantage of?
- What tools and policies do communities have to adapt to the effects of climate change and become more resilient?
- How are these tools and policies implemented and can they be implemented in a way that effects change?
- Does hazard mitigation planning take on a more detailed land use component or does comprehensive planning incorporate hazard mitigation?

Throughout the process, team members formulated recommendations listed below along with the overarching recommendation of the group, which is that: FEMA and other federal agencies, the state of Iowa, and the local jurisdictions work together to improve the hazard mitigation risk assessment process to incorporate climate projections and consider ways to encourage innovative, integrated hazard mitigation and comprehensive planning.

The outcome of such change will better equip communities to protect their citizens, property, and the public and private investments that have been made over generations. For these improvements to happen, the federal, state, and local governments and other stakeholders will have to do things differently. Iowa has already moved forward in this area broadly by adopting the Iowa Smart Planning Principles and local comprehensive planning guidance, which require that smart plans should address mitigation, response and recovery from catastrophic flooding.

The primary findings and lessons developed through this project are intended to provide feedback to: key federal and state agencies that impact local land use and hazard mitigation planning; scientists and researchers that work to develop climate change information that might impact local decisions and investments; and communities trying to better invest in sustainable, resilient solutions that meet multiple local goals. There have been important efforts to date that recommend ways communities can work to prepare for and respond to floods and other hazards. This pilot project hopes to build on past recommendations given the urgency of new science that presents the likelihood of increased rainfall and flood risks beyond historic trends in Iowa.

The primary findings of the report include:

1. Local governments are at the forefront of adapting to climate change.
2. Land use is a primary determinant of community and regional climate change adaptation capacity.
3. Entry points into community planning for climate change data will vary by community.
4. Mitigation program incentives and grant programs that support sustained dialogue among scientists, planners, and government agencies may improve use of climate change data.
5. Climate change data must be formatted and distributed in a way that improves its accessibility to community and regional planners.
6. Local and state planners need to increase skill sets to effectively utilize climate change data.
7. Communities need to integrate planning processes, specifi-

cally hazard mitigation and comprehensive land use planning.

8. Federal and state programs and policies should give communities incentives to integrate planning processes, specifically hazard mitigation and comprehensive land use planning, and to incorporate no regrets (1) adaptation measures to produce symbiotic outcomes.

9. Investment decisions should take a regional perspective and be integrated across infrastructure types and sectors to realize co-benefits.

10. Realign and leverage federal funding and focus on pre-disaster planning for community resilience and sustainability.

11. Develop workable approaches for communities to include climate change science in hazard mitigation planning.

Representatives from the EPA, FEMA, RIO, and others met in December to discuss the final recommendations. Revisions are being compiled following the meeting and subsequent discussions amongst team members and interested parties. The report will be available in early 2011.

(Footnotes)

(1). No regrets adaptation measures refer to proactive options that provide benefits with or without changing climate conditions. One example is green infrastructure approaches, such as trees or green roofs, that can help manage increases in storm frequency and events, as well as urban heat island impacts, but will help to manage existing stormwater runoff despite possible climate change impacts. (Willows, R.I. and R.K. Connell, eds. 2003. *Climate adaptation: Risk, uncertainty and decision-making*. UKCIP Technical Report. Oxford : UKCIP.)

About the Cover



The cover picture was taken by ISAC Technology Project Manager Robin Harlow during a bike ride in late 2010. The bridge shown is part of the High Trestle Trail that runs 25 miles from Ankeny to Woodward. Spanning a half mile over the Des Moines River Valley, the bridge is an impressive 13-stories high.

An event will be held on April 30, 2011 to celebrate the official opening of the trail, although most of the project is already completed. The project started in 2003 and partners have raised about \$14.7 million in public and private money including 20 public grants, three special appropriations and funding from 800 private donors.

More information about the trail and celebration can be found at www.a2wtrail.org.

Prevention and Chronic Care Management

During the 2008 Iowa legislative session, health care reform was enacted and created several key advisory bodies to be lead by the Iowa Department of Public Health (IDPH). These advisory bodies encompass seven panels, councils, or committees.

ISAC was invited to nominate a member to serve on the Prevention and Chronic Care Management Advisory Council. Through the County Public Health Association, I was recommended to represent ISAC and have served in that role since November 2008. For the past year I have been serving as the Co-Chair with Dr. Peter Reiter, MD, FACP from Wapello County and chairing the Prevention Subgroup.

The advisory council is tasked with providing technical assistance in developing a state initiative that integrates evidence-based prevention and chronic care management strategies into public and private health care systems. Upon completion of strategy and activity implementation, the council will continue to provide guidance by reviewing initiatives and making recommendations regarding improvements.

The council was charged with identifying two chronic disease priorities for our state. The council elected to identify two rank-ordered lists of priorities; one related to prevention and the other related to chronic disease management as priorities for treatment and prevention are distinctly different. In June 2009, the council submitted a report to the Iowa Board of Health with initial recommendations on Prevention and Chronic Care Management and identified the top priority under Prevention as Obesity and top priority under Chronic Disease as Diabetes.

Initial global recommendations included:

1. Empower and educate people to live healthy lives and manage their chronic illness.
2. Identify and recommend guidelines for the use in chronic care management.
3. Establish a chronic disease practice registry product for medical practices.
4. Improve incentives for prevention and chronic disease management by providing support for care through payment systems, organization and delivery of care, and care coordination.
5. Improve the health workforce skills in prevention and chronic disease management.

By: Terri Henkels

Polk County Public Health
ISAC Board of Directors



The council also recognizes the impact of other factors on chronic disease and the extent of burden it may become for the individual and family. Education, income, housing and access to health care or medications and support systems are some social and community factors. Employment is a factor related to the impact of chronic disease as are other community factors, e.g. social connectedness and outlook on life. Some very effective support strategies for improvement in health may be social supports, and innovative approaches might facilitate grass roots community strategies that have a great impact on health.

Since the release of the initial report in 2009, the council has released an [Executive Summary: Chronic Disease Management, March 2010](#); [Disease Registry Issue Brief, June 2010](#) and a [Prevention Issue Brief, October 2010](#).

In 2011 we will be working on developing a plan for coordination of care for diabetes and developing strategies to collect and provide statistically accurate data concerning chronic disease in multicultural groups of racial and ethnic diversity.

To read the full issue brief and reports and for more information on the work of the Prevention and Chronic Care Management Advisory Council, visit the IDPH website, www.idph.state.ia.us/hcr_committees/default.asp.

Mental Health Funding Update

By: Linda Hinton

ISAC Government
Relations Manager



The first bill proposed by the House Republicans in 2011 included a plan to fund county mental health/developmental disabilities waiting lists in the short term with a \$25 million appropriation to the Risk Pool and to move the entire system to a state-funded regional system in the longer term.

Counties have historically been responsible for providing services to residents who are disabled with legal settlement in a county. Iowa law mandates that counties pay for the “treatment, training, instruction, care, habilitation, support and transportation of persons with mental retardation . . . in a state hospital, school, or a special unit, or any public or private facility approved by the directors of the Department of Human Services.” (Iowa Code §222.60) In addition, counties are mandated to pay for the care of hospitalization in a state mental health institute and the “necessary and legal” costs and expenses for “taking into custody, care, investigation, admission, commitment and support” of mentally ill persons in the mental health institutes. (Iowa Code §§220.42, 227.14)

Beginning in the 1994 legislative session, a number of laws were enacted whose purpose was to significantly increase state funding of MH/DS and to provide the structure under which the counties must manage the system. The primary purpose of this legislation was to provide property tax relief, although other improvements to the system of services were included. The legislation required counties to hire qualified staff, develop a system of accountability and funding control, improve the planning process, improve the coordination of services and assure the appropriateness of publicly-funded services.

Prior to the implementation of legislation passed in the 1994-96 session, the county property tax was the major source of funding for disability services. Beginning in 1994, the state began a process of funding a larger amount from state funds, including 50% of the base (the cost of the system at the time) and all of the growth in the system. Over a period of three years in the mid-1990’s that state provided \$88 million in dollar for dollar property tax relief and began providing an annual growth adjustment. In exchange for this funding, the counties’ property tax capacity for this fund was limited to a specific dollar amount (either 1994 actual expenditures or 1996 budgeted expenditures). This proved to be problematic over time since the allowed growth appropriation fell short and growing counties could not capture their growth to provide additional disability funding.

This system worked well until 2001 when the state revenues dipped and the legislature cut the growth to the counties by \$18

million. At the time, many counties had significant reserves so throughout the first decade of the 2000’s counties used their reserves to make up for inadequate growth appropriations from the legislature. In addition, the enhanced Medicaid match provided by the federal government over the past two years has allowed counties to continue to provide most required services even in light of the state’s across-the-board cut in 2010, which was carried forward into 2011.

In the time before the enhanced federal match, counties were under significant financial MH/DS budget constraints. Counties were instituting waiting lists and struggling to meet the needs of their constituents. Numerous discussions were held during the legislative session and during the interims to find a resolution to this issue without costing the state additional dollars. The federal dollars ameliorated this problem for a couple of years, but all involved were aware that there would be a funding crisis for both the counties and the state Medicaid program when the federal enhanced Medicaid match ended.

Over the past decade, the idea of moving to a regional service delivery system has been proposed several times. The concern for counties is that an underfunded system moved to the regional level will continue to be underfunded. Unlike proposals that we have seen over the years, the House bill presumes a total buy-out of the approximately \$125 million in property taxes that continue to support the disability services system. Other proposals have left the counties with responsibility for some portion of the system with the property taxes available. This has never gotten county support since a failure of the state to fully fund its portion of the services system would result in cost shifting to the counties. For example, one of these proposals would take all of the state funding that counties get for services and shift it to Medicaid for the funding of all Medicaid services. This would leave counties with the responsibility for all 100% county funded services. When the legislature underfunds Medicaid, these individuals would seek services from the counties.

Stay tuned. This issue will be debated throughout the session and its outcome will have a significant impact on Iowa’s counties and the persons with disabilities counties are responsible to serve.

Important Updates

By: **Nate Bonnett**

ISAC Legal Counsel



Red Flags Rule Amended

In the October 2010 edition of *The Iowa County* I wrote about the federal “Red Flags Rule” designed to combat identity theft, and how it might have implications to counties if Congress ever decided to take action to better define which “creditors” were included. Because the applicability of the rule to certain creditors was not entirely clear, the Federal Trade Commission (FTC) delayed implementation of the rule multiple times to allow for Congressional clarification. The most recent delay was good through December 31, 2010. Finally, on December 18, 2010, Congress approved the “Red Flag Program Clarification Act of 2010.”

In the legislation, Congress amended section 615(e) of the Fair Credit Reporting Act (FCRA). A “creditor” for FCRA purposes means one that regularly and in the ordinary course of business (1) obtains or uses consumer reports, directly or indirectly, in connection with a credit transaction; (2) furnishes information to consumer reporting agencies in connection with a credit transaction; or (3) advances funds to or on behalf of a person based on an obligation of the person to repay the funds or repayable from specific property pledged by or on behalf of the person.

The last definition (number 3, above) does not include a creditor that advances funds on behalf of a person for expenses incidental to a service provided by the creditor to that person. In other words, entities that allow payment to be deferred for a service are exempt from the Red Flags Rule unless they engage in one of the previously described practices (numbers 1 or 2, above). While not creating an express exemption, the practical effect of this is to remove from the requirements of implementing an identity theft program many different types of service providers we use every day who do not always receive full payment at the time of service, such as doctors, dentists, veterinarians, lawyers, the list goes on and on.

You may have already guessed it, but counties and other local governments were not expressly exempted either. In the October article I said “(i)f your county has any operations where it allows deferred payment for goods and services, you should take stock of what they are, because you will likely be required to maintain a program.” That may not necessarily be the case any longer with the new exemption for deferred payment of services; however, I still highly recommend that each county create a multi-departmental committee to assess whether any county functions rise to the level of “creditor.” Clearly, the County Attorney should be involved in this process.

If you do find departments that meet the creditor requirement, you then must assess whether that department maintains any “covered accounts,” which are; (1) consumer accounts designed to permit multiple payments or transactions, or (2) any other account that presents a reasonably foreseeable risk from identity theft. If you don’t have either of those, you don’t need an identity theft program, but you should periodically conduct an assessment of your operations as services change. As a reminder, the FTC has developed a website specifically devoted to this matter entitled “Fighting Fraud with the Red Flags Rule,” that contains a great deal of information designed to assist entities with complying with the law. Please visit www.iowacounties.org for a link to the FTC Red Flags Rule webpage, but note, the FTC is still in the process of updating the website to reflect the December change in law.

Calhoun County Drainage Case

This time, I refer back to the March 2010 edition of *The Iowa County* magazine where I discussed the District Court opinion in the case *Chicago Central & Pacific Railroad Company v. Calhoun County Board of Supervisors acting as Trustee for the Drainage District No. 86*. The District Court ruled in favor of the county on the question of who was responsible to pay the cost of repairing a drainage tile that collapsed under the railroad tracks. The railroad appealed and the Iowa Court of Appeals issued its opinion in November, 2010, which affirmed the lower Court’s decision.

In a nutshell, the Court of Appeals applied Iowa Code §468.111, which provides in pertinent part “the cost of...repairing...any culvert..., when such improvement is located at the place of the natural waterway or place provided by the railroad company for the flow of water shall be borne by such railroad company without reimbursement therefore.” On the question of whether the ambiguous term “culvert” in §468.111 also includes a “drainage tile,” as was the case in Calhoun County, the Court engaged in statutory construction to determine that it did. Therefore, the cost of repairing the culvert was the responsibility of the railroad.

New Excellence in Action Nomination Process

The Excellence in Action Award Program is a competitive awards program which seeks to recognize innovative county government employees, programs, and projects. Only county governments are eligible to submit applications and there is no limit to the number of applications county governments can submit.

Beginning with the 2011 ISAC Excellence in Action Awards, County Strategic Technology Advisory Resource Committee (CoSTAR) is switching to a two-step process for nominating projects for the award. Nominators are being asked to submit a substantially shortened preliminary form. CoSTAR will review the preliminary nominations and reduce the number of nominations down to no more than three nominations per category. The finalists for the award will then be requested to submit a more in-depth application.

CoSTAR will then rate each finalist's in-depth application based on the following seven attributes: creativity; innovation; cost savings; replication; leadership; increased efficiency; cooperation with others; and perseverance.

The award winner(s) will receive the Excellence in Action crystal award during the 2011 ISAC Fall School (November 16 - 18, 2011). Entities' award winners will receive a single crystal award with certificates for individuals on the entities' team. All winning projects that are eligible will be forwarded to the NACo Achievement Program for possible additional recognition. The fee for the NACo submission will be paid by ISAC.

The March magazine will include the shortened application available for your use. It will also be accessible at www.iowacounties.org.

CSN Update

In January, the next rollout of counties into the Community Services Network (CSN) began. By the end of February CSN will have a total of 29 counties. The schedule will be to have eight to nine counties enter the system every six to eight weeks. At the end of the rollout, we will have 95 counties using CSN and all 99 counties moving electronic transactions.

As a refresher, CSN will:

- Improve management, tracking and reporting of community services.
- Increase validity and consistency of data collected across the state.
- Connect counties and state allowing for rapid, real-time data sharing.

By: Robin Harlow

ISAC Technology Project Manager



- Provide accurate and complete information for county and state-wide planning, funding and performance measurement decisions.

- Assist counties in meeting state/legislative reporting requirements.

CSN is operated under the Electronic Transactions Clearinghouse (ETC) 28E, which has all 99 counties as members. In addition to CSN, ETC is also responsible for moving electronic transactions between the counties and our business partners. In 2010, approximately one million transactions were transmitted to counties.

The Community Association of Support Services (CASS) Committee has met monthly since October to study how to move CSN from its current developmental budget to an operational budget. This process addressed staffing needs, reserve fund, depreciation/amortization costs and setting the annual fee.

The committee reviewed a three year timeline and budget that contained significant events (adding counties or major functions) with when we might need additional staff. Currently CSN has three support staff and one manager supporting the 21 counties using CSN. The committee reviewed staff workload and determined that the current staff level was insufficient to meet the needs of the rollout. The committee recommended adding a position that would start this spring.

In some instances when a new system is built, the operators of the system fail to account for on-going maintenance and replacement costs. When you buy a commercial software package (accounting, GIS, etc.) there is usually an annual maintenance cost (around 15 - 20%) to cover upgrades and support. The developer of a commercial package can spread the cost of new developmental and support over a large user base. To keep CSN's software and hardware current and to plan for additional future upgrades it is very important that we capture depreciation and amortization dollars.

Once a budget for FY 2012 was determined, the CASS committee was required to develop the annual fee.

Continues on next page.

technology center

Video Chatting

By: Tammy Norman

ISAC Office Manager



I chose to re-run an updated version of an article that was included in the October 2009 magazine issue under the same name. I have received several questions since that time in regards to the subject. I also felt as though this was the perfect time to republish it because of many meetings that have been cancelled due to inclement weather. This might just be the answer to your meeting travel woes.

Q: I have heard that there are several free options to chat via video online, is this true? If so, could you please explain the choices available?

A: Yes, there are several different providers of online chatting and most are free. Some may offer options that you can decide to purchase, however, the online video chatting service has no costs other than the cost of your Internet service. Keep in mind with video chatting you will need to have a webcam with a built in microphone or a headset with microphone to create a successful two way video conversation. You can pick up a simple and easy to use webcam such as the Microsoft LifeCam Cinema Web Camera for approximately \$50 to \$75. It has a built in microphone, widescreen video and is an easy plug and play if you are using a Windows operating system. We have purchased microphone headsets for some of our staff and they have found them very easy to use. However, I would only recommend them if you are planning on doing a major amount of video conferencing. The built-in microphones work well for the majority of us. Most laptops purchased today come with webcam and microphone built in. Once you have these items installed and ready to use, you will need to choose a service provider of video chatting. There are several to choose from including: Skype, Gmail, Windows Live Messenger and Yahoo, to name just a few. You will find pros and cons for each. You may opt to use the service provider you use on

a daily basis and are more familiar with. Each is very easy to set up and use. You simply create an account and begin a video chat from the messaging center. I have checked out each of the previously named services and found Skype to be extremely easy to use. It provided the fastest and smoothest video streaming. It did not freeze up on me at all. With each of the others, Yahoo, Gmail and Windows Live Messenger, they did freeze up a few times and the video streaming was not as constant. However, I use Windows Live Messenger in the office for instant messaging with my fellow staff members, and with a simple selection of a video chat and click, I am able to go from IMing my coworker to visually seeing them. Gmail and Yahoo were just as easy, and again the only issues I had with any of them was that Gmail, Yahoo and Windows Live did freeze up on me periodically while Skype did not.

Here is a quick side note; you are able to video chat with someone who does not have a webcam or microphone. You are able to view and hear the person who has the proper equipment; however, they will not be able to view or hear you. To communicate back to them you will have to utilize the instant message system. It is a nice way for those who are technically challenged to view their children or grandchildren, and it will probably get them motivated to go out and purchase their own webcam.

Website Note: The ISAC spring school registration is currently online, so please take a moment and sign up for this exciting conference. If you need assistance with the online registrations, or if you have a question regarding new technology and would like it addressed in this column, please contact me at 515.244.7181 extension 315 or tnorman@iowacounties.org. Until next month, keep clicking!

technology center

Continued from page 9.

It is important to understand that the current fee for ETC/CSN is a combination of a flat fee and prorated fee (based on county size). This proration portion of the fee causes the larger counties to pay a larger fee. On the surface, this appears to be fair. But in reality, larger counties will only use CSN on a limited basis, while the remaining counties will use CSN as their main tool to manage their departments. It takes much less support to move transactions (larger counties) than it does to support a county using CSN.

CASS looked at various fee structures. They eventually recommended a higher flat fee that will raise the fee on all counties. Future discussion will revolve around developing a fee structure that could spread the cost of operating ETC/CSN equally. This equalized fee would protect ETC/CSN from being overly dependent on any particular county. In the next 12 months, the committee will review the entire method for setting the fee.

Common Sense Strategies to Cope with Life

By: Jackie Olson Leech

ISAC Case Management Specialist



Dr Joseph Shannon spoke on bipolar disorders and other mood disorders in youth and adults at our CCMS Advanced Case Management Training on November 4, 2010 at the Hilton Garden Inn in Johnston. Dr. Shannon received excellent ratings from participants due to his ability to bring humor, expertise and energy while discussing symptoms and treatment options for those diagnosed with a mood disorder (Depression, Bipolar I and Bipolar II disorders, and Dysthymia). Based on a holistic approach, treatment is multifaceted, and could include medication, changes in diet, family and community support, and a variety of counseling approaches. One of the options for counseling discussed by Dr. Shannon was A.C.C.E.P.T.S., acronyms representing various techniques used to help individuals learn to react to stressful situations, feelings and/or thoughts without acting impulsively, thus harming themselves or others.

- Activities
- Contributing
- Comparisons
- Emotions
- Pushing away
- Thoughts
- Sensations

In my pursuit to learn more about ACCEPTS, I found that it was developed by Marsha Linehan, a widely known psychology professor, author and researcher that has developed many treatment modalities for those diagnosed with Borderline Personality Disorder. The ACCEPTS techniques are coping skills that most of us have used to help us respond in a healthy manner to day to day issues, irritations, negative emotions, fears, and relationships with others. These techniques distract us from the stressor, and help us cope with not only day to day “life” stressors, but significant issues, such as symptoms of depression, losing a loved one or ending a relationship.

We all know that getting busy and participating in **activities** distract us from stressors, or crisis in our lives. Pursuing fun activities (taking a class to accomplish or master something) and focusing on spiritual fulfillment (listening to music, prayer or meditation) are types of activities that help us divert our attention on something other than the problem that is causing us stress. Those that find ways to think of others, or **contribute**, through small acts of kindness, giving a compliment or doing community volunteer work; know how beneficial this is in reducing pain that occurs when we are focusing on our problems. **Comparing** can also be a vital skill in coping with stress or difficult times, through identifying those who are in situations worse than ours. Something that helps me in using this technique is to recall times in my life

that were hard, but I made it through the situation or event, even though I didn’t know how I could at the time.

Recreating alternative **emotions** to distance ourselves from the emotion we are feeling in reaction to the event or situation is a powerful and effective technique. Watching a scary movie, or a comedy, for instance, are great distracters. The example that Dr. Shannon gave for this skill is putting an ice cube in the palm of your hand and letting it melt entirely. This will help you forget about how angry or sad you are because you become so focused on the pain that the cold is producing in your palm. How many of us feel at times that we have so many problems that we feel overwhelmed and discouraged by them? And the more we focus on these problems, the larger they become? **Pushing away** helps us to focus on one problem at a time, by identifying five of our biggest problems on paper, and putting four of those problems in a box on a shelf to think about in a couple months. As the first problem becomes more manageable, picking the next largest problem from the box to address, leaving the other three problems on the shelf (and then the next, and the next). Through this simple exercise, our brains begin to become trained to give us messages that nothing is gained from focusing on the problems on the shelves now.

We’ve all been told to count to 10 before acting, so we don’t regret our words or actions in response to our anger. **Thoughts** that help distract us from our emotions, such as counting, or naming items we are looking at, work to help us stay calm and collected. How would the best person that I can be handle this situation? I’m going to count to 10 and by the time I get to 10, I will be calm and collected. These are some of the examples used by Dr. Shannon, as techniques to distract cognitively from feelings we are experiencing, leading to escalated actions. Doing something that stimulates any of our **senses** can be a great distracter, eating chocolate, biting into a lemon, lighting a scented candle, looking at nature, listening to music, petting a dog or cat, or taking a hot bath or cold shower are all ways to distract ourselves from the situation and feelings at hand.

All of us are familiar with at least one or two of the simple strategies of ACCEPTS. The challenge is in taking the time to incorporate these strategies when unwanted stress, emotions, unmet expectations, or difficult times occur in our lives. If you would like to learn more about cognitive behavior therapy, the following books by Marsha Linehan are recommended readings: [Getting Through a Crisis Without Making it Worse](#); [Crisis Survival Skills Distracting & Self-soothing](#) and [Opposite Action: Changing Emotions You Want to Change](#).

Call for Nominations: ISAC Golden Eagle

The ISAC Board of Directors approved the ISAC Golden Eagle at their regular meeting in October 2010. At that meeting, the ISAC Board was presented the concept of establishing a program that would recognize and honor individuals who have provided extraordinary public service to ISAC and county government. Those eligible for induction would be current or former elected and appointed county officials, business or civic leaders, ISAC Preferred Vendors, persons providing assistance to counties as trainers, consultants, or advisors, and former members of the ISAC staff. Current ISAC Board members and staff aren't eligible since they are involved in making the selection.

Honorees will be selected on the basis of their service to county government, generally, and their service rendered to county government through ISAC. Such service includes leadership in ISAC, ISAC-affiliated boards, or other municipal organizations, service on state or national boards or commissions, service to the National Association of Counties, providing extraordinary service to counties in training, education and development of local leadership, advocating for counties and good local government, and providing exceptional professional assistance and support to counties.

The call for nominations, the criteria and the deadline for submission of nominations will be published in the February issue of *The Iowa County* magazine each year. Annually, Golden Eagle Honorees will be selected from nominations submitted to the ISAC Golden Eagle Committee, which will consist of ISAC board members, staff and any past Golden Eagles. The committee will be named by the ISAC president. The committee will then submit its recommendations to the ISAC Board for approval. The ISAC Golden Eagle honoree(s) will be recognized at the ISAC Fall School of Instruction each year.

At the 2010 fall school, Jane Halliburton, former Story County Supervisor and ISAC Board member, was honored as the first ISAC Golden Eagle.



To nominate qualified individuals to be commandeered for the 2011 ISAC Golden Eagle, please complete the form on the next page and return it to:

Iowa State Association of Counties
Attn: ISAC Golden Eagle
501 SW 7th Street, Suite Q
Des Moines, IA 50309

A form can also be found on the ISAC website, www.iowacounties.org. Deadline for submissions is Friday, May 27, 2011.

If you have any questions regarding the ISAC Golden Eagle, please contact Rachel Bicego at 515.244.7181 or rbicego@iowacounties.org.

2011 ISAC Golden Eagle Nomination Form

The Iowa State Association of County began honoring individuals with the ISAC Golden Eagle to recognize individuals who have provided extraordinary public service to ISAC and local government.

Individual Nominated:

Position:

Brief Biography:

In your view, what has this person done to provide extraordinary service to county government or to ISAC? Why do you feel this person should be an ISAC Golden Eagle honoree?

Nominated by:

Deadline for submission: Friday, May 27, 2011

Forward this form to:
Iowa State Association of Counties
Attn: ISAC Golden Eagle
501 SW 7th Street, Suite Q
Des Moines, IA 50309

meetings

2011 County Day at the Capitol - March 3

By: *Stacy Horner*

ISAC Meeting/Event Administrator



Mark your calendars now for the third annual County Day at the Capitol on Thursday, March 3. This event will begin at 9:00 am in the Wallace Building auditorium with special legislative updates. After the presentations, attendees will travel to the Capitol. The time at the statehouse will give county officials the opportunity to participate in the lobbying process by meeting with their legislators.

We have secured space in the Capitol Rotunda for affiliate displays. This will give each individual affiliate the opportunity to introduce legislators and the public to your important roles in the effective administration of county government.

Lunch will be provided for all legislators and attending county officials in the Capitol Rotunda West Wing. This will again give county officials the opportunity to interact with legislators.

Event registration will begin on Tuesday, February 1 at 8:30 am. You can register online at www.iowacounties.org. Even

though the event is free, we strongly encourage you to register prior to the event

so we can have an accurate lunch count to eliminate any unnecessary costs. Registration will close at 4:30 pm on Friday, February 25.

In order to have the opportunity to meet with your legislators on this day, each county is encouraged to set up meetings with their legislators in advance. Most days of the session are extremely busy and having a scheduled time with your legislators is very important to make the most of your day. As an ISAC member county it is important to be involved in the legislative session and to work to promote ISAC's legislative priorities and objectives. County Day at the Capitol will give you, our members, the opportunity to support ISAC's efforts

and work toward improving county government. We look forward to your participation!



2011 Statewide Supervisors Meeting - February 10

The Iowa State Association of County Supervisors will hold its annual winter meeting on Thursday, February 10, 2011 at the Hilton Garden Inn, 8600 Northpark Drive, Johnston. Please note this address as this is a new meeting location from past years. Registration includes refreshment breaks and lunch. To receive the pre-registration rate of \$55, please register by 4:30 pm on Monday, January 31, 2011 at www.iowacounties.org. After this date, all registrations must take place onsite at the Hilton Garden Inn for a fee of \$60.

ISAC has contracted a room block at the Hilton Garden Inn for the Statewide Supervisors Meeting. Sleeping room rates are \$89 per night plus applicable taxes. When reserving your sleeping room arrangements please call the hotel directly (515.270.8890) and ask for the "ISAC Statewide Supervisors Meeting" group rate. Reservations must be made by Wednesday, January 19, 2011. Hotel check-in is at 3:00 pm and check-out is at 12:00 pm.

For additional meeting details, including the agenda, please visit <http://www.iowacounties.org> or contact me at 515.244.7181 or shorner@iowacounties.org.

2011 ISAC Spring School of Instruction - March 23-24

It's hard to believe that registration for the 2011 ISAC Spring School of Instruction has already opened and we're well into the conference planning. The two-day conference will take place on March 23-24, 2011 at the Des Moines Marriott Downtown and Renaissance Savery Hotel. You can find all of the information that you need to prepare for the spring school at the conference website, which is <http://www.iowacounties.org/SpringSchool.htm>. From conference registration information to affiliate meeting locations and agendas to educational seminars, the website is updated on a regular basis with new and important conference details.

Please pre-register for the spring school! This greatly helps us keep conference fees low by planning accordingly for conference meals and materials. The last day to pre-register will be Tuesday, March 8 (4:30 pm). After that date, all registrations must take place on-site in Des Moines, and you will be charged the at-the-door registration fee of \$150. Please note that your name badge is REQUIRED for ALL conference events.

Hotel Accommodations

After registering for the spring school on the ISAC website, you will receive an email confirmation from ISAC which will contain instructions and a link to reserve your hotel room through the Iowa Housing Bureau website. You may only reserve ONE hotel room per conference registration and the name on the reservation must match the name of the meeting registration made on the ISAC website. Please DO NOT call any of the ISAC conference hotels to reserve your hotel accommodations. After registering for a hotel room through the Iowa Housing Bureau's online system, you will receive an acknowledgement email by the next business day from the Iowa Housing Bureau. This acknowledgement email will let you know where you are staying and confirms your arrival and departure dates. If you do not receive an acknowledgement email from the Iowa Housing Bureau by the next business day of making your hotel reservation online, please contact them promptly at 515.286.4960 or 800.451.2625.

The ISAC conference room blocks will only be available until 4:30 pm on Friday, February 25. After this date, the ISAC conference room blocks will be closed. If you have to make a change or cancellation to your hotel accommodations prior to Friday, February 25, please contact the Iowa Housing Bureau directly at 515.286.4960 or 800.451.2625. The ISAC conference hotels will receive the reservation lists from the Iowa Housing Bureau beginning on Monday, February 28. The hotel of your choice will send a confirmation number to confirm receipt of your reservation. On Tuesday, March 1, you may

contact the hotel directly for any changes to your reservation. Please remember that the ISAC Hotel Cancellation Policy will be in effect for the 2011 ISAC Spring School of Instruction. No cancellations will be accepted and no refunds will be given after Tuesday, March 1. If you choose to cancel your hotel reservation, you will be charged a cancellation fee, which is one night's lodging plus taxes to the credit card on file. Name changes on guest room reservations will be accepted.

Educational Seminars

ISAC will be hosting the following educational seminars on Wednesday, March 23 at the Des Moines Marriott Downtown from 9:00 am-10:30 am: My Month of Eating Local – A Journey to the Heart of the American Dream by Rob Marquese, Woodbury County Director of Rural Development; Financial Needs of Iowa County Roads, by Steve DeVries, Iowa County Engineers Association Service Bureau; and Spending Taxpayers Dollars: Competitive Bidding and Requests for Proposals by Darin Raymond, Plymouth County Attorney.

ISAC Dance

The ever popular dance floor will be alive once again at the 2011 ISAC Spring School. Knight Life Productions has an extensive music library playing favorites from all genres. Come; enjoy a night full of fun and music at the Renaissance Savery Hotel on Wednesday, March 23 from 8:30 pm-11:00 pm. Beverages and light snacks will be available during the dance.

Again, please continue to check out the conference website for the latest updates. If you have any conference questions, please don't hesitate to contact me at 515.244.7181 or shorner@iowacounties.org.

Spring School Agenda

Tuesday, March 22

4:00pm-7:00pm Affiliate Committee Meetings

Wednesday, March 23

7:30am-6:00pm ISAC Registration and Information Desk Hours
 7:30am-6:00pm Exhibit Hall Hours
 7:30am-9:00am Exhibitor Morning Refreshments
 8:30am-10:30am Exhibitor Learning Center
 9:00am-10:30am ISAC Educational Seminars
 10:45am-12:00pm ISAC Business Meeting and Awards Ceremony
 12:00pm-1:30pm Open Lunch/Exhibitor Ice Cream Social
 1:30pm-4:30pm Affiliate Time
 4:30pm-6:00pm Exhibitor Reception and Vendor Drawing
 6:00pm-8:30pm Hospitality Rooms
 8:30pm-11:00pm ISAC Dance

Thursday, March 24

7:30am-3:00pm ISAC Registration and Information Desk Hours
 7:30am-8:00am Morning Refreshments
 8:00am-12:00pm Affiliate Time
 12:00pm-1:00pm ISAC Networking Lunch
 1:00pm-5:00pm Affiliate Time

A message from President Glen Whitley ...

“County Government Works!”

I know that “County Government Works.” From my meetings in all parts of the country, I know that each day 3,068 county governments provide critical services to build vibrant and cohesive communities. As elected officials we need to ensure the public understands the role county government plays.

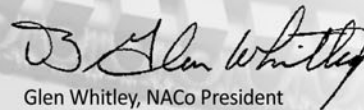
Whether you are an elected or appointed county leader or professional staff, you are the face and voice of county government. You know solutions to today’s challenging issues, political battles and budgets are not easy or inexpensive. You also know that knowledge is the key.

In today’s world with our tough economy, everyone must keep learning to keep producing and finding solutions to the difficult problems we face. Abraham Lincoln once said, “I don’t think much of a man who is not wiser today than he was yesterday.”

Your association, NACo, the only national organization representing county government, provides you with a great opportunity to network, learn and share successes with your peers at the 2011 NACo Legislative Conference, March 5 – 9, in Washington, D.C.

The Legislative Conference offers you the opportunity to meet with your county colleagues, as well as newly elected Congressional representatives and Administration and Federal Agency officials, all of whom are making decisions daily that impact your county. To be an effective leader you can’t be left out of these discussions.

Register today to make sure you are part of the key meetings that will be held in the nation’s capital. When you are able to provide leadership through continued learning, proven solutions to critical issues, funding opportunities for your county, and a network of colleagues to help you, then County Government Works!


Glen Whitley, NACo President



Keep Learning to Keep Producing



March 5–9
Washington, D.C.

NACo Rural Action Caucus Updates

Barron Appointed to Chair NACo Rural Action Caucus



NACo President Glen Whitley has appointed Linn County Supervisor Lu Barron as chair of NACo's Rural Action Caucus (RAC). RAC is the voice for America's rural counties before Congress and the Administration. County elected officials from rural areas work together to address many critical issues affecting rural life and development, including infrastructure development, broadband deployment,

access to health care, and road and bridge maintenance and construction.

"I am pleased that Supervisor Barron will be leading our collective efforts to help shape national policy affecting rural America as chair of NACo's Rural Action Caucus," said Whitley, County Judge, Tarrant County, Texas. "She has been a strong national voice for rural communities and county programs for many years and we are grateful for her public service."

Barron has been active in NACo since 2001. Currently, she serves on the NACo Board of Directors and is vice chair of the Human Services and Education Steering Committee. Appointed vice chair of RAC in July, Barron replaces Marathon County (Wisconsin) Board Chair Keith Langenhahn, who stepped aside to concentrate on his duties serving as NACo's Central Region Representative on the Board of Directors.

Since 1997, RAC has addressed critical federal, state and local issues such as:

- Reauthorization of the farm bill with increased funding emphasis on rural development programs;
- Funding for Payment in Lieu of Taxes (PILT);
- Reauthorization of the Secure Rural Schools & Community Self Determination Act; and
- Increased assistance in dealing with the methamphetamine crisis.

RAC Sets 2011 Rural Priorities

by Erik Johnston, NACo Associate Legislative Director

A key factor in the dramatic shift of power in the U.S. House of Representatives was Republican victories in 39 rural congressional districts previously held by Democrats.

RAC met recently to analyze this new political landscape and to decided to focus its advocacy efforts in 2011 on five key issues. Farm bill reauthorization, surface transportation-aviation reauthorization, rural health care, the Secure Rural Schools

and Community Self-Determination Act-PILT and food safety are RAC's 2011 key legislative priorities.

The caucus will focus on educating Congress, especially new members, about these rural concerns and will ramp up efforts to influence administration officials who are writing rules and regulations that will affect rural counties.

"It is more critical than ever for rural counties to educate Congress and the administration about rural county priorities," said Keith Langenhahn, board chair, Marathon County, Wisconsin. "I ask my fellow rural county officials from across the country to become involved in RAC and work with us to advance these priorities."

RAC will work to ensure that both the surface transportation reauthorization and aviation reauthorization take into account the key role of rural counties in the nation's integrated transportation system. RAC will also emphasize the need for multi-year authorizations that give counties certainty in their planning and budgeting processes.

Raising the profile of NACo's farm bill priorities is also critical to addressing rural infrastructure needs. NACo supports enhanced provisions aimed at bolstering renewable energy, beginning and young farmers, and flexibly funded rural development programs in the next farm bill. This work will be complemented by a simultaneous focus on securing strong appropriations for USDA Rural Development programs.

USDA Rural Development's grant and loan programs bolster local initiatives to enhance and maintain water and wastewater infrastructure, community facilities, broadband infrastructure, rural business programs and rural housing. The Secure Rural Schools and Community Self-Determination Act (SRS) and PILT are also critical to many rural counties. RAC will work with NACo's Public Lands Steering Committee and Western Interstate Region to support full funding of PILT and SRS.

RAC will also support NACo priorities within health reform implementation, with a particular focus on funding for critical access hospitals, the Federal Medicaid Assistance Percentage (FMAP) and the shortage of medical professionals in rural communities. Lastly, RAC will urge Congress to focus on improving food safety regulations, especially through enhanced inspection standards of imported food products.

NACo's Rural Action Caucus is a bipartisan coalition of rural elected officials, who strive to enhance the quality of life in rural counties through effective federal legislation. For more information about RAC and national issues affecting rural counties, contact Erik Johnston at 202.942.4230 or ejohnston@naco.org.

miscellaneous

Introduction to Planning and Zoning Workshops

Elected officials and citizen-led boards and commissions make up the backbone of the local planning and zoning process. Unfortunately, the issues surrounding land use, and the tools and techniques available to address them, are becoming increasingly complex. At the same time developers, land-owners and residents are increasingly likely to litigate over unfavorable decisions.

The Introduction to Planning and Zoning workshop is designed as a “basic training” for local elected and appointed officials on the land use issues facing them today. Using case scenarios in a highly interactive format, it will provide participants with an overview of the roles and responsibilities of the planning commission, the board of adjustment and the elected council and board of supervisors.

It will also highlight legal issues frequently faced by local officials, such as variances, special uses, nonconforming uses, spot zoning, hearing procedures and conflicts of interest. The workshop is intended primarily for local officials new to planning and zoning issues, though it will also serve as a refresher for veteran members.

The Introduction to Planning and Zoning for Local Officials is offered annually year-to-year so that city and county officials are able to attend a location near them at least once every two years. The dates and locations for 2011 are as follows:

- March 22 - Bettendorf
- March 23 - Fairfield
- March 29 - Fort Dodge
- March 30 - Urbandale
- April 5 - Dubuque
- April 6 - Waterloo
- April 12 - Council Bluffs
- April 13 - Spencer

The registration fee is \$55 per individual. This fee is reduced to \$45 per individual if a county registers five or more persons to attend. The fee covers meal costs and workshop materials. Registration materials and payment must be received at least two weeks before the scheduled date of the workshop you wish to attend. No registrations will be accepted at the door.

Learn more at www.design.iastate.edu/extension/planning-workshops.php or contact Cindy Stuve at 515.294.5263.

employment

GIS Coordinator

Wapello County is accepting applications for the position of GIS Coordinator. This person will establish the GIS office and mapping website for Wapello County, maintain and coordinate mapping functions with county assessor, auditor, engineer, and other county offices, and general public, and report to the county supervisors. Education requirements are an A.A./B.S./B.A. degree in geography, drafting, geographic information systems,

computer science or related fields, with two or more years experience or training in ArcGis or related programs. Autocad and I.T. experience a plus. Salary is based on experience with excellent benefits and health insurance. Submit resumes to: Wapello County Assessor at 101 West 4th Street, Ottumwa, IA 52501. Applications will be accepted until February 18, 2011. Wapello County is an equal opportunity employer.

Making Medicare Make Sense

Q: Will there be changes in what I have to pay for my Medicare premiums and deductibles in 2011?

A: The Medicare program is the largest health insurance program in the nation, and with all health insurance, members have various out of pocket costs, for which they are responsible. This column will discuss the changes to those out of pocket costs under the Original Medicare program for 2011.

First, let's talk about the Part B premium. Is the Part B premium going to increase in 2011? Well, the answer to that question is: Maybe. It depends on if you will be new to Medicare in 2011 and how you will pay your Part B premium. For anyone new to Medicare in 2011 and for individuals already on Medicare who are directly billed the premium on a quarterly basis, the Part B premium will be \$115.40 per month. If you are not new to Medicare and you have had your Part B premium deducted from your Social Security benefits, you will continue to pay the same Part B premium as you did in 2010. This is because you did not receive a Social Security cost of living allowance (COLA) for next year. If Medicare raised the Part B premium, it would negatively impact your Social Security check.

Now, the annual Part B deductible, which is the amount Medicare beneficiaries owe each year out of pocket before Medicare will begin paying for most services has increased from \$155 in 2010 to \$162 in 2011.

The Part A, or the Hospital Insurance side of Medicare has some out-of-pocket increases for 2011 as well. If you are admitted to the hospital as an inpatient and you start a new benefit period you are responsible for an inpatient hospital deductible. In 2011, the inpatient deductible is going up from \$1,100 to \$1,132. Once the deductible is met, Medicare pays for all other covered charges for the first 60 days of an inpatient hospital stay during a benefit period. If you are discharged from the hospital and readmitted before 60 days has passed, then you will not have broken your benefit period and will therefore not owe a new inpatient deductible.

If you have a lengthy inpatient hospital stay that is more than 60 days, for days 61 to 90 of the benefit period you will be responsible for \$283 per day, which increased from \$275 in 2010. For days 91 to 150 you will be responsible for \$566 per day in 2011, up from \$550 per day in 2010. These are considered your lifetime reserve days and once they are used, these days do not renew when you start a new benefit period.

Many times you will not need to stay in the hospital as an inpatient for a long period of time but you may not be well enough to go home and may need to receive full time skilled nursing services or full time therapy services in a skilled nursing facility. If that is the case, then Medicare will cover the first 20 days at 100%, if you qualify. Then if you still require this level of care, beyond 20 days, for days 21 to 100 there is a daily coinsurance of \$141.50 that you will have to pay in 2011, which increased slightly from \$137.50 in 2010.

Q: What is the Medicare Advantage Disenrollment Period that was created by the Affordable Care Act or what is known as Health Care Reform?

A: Since 2006 Medicare beneficiaries have always had the Medicare Advantage Open Enrollment Period from January 1 to March 31 of every year to make changes to their Medicare Advantage enrollment. Beneficiaries had the ability to enroll into a Medicare Advantage plan from Original Medicare, change from one plan to another, or disenroll from a Medicare Advantage Plan and return to Original Medicare and a stand-alone prescription drug plan. However, the Affordable Care Act eliminated the Medicare Advantage Open Enrollment Period that usually takes place beginning in January, and created the Medicare Advantage Disenrollment Period.

The new Medicare Advantage Disenrollment Period begins on January 1, 2011 and ends on February 14, 2011. During this 45-day timeframe, individuals who are already enrolled in a Medicare Advantage plan have the ability to disenroll from the plan and return to Original Medicare and choose a stand-alone prescription drug plan, even if their Medicare Advantage Plan didn't include drug coverage. The effective date of their coverage will be the first day of the month following the date the disenrollment/enrollment request is received. That means a disenrollment request received in January would be effective February 1. If the beneficiary chooses to enroll in a stand-alone prescription drug plan they can simply enroll in the drug plan of their choice and that will disenroll them from their Medicare Advantage plan the first day of the next month.

This period does not allow beneficiaries to move from one Medicare Advantage plan to another or from one Prescription Drug Plan to another — it is now strictly, a disenrollment period.

If you have questions about this change or the major changes to the cost sharing amounts under Original Medicare Part A and B, you can call the Medicare Helpline 1.800.MEDICARE (1.800.633.4227) 24 hours a day, 7 days a week. TTY users should call 1.877.486.2048. More information about Medicare can also be found on the internet at www.medicare.gov.

preferred vendor highlights

Doing the Right Thing

Establishing a comprehensive training program is the most important course of action a sheriff can perform within a correctional facility, besides it's the right thing to do. This alone will result in exceptional job performance, thereby lowering the risk of successful lawsuits and the overall cost of the jail operation.

Among the responsibilities of the sheriff in a jail is writing policies and procedures and training officers. It has been my experience when an officer is involved in a lawsuit, an officer will frequently default to the defense of, "nobody trained me to do that." If a sheriff is to protect his or herself, they should do the right thing and see that training becomes the highest priority in their facility.

Why do you train?

As I go around to many jails, it is not uncommon to find the training of an officer takes place "X" number of hours a year, usually in the months of January or February, which means training is performed at the minimal standards to meet compliance levels with the state. This is absolutely not a reason to train. While training is expensive, it is still far cheaper than a preventable lawsuit and lends itself to a smoothly run operation.

Who needs to be trained?

Anyone who may be involved in the process you are teaching, including backup personnel, needs to be trained. The key is training before the task needs to be performed. Therefore, training should be conducted immediately after the hire, preferably in the initial orientation.

Unfortunately, 60-70% of all training material is lost to memory within eight days and by 30 days, 90% is lost. Therefore, in your training program it is mandatory you use pre and post-tests and you give written material as handouts that the employee can keep and refer to at the eight day period and 30 day period. This will markedly improve their memory and should improve their overall training and job performance.

Additionally, as you prepare your training program, develop spreadsheets for your entire staff to determine those things on which they need to be trained and where possible training should be repetitive and continuous. For example, suicide prevention training in a jail is generally done one time per year. I would suggest it should be done multiple times per year since inadequate training is known to be one of the highest areas of successful lawsuits in a jail environment.

By: Norman R. Johnson, M.D.

Advanced Correctional
Healthcare



Why don't people do the right thing all the time?

Overwhelmingly, the most common reason is because he or she didn't receive adequate training. The way to solve this problem, simply, is with more training, and it takes far more than you normally think. That being said, the employee needs time – time to learn and understand the training, and to have it reinforced. It is important the employee learns how to do the job and understands the reasons behind it. Once it's understood why the job is done the way it is, then the employee can begin to think on their own and work more productively.

How do you know your employee is doing the right thing?

You can determine whether your employee is performing all tasks properly by conducting peer reviews and by observing the person while he or she is working. How often you should review an employee's work is dictated by the task and when it must be completed. As a general rule, officers and nurses should be reviewed every three to four months. Nurse practitioners, physician assistants, and doctors should be reviewed yearly at each site or every six months if they visit multiple sites. Additionally, retrospective peer reviews are beneficial following suicide, death and a sentinel event.

How can you learn more about establishing a training program?

Advanced Correctional Healthcare (ACH) has developed a comprehensive training program and our clients have experienced a dramatic decrease in lawsuits because of it. For more information visit our website at www.advancedch.com or call us at 1.866.719.8100.

Norman R. Johnson, M.D., has been involved with correctional healthcare since 1995 as a practicing physician in jails as small as 10 inmates and prisons as large as 3,500. He is the founder and CEO of AHC, which currently serves 180 county jail facilities in 17 states. Dr. Johnson has provided educational programs at many county, state and national seminars and conferences over the last fifteen years.



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2010/2011 calendar

February 2011

- 9 CCMS Administrators Meeting
(Hilton Garden Inn, Urbandale)
- 10 Supervisors Statewide Meeting
(Hilton Garden Inn, Urbandale)
- 11 ISAC Executive Board Meeting
(ISAC Office, Des Moines)
- 16-17 CCMS Fundamentals Training
(Courtyard by Marriott, Ankeny)
- 24-25 ISAC Board of Directors
(ISAC Office, Des Moines)

March 2011

- 3 County Day at the Capitol
(Des Moines)
- 5-9 NACo Legislative Conference
(Washington D.C.)
- 23-24 ISAC Spring School of Instruction
(Marriott and Renaissance Savery,
Des Moines)

April 2011

- 12 CCMS Administrators Meeting
(Stoney Creek Inn, Johnston)

May 2011

- 5 CCMS Advanced Case Management
(Hilton Garden Inn, Urbandale)
- 6 ISAC Board of Directors Meeting
(ISAC Office, Des Moines)
- 18-20 County Zoning Officials Spring
Conference
(Dubuque)

June 2011

- 2 CCMS Supervisors Training
(Hilton Garden Inn, Urbandale)
- 15-16 CCMS Fundamentals Training
(Holiday Inn Airport, Des Moines)
- 15-17 ICIT Conference
(West Des Moines Marriott)

July 2011

- 8 ISAC Board of Directors Meeting
(ISAC Office, Des Moines)
- 12 CCMS Administrators Meeting
(Stoney Creek Inn, Johnston)
- 15-19 NACo Annual Conference
(Portland, OR)
- 27-29 Iowa State Association of County
Auditors Conference
(Isle of Capri, Waterloo)

August 2011

- 3-5 Iowa County Recorders Association
Summer School
(Terrible's Lakeside Casino, Osceola)
- 4-5 Supervisors Executive Board Retreat
(Springhill Suites by Marriott, Council
Bluffs)
- 10-12 CCMS Annual Conference
(Sheraton, West Des Moines)

September 2011

- 15-16 ISAC Board of Directors Retreat
(Clay County, IA)
- 15-16 CCMS Strengths Based Training
(Hilton Garden Inn, Urbandale)

October 2011

- 2-5 Assessors School of Instruction and
Conference
(Holiday Inn Airport, Des Moines)
- 11 CCMS Administrators Meeting
(Stoney Creek Inn, Johnston)
- 19-20 CCMS Fundamentals Training
(Courtyard by Marriott, Ankeny)
- 27-28 ISAC Board of Directors Meeting
(ISAC Office, Des Moines)

November 2011

- 3 CCMS Advanced Case Management
(Hilton Garden Inn, Urbandale)
- 16-18 ISAC Fall School of Instruction
(Coralville Marriott Hotel and Conference
Center)

December 2011

- 9 ISAC Board of Directors Meeting
(ISAC Office, Des Moines)

Please visit ISAC's online calendar of events at www.iowacounties.org and click on 'Upcoming Events.' A listing of all the meetings scheduled for 2011, agendas and meeting notices can be found on ISAC's website. A majority of ISAC's meetings offer online registration. If you have any questions about the meetings listed above or would like to add an affiliate meeting to the ISAC Calendar, please contact Stacy Horner at 515.244.7181 or shorner@iowacounties.org.

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ISAC's 2011 Spring School of Instruction

March 23-24, 2011 Downtown Marriott and Renaissance Savery Des Moines

Visit www.iowacounties.org for more information.

Registration closes at 4:30 pm on Tuesday, March 8, 2011.

All registrations after this date will take place at-the-door at a greater price.

You must register for the conference before you can secure a hotel room.



This year, CRMS is celebrating something special:
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