

The Iowa County

Iowa State Association of Counties



July 2011

County Official in Pakistan
Farewell to Lauren Adams



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Rachel E. Bicego, EDITOR

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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.

Citizen Diplomacy Program

By: *Ben Rogers*

Linn County Supervisor



I recently returned from Islamabad, Pakistan as part of a 10-member delegation funded by the U.S. State Department to further the United State's relationship with Pakistan through a term I call 'citizen diplomacy.' Citizen diplomacy creates a small ripple of change by meeting with Pakistani citizens and government officials to learn more about who they are as a people, better understand our bilateral relationship and bridge the divide of our cultures. Through citizen diplomacy, we can begin to close the gap of mistrust, confusion and misunderstanding between our countries through open and honest communication that is free of diplomatic restrictions.

Our delegation's goal and purpose was to make a positive impact within the small groups we met to further the dialogue and exchange of ideas between our countries.

On a historical note, I returned from Pakistan less than 24 hours before Osama bin Laden was killed in Abbottabad, Pakistan on May 1. Our delegation was less than 30 miles from his compound.

Pakistan is a predominantly Muslim country (95%) and has a population quickly approaching 190 million. Pakistan is bordered by China to the north, Afghanistan to the west, Iran to the south and India to her east and is of great strategic importance to the United States. Because of the geographic and military importance of Pakistan, the United States has pro-

vided billions of dollars of aid in recent years, especially after the historic floods of 2010 that covered one-fifth of the land-mass of Pakistan killing more than 2,000 people and displacing over 8 million residents. Despite this aid and assistance, our bilateral relationship has deteriorated significantly over the past several years.

During my visit I learned that there are two divisive issues that define and continue to fracture our fragile relationship with Pakistan: the continued drone attacks by the United States in the Federally Administered Tribal Areas (FATA) that borders eastern Afghanistan and Raymond Davis. Raymond Davis is a CIA security contractor accused of killing two Pakistani's, and the U.S. claimed diplomatic immunity, although Mr. Davis was not on the list of diplomats with immunity. These killings set off a wave of anti-American sentiment and violence that became a symbol of American arrogance and interference with Pakistan sovereignty. In every single meeting we attended, from high-level government officials to non-government organizations, these issues were communicated to us as the single source of anger and hatred towards the United States. In a recent Pew Global Attitudes Project poll, only 17% of Pakistani's had a favorable view of the United States.

Here at home, the war on terror is reported on the nightly news and in magazines and newspapers; in Pakistan it is happening



Delegation outside of the International Islamic University.



Pakistan Monument in Islamabad

in their homes and on their streets. The first thing I noticed in Pakistan was security. There are check points with armed guards on every street. Buildings and homes have tall fences with razor wire, and we had to go through four layers of security of armed guards and metal detectors to enter the lobby of our hotel.

It was important for our delegation to experience these strict security realities because it gave us a real flavor of the issues affecting everyday Pakistani's and how the two issues I mentioned above have negatively impacted their perception of the U.S. Most Pakistani citizens have never met an American let alone had access to a group of Americans to ask questions, learn about our culture or find new ways to better our relationship. In fact, most of the meetings we attended were off limits to U.S. Embassy and State Department staff due to security and diplomatic issues. Since we were not an official State Department delegation, we had a lot of freedom to actively engage and answer any questions our hosts asked of us, mainly on foreign policy issues. Being an unofficial delegation also meant that we had no security.

At the International Islamic University, we learned that only 2% of Pakistani's go on to higher education and that Pakistan has one of the highest illiteracy rates in the world. Access to education for women is even less.

We had high-level governmental meetings within the Pakistan National Assembly and Senate to learn about their parliamentary government, the roles between the Prime Minister and the President of Pakistan and how Sharia (Islamic) law affects the judicial system. Our delegation had the opportunity to sit in the National Assembly, the equivalent of our U.S. House of Representatives, and listen to a bill being debated making it a crime to attack women with acid. At the National Commission on the Status of Women we learned about the slow progress of the women's rights movement in Pakistan and the continued lack of education, access to health care and employment opportunities women face each day.

Despite the rhetoric we encountered the foreign policy challenges that continue to impact our bilateral relationship, the Pakistani people and our hosts were some of the kindest, most hospitable people I have met. Their culture places a high value on ensuring their guests' needs are taken care of before their own. Many of our hosts took us in small groups to villages, markets, holy shrines and invited us into their homes to give us a more rich experience of Pakistan. I am truly grateful for the kindness they extended to us and to the friendships we created. In that sense, the goal of our delegation was met and exceeded.

To learn more about my experience in Pakistan visit my blog "In The Arena" at www.benrogers.org.

ISAC Legislative Objectives

By: *Linda Hinton*

ISAC Government Relations
Manager



What a difference a year makes! Last year the annual session wrap up article was published in the May edition of the magazine. This year, the legislature was still in session when the July magazine went to print. The session was defined by the new Governor and the partisan split between the House and Senate. Look for articles on commercial property tax and disability services legislation in upcoming issues of the magazine.

Redistricting

An issue that many predicted would require a special session breezed through the Iowa Legislature this year with little discussion or fanfare. Iowa's non-partisan redistricting process gave the legislators a plan that few were willing to take the risk of rejecting in order to see a second plan. The maps came out at the end of March, and the Governor signed HF 682 on April 19. On this particular issue, the legislature took the minimum time to review the options, hold hearings, hold subcommittee and committee meetings, and vote to accept the first map.

ISAC Legislative Objectives

ISAC was able to get three of its legislative objectives passed this year. Alternative Septic (SF 407), the Department of Transportation (DOT) Omnibus Bill (SF 205) which included the surviving spouse and the Treasurers Bill (SF 434).

Alternative Septic (SF 407) - allows the Department of Natural Resources to delegate the department's permitting and enforcement powers, including the assessment of civil penalties, for the construction of semipublic sewage disposal systems to a county.

Surviving Spouse (SF 205) - includes a provision for the DOT to waive the \$20 title fee and \$5 certificate of title surcharge when ownership of a vehicle is transferred to the surviving spouse. The bill includes a surviving spouse in the definition of an "owner" so that the annual registration fee of a motor vehicle transferred to a surviving spouse is maintained at the same rate rather than subject to the fee increases effective January 1, 2009.

Treasurers Bill (SF 434) - the treasurers affiliate's technical bill, makes several changes in the delinquent property tax processes used by county treasurers. First, the bill amends Iowa Code §358.20 to treat delinquent sanitary district fees similar to special assessments so that the delinquent sewer rental fees do not attach to the property if the property is transferred before the certification of the delinquency to the treasurer. Second, the bill amends Iowa Code chapter 445 to require the

county treasurer to provide a taxpayer a receipt only if payment is made in cash. In all other cases, receipts are only required if requested. Third, the bill moves the required date for delinquency notices from the amount due on February 1 to the amount due on November 1 in order to notify taxpayers earlier in the process. Finally, the bill amends Iowa Code §468.57 regarding levee and drainage district assessments to specify that if the last day of September is a Saturday or Sunday, the amount is delinquent beginning on second business day of October.

Included in the other bills of interest to ISAC that were passed this year was one that had been a legislative objective for a number of years. Persons who have Medicaid who are in jail have their benefits terminated. The federal government allows suspension of benefits rather than termination, and ISAC has worked for years to get this implemented in Iowa. SF 482, the Department of Human Services (DHS) technical bill, was amended to require DHS to suspend rather than terminate an individual's Medicaid eligibility for up to 12 months if the person's eligibility is due to disability or age. To implement this, the department is required to: 1) request a waiver from the Centers for Medicaid and Medicaid Services for the delay in suspension of eligibility for the first 30 days that someone is in jail; 2) develop a process for suspension of Medicaid eligibility in these circumstances beginning January 1, 2012; and 3) incorporate the suspension process into any future redesign of the Medicaid information management system.

Another issue area that ISAC has been involved in for a number of years is changes to Iowa's open meetings/open records law. A compromise bill, SF 289, passed this year. This bill addressed reconvened meetings, the purchase of real estate closed session and confidential records exemption, fines for violations of the open records or public meetings laws, personnel records, and settlement agreements. Efforts to create a new enforcement board and to define draft documents and when those drafts would be public failed.

Finally, an issue that saw droves of interested parties descend on the capitol in prior years, passed this year without so much as a rally from either side. SF 464, which allows a hunting season for mourning doves, passed both houses and was signed by the Governor in a matter of seventeen days. Quite a feat in a year when the Governor signed his first bill, the FY 2011 supplemental and deappropriations bill, on March 7, the same day that the dove hunting bill was introduced.

Eligible Charitable Organizations

For profit companies often offer various options for employees to donate to charities via a deduction from their paychecks. State employees have a set of rules regarding such workplace giving programs. And there is a separate set of rules for similar programs for non-state public employees. Iowa Code §70A.15A allows public employers to “authorize deductions from the salaries or wages of its employees” for the benefit of “an eligible charitable organization.” In this context, public employer means school districts’ boards of directors, counties’ boards of supervisors and governing bodies of cities.

The Code section defines “eligible charitable organization” as a not-for-profit federation of health and human services, social welfare, or environmental agencies or associations. In addition, in order to be an eligible charitable organization, the organization must:

- Be tax exempt under Internal Revenue Code §501(c)(3);
- Qualified such that all contributions to the organization are deductible under Internal Revenue Code §170;
- Have had an office in Iowa for the last five years;
- Represent at least 10 health and human services, social welfare, or environmental agencies or associations that are located in Iowa;
- Be governed by an active, voluntary board, which exercises administrative control over the organization;
- Not be a charitable foundation; and
- Be registered with the Secretary of State’s office.

The authorization from an employee for such deduction must be in writing, signed by the employee, state the amount specified for payment to the eligible charitable organization, and directed to the treasurer or the official in charge of the payroll system. The employee may withdraw his or her authorization at any time by submitting a written withdrawal to the person to which the authorization was originally submitted.

A public employer is not required to allow any such payroll deductions; however, this type of workplace giving program allows your county employees to easily and effectively donate to a variety of charities. It is important to note that Iowa Code §70A.15A requires that if a public employer authorizes deductions for one eligible charitable organization, the public employer shall ensure that an employee shall be permitted to authorize a deduction to *any eligible charitable organization* (as defined above). This means a public employer is prohibited from denying a request for a payroll deduction for one eligible charitable organization if it allows payroll deductions for other eligible charitable organizations.

By: Kristi Harshbarger

ISAC Legal Counsel



There are currently only three organizations that meet the definition of eligible charitable organization – Community Health Charities Iowa, Iowa Shares and the United Way. If your current program does not offer all three eligible charitable organizations, contact: Community Health Charities Iowa at 877.517.6266; Iowa Shares at 319.338.1446; and United Way at 515.246.6513 to add these options.

Each federation’s website provides information regarding the organizations it represents. Each federation allows an employee to designate which represented organizations the employee wants his or her donation to go to, or if no such directive is made, the donation will be distributed equally amongst the represented organizations. According to their websites, the federations generally describe their representations as the following:

- Community Health Charities of Iowa represents 24 health-related agencies;
- Iowa Shares supports a wide range of member nonprofits, including: those serving women, children, and families; supporting the environment; providing arts and cultural opportunities; supporting animal welfare; creating a just society; and improving our communities; and
- United Way represents human service programs that support families by helping with quality education, adequate income and better health.

If you have a question on whether an entity is qualified as eligible charitable organization, try contacting the Secretary of State’s office. The fact that there are currently only three eligible charitable organizations allows employees a variety of giving choices, without placing too significant of an administrative burden on the public employer.

As you know, this is my first official “Legal Briefs,” as last month’s edition was my introduction and bio. If you have any topics you would like to see a “Legal Briefs” article on in the future, please do not hesitate to contact me at kharshbarger@iowacounties.org. I look forward to your suggestions, as I want these articles to be timely and helpful to the work of Iowa counties.

The Year of CSN

In May of this year, the Community Services Network (CSN) reached a major milestone as the 51st county was loaded into CSN. We are now over half way to total implementation. What started in the spring of 2008, will by late fall of 2011, have 96 counties in the Network. With all of the discussion surrounding mental health reform in Iowa, CSN easily demonstrates that our counties are willing to put their money and resources where there is need. As we move from implementation to operation, CSN will provide many opportunities to change client and fiscal management on the local level.

As a re-fresher, CSN is expected to:

- Improve management, tracking and reporting of all community services.
- Increase validity and consistency of data collected across the state.
- Connect counties and state allowing for rapid, real-time data sharing.
- Improve access to community services by citizens.
- Provide accurate and complete information for county and state-wide planning, funding, and performance measurement decisions.
- Assist DHS and the counties in meeting federal and state/legislative reporting requirements.

Even as we work to complete the implementation of CSN, there are two parallel projects that will significantly improve communication and coordination in the areas of case management and rate negotiations.

Case Management

As a County Case Management Services (CCMS) initiative, the CSN Case Management Module took form in the fall of 2009. The steering committee worked hard through 2010 to refine the specifications and requirements of the module. In the fall of 2010, the CCMS board approved the \$300,000 project.

The module will leverage CSN's 24-hour website access, electronic document storage, "real-time" tracking, and service provider management with the module's ability to manage daily case workloads, electronic billing, case reporting and supervisory case worker management.

In addition to the benefits previously listed, CCMS itself will benefit by:

- decreasing travel time and costs;
- increasing efficiency in file review;
- providing "real time" technical assistance;
- providing electronic billing to counties;

By: Robin Harlow

ISAC Technology Project
Manager



- providing electronic Targeted Case Management tracking notification capability (alerts); and
- providing 24-hour electronic file access.

The effects will be obvious. As case workers work with clients, they are required to have accurate and timely information as they complete social history, individual care plans, etc. Once the case management module is in place, as the case worker updates the client's information, the county's Central Point of Coordination (CPC) will have access to the most current client demographic information. This will eliminate the need to track down the case-worker or client to make sure that the CPC has the most current information. This will make sure that CPC can then report required and accurate information to the state.

County Rate Information System (CRIS)

Today, there are 67 counties that participate in CRIS. The purpose of CRIS is to:

- Establish a rate setting methodology based upon actual cost, standardized service definitions, standardized units of service, uniform classification of cost and consistent reporting to enable participating counties to negotiate appropriate reimbursement rates with covered MH/DD providers.
- Facilitate effective and efficient communication among participating counties and covered MH/DD providers through technical support and training.

Because CSN will be storing all services and rates for all providers, it makes sense to use CSN in helping all counties in negotiating provider rates. Additionally, CSN will shortly be able to designate rates as being set through a negotiation process. This will assist in comparison of cost and service availability. CSN will allow host counties to upload their latest contract document. This tool will help counties in answering questions about when and what rates are in effect.

The CRIS Board contracts with the Eide Bailly Accounting Firm to provide the analysis of provider financial reports. In the process of analysis, Eide Bailly maintains a redundant provider database. Eide Bailly will monitor, verify and clarify various provider reports. The end result is a set of reports that CPC can use to negotiate provider rates. Much of the Eide Bailly's time is spent following up and inputting information into CSN. We will be looking to reduce follow up and inputting time by using our provider database to regularly scan providers for missed dates and automate the process of follow up. At some time in the not so

Continues on next page.

Office Move

ISAC will be moving to our new location at 5500 Westown Parkway, Suite 190 in West Des Moines on August 29. The move comes after a two and a half year process of analyzing our member and staff needs, looking at the possibility of sharing space with the Iowa League of Cities and several locations around the metro area. The new location was approved by the ISAC Board of Directors and will offer our members added meeting room space and ample parking. It is also located in an area with many walking trails, so when you have a break from a meeting you will be able to enjoy the fresh air. Below are some specifics regarding the upcoming relocation of our offices:

Location

The new office will be located directly off of I-35 and I-80/I-235. If coming from the north on I-35, take the University exit, turn right, make a left onto West Lakes Parkway, and take this to Westown Parkway. Our building will be the last building on the right before crossing the bridge. If coming from the south on I-35, you will want to take the University exit, turn right onto University, make the first right onto 50th Street, and turn right onto Westown Parkway. Our building will be the first building on the left after you cross the bridge. If coming from the west on I-80, you will need to take the 60th Street exit, turn left onto 60th Street, and turn right onto Westown Parkway. Our building will be the last building on the right before crossing the bridge over I-35. You will want to take the 50th Street exit if coming in from the east on I-235. Make a right onto 50th Street, turn left at the first light (Westown Pkwy), and cross the bridge. Our new office will be the first building on the left.

There are many hotels and restaurants located around our new facility; we will have a listing of these available to you in the near future on the ISAC website.

By: Tammy Norman

ISAC Office Manager



Meeting Room Space

The new office will have up to four meeting rooms available for use by our members after September 9. They will include one large conference room accommodating up to 36 attendees and a medium conference room accommodating up to 24 attendees. The medium conference room will offer a partition wall that can be divided into two smaller rooms holding up to 12 attendees each. We will also offer an executive conference room for up to 10 attendees. Each meeting room will be equipped with an LCD projector and screen. To reserve this space, please call the ISAC office at 515.244.7181. ISAC meeting rooms will be closed from Monday, August 22 through Friday, September 9. The ISAC office will also be closed for a small period of time that will be announced in closer proximity to the move.

New Phone System

With the new office move, we will also have a new Direct Inward Dialing (DID) phone system which will allow for each of our staff members to have a direct line to their office. We will still maintain our existing main phone number of 515.244.7181. Once the phone numbers have been assigned to the staff, we will publish them in the magazine, on the website and in a flyer that will be mailed to your offices.

Website Note: If you have a question regarding new technology and would like it addressed in this column, please contact me at 515.244.7181 ext. 315 or at tnorman@iowacounties.org. Until next month, keep clicking!

Continued from page 8.

distant future, even the submitted reports should be uploaded and entered electronically into CSN.

The group is now studying how to approach the process of rate setting in CSN. It is expected that this group's work would be completed this fall. Some of the cost associated with CRIS can be reduced and eventually all counties will benefit by leveraging CSN to assist in this process.

As the discussion of mental health reform moves forward, there is not one project at any level of Iowa government that will have more impact to improve services to clients than CSN. At some levels of government the passion seems to be to serve the bureaucratic process. Whereas, at the local level, the passion is to serve the client, and this is the promise of CSN.

Fall School Dates and Deadlines

It is already that time again to begin planning for the 2011 ISAC Fall School of Instruction. The conference will be held Wednesday, November 16 – Friday, November 18 at the Coralville Marriott Hotel and Conference Center. **Registration and the housing bureau will not open until Monday, August 8, 2011 at 8:30 am.** Please DO NOT make your hotel reservation until this time. Registration will be completed using the same process as at past fall and spring schools, which includes both your conference registration through the ISAC website and your hotel accommodations through the Iowa Housing Bureau. By securing your hotel room through the Iowa Housing Bureau, we hope to eliminate any worries or frustrations that have occurred during past ISAC conferences when reserving your hotel room.

We strongly encourage all of you to pre-register for the conference. This helps ISAC greatly in planning accordingly for conference meals and materials. It also saves your county money. The advanced conference registration fee is \$130/person (must register by Friday, October 28, 4:30 pm). The at-the-door registration fee is \$150/person. Family/spouse lunch tickets are available to purchase for \$25/person.

Please make sure to read and follow all of the conference registration and housing guidelines. The guidelines are listed in detail below and on our conference website at www.iowacounties.org/fallschool.htm.

Conference Registration and Housing Guidelines

- Before you are able to reserve a hotel room, you **MUST** register for the 2011 ISAC Fall School of Instruction at www.iowacounties.org. The ISAC online registration process is the same as previous conferences. Please make sure that you double check your email address and/or fax number and hit confirm. You will then be registered for the conference and emailed/faxed a confirmation from ISAC.

- This email confirmation will include registration instructions for reserving a hotel room through the Iowa Housing Bureau. This is a first-come, first-served registration system. To reserve a hotel room, you must have your 10-digit ISAC ID and the Iowa Housing Bureau's 5-digit unique convention ID, which will also be included in your confirmation email. In addition to both ID numbers, you will need a credit card to make your reservation. The credit card is to hold your room and will not be charged unless there is a cancellation fee. You may only reserve **ONE** hotel room per conference registration and the name on the reservation must match the name of the meeting registration on the ISAC website.

By: Stacy Horner

ISAC Meeting/Event Administrator



- In addition to the conference room block at the Coralville Marriott Hotel and Conference Center (the conference hotel), there will be five overflow conference hotels that will provide complimentary shuttle service to and from the conference to ease all of your parking and traffic worries. To receive the special ISAC conference rate and services, all conference hotel accommodations must be reserved through the Iowa Housing Bureau's online system after registering for the conference. I have negotiated the best possible rates at all of these ISAC conference hotel properties, and I hope that you take advantage of these services offered exclusively to our conference attendees.

- Conference hotels rooms will be available at the following hotels: Coralville Marriott Hotel and Conference Center (\$122/night plus taxes); Sheraton Iowa City (\$119/night plus taxes); Holiday Inn Express Coralville (\$119/night plus taxes); Hampton Inn Coralville (\$99/night plus taxes); Holiday Inn and Conference Center Coralville (\$99/night plus taxes); and Heartland Inn Iowa City/Coralville (\$96.99/night plus taxes). For more information about our conference hotels, please visit the conference website, www.iowacounties.org/fallschool.htm. Please take advantage of the complimentary shuttle service to/from the Coralville Marriott Hotel and Conference Center from all of the listed conference hotels. Please inquire about complimentary shuttle service and hours at the hotel front desk upon check-in.

- Please **DO NOT** call any of the ISAC conference hotels to book your hotel accommodations. Hotel room reservations will **NOT** be valid if you call and reserve a room at one of the following ISAC conference hotels.

- 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. The acknowledgement email will contain your hotel location, room type/rate, arrival/departure date and credit card information. This hotel reservation acknowledgment from the Iowa Housing Bureau confirms your sleeping room for the conference. Closer to the conference date, the hotel (you selected and that is listed on your acknowledge email) will send you a hotel confirmation number. More or less, you are receiving two hotel confirmations; one from the housing bureau at the initial booking and one from the hotel prior to the conference date. If you **DO NOT** receive an acknowledgement

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Beyond the Paperwork

By: Cindy Chappelle

ISAC Case Management Specialist



The endless amount of paperwork is a recurring theme/concern in the world of case management. I hear many thoughts and concerns that because you are doing more paperwork, you are losing touch with the people you serve.

When you feel as if the paperwork is getting the best of you, stop and think about the person, their life, what they have, where they used to live, where they live now, and what they have achieved. The “paperwork” you do may not seem like it makes a difference, but it does.

I’d like to share some stories that I have gathered that I hope will remind us all why we do the work we do...and yes, that includes the “paperwork”.

1. “Bob” spent his life in and out of placement as a child. He spent years in the Clarinda Academy. When he was released at the age of 18, he had nowhere to go. He moved in with grandparents in a one bedroom trailer and had to sleep on the sofa and attend high school. He continued to skip school and get in trouble. TCM found placement for “Bob” with a local provider, and he started working in the shelter workshop. “Bob” went back to school. He is now graduating from High School this May with A’s and B’s. He received an award for power lifting, is going to State, and will participate in the Special Olympics. He had newspaper recognition of his accomplishments, and he says that people in the community actually talk to him now. He is planning his graduation reception, purchased his own cake, and is looking forward to working with IVRS and his job coach to find work in the community. Rumor is that “Bob” will also be awarded a new bike for his graduation with the High School emblem and colors.

2. When TCM met “Patty” in 1998, she was 41 years old and living in an RCF. “Patty’s” diagnosis is schizophrenia and intellectual disability. She had become a ward of the state when she was 15 years old and had lived in dozens of facilities. Her sister lived several states away and was the only family member involved in her life at the time. “Patty” basically ‘existed’ at the RCF; there were few activities with people sitting around watching TV. She wanted to move out of the RCF and with TCM assistance, she now lives in an apartment in the community, receives SCL hourly services, works in a sheltered workshop, and is hoping to get a job in the community soon. She didn’t have much family support in the past, and the last move she made brought several family members to assist her in moving, showing their support for her. She is now able to maintain her apartment, her cat, and her life.

3. A young woman was living in an institution out of state and was referred to Case Management. She has intellectual disabilities, mental health, and behavioral challenges. Because of TCM coordination this young woman is no longer in an institution out of state. She is able to live in the community near her family.

4. “Hank” was diagnosed with schizophrenia, paranoid type, when he was 18 years old. He had just started college, was meeting friends, going to parties, and attending classes. It was then that the hallucinations and delusions took hold. That was a lifetime ago. “Hank” has spent his adult life living in hospitals and institutions. He tried to live on his own, but found that he couldn’t leave his apartment because of the fear and paranoia his symptoms caused. Year after year, “Hank” grew older in these institutions. He decided that he would most likely turn 80 in the same environment. “Hank” met with a new case manager, and when asked about his dreams, he chortled, “I want to leave the country.” When asked why he hasn’t yet done this he responded, “I don’t have a car and haven’t had my own place for awhile.” Six months later, with a lot of coordination by the TCM “Hank” moved into his own apartment with staff coming in to work with him several times per day. “Hank” continues to live in his own apartment several years later and is pursuing getting his driver’s license. More importantly he is hopeful, if only a bit more, that the course of his life will not be determined by his mental illness and that with the right help he can live in the community (or in another country) with the rest of society; where he should be.

5. “Mary” is 57 years old and was placed in a hospice facility for cirrhosis of the liver. “Mary” is severely depressed and has a dissociative identity disorder. She is now off the hospice list, living in her own apartment. “Mary” receives SCL services from a mental health agency, and a local provider monitors her medications. “Mary” has been sober for two and a half years and her mental confidence has improved. She is attending social groups, attending AA three times a week and meeting with a group of ladies once a month. “Mary” has improved her relationship with her son and two daughters whom at one time would not speak to her. She has grand children whom she babysits occasionally and cooks dinner for her family on holidays.

Continues on page 12.

Continued from page 11.

6. Success is the consumer that left the RCF after seven years to an HCBS home and was excited because she could now make her own bologna sandwich. Many people said that she could never leave, and we shouldn't have moved her. She can now go on activities, movies, and eat cheese burgers when she wants. She works at the career center five days a week. For the first time in years, we have been able to get her half brother involved in her life. Success is defined by the joy that she has over the very simple thing of making her own sandwich.

7. Success is a young man who traveled to Iowa and was not being treated for his mental health. He was in and out of hospitals when his schizophrenia was discovered. He was unable to maintain living in his own home. He has memory and cognitive disabilities that interfere with his daily living skills. Due to safety concerns, he was placed at an RCF from 1999 to 2007. In 2007, he was moved from the RCF and placed with another provider. It was believed by others that he could not make it in this lesser structure. He has now moved to his own apartment with hourly services. He received Pre Vocational Services and was able to get a job at Wal-Mart. He is a model employee at Wal-Mart and has been employed for three years. He still struggles with the day to day living skills, but has developed natural supports to help him live in his own apartment. He is happy to have his own belongings, support, and social life.

8. Success is the man who lives in his own apartment and has learned to cook. The provider stated he didn't want to learn how to cook and therefore it shouldn't be a goal. Due to his inability to read, it was going to be impossible to teach him to cook. Well, he is now cooking on his own. He has his chef hat and apron for motivation. He can work the pizza machine, use the crock pot, and the oven with assistance. He is grocery shopping with minimal supports and can make his own list with picture cards. His mother recently passed away, and this was not as scary for him due to the skills he had learned.

This is a very small sampling of the lives that have been improved by the work that case managers do. **Please remember that your job is NOT just the "paperwork."**

****The 2011 CCMS Annual Conference Agenda is on the following page. Please pre-register for the conference now at www.iowacounties.org.*

meetings

Continued from page 10.

email from the Iowa Housing Bureau by the next business day of making your hotel reservation online, please contact them promptly at the 515.286.4960 or 800.451.2625. Please be sure to check your spam folder.

- The ISAC conference room blocks will only be available until 4:30 pm on **Friday, October 21, 2011**. After this date, the ISAC conference room blocks will be closed and the special conference rates and accommodations will be unavailable. If you have to make a change or cancellation to your hotel accommodations prior to Friday, October 21, 2011, please contact the Iowa Housing Bureau directly at 515.286.4960 or 800.451.2625. The ISAC conference hotels will receive their reservation list from the Iowa Housing Bureau on Monday, October 24, 2011.

- The hotel of your choice will then send you a confirmation number to confirm receipt of your reservation. After Monday, October 24, 2011, you may contact the hotel directly for any

changes to your reservation. **You MUST call the hotel directly if you decide to cancel or change your room reservation prior to or during the conference.**

Please remember that there is an **ISAC Hotel Cancellation Policy** that will be in effect for the 2011 ISAC Fall School of Instruction. No cancellations will be accepted and no refunds will be given after Monday, October 24, 2011. If you choose to cancel your hotel reservation, you will be charged one night's lodging plus taxes, to the credit card on file. Name changes on guest room reservations will be accepted with no penalty.

If you have any other questions in regards to the 2011 ISAC Fall School of Instruction, please don't hesitate to contact me at shorner@iowacounties.org or 515.244.7181. Please visit the conference website, www.iowacounties.org/fallschool.htm, for the agenda and conference updates. Thanks for your assistance in helping us to host a successful conference in November!



WEDNESDAY, AUGUST 10, 2011	
7:30 - 9:00	Registration/Morning Refreshments
9:00 - 10:30	KEYNOTE: "If You Can Laugh At It, You Can Live With It!" Gavin Jerome aka The Morale Mechanic
10:30 - 10:45	Break
10:45 - 12:00	1. Speak Softly and Carry a Big Shtick (Gavin Jerome)
12:00 - 1:00	LUNCH
1:00 - 2:00	3. Listen If They're Laughing (Gavin Jerome)
2:00 - 2:15	Break
2:15 - 3:15	5. Navigating the School System (Bonnie McDougall & Cynady Miller)
3:15 - 3:30	Refreshment Break
3:30 - 4:45	7. Eating Disorders 101...How to Help My Clients Who are Struggling (Michelle Roling)
4:45 - 6:00	WELCOME RECEPTION: Networking ♦ Door Prizes ♦ Fun ♦ Food

THURSDAY, AUGUST 11, 2011	
7:30 - 8:30	Continental Breakfast in the Atrium
8:30 - 10:30	KEYNOTE: "The Impact of Unrecognized Fetal Alcohol Spectrum Disorders on Outcomes for Persons in Systems of Care" (Dan Dubovsky)
10:30 - 10:45	Break
10:45 - 12:00	9. Family Peer Support (Diane Johnson, Magellan)
12:00 - 1:00	LUNCH
1:00 - 2:15	11. Peer Support (Kim Hauser & James Bremhorst, Magellan)
2:15 - 2:30	Break
2:30 - 4:00	CLOSING KEYNOTE: King's Miracle (Dan Keplinger)
FRIDAY, AUGUST 12, 2011	
7:30 - 8:30	Continental Breakfast in the Atrium
8:00 - 12:15	Post-conference A: Mandatory Reporter Certification (Diana Nicholls Blomme)
8:30 - 11:30	Post Conference B: Ethics (Kirk Bragg)

Farewell

I would like to take this opportunity to thank the ISAC staff and all the county officials for letting me be a part of this great organization for the last 30+ years. It has been an honor to watch the Association grow into a very respected and influential organization. I have worked with four outstanding executive directors and a very dedicated and professional staff and board of directors in the past and present.

By: Lauren Adams

ISAC Financial Administrative Assistant



My time at ISAC has been very enjoyable and I will take with me fond memories of my years with the Association. I don't know what my new adventure will bring but I am looking forward to my next 30+ years. Thank you for making this a great place to work.

Goodbyes to Lauren

Some things are hard to imagine, but on June 30, one of those things is going to become reality. That is the day Lauren Adams is going to walk out of the ISAC office, never to return as an employee after 34 years and four months. Why is this so hard to imagine? Well, for the past 32 years that I have been working at ISAC, she has been one of the constants in an ever changing world. Solid! Like a rock, a presence that has provided comfort and stability to everyone that has worked at the association. Reliable! Except for vacation, she has come to work every day and performed with excellence. Honest! Lauren's has been our bookkeeper and financial assistant – making sure we accurately accounted for every penny. Adaptable! Lauren has helped this association grow, mature and stay relevant – adjusting to the ever changing activities with which we have become engaged. How do you replace someone like Lauren? Well, you can't! But, we can all try to live up to the example she set as an employee and a friend. And, we can wish her a long and happy retirement! And, hopefully, she will stop by on occasion to see how we are doing and bring along some of those great sugar cookies! Thanks Lauren and good luck!

- Bill Peterson, ISAC Executive Director

I have had the privilege of working with Lauren for almost 15 years. In that time, she has not only been a co-worker but a caring friend. I have always considered Lauren to be the anchor of the office. You knew she would always be there to greet you in the morning and when she wasn't it was because she was on vacation or took a rare sick day. Lauren has always been someone you could count on. She has been a wonderful mentor and a great resource of knowledge. She has a quiet, caring manner and remains calm in the most stressful of times. I have never seen Lauren ruffled and have always admired that quality about her. Lauren has always been someone I can share stories with about my family and friends. We have shared many a laugh over the years, and I will truly miss Lauren.

- Tammy Norman, ISAC Office Manager

When Lauren told me she was leaving our organization, I was shocked. I knew this day would come, but I didn't expect it to come so soon. Lauren has been very instrumental in my ability to become engaged in many different aspects of the organization, because I didn't have to worry about the day-to-day operations. I knew the operations were in good hands. Lauren has taught me a lot about myself, my job and about the different pieces to the puzzle that is ISAC. After 34+ years on the job, she has extensive knowledge of how things work, and that will be very hard to replace. When you have worked in a place for over 34 years, it is hard to make changes. Unfortunately, the rest of us will now have to change in order to adapt to not having her around.

I have worked with Lauren for almost five years now, and wish I could have worked with her for a few more. However, all good things must come to an end. I will miss coming to the office and sharing a story with her, or talking about her kids, or just talking about nothing in particular. She was always willing to listen to my stories. Shortly after I started, my wife and I had a little girl, and I was always excited to show Lauren pictures as she has grown up. My wife and I are expecting another little girl in September, and I am sad that I will not be able to share pictures with her. It's a good thing I know where she lives, because I will be stopping by every now and then to show her pictures and just talk.

Goodbye Lauren, it was great getting to know you. I wish you the best, and please, don't be a stranger.

- Brad Holtan, ISAC Accounting Manager

***If you wish to send Lauren a goodbye wish of your own, please send it to the ISAC Office (501 SW 7th Stree, Suite Q, Des Moines, IA 50309), and we will make sure that it gets to her.*

The cover picture was taken by Lauren Adams.

Property Taxes

By: Stan Walk

Mitchell County Supervisor



Elected officials are totally aware of the effort being made to reduce commercial/industrial property taxes. There is also an effort being made to restrict the growth of residential and agricultural property taxes along with commercial/industrial.

The reasoning behind this effort is: personal income has grown by an average of 44% or so in the last decade while property taxes have grown by a whopping 66% or so. Many in state government believe this 66% growth is unacceptable and needs to be cut back.

One only has to ask the question, "Why have local property taxes grown at a 50% faster pace than income?" A key component of property tax growth is the federal and state unfunded mandate. These are the "shall" provisions in the Iowa Code and administrative rules. A few short years ago, there were over 1,291 mandates counted in the Iowa Code.

Forty years ago in many counties the sheriff lived in the office/jail complex. It came bedtime, the lights went off and no one checked on prisoners until the next morning. Many small counties were manned by the sheriff and one deputy.

Now, even small counties are to provide 24/7 law enforcement coverage. Are there some hours in the day when having a deputy "on call" would suffice?

Today, we must by law, physically view all prisoners at least once an hour, electronic cameras and sound systems do not count. Shouldn't electronic monitoring be sufficient in certain circumstances?

If a county resident dies and is not under the care of a doctor the county is responsible for providing the state an autopsy. An expense for the county with the information desired by the State.

Cleaning dirt out of a county ditch isn't as simple as it sounds. You must fill out forms for the DNR, receive permission and attach the permit fee.

County economic development commissions are not mandatory, but if progressive elected officials desire a county to grow, a substantial amount of money will be set aside each year for this purpose.

I am preaching to the choir. You elected officials understand the dilemma. There are solutions.

At a recent town hall meeting, I explained this in detail to both Governor Branstad and Lt. Governor Reynolds. Lt. Governor Reynolds said their offices were more than interested in learning all of the issues associated with unfunded mandates, dysfunctional procedures and outdated requirements. Lt. Governor Reynolds has this as a mission for the summer.

This is a wakeup call, folks. We have the ear of the Governor's office. I am sure each and every county has issues that should be considered for either improvements or elimination.

Let's place our issues to paper and submit them to: The Honorable Kim Reynolds, Lt. Governor, State of Iowa, Statehouse, Des Moines, IA 50319. Some of this growth (and thus increased property taxes) can be resolved, but only if we, as elected officials, take the initiative to inform those in the Statehouse, what those issues are and why the issues need to be addressed.

Save the Date!

Targeted Case Management



THAT COUNT!

19th Annual CCMS Conference August 10-12, 2011 Sheraton, West Des Moines

NACo WIR Conference

This year's Western Interstate Region (WIR) annual conference, which always hosts a meeting of the NACo Board of Directors, was held in Wenatchee, Washington from May 18 to May 20. Presiding was WIR President Mike Murray, a commissioner from Lewis and Clark County, Montana.

Wenatchee, the self-proclaimed Apple Capital of the World, is in an area of great natural beauty, tucked in the Columbia River valley east of the foothills of the Cascade Range. Flying into town or driving from the Seattle/Tacoma Airport was kind of a tossup costwise, and I chose to drive through the Cascades. It was a rewarding choice.

The conference addressed a mix of issues, some of which are peculiar to western governments and others that are less alien to Iowans. One workshop discussed a four-county regional health care authority for primary care, mental health, substance abuse treatment and other social services that reminded me of the five-county mental health consortium that includes my county (Black Hawk), and of the Iowa legislature's fitful discussions on mental health regionalization. There was also a featured speaker on cloud computing, and I reckon our clouds can figure just as good as their clouds. On the other hand, we're not so used to topics like cooperative tribal/county/community relationships, "water wars," and federal hydroelectricity projects.

Another featured speaker was William Ruckelshaus, who was appointed as first director of the Environmental Protection Agency by President Richard Nixon in 1970 and who returned to the agency when it was in turmoil during the Reagan administration. Ruckelshaus was also Assistant Attorney General under Nixon for awhile, and if the name is vaguely familiar it may be because you're remembering when he and his boss, AG Elliott Richardson, resigned rather than fire, at Nixon's behest, Special Watergate Prosecutor Archibald Cox, in what was instantly dubbed the Saturday Night Massacre.

Ruckelshaus gave an excellent speech about the challenges and accomplishments of the EPA, and I found it remarkable for one aspect in particular. County officials are always wary of federal regulatory agencies, and in the West protection of the environment is often a very controversial issue. I've seen D.C. suits ground into dust at past conferences by the steely stares of WIR members. But Ruckelshaus was very warmly received by the audience. He displayed easy-going intelligence and humor, and expressed his passion for a clean environment using well-chosen examples and in a way that confidently assumed his listeners' sympathy.

By: Grant Veeder

Black Hawk County Auditor,
ISAC Board NACo Representative



There's a lesson here for public officials everywhere: It's all in the presentation. And it doesn't hurt if you can share recollections of a historical giant like Richard Nixon, who rather reluctantly established the EPA. Despite their Watergate awkwardness, Ruckelshaus stayed friends with Nixon, and recalls seeing him shortly before his death. Ruckelshaus told Nixon that he would long be remembered as the creator of the EPA, and Nixon responded, "God, I hope not."

As at the Legislative Conference, we had an official table and signs for Linn County Supervisor Linda Langston's campaign for Second Vice President. Surprisingly, the same was provided for Conejos County, Colorado Commissioner John Sandoval, an unofficial candidate. I hear some of you saying, "I thought the recently-approved NACo *Guidelines for Candidates for Second Vice President* provide that candidates are to notify the NACo president in writing of their candidacy between January 1 and January 31 of the year of the election, and submit to the NACo executive director a completed candidate certification questionnaire by January 31, and agree to various limitations on travel and expenditures, which would imply that you must meet these conditions to be accorded the privileges of candidacy." I know, right? I don't understand it. It's too many for me, as ol' Huck would say. Anyway, there was a very pro-Langston vibe at the meeting, although one must take nothing for granted in politics, so keep your powder dry.

Speaking of powder, the conference-wide event was at an outdoor arena where we were entertained by a number of equestrian groups including the Cowboy Mounted Shooters. As you may know, mounted shooting is the fastest-growing equestrian sport in the nation. The male and female riders, including some teenagers, gallop through a course shooting at balloons, and halfway through they pivot 180° while switching pistols. Some of them missed a balloon or two but all of them showed great skill and showmanship. I know it sounds dangerous for the audience, but the shooters use very light loads in their cartridges. (None of the Iowa contingent was seriously injured.)

The next big NACo meeting is the Annual Conference in Portland, Oregon, July 15-19. The election will take place then, so if you don't have your tickets, get 'em now. We need a strong delegation supporting Linda's candidacy; plus, Portland is widely conceded to be a way cool city.

Independent Contractor and Workers' Compensation Coverage

*By: Iowa Municipalities Workers'
Compensation Association*

Local governments have found that hiring independent contractors for projects that their staff is not readily equipped to handle makes good economic sense in certain cases. But there can be a downside to this decision if appropriate steps are not taken in qualifying the contractor and negotiating a legal contract.

One of the key steps sometimes neglected is verifying that the contractor has adequate insurance coverage in place to protect not only the contractor's business but also that of the local government. Coverage is usually verified by asking the contractor for a certificate of insurance. Regardless of whether the contractor passes all of the tests used to determine whether he/she is truly independent, work should not commence until the certificate has been issued verifying all pertinent coverage is in force.

The certificate must include verification of workers' compensation coverage. The state of Iowa requires all employers with one or more employees to carry workers' compensation insurance or qualify for self-insurance. Not all employers meet this requirement. Should an independent contractor or one of their employees be seriously injured while working for a municipality and no workers' compensation insurance is in force, there is always the chance the injured worker may come back on the municipality asserting employment status. If the injured party is successful in claiming employment status, the municipality's coverage provider will be responsible for paying workers' compensation benefits.

Taking this a step further, there is also a possibility that the injured party might file a petition against the municipality's general liability insurance. We all recognize that workers' compensation insurance is meant to be the exclusive remedy for employees sustaining injuries arising out of and in the course of their employment. But because the injured party in this scenario was not truly its employee, the municipality may not have immunity from a lawsuit even though workers' compensation benefits were paid. In other words, the acceptance of the workers' compensation benefits by the uninsured injured party does not preclude a third party lawsuit.

So the lesson should be clear: proper risk management and risk transfer must be a fundamental part of a municipality's operations and due diligence must be exercised when hiring independent contractors. It is imperative that the municipality manage the risk of the contractor performing the work. Original certificates of insurance should be kept on file and carefully tracked to ensure that the coverage is current throughout the contract period. If the independent contractor cannot provide a certificate, or the certificate has expired, do not allow the contractor or its employees on site. To do so puts your entity at risk for assuming liability as their employer and opening your entity to a possible lawsuit.

■ IOWA MUNICIPALITIES WORKERS' COMPENSATION ASSOCIATION

IMWCA

miscellaneous

Making Medicare Make Sense

By: Centers for Medicare & Medicaid Services

Q: Can you remind us about the preventive benefits that Medicare covers at no costs now, due to the Affordable Care Act law?

A: Yes. I would like to remind Medicare beneficiaries that due to the Affordable Care Act law that was implemented in March of 2010 that beginning January 1, 2011, Medicare beneficiaries get preventive care services like a colorectal cancer screening, a mammogram, or a bone mass measurement test and more, *without cost-sharing*. This means that there is no out-of-pocket cost to the Medicare beneficiary for getting these preventive services, if you get the services from a doctor or other health care provider who accepts the Medicare-approved amount as full payment for covered services. This is called "accepting assignment." You might want to check with your provider, if they accept Medicare assignment.

Also, the last several years, Medicare began covering a one-time physical exam within the first 12 months that you have Medicare Part B. This exam is called the "Welcome to Medicare," physical exam. It is a one-time review of your health, education, and counseling about preventive services, and referrals for other care if needed. Beginning January 1, 2011, Medicare beneficiaries pay nothing for this physical exam, again if their doctor accepts assignment. When you make your appointment, let your doctor's office know that you would like to schedule your "Welcome to Medicare," physical exam.

Now, beginning January 1, 2011, if you have had Part B for longer than 12 months, you can get a *yearly wellness visit* to develop or update a personalized prevention plan based on your current health and risk factors. You will pay nothing for this wellness exam if the doctor accepts assignment. This wellness exam is covered once every 12 months.

So, the "Welcome to Medicare" physical, within the first 12 months of having Medicare Part B, *and now the annual wellness exam*, is a great way to get up-to-date on important screenings and shots and to talk with your doctor about your family history and how to stay healthy.

For more information about Medicare's benefits, please call 1.800.Medicare, which is 1.800.633.4227, 24 hours a day, seven days a week. TTY users should call 1.877.486.2048. Also, refer to the 2011 Medicare & You official U.S. government Medicare handbook for a complete list of preventive benefits that are covered by Medicare. Medicare beneficiaries receive their yearly handbook in the mail each fall. The handbook can also be found on Medicare's consumer website at www.medicare.gov.

SAVE THE DATE!

The Seventh Annual

ISAC 

Scholarship Golf Fundraiser



September 21, 2011

Offer Creek Golf Course, Ankeny

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2011 calendar

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)
- 8 Fall School Registration and Housing Bureau Open (8:30 am)
- 10-12 CCMS Annual Conference (Sheraton, West Des Moines)
- 18-19 ISAC Legislative Policy Committee Retreat (Hotel Pattee, Perry)
- 29 ISAC Office Move

September 2011

- 15-16 ISAC Board of Directors Retreat (Arrowwood Resort & Conference Center, Okoboji)
- 15-16 CCMS Strengths Based Training (Hilton Garden Inn, Urbandale)
- 21 ISAC Scholarship Golf Fundraiser (Otter Creek Golf Course, Ankeny)
- 22 ISAC Legislative Policy Committee Meeting (ISAC Office, West Des Moines)
- 30 Fall School Program Materials Deadline (4:30 pm)

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)
- 21 Fall School Housing Bureau Closes (4:30 pm)
- 27-28 ISAC Board of Directors Meeting (ISAC Office, West Des Moines)
- 28 Fall School Registration Closes (4:30 pm)

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, West 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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