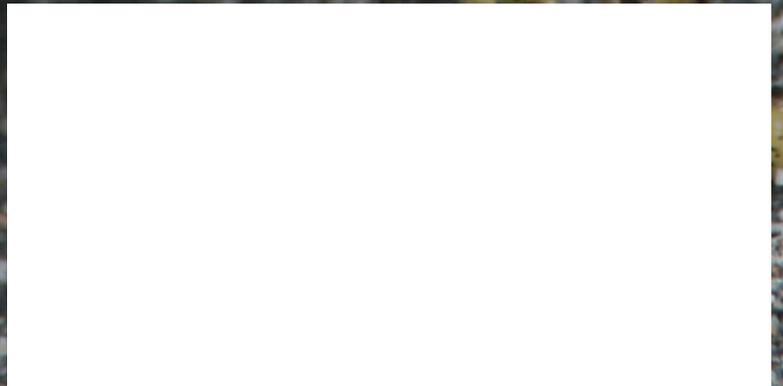


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Iowa State Association of Counties

October 2010
Candidate Letters
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The Iowa County

October 2010 * Volume 39, Number 10

The Iowa County: The official magazine of the Iowa State Association of Counties
501 SW 7th St., Ste. Q Des Moines, IA 50309
(515) 244-7181 FAX (515) 244-6397
www.iowacounties.org
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ISAC members are elected and appointed county officials from all 99 counties. *The Iowa County* (ISSN 0892-3795, USPS 0002-150) is published monthly by the Iowa State Association of Counties 501 SW 7th St., Ste. Q, Des Moines, IA 50309-4540. Periodicals postage paid at Des Moines, IA 50318. POSTMASTER: Send address changes to *The Iowa County*, 501 SW 7th St., Ste. Q, Des Moines, IA 50309-4540. Subscriptions: \$25 per year.

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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.

Letter from Governor Chet Culver

In our first term, Lt. Governor Judge and I made a lot of progress – we know we could not have done that without our partners at the local level. The men and women who work in our county governments are what make this state work.

We set high goals back in 2006, like creating a voluntary statewide preschool program and investing in renewable energy. I am proud to say, despite the tough economy, we have made progress in those areas, but have so much more to do.

We have worked hard with the Legislature to raise the minimum wage, move teacher pay to the national average and make Iowa the nation's leader in renewable energy.

We have saved jobs and aided in flood recovery by investing in the infrastructure of our state like never before. Across the state, we are investing in flood mitigation projects to help ensure our communities are insulated from the 'new normal' of summer flooding.

If we want to continue to move Iowa into the 21st century, we have to continue working to create 21st century jobs and a 21st century education system.

That 21st century education system starts with our youngest learners and that is why I am proud to say 21,000 4-year olds are enrolled in voluntary statewide preschool this fall. We are joining 40 other states in providing voluntary universal access to 4-year old preschool and giving young Iowans the tools to join a competitive work force.

As many of you know, last year, we implemented a historic reorganization effort in state government. At every level of government, we should work to streamline processes to be both efficient and effective. This session, we worked with the Legislature to pass the government reorganization bill, which assisted in streamlining government processes and making the state budget smaller.

I look forward to finding new ways in both state and local government to create a more efficient, effective government for Iowans.

We are mindful of the issues local governments are facing.

It is vital that education funding continues to be fair and equitable across school districts. Our over-reliance on property taxes to fund schools leads to inequities. Despite doing our part to assist rural school districts by transforming the School Infrastructure Local Option sales tax, inequities remain.

Funding education will be a top priority in a second Culver/Judge Administration, but that must not be at the expense of property owners.



An additional concern is the number of mandates for services that come down from the state level. We must be aware that every time there is an unfunded requirement placed on the local level, the potential for a property tax increase exists. As Secretary of State, I was part of a landmark study on the use of Chapter 28E agreements, which allow shared service delivery among local governments. Local decisions can have a real impact, positively or negatively, on a community's tax burden. Thousands of Chapter 28E agreements in use in Iowa have reduced those burdens, especially on many rural communities. With the right oversight and accountability, Chapter 28E agreements can be an important tool.

I will also fight to protect Iowa's public pension system, IPERS. I will never put IPERS' fiscal security at risk, and I will always protect the pensions of Iowa employees. My top priority is to ensure that the IPERS fund is safe and sound for the more than 250,000 members and beneficiaries, including teachers, law enforcement officers, and public employees who work hard every day all across this state.

Despite an historical national recession and several natural disasters, the state has fared well; though we have not been immune to the affects of the recession. While we continued our recovery from the record flooding of 2008, we were faced with more flooding in 2010.

We have faced real challenges but we have been strengthened-not weakened.

I believe we have weathered the storm and Iowa is better off for facing the challenges we have. Today, Iowa has a AAA bond rating for the first time ever. We have cities like Des Moines, Cedar Rapids and Dubuque that have been named the top places in the country for business, careers and raising a family.

We know this is no comfort to those who are still looking for work or still rebuilding from the floods. We know we have many challenges still ahead of us. That's why we cannot slow down and we must continue to work for everyday Iowans.

The Iowa State Association of Counties has been an important partner throughout our first term, and I look forward to a continued strong relationship with county officials and employees.

Sincerely,
Chet Culver

Letter from Governor Terry Branstad

Thank you for the opportunity to share with you why I am running for governor and my vision for Iowa should I have the opportunity to serve as Iowa's governor again.

When I announced my candidacy in January, I laid out four ambitious goals: Create 200,000 new jobs for Iowans, grow family incomes all across Iowa by 25 percent, reduce the cost of government by 15 percent and to allow our children to once again have the best education in the country. As an organization which represents all of Iowa's 99 counties, you have a direct role in assisting me in meeting these goals which, if achieved, will directly benefit your counties and citizens.

One key component to creating new jobs is to provide a business environment which is competitive with other states. According to the latest 50-State Property Tax Study by the National Taxpayers Conference, a commercial property valued at \$500,000 in Des Moines would pay more tax than similar property in New York City. A comparison of rural commercial property tax rates yields similar results. We can do better. I want to work with local governments to reform the property tax structure by reducing commercial property taxes to less than the Midwest average. This will attract new businesses and jobs to Iowa—jobs for your communities with the end result of new and expanded businesses to increase the property tax base in every county in Iowa.

My goal to reduce the cost of government will also require your participation. New technologies afford many opportunities for efficiencies which allow for governmental savings. Many of these ideas have already been implemented. Senator Kim Reynolds is running with me as the nominee for Lt. Governor. A Clarke County Treasurer for 14 years, Kim and her colleagues from the Treasurers Association took a proactive approach. They came to me in 1992 with an idea of greatly improving the system by which Iowans could receive their drivers' licenses. At that time DOT drivers' licenses stations were open only one day a week and in some rural counties only one-half day every other week. Because the treasurer's office already issued the vehicle registrations, they shared with me their idea to allow the treasurers' offices to take over the role of issuing drivers' licenses as well. We began a pilot project in six rural counties on January 1, 1994. In January of 2000, 42 additional counties assumed the duties of issuing driver's licenses. The program has worked so well that we are now doing it in 81 of 99 counties. As governor, I will look to Kim Reynolds to play a key role to work with you to discover other common-sense ideas to reduce the size, scope and structure of government.

Transportation costs have increasingly become an issue of great importance. The Road Use Tax Fund, now augmented with the TIME-21 proceeds, have historically provided a reliable, stable source of funding for the building of roads and bridges. I support a pay as you go system of funding based on user fees rather than using bonding and borrowing money for roads.



Another source of funds for infrastructure needs in the State of Iowa—the Rebuild Iowa Infrastructure Fund (RIIF)—has also dedicated funds to be used to pay for myriad one-time infrastructure projects. In recent years the Legislature has used 'notwithstanding' language to allow RIIF funds to be used for non-infrastructure purposes. At the same time, the present administration has borrowed \$810 million for an I-JOBS program which was designed to create jobs and to pay for state infrastructure needs. The interest on the borrowed money, about \$55 million a year, is paid for out of the RIIF fund. My plan as governor is to return to the 'pay as you go' method for infrastructure needs and using the RIIF Fund for roads and other infrastructure needs—and not to use it to pay interest on borrowed dollars.

Mental health funding continues to be a concern for most Iowa counties. When I was governor before, the state made a major commitment to mental health funding. One of the positive things resulting from that 1996 mental health legislation was the creation of a central point of coordination. As governor, I would like to continue to work with counties and other interested parties to find other ways to better implement and find efficiencies in the mental health system. I'll need your help as we attempt to deal with the \$500 million shortfall in the Medicaid funding in last year's budget due to the use of one-time funds. You will be at the table to discuss ways to better serve our citizens with mental health problems, as well as a voice when rules are considered to implement new laws.

about the feature

ISAC invited both 2010 gubernatorial candidates to write an article that addresses how each candidate proposes to interact with county government and how each candidate stands on issues of importance to county officials. Specifically, we asked to hear from them regarding their positions on property tax reform and funding for county roads and bridges and county-managed mental health services.

ISAC is a nonprofit, nonpartisan organization. ISAC does not endorse any candidate or political party in any national, state or local election.

capitol comments

Election 2010

By: *Linda Hinton*

ISAC Government
Relations Manager



Going into the election of 2010, the Democrats are in control of the Governorship plus both the Iowa House and the Iowa Senate. A change in the party that controls these statehouse functions will have an impact on legislation of importance to ISAC. In preparing for election night, there are a few races that are more competitive and might provide clues as to the mood of the electorate.

In choosing races to watch, the first two things I look at are voter registrations (as of August 2) and incumbency. If the party currently holding the seat has significantly more registrations than the challenging party, the race probably doesn't make this list. I also look at seats the parties have said they are targeting and financial disclosure reports. The most recent data on finances comes from the July 19 reports; the October reports will be a better gauge of how interest groups are betting on a particular race.

In the Senate there are five hotly contested races among the 17 contested races for Iowa Senate seats. Four of these are challenges by the Republicans of first-term Democratic senators and the fifth is a seat left open after the Republican incumbent lost in the primary.



Senate District 5:
Senator Rich Olive (D-Story), Story City realtor, faces challenger **Robert Bacon** (R) a former Fremont and Maxwell city council member and

currently a funeral home owner in Maxwell and Nevada. Olive won the seat by just 62 votes in 2006 and the voter registration favors the Republicans by 3,238.



Senate District 9:
Senator Bill Heckroth (D-Bremer), owner of a financial consulting business in Waverly is challenged by former Rep. **Bill Dix** (R), a Shell Rock farmer. Dix

served five terms in the Iowa House from 1997-2006 and ran for Congress in 2006. His name recognition is high and the district trends Republican by 3,839 registrations.



Senate District 37:
Senator Staci Appel (D-Warren), former financial consultant from rural Ackley,

faces a challenge from first-term Rep. **Kent Sorenson** (R), an Indianola small business owner. The voter registration for the district is essentially even with the Republicans holding a slim 341 margin.



Senate District 41:
This race pits **Richard Clewel** (D), retired Department of Defense fish and wildlife biologist and Davenport school board member, against **Roby Smith**

(R), Bettendorf small business owner. This is another district with a slim Republican voter registration lead of 941 registrations.

Senate District 45: **Senator Becky Schmitz** (D-Jefferson), a retired social worker from Fairfield, versus former Rep. and Senator **Sandy Greiner** (R), Keota farmer and 16-year veteran of the Iowa Legislature. The district trends Republican by 2,098 voters. The addition of a third party candidate, conservative **Douglas Phillips**, Keosauqua, Iowa Party adds an interesting wrinkle to this tight race.

In the House there are 68 contested races, 14 that I think bear watching on election night. Republicans are contesting 48 of the 56 seats held by the Democrats while the Democrats have only fielded 20 candidates in the 44 seats held by the Republicans. Four of the races were on list of races to watch in 2008, House districts 9, 18, 75, and 80.

House District 8: This is the seat left open by the retirement of Rep. **Dolores Mertz** (D-Kossuth), a moderate who held onto this seat in a district with a Republican registration edge of 595. AEA speech pathologist **Susan Bangert** (D) from Algona faces **Laurens Chief of Police Tom Shaw** (R).



House District 9: Iraq and Afghanistan veteran **Rep. McKinley Bailey** (D-Hamilton) has held a Republican leaning (+1,454) district for two terms by taking moderate posi-

tions on a variety of issues. Former representative and senator Stew Iverson (R), a Wright County farmer, has come out of retirement to try to unseat Bailey.

House District 14: Kurt Meyer (D) nonprofit consultant from Mitchell County v. Josh Byrnes (R), Mitchell County community college educator. Voter registrations are virtually even with the Democrats up by only 60 registrations.

House District 16: **Rep. John Beard** (D-Winneshiek), Decorah businessman and farmer, v. Bob Hager (R), Dorchester businessman and school board member. The registrations favor the Republicans by 1130.

House District 18: **Rep. Andrew Wenthe** (D-Fayette), Associate Registrar, Upper Iowa University, versus Roger Arthur (R), Sumner farmer. Another close district with the Republicans having a lead of 566 registrations,



House District 20: **Rep. Doris Kelley** (D-Black Hawk), Cedar Falls community activist faces challenger Walt Rogers (R), Cedar Falls Church Director, who fell 22

votes shy of unseating Senator Jeff Danielson in 2008. There is a slim Republican lead in registrations of 331.

House District 74: This is a Republican held seat left open when Rep. Sorenson decided to challenge Sen. Stacy Appel. Scott Ourth (D), Warren County Director of Public Affairs faces Glen Massie (R), who works at Interstate Power Systems in Altoona. Registrations favor the Democrats by 486.

House District 75: **Rep. Eric Palmer** (D-Mahaska), Oskaloosa attorney v. Guy Vander Linden (R), retired Ma-

rine. This is another virtual dead heat in registration with the Democrats holding a 20 registration margin.

House District 79: John Archer (D), West Liberty businessman v. **Rep. Jeff Kaufman**, (R-Cedar), teacher and farmer from Wilton. There is a slight Democratic registration margin of 115.

House District 80: **Rep. Nathan Reichert** (D-Muscatine), community college economics professor v. Mark Lofgren (R), owner of Lofgren Investments in Muscatine. The Republicans hold a slim registration lead of 204.

House District 89: **Rep. Larry Marek** (D-Washington), farmer, v. Jarad Klein (R), Keota farmer, plus liberal David Smithers, Wellman, a Green Party candidate. The Republicans hold a registration lead of 1,711. Marek is a moderate Democrat who may be hurt by the third party candidate.



House District 90: This is a rematch of the special election that took place in this district in 2009 after Rep. John Whitaker resigned to take a federal job. That election was won by

Rep. Curt Hanson (D-Jefferson) a retired public school teacher from Fairfield. He will be challenged again by Jefferson County Supervisor and farmer Steve Burgmeier (R). The district leans slightly in favor of the Republicans by 390 registrations.



House District 95: Former Union County Supervisor and Creston businessman **Rep. Mike Reasoner** (D-Union) v. Joel Fry (R), small business owner from Osceola.

The Republicans hold a 727 voter registration edge.

House District 99: Kurt Hubler (D), Council Bluffs journalist, v. Mary Ann Hanusa (R), Council Bluffs business owner and long-time Republican activist. The voter registration advantage goes to the Democrats by 814 registrations.

Complying with the Red Flags Rule

The “Red Flags Rule” was promulgated pursuant to the Fair and Accurate Credit Transactions Act (“FACTA”), and has been in effect since January 1, 2008. Congress directed the Federal Trade Commission (“FTC”), along with federal banking and credit agencies, to develop regulations requiring “creditors” and “financial institutions” to address the risk of identity theft. The resulting rule requires all such businesses, organizations, and entities (yes, potentially even counties) that have “covered accounts” to implement a written Identity Theft Prevention Program designed to detect the warning signs of identity theft in their day-to-day operations, take appropriate steps to prevent the crime, and mitigate the damage it causes.

History of the Law

So why are you just now hearing about a law that may affect counties if it went into effect at the beginning of 2008? The answer is because several members of Congress have repeatedly requested that the FTC delay enforcement of the rule, which was originally slated to begin in November of 2008. The most recent delay, announced at the end of May, 2010, delays enforcement through December 31, 2010. Prior to this, enforcement was delayed in October, 2009 until June 1, 2010.

The reason for all the delays is because of the definition of “creditor” that was used in FACTA, which was pulled from the previously enacted Equal Credit Opportunity Act. The definition is broad and covers all entities that regularly permit deferred payments for goods or services. This could encapsulate many entities that have not in the past considered themselves to be creditors. For this reason, Congress seeks to amend the law to more narrowly define the types of entities that are covered under the law and the associated rule. However, Congress moves slowly, and as of this writing, an amendment passed the House nearly a year ago and the Senate has yet to take it up. It specifically excludes certain health care, accounting, and legal practices and sets up a process for other entities to apply for exclusion if they meet certain requirements.

How the Law Applies to Counties

Since counties aren’t specifically excluded in the law or, at this point, in the amendments, you must take steps to determine if you’ll be required to implement an Identity Theft Prevention Program by January 1, 2011. If 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. I recommend that each county create a multi-departmental committee to analyze the various payment struc-

By: Nate Bonnett

ISAC Legal Counsel



tures used in search of those that would trigger the requirements of the law. If any are identified, the FTC has outlined a four-step process for affected entities to use to comply with the law, which requires the following:

1. Identify relevant red flags – Identify the red flags of identity theft you’re likely to come across in your business.
2. Detect red flags – Set up procedures to detect those red flags in your day-to-day operations.
3. Prevent and mitigate identity theft – If you spot the red flags you’ve identified, respond appropriately to prevent and mitigate the harm done.
4. Update your program – The risks of identity theft can change rapidly, so it’s important to keep your program current and educate your staff.

The FTC has developed a website specifically devoted to this matter entitled “Fighting Fraud with the Red Flags Rule,” which contains a great deal of information designed to assist entities with complying with the law. The “How-to Guide for Business,” easily linked to from the homepage, contains a more in-depth discussion of the four-step process and how entities can use the process to develop an Identity Theft Prevention Program. Please visit www.iowacounties.org for a link to the FTC Red Flags Rule webpage, as well as access to sample policies and a sample resolution, each of which can be modified in consultation with your county attorney and appropriate county staff to adopt a program.

About the Cover



This month’s cover features a picture of “*Abronia latifolia*” or more commonly known as a Yellow Sand Verbena. This photo was taken by ISAC Executive Director Bill Peterson on Friday, July 23, 2010 on a deserted Pacific coast beach north of Eureka, California. The Yellow Sand Verbena is native to the beaches along the Pacific Northwest.

FCC's National Broadband Plan (Part Two)

By: *Robin Harlow*

ISAC Technology Project Manager



Last month I finished up my article by saying that I was going to paint a picture of what the counties might look like if the FCC Broadband Plan was put into place. To be able to do this, I will need to take the next few months and set the foundation for this picture by showing where counties are today.

If you haven't done so, please take a few moments to go out to the Connect Iowa website, www.connectiowa.org. Connect Iowa was commissioned by the Iowa Utilities Board to work with all broadband providers in the state of Iowa to create detailed maps of broadband coverage in order to accurately pinpoint remaining gaps in broadband availability in Iowa. This work will support the activities of the Iowa Broadband Deployment Governance Board, which includes developing a statewide plan for the deployment and adoption of broadband in the state.

The data at the site was gathered by polling broadband providers. If a provider failed to return information or refused to provide information, the area served by the provider would show up as unserved. Not providing information could in the long run hamper the provider's ability to tap additional funding once the Universal Service Fund is restructured to focus on broadband. Other providers could potentially tap funds to develop services in the non-reporting provider's service area. To the general public, download speeds are in Greek to be interpreted by beings that have had years of study. But it is important that as recipients of internet services, we have at least an understanding of what we are purchasing and what I will be discussing the next several months. So this month I help decipher what these coded numbers mean by putting them in practical terms that most people can understand. Most of

the data that I'm going to present is based on comparisons between 768K, 3MB, and 4MB. So it is important that you have some reference to understand this mumbo jumbo. Let us start with the table below.

This table presents some of the typical things people can do on-line. The first item that should jump out at you is how enjoyable (or practical) will your internet experience be if you are restricted to 56K dial-up lane. My in-laws live 4.5 miles from a small town. Ask my mother-in-law what she does when a friend (located in this small town that has 4MB service) sends her a charming picture of her grandchild? My mother-in-law is supposed to be getting 56K, but in reality, I have never seen it higher than 22K. She starts the download of the email and comes back in 30 minutes. It would be quicker for her to drive to town, collect the picture on an usb drive and return home and put it on her pc. Now imagine, if you had three friends send you charming pictures at the same time. She starts to download and goes grocery shopping.

Most rural households that are 3.5 miles outside of a town are limited to this service, unless they invest in an expensive satellite system. Even this investment will typically get you only to the 768K range.

Now that I have attempted to establish in practical terms what the numbers mean, in November, I will present (by county) the percent of households that have access to 3MB service. As a preview, the state's average is 87.60% and there are three counties that are less than 40%. So stay tuned.

Internet Connection Speed	Time to load a typical web page*	Time to download a typical 5-minute song**	Streaming Video Quality
56K dial-up modem	14 sec	12 min 30 sec	
256K broadband	3 sec	3 min	Low Quality
512K broadband	1.6 sec	1 min 30 sec	
1Mb broadband	0.8 sec	41 sec	
2Mb broadband	0.4 sec	20 sec	Medium Quality
4Mb broadband	0.1 sec	5 sec	
6Mb broadband	Instantaneous	3.5 sec	
8Mb broadband	Instantaneous	2.5 sec	TV Quality

technology center

Office 2010

By: Tammy Norman

ISAC Office Manager



If you are a Microsoft end user, it is again decision time on whether or not to upgrade your Microsoft Office software. For those who have opted to stay with Office 2003, now may be the time to take the plunge and for those who did upgrade to Office 2007 and were sent into a tailspin with the ribbons and all the changes that came with this version; you will be pleasantly surprised with some of the upgrades that have been made in Office 2010.

Ribbons: Users of Office 2003 or older will not know what ribbons are or the problems that came with them. For those who do not know, ribbons are the replacement for the tool/command bars located at the top of your screen in the previous Microsoft Office versions. These command bars had been a constant in all Microsoft applications and with Office 2007 they were gone. Many end users, including myself, went into shock and it took awhile to recover. However, in fairness, ribbons are great for those who are visual or like Macs, and ultimately they grow on you. You just need to learn how to customize them and add the features that you want to be easily accessible; the same features that were readily available in all the former versions that mysteriously disappeared in Office 2007. The good news is that in the Office 2010 version many of the issues have been corrected. You now can easily customize your ribbon to contain the features and commands that you most often use.

Graphics: Office 2010 has improved graphics, photo editing tools and a really cool screenshot button that enables end users who use this feature to browse all the different screenshots they have created with a simple click of a button. If you paste a photo or screenshot, the picture tools will appear automatically allowing you to quickly access any editing features you may wish to apply. Artistic effects that are similar to those found in Photoshop will now be available in Word, Excel and PowerPoint, along with a thumbnail preview of what the effect will look like before you actually apply it to your photo, very slick and efficient.

Outlook: One of the new features in Outlook is the ability to use the “Ignore” button, which will allow for you delete any conversation threads that you are not interested in while retaining your membership status in the discussion lists. This feature will allow you to simply ignore new conversations that are of no value to you and will help to de-clutter your Inbox. Another cool tool in Outlook is Quick Steps. This feature enables you to create single click links to perform tasks that currently take multiple clicks. If there is someone in the office that you currently forward many e-mails to, you can simply create a Quick Step to forward by one click on the mouse.

These are just a few new or improved features in Office 2010 and whether you decide to upgrade now to Office 2010 or not, the good news is that many of the issues that were complained about in Office 2007 now have been resolved.

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!

ISAC brief

2011 Scholarship Program

The 2011 scholarship application is now available. The application will be published in the November issue of the magazine; however, it can currently be found online now at www.iowacounties.org. The application deadline is December 17, 2010.

If you have any questions regarding the ISAC scholarship application process, please contact Tammy Norman at tnorman@iowacounties.org or 515.244.7181.

Don't miss out!

ISAC's *Fall School* of Instruction

Coralville Marriott Hotel and Conference Center
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November 17-19, 2010

Join us in November for the

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Register online today at

www.iowacounties.org.

ISAC
Iowa State Association of Counties



Wednesday, November 17

9:00 am - 3:00 pm	ISAC Registration and Information Desk
9:00 am - 10:00 am	Exhibitor Morning Refreshments
10:00 am - 11:15 am	ISAC Educational Seminars
10:00 am - 11:15 am	ISAC Exhibitor Learning Center Presentations
11:30 am - 12:30 pm	Exhibitor Box Lunch
12:45 pm - 2:00 pm	ISAC Educational Seminars
12:45 pm - 2:00 pm	ISAC Exhibitor Learning Center Presentations
2:00 pm - 3:00 pm	Exhibitor Ice Cream Social
3:00 pm - 5:15 pm	ISAC General Session and Keynote Speaker
5:30 pm - 7:30 pm	Hospitality Rooms
8:30 pm - 11:00 pm	ISAC Dance

2010 Exhibit Hall

Learn about new products and services and make valuable networking connections through the various events planned in the exhibit hall.

Wednesday, November 17

9:00 am - 10:00 am
Exhibitor Morning Refreshments
- Assorted breads and pastries, fruit, and coffee

10:00 am - 11:15 am
Exhibitor Learning Center Presentations

11:30 am - 12:30 pm
Exhibitor Box Lunch
- Turkey or roast beef sandwich, apple, chips, cookie, and beverage

12:45 pm - 2:00 pm
Exhibitor Learning Center Presentations

2:00 pm - 3:00 pm
Exhibitor Ice Cream Social
- Ice cream sundae bar

Thursday, November 18

7:30 am - 8:30 am
Exhibitor Morning Refreshments
- Assorted breads and pastries, fruit, and coffee

11:00 pm - 12:30 pm
Exhibitor Lunch Buffet and Vendor Drawing
- Assorted breads and rolls, Caesar salad, assorted pizzas, cheese manicotti, iced tea or lemonade, and cupcakes.

ISAC General Session

Iowa State Association of Counties

Keynote Speaker

Nick Tasler, author, speaker and performance expert will present "Outstanding Performance is not a Choice: It's a Series of Choices" during the ISAC General Session from 3:00 pm - 5:15 pm. Please join Nick as he presents a simple, yet powerful framework for maximizing the choices that literally shape our destinies.



ISAC Dance

The ever popular dance floor will be alive once again at the fall school from 8:30 pm - 11:00 pm. Ultimate Entertainment of Iowa City has an extensive music library playing favorites from all genres. Beverages and light snacks will be available during the dance.

Family Meal Ticket

For only \$25 a guest or family member can join conference attendees in the two delicious lunches being offered (the exhibitor box lunch on Wednesday, November 17, and the exhibitor lunch buffet on Thursday, November 18). Meal tickets can be purchased online with registrations prior to the November 5 registration deadline.

ISAC Educational Seminars

10:00 am - 11:15 am

The Good, The Bad and The Ugly: How to be Secure Online: The Information Technology Affiliate will discuss "The Good" instructing you on how to stay safe when browsing and using credit cards online. Discussions will also include protection of your co-workers and family in learning how to identify "The Bad" and "The Ugly" including viruses, SPAM and spyware programs that could do harm.

Managing Performance in Your Organization: How effective is your performance management system? What is a performance management system? What if you don't have a system? How can you improve what you already have? Hopefully, you'll get answers to these and many other questions when Jan Burch, Senior Professional of Human Resources, digs into this important management topic.

Current Developments in HIPAA: This seminar will explore the basic HIPAA law with a view to recent changes to the privacy and security rules. In addition, Steven Mitchell, Supervisory Equal Opportunity Specialist with OCR, will look at some potential upcoming changes on the horizon that may affect compliance activities in the future.

12:45 pm - 2:00 pm

The National Debt: Making the Difficult Policy Choices to Improve America's Long Term Fiscal Outlook: "Principles & Priorities" is an interactive exercise in which participants learn about how difficult it is to balance the federal budget by making many of the policy decisions facing lawmakers today. Sara Imhof, Midwest Regional Director, Concord Coalition, will facilitate these activities.

Effective Meetings: Techniques, Tools and Strategies: An essential skill of a successful leader is knowing how to plan and lead effective meetings. Gene Mohling, Iowa State University Extension, will provide insight and steps that you can implement to engage co-workers, volunteers, board members and partners by saving time, being effective and generating results!

National Health Care Reform: Employer's Responsibility: This presentation will include an overview of health care reform and the Patient Protection and Affordable Care Act. Discussion led by Cathy Cooks, Labor Liaison for Wellmark Blue Cross and Blue Shield, will include the provisions effective this year and the provisions taking place over the next several years.

ISAC Exhibitor Learning Center Presentations

10:00 am - 10:30 am

Hot In Place Recycling: This presentation will introduce a surface rehabilitation technique for asphalt roads that is a fast, cost effective and environmentally sound method for resurfacing aging roads.

Presented by:
Gallagher Asphalt Corporation
(Exhibit Booth 47)

10:45 am - 11:15 am

New Communications with Your County Government: This presentation will provide real-time interactive demos that will highlight the use of Secure Web Chat with file transfer and Voice over IP (VoIP).

Presented by:
Hyde Telecom Partners, Inc.
(Exhibit Booth 32)

12:45 pm - 1:15 pm

County Opportunities with Iowa's Wind Farms: Jefferey Heil will go over the revenue available to counties that have wind turbines, how to develop urban renewal areas and much more.

Presented by:
Northand Securities, Inc.
(Exhibit Booth 60)

1:30 pm - 2:00 pm

Online Permit Management: Increasing Service and Efficiency: This presentation will introduce a new permit management solution offered by Schneider. Your county will benefit by being empowered to keep up with demand.

Presented by:
The Schneider Corporation
(Exhibit Booth 52)

Thursday, November 18

7:30 am - 4:00 pm	ISAC Registration and Information Desk
7:30 am - 8:30 am	Exhibitor Morning Refreshments
8:30 am - 11:00 am	Affiliate Time
11:00 am - 12:30 pm	Exhibitor Lunch Buffet and Vendor Drawing
12:30 pm - 5:00 pm	Affiliate Time
8:30 pm - 11:00 pm	ISAC Social Event/Karaoke

Friday, November 19

7:30 am - 10:30 am	ISAC Registration and Information Desk
7:30 am - 8:00 am	Morning Refreshments
8:00 am - 12:00 pm	Affiliate Time

ISAC Karaoke

Come and watch Ultimate Entertainment of Iowa City put on the ultimate karaoke experience. Who doesn't want to see their peers and friends sing their all-time favorite tunes? So, make plans now to see these unforgettable musical performances...or better yet, come and participate yourself at ISAC karaoke night. A dance floor will be available for those who didn't get enough dancing the first night. Beverages and light snacks will be served during this social event.

Shuttle Service

Complimentary shuttle service will be provided by ISAC's five overflow conference hotels to and from the Coralville Marriott Hotel and Conference Center. Please take advantage of this service to save on parking fees, which are \$8.00 per day (overnight) or \$0.75 per hour. If you park at the Marriott, please have both cash and credit available for payment.

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or \$8 overnight
Options and lot
availability
on map.



More information and registration at
www.iowacounties.org.

CCMS 18th Annual Conference

We had another successful conference held at the Sheraton in West Des Moines, August 18 - 20. I am always amazed at the amount of planning and teamwork it takes to put on a quality conference, as well as how fast time goes, from the start of our planning after the holidays to the actual event. A special thanks goes out to the following CCMS training committee members who spent a day with us in January, despite their busy schedules:

- Julie Bak, Mahaska County Case Management
- Sheila Kobliska, Chickasaw/Mitchell County Case Management
- Aaron McHone, Season's Center Case Management
- Dawn Mentzer, Buena Vista County Case Management
- Deborah Schultz, Jones County Case Management
- Sue Spilde, Allamakee/Howard County Case Management

With 320 total participants registering for the full conference, one day or the post conference, it is not possible for the four of us to pull this off without the help of ISAC staff members Jenna Kunstle, Stacy Horner, Tammy Norman, and Lauren Adams. Several weeks before the conference, Jenna begins copying all the speaker materials, certificates and evaluation forms, and assembling the folders. Stacy works with the Sheraton to negotiate rates and to hash out details, including the meals, snacks, and the hospitality room. Registration is Lauren's arena, from keeping track of the payments, printing out and preparing the name badges, to manning the registration table. Our technical guru, Tammy, helps ensure the computers, LCD projectors, and AV needs of the speakers are met. Thanks to each of you for your positive attitudes and hard work.

However well organized an event of this magnitude is, the determining factor of a successful conference is the presenters, and their ability to communicate information that will be helpful to Targeted Case Managers in serving persons that have disabilities. Juli Burney started out our conference on a light, humorous track in her presentation "Staying Alive Mentally or They Who Laugh Last." Juli reminded the audience that taking the words and actions of others personally takes a lot of energy and causes undue stress. Through hilarious stories, she helped the audience focus on what we do have control over, which is only our own thoughts and actions.

Dr. David Demarest and David Anders, from On With Life, were our keynote speakers before lunch on the first day. They led a panel discussion with family members of individuals who have a traumatic brain injury. Over 1.5 million Ameri-

By: Jackie Olson Leech

ISAC Case Management Specialist



cans sustain traumatic brain injuries each year and the panel did a good job of discussing the changes and challenges they face as a result of a brain injury of a loved one. Dr. Demarest has been a part of our conference for the past few years, and is always well received.

Dr. Gregory Lester began our second day, energetically speaking on "The Teenage Brain: The New Research; The New Techniques." A nationally known speaker, author and researcher in the field of psychology, Dr. Lester did not disappoint the crowd in his keynote presentation, as well as breakout sessions, "You and Change: Why It's Difficult, How to Master It" and "Addictive Disorders."

Our conference ended with a play, "VOICES," performed in reader's theatre style format, by five professional actors from Des Moines. This powerful presentation was written using the stories, writings, and the voices of over 25 people diagnosed with a mental illness. Head writer and director Tom Perrine facilitated a panel discussion after the drama, with questions from the audience.

In addition to our keynote speakers, we had breakout sessions on a variety of topics and presenters that did a great job and had good evaluations from those attending. Now that the conference is over, our team is preparing for Fundamentals Training on October 13 and 14, as well as Advanced Case Management Training on November 4. We are in the process of reviewing and compiling the CCMS Training Needs Assessments that participants completed at the conference. We will use these assessments to gather training ideas in various areas of disability, advocacy, administration and systems change. If you have any ideas or speakers for future trainings, please contact one of us with your ideals.

ISAC Board of Directors Meeting Summary - September 16-17, 2010

President Chuck Rieken called the meeting to order at 1:00 pm.

The ISAC Board of Directors meeting minutes from June 18, 2010, and the ISAC Executive Committee meeting minutes from the electronic meeting on July 13, 2010, were reviewed and approved unanimously.

Brad Holtan gave financial reports as of June 30, 2010, and August 31, 2010. Both reports were approved unanimously.

Brad Holtan reported on the 6th annual ISAC Golf Scholarship Fundraiser held at A.H. Blank Golf Course on Wednesday, July 14, 2010. This year's sponsorships and golfers were down immensely. The board agreed that the event and/or scholarship program may need to be changed in the future.

Changes to the ISAC financial policies were reviewed. Action will be taken at the October board meeting.

Bill Peterson updated the board on the ISAC/League Building Project. He reported on meetings with groups in the Des Moines area for space options solely for ISAC.

Nate Bonnett reported on the on-going process to implement the recommendations in the Nyemaster Goode tax opinion letter received in June.

Marge Pitts reviewed and received approval of the SEAT 28E contract to be signed by Bill Peterson on the board's behalf. The board asked that the contract be amended to include a non-compensation clause.

Grant Veeder reported on a Georgia contract that assists with vital records recovery following disasters. More information on the contract was sought by the board.

Nate Bonnett reviewed changes to the ISAC Articles, By-Laws and Board Policies. The board passed the motion unanimously to eliminate the reference to "associate membership" in Article IV of ISAC's Articles of Incorporation. They also moved unanimously to submit the change on page 17 to the membership for approval at the 2010 ISAC Fall School of Instruction. The ISAC By-laws were amended unanimously to eliminate the associate membership clause and to add clarifying language to the selection of members clause.

Elimination of the following section from the board policies was passed with opposition from Nancy Parrott, Grant Veeder and Jon McNamee. The change will take effect beginning with the 2011 ISAC Fall School.

"Section 2a. For the ISAC spring and fall schools of instruction, the first registration from the office of auditor, treasurer, and recorder shall be at full prices. Additional registrations from these offices shall be at a reduced fee."

A list of recommended changes to the board policies was adopted unanimously. For a full list, please contact your affiliate's board representative or ISAC directly.

ISAC staff was dismissed for the Executive Director's evaluation.

The board recessed at 4:30 pm and reconvened at 8:30 am on Friday, September 17, 2010.

Rachel Bicego presented the proposals for the Exhibitor Learning Center presentations to take place at the 2010 ISAC Fall School of Instruction. The board discussed and voted on the proposals. They unanimously selected the proposals from Gallagher Asphalt, Hyde Telecom Partners, Northland Securities and The Schneider Corporation.

Bill Peterson and ISAC staff discussed progress that has been made over the last year regarding the goals and on-going priorities adopted at the 2009 board retreat. The board then had a lengthy discussion that focused on the board's goal that ISAC take *"a strong, proactive leadership role in the discussion and development of the county governance structure of the future,"* and *"the initiative for ISAC to assist counties in visioning what they will look like in 2025 and establish a road map to get there."* During this discussion, Grant Veeder handed out related pamphlets and introduced the board to what Black Hawk County has done to prepare for the future. The board unanimously instructed ISAC to undertake an information gathering process to assist in helping counties to develop sustainable practices for the future.

The board adjourned at 11:25 am.

**Complete minutes and agenda are available at www.iowacounties.org.*

County Government Works Initiative Underway

National Association of Counties' (NACo) President Glen Whitley is calling on all county officials to join the County Government Works campaign to help raise county government awareness across the country.

"We know that America's counties provide outstanding programs and services, but unfortunately too many Americans do not," Whitley said. "It's up to us as county officials to reach out to the public and make them more knowledgeable and positive about the contributions of county government. I am hopeful that through the County Government Works campaign we can make a difference in our communities."

A variety of outreach tools are available on the NACo website, www.naco.org, under the About Counties/Tell the Public What You Do section. There you will find examples of effective public awareness programs, how to establish citizen/leadership universities, and examples of state association public awareness efforts.

The toolkit offers county officials practical, proven methods for raising county government awareness. The kit includes:

- A speaker's library that provides talking points for community and civic group meetings;
- Ideas for scheduling tours of county buildings;
- Information on citizen universities;
- Methods for informing and educating students; and
- Brochures for community and school events.

The brochures are already designed and laid out. All you have to do is add your county's information and make copies. The brochure will provide basic facts and information about your county that will be a valuable resource for your residents.

"Especially in these tough times, it's important for county officials to go the extra mile and communicate the roles and responsibilities of counties," Whitley said. "I am asking all county officials to join me in this effort."

ISAC brief

Amendment to Articles Proposed by ISAC Board

The ISAC Board of Directors at their September 16, 2010 meeting, approved and recommended for adoption the following amendment to the ISAC Articles of Incorporation and directed that it be submitted to a membership vote during the business meeting at the 2010 ISAC Fall School of Instruction. The meeting shall be conducted at the Coralville Marriott Hotel and Conference Center, 300 East 9th Street, Coralville, Iowa, on Wednesday, November 17, 2010, commencing at 3:00 pm.

The effect of the amendment would be to narrow the scope of the dissolution clause to clarify that, upon dissolution, ISAC's assets shall only be distributed to member counties and not to any other organization.

This notice is published in order to comply with Iowa Code §504.1003, which requires the corporation to give timely notice to members of a membership meeting at which the board seeks to have an amendment approved, and to state the purpose of the meeting is to consider a proposed amendment, and to set forth a copy of the proposed amendment.

THE TEXT OF THE AMENDMENT IS AS FOLLOWS:

(The language with a ~~strikethrough~~ would be removed and underlined language would be added).

VIII. Upon dissolution of the corporation, ~~assets shall be distributed to each member county for one or more exempt purposes within the meaning of Section 501(c)(4) of the Internal Revenue Code, or corresponding section of any future Federal tax code, or to such organization or organizations, organized and operated exclusively for one or more exempt purposes within the meaning of Section 501(c)(4) of the Internal Revenue Code, or corresponding section in any future Federal tax code.~~ its assets shall be distributed to its member counties, in such proportions as determined by the Board of Directors, to be used for a public purpose.

Making Medicare Make Sense

Q: What Rights and Protections do Medicare Beneficiaries have while in a Hospital or Skilled Nursing Facility?

A: If you are admitted to a hospital or skilled nursing facility, or you are receiving care from a non-institutional provider, such as home health, or hospice, you are guaranteed certain rights and protections. Many of these rights and protections are the same whether you are in original Medicare or a Medicare health plan.

All people with Medicare, including those in Medicare Advantage plans, have the right to get all of the Medicare-covered hospital care they need to diagnose and treat their illness or injury, including any follow-up care needed after leaving the hospital.

During your hospital stay, you should get a notice called “*The Important Message from Medicare about Your Rights*” (sometimes called the “Important Message from Medicare” or the “IM”) that you (or your representative) must sign. If you don’t get this notice, ask for it. This notice explains:

- Your right to get all Medicare-covered, medically-necessary hospital services.
- Your right to be involved in any decisions that the hospital, your doctor, or anyone else makes about your hospital services and to know who will pay for them.
- Your right to get services you need after you leave the hospital.
- Your right to appeal a discharge decision and the steps for appealing the decision.
- The circumstances in which your hospital services may be paid for during the appeal (except for any applicable coinsurance or deductibles).
- What you might pay for while continuing to stay in the hospital after your discharge date.
- Information on your right to get a detailed notice on why your covered services are ending, when they are ending.

If the hospital gives you the “Important Message from Medicare” more than two days before your discharge day, it must either give you a copy of your original, signed “Important Message from Medicare” or provide you with a new one (that you must sign again) before you’re discharged.

For people with Original Medicare, the Fast Appeals Process ensures:

- You have the right to ask your provider to continue Medicare-covered services in a skilled nursing facility (SNF), from a home health agency (HHA), in a comprehensive outpatient rehabilitation facility (CORF), or in hospice.

- Your provider must deliver the *Notice of Medicare Provider Non-Coverage* at least 2 days before Medicare-covered SNF, CORF, HHA, or Hospice care will end.
- If you think services are ending too soon contact your Quality Improvement Organization (QIO) by noon on the day before Medicare-covered services end to request a fast appeal.
- See your *Notice of Medicare Provider Non-Coverage* for how to contact your QIO and for other important information.
- The provider must give you a *Detailed Explanation of Non-Coverage*. This notice will explain why the provider thinks coverage should not continue.
- The QIO must make its decision and notify you no later than 72 hours after receiving the request for the expedited redetermination. You have the right to ask for an expedited reconsideration by the Qualified Independent Contractor (QIC) if you are dissatisfied with the results of the fast appeal by the QIO.

For people with a Medicare Health Plan (Medicare Advantage), the Fast Appeals Process ensures:

- You have the right to ask your plan to provide or pay for a Medicare-covered service you think should be continued in a skilled nursing facility (SNF), from a home health agency (HHA), or in a comprehensive outpatient rehabilitation facility (CORF).
- Your provider must deliver a *Notice of Medicare Non-Coverage* at least 2 days before Medicare-covered SNF, CORF, or HHA care will end.
- If you think services are ending too soon, contact your Quality Improvement Organization (QIO) by noon on the day before Medicare-covered services end to request a fast appeal.
- See your *Notice of Medicare Non-Coverage* for how to contact your QIO and for other important information.
- The QIO must notify you of its decision by close of business of the day after it receives all necessary information.
- The plan must give you a *Detailed Explanation of Non-Coverage*. This notice will explain why the coverage is being discontinued.
- You have the right to ask for a reconsideration by the QIO, if you are dissatisfied with the results of the fast appeal.

Finally, you can get information specifically about Medicare appeals and grievances at www.medicare.gov/basics/appeals.asp.

associate member highlight

Ruggedized Squad Car and EMS Laptops from ATS

Amerikit Technology Solutions (ATS) is a Dell Certified Partner, reseller and warranty repair facility providing local sales, service and support on the full line of Dell fully ruggedized and semi-ruggedized laptops and tablet computers for Iowa counties.

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Optional solid state drives with full hard-disk encryption delivers increased durability, improved system performance and helps to secure critical data.

See the XT2 XFR at the ISAC Fall School of Instruction November 18 and 19 at exhibit booth 50.

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Contractor part time starting January 1, 2011, with successful completion of transition July 1, 2011, a full time contract may be offered.

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Send letter, resume and salary history in confidence by October 18, 2010 to:

Bob Ockerman

Dallas County Supervisor

121 North 9th Street

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(A) Amount per pay adjusted for inflation by 4% annually.

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2010/2011 calendar

October 2010

- 1 Fall School Program Deadline
- 13-14 CCMS Fundamentals Training (Courtyard by Marriott, Ankeny)
- 21 CCMS Administrators Meeting (Hilton Garden Inn, Urbandale)
- 22 Fall School Housing Bureau Closes (4:30 pm)
- 28-29 ISAC Board of Directors Meeting (ISAC Office, Des Moines)

November 2010

- 4 CCMS Advanced Case Management (Hilton Garden Inn, Urbandale)
- 5 Fall School Registration Closes (4:30 pm)
- 17-19 ISAC Fall School of Instruction (Coralville Marriott Hotel and Conference Center)

December 2010

- 1 NCO Registration Opens (8:30 am)
- 7-9 ICEA Statewide Annual Conference (Scheman Center, Ames)
- 9 ISAC Board of Directors Meeting (ISAC Office, Des Moines)

January 2011

- 10 CCMS Training Committing Meeting (ISAC Office, Des Moines)
- 11 CCMS Administrators Meeting (Hilton Garden Inn, Urbandale)
- 26-27 ISAC New County Officers School (West Des Moines Marriott)

February 2011

- 10 Supervisors Statewide Meeting (Hilton Garden Inn, Urbandale)
- 16-17 CCMS Fundamentals Training (Courtyard by Marriott, Ankeny)

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)

Please visit ISAC's online calendar of events at www.iowacounties.org and click on 'Upcoming Events.' A listing of all the meetings scheduled thus far in 2010 and 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.

SAVE THE DATE!



January 26-27, 2011
West Des Moines Marriott

All county officials are invited to join us for the ISAC New County Officers (NCO) School. This is a very educational conference that can help you sharpen up on important county related topics. The first day of training will consist of general issues: open meetings law, ethics and budgeting. The second day will be specific to each office.

Register beginning Wednesday, December 10, 2010!

More information at www.iowacounties.org.

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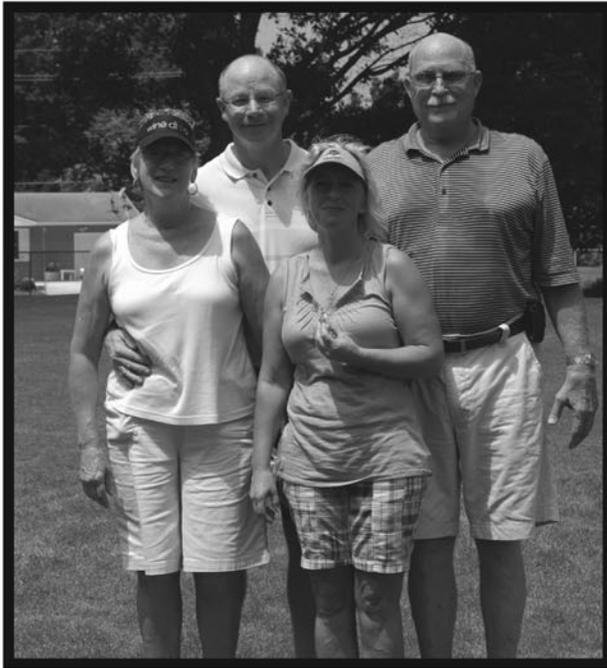
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ISAC's 2010 Golf Fundraiser was teed up for a hole-in-one.

Thank you for a hot event!



All photos taken by CRMS at ISAC's 2010 Golf Fundraiser will be available at ISAC's Fall School.
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