

The Iowa
County

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ASSOCIATION
OF COUNTIES



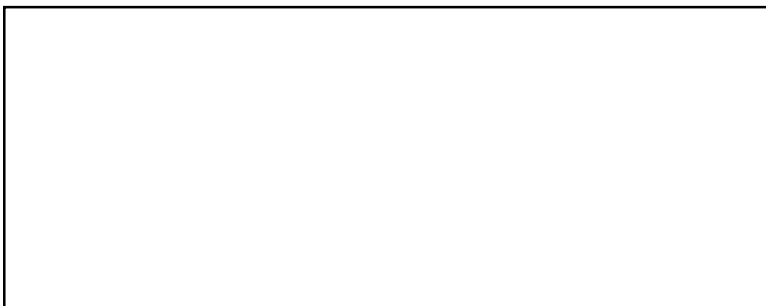
HIPAA: Compliance Deadlines Loom For Counties

District Officers Named

The Basics of PowerPoint

Improving Life With Laughter

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August 2002

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The Iowa County

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contents

August 2002 * Volume 31, Number 8

FEATURE

How To Prepare For HIPAA 4-5

IN EVERY ISSUE

Around the Statehouse 6
Robert Mulqueen

Legal Briefs 7
David Vestal

Health Check 8
Sandy Longfellow

Technology Center 9
Tammy Norman

Case Management 10
Connie Wacht & Dan Vonnahme

Counties in the Spotlight 11

Meet the CCMS Board Members 11

Classified Ad 11

ISAC Brief 12

Associate Member Highlights 13

Communication 13

Calendar of Events 19

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How To Prepare For HIPAA



The federal Health Insurance Portability and Accountability Act (HIPAA) was passed by Congress in 1996, presenting the single largest change in the health care business environment since the advent of Medicare and Medicaid in 1965. Title II is the part of the law that has the greatest impact on counties and the portion county officials should be most concerned about. It deals with “administrative simplification.” The “administrative simplification” aspect of the law requires the United States Department of Health and Human Services (DHHS) to develop standards and requirements for maintenance and transmission of health information that identifies individual patients. In simple terms, the healthcare industry is being required to change its electronic payment-related transactions to one national standard. There will be one uniform set of codes across the country for each medical condition or procedure. So the code for a type of surgery will be the same in Iowa as it is in North Dakota and New York.

All healthcare organizations that maintain or transmit electronic health information must comply. If counties in Iowa are doing electronic transactions, they will automatically have to follow the privacy standard. The standardization of the data makes the sharing and release of information much easier, therefore the healthcare industry is being required to change its current policies and procedures so individuals have more protection over who sees their protected health information (PHI). Each covered entity (health plan, clearinghouse, health care provider) will have to review its policies and procedures, determine with whom it’s sharing information, and make sure patients are receiving proper notice of that information exchange.

Unlike Y2K, HIPAA is an enterprise-wide issue, not an information technology issue. There are legal, regulatory, process, security and technology aspects to each proposed rule that must be carefully evaluated before an organization can begin its implementation plan. HIPAA is rapidly becoming a major issue in healthcare because:

- Implementation timeframes are short. The date for the Electronic Data Interchange (EDI), Transactions and Code Sets compliance is October 16, 2002 (unless the covered entity requests an extension, which places the due date at October 16, 2003) and Privacy Rule is April 14, 2003.
- Senior executives are clearly responsible for the security and confidentiality of patient health information, yet little has been done in most organizations to protect this information.
- There are significant criminal and civil penalties for noncompliance, as well as serious liability risks for unauthorized disclosure. Entities can be fined \$250,000 plus 10 years in prison for

knowingly violating the privacy regulations.

- There is no quick fix or easy solution to meet HIPAA requirements.

It is difficult to assess the costs and benefits of HIPAA because these are sweeping changes for which there is no historical experience. Estimated costs of implementation will vary widely from county to county, based on the number of health care related entities each has.

Action Steps For Counties

Even though HIPAA standards are still being finalized, healthcare organizations must move quickly to develop and implement compliance plans. According to QuadraMed, here are a few action steps to consider:

- 1) Obtain copies of the proposed rules from the Department of Health and Human Services’ comprehensive HIPAA website at <http://aspe.os.dhhs.gov/admsimp/> and identify gaps between your current practices and the final EDI and privacy rules and the proposed security rules.
- 2) Identify key individuals in your organization to spearhead compliance efforts. Be sure to include supervisors to assure your efforts have the top-down support you need.
- 3) Educate all county officials and staff members in your county about HIPAA.
- 4) Make a comprehensive inventory of the individually identifiable health information your organization maintains. Be sure to include information kept on personal computers and in research databases.
- 5) Conduct a risk assessment to evaluate potential risk and vulnerabilities to individually identifiable health information. Include the possibility of outside attacks if your systems have Internet access or dial-up access. Develop a tactical plan to address the identified risks, placing highest priority on the areas of greatest vulnerability.
- 6) Collect existing information security policies and organize them into four categories. 1. Administrative procedures are documented, formal procedures for selecting and executing information security measures and address staff responsibilities for protecting data. 2. Physical safeguards protect physical computer systems and related buildings and equipment from fire and other environmental hazards. 3. Technical data security services include the processes used to protect, control, and monitor information access. 4. Technical security mechanisms are processes used to prevent unauthorized access to data transmitted over a communications network. Next develop a checklist to identify policies you still need to develop and assign responsibility to appropriate individuals to draft those policies.
- 7) Educate your staff about your security policies and enforce them. Establish a confidential reporting system, so employees can report security breaches without fear of repercussions.
- 8) Assess the accuracy of your master patient index (MPI) to see how many duplicates (patients assigned to more than one number) and overlays (more than one patient assigned the same number)

ber) you currently have. Since most organizations lack the internal resources to efficiently perform an MPI clean-up project, obtain bids from reputable vendors and put this in your budget.

9) Evaluate your current billing system to see if you are using the standards outlined in the EDI standards. If you're using the designated standards, have they been modified to meet specific payer requirements? If so, you'll need a plan for changing your system back to the approved standard formats.

10) Compare your current procedures for disclosure of health information with the proposed privacy standards. Are individuals allowed to inspect and copy their health information? Are reasonable fees charged for this? Does the organization account for all disclosures of protected health information for purposes other than treatment, payment, or healthcare operations? Is there a procedure in place to allow individuals to request amendments or corrections to their health information? Is there a mechanism for individuals to complain about possible violations of privacy? Do you have a designated privacy official?

11) Review/revise existing vendor contracts to assure HIPAA compliance. Your contracts must ensure that your business associates also protect the privacy of identifiable health information.

12) Evaluate new information security technologies. Consider adopting biometric identifiers (such as fingerprints, voiceprints, or retinal scans) for secure authentication of users. Investigate single sign-on technology to eliminate the need for users to manage and protect multiple passwords and logons.

13) Evaluate the audit trails on your existing information systems. To allow the best protection, audit trails must record every access (including read-only access) to patient information. Many current audit trails record only additions or deletions to electronic information. As you evaluate new systems, look for audit trail technologies that can analyze the large amount of information generated and flag suspicious patterns for further evaluation.

Throughout this process, keep in mind that your approach should be flexible, scaleable, and reasonable. Because technology—especially security technology—is changing so rapidly, the standard will give your organization the flexibility to choose its own technical solutions. You also want to be sure your approach is scaleable to provide an economically feasible solution. Finally, ensure the policies and procedures you outline are reasonable and that your organization can assure compliance. Documenting policies and procedures your staff can not (or does not) follow consistently creates liability for your organization.

How Are States Handling The HIPAA Requirements?

Although Iowa already has existing data privacy and administrative uniformity laws, HIPAA will significantly impact health care business processes here — and throughout the country. Organizations in Iowa joined together in February to work on the Strategic National Implementation Process (SNIP). In Iowa, SNIP is organized by the Iowa Hospital Association and led by a steering committee chaired by Jim Moormann, Iowa Health System; Tom Shepherd, State of Iowa; and Marcia

Stark, Wellmark. Three subcommittees/work groups (privacy, security of data, transactions/code sets) are comprised of (among others) consumers, CPCs, DHS, providers, Attorney General's office, and ISAC. The three subcommittees meet regularly to discuss and interpret current HIPAA data and create documents to implement HIPAA standards. Marty Engle Pratt, Page County CPC, stated, "The security subcommittee is looking at administrative procedures, physical safeguards and technical services and mechanisms. At this point, security regulations have not been finalized but it is projected they will be finalized in August." Subcommittee meetings are open to anyone that is interested and information from their meetings is posted on ISAC's website.

"North Dakota, as a state entity, has been very active with HIPAA," stated Doug Wegh, North Dakota Association of Counties. "Counties, on the other hand, are just getting into this. Those in county government began to realize that this is an issue that had to be dealt with and that it didn't just affect the medical community. Presently, state and county officials are working on a survey which should give us an understanding of who will be covered under HIPAA and who will not. Once that is determined, then we can begin the other phases."

Dennis Kriesel, Public Health Policy Fellow for the Kansas Association of Counties, shared how Kansas is dealing with HIPAA requirements. "HIPAA is not an issue that has received much attention by many counties in Kansas on a broad scale. By-and-large, the local health departments are the only municipal entities to work on the topic, and they have taken varied approaches. Though a couple departments were attempting to address HIPAA on their own (at least in part), most of the local health department administrators said they were waiting on HARK (HIPAA Awareness and Readiness for Kansas), a collaborative effort to provide information on how to best deal with HIPAA. It consists of work groups, made up of various stakeholders in the state, which are working on recommending procedures and processes."

Elaine Menzel, Assistant Legal Counsel for the Nebraska Association of County Officials, stated, "I have started by discussing this issue with individuals in Douglas, Lancaster and Sarpy Counties. These are the three most populated counties in Nebraska. Douglas and Sarpy Counties have been working with the same consultant and law firm to evaluate potential exposure. Douglas and Lancaster Counties have steering committees and are evaluating their progress."

ISAC is striving to assist counties with HIPAA requirements and continue to provide workshops on this issue. ISAC is in the process of reviewing HIPAA compliance service providers to recommend to county entities needing HIPAA expertise and assistance. Information is continually added on ISAC's website (www.iowacounties.org). If you have further questions contact ISAC staff members Deborah Westvold (dwestvold@iowacounties.org) or Anastasia Baker Hurn (abaker@iowacounties.org).

Regional Cooperation

"You see, Bart, we can't cheer for Springfield alone. We have to learn the lineups of the teams around us. We also have to know their point spreads. As the poet once said, 'No fan is an island.'"

- Homer Simpson (2002)

"The clean, bright, gardened townships spoke of country fair and pleasant summer evenings on the stoop. It was a sort of paradise."

- Robert Louis Stevenson (1892)

At the beginning of the 20th Century regions of the United States had a strong identity. The South kept an identity unlike any other region due to its flirtation with national sovereignty between 1861 and 1865. The East, which was really the Northeast or, as my grade school geography termed it, the Middle Atlantic States, certainly had an identity as the industrial powerhouse of the nation. The West was, well, whatever was west of what was determined to be "civilization." From the time that men in Boston wore cocked hats until the Jacksonian period of the 1820s, the West included Ohio and Kentucky and anything beyond Pittsburgh. By the 1840s, the West did not include Ohio but it did refer to Illinois and Iowa and Missouri. By 1865, it generally referred to all that stretched west of the Missouri River.

Defining The Midwest

By the 1890s, the country's midsection was no longer considered "the west." It had become The Midwest, a region which stretched from Ohio through Nebraska, from Missouri north to the Canadian border and the Great Lakes. A century ago it was predominately a rich agricultural area producing wheat, oats, corn and livestock. The livestock brought both dairy products and meat. Increasingly, the industrial cities of the region were also producing livestock by-products. Soybeans had yet to arrive. By this time the region was also home to grain milling, steel and other heavy industry in Cleveland, Detroit, Chicago, Saint Louis and Minneapolis. By the time that the fictional Harold Hill was marching his 76 trombones down the main street of River City, the Midwest had a national identity. It was the middle in more ways than geographic. It was thought to be less sophisticated than the East Coast, but certainly more so than the West, with the exception of San Francisco. It had more industry than the South. On the one hand the region's political face was generally conservative, with the exception of its urban centers, and there machine politics was the rule. On the other hand, beginning in the mid-1890s, the Midwest was the seed bed of the Populist Movement which led to political efforts headed by William Jennings Bryan and Robert LaFollette.

By: Robert Mulqueen

ISAC Public Policy Analyst



MCC Conference

Today, at the beginning of the 21st Century, do regional groupings of states in the U.S. still have a hold on us? Do they still have relevance? What importance do such regions have for local governments? The last week of June, this year's meeting of the Midwest Conference of Counties (MCC) was held in Indianapolis, Indiana. This organization has been an attempt to compare notes and find common ground between and among county officials and county association staff from the Midwestern states. It had its start at a meeting in Milwaukee in 1989 called by the Wisconsin Counties Association and attended by representatives from Ohio, Michigan, Minnesota and Iowa. The rough idea has been that the region has certain common characteristics and taking into consideration the differences in the manner in which the states and the counties therein are organized politically, problem solving could be better achieved through collective discussion. For a few years, the notion that hatched at the 1989 meeting became an association for county issues of only states touching on the Great Lakes. Then this evolved into a larger grouping including Midwestern states. The active county associations in MCC are those from Ohio, Michigan, Indiana, Wisconsin, Nebraska and Iowa. This year's topics for discussion in Indianapolis included land use, federal transportation funding, local option taxes, and workforce development.

This organization has not, after over a decade of existence, had a problem with overflow crowds at their meetings. By the same token, the county officials and county association staffs who have been active with MCC continue to share information and the desire to further a Midwestern forum for county level issues. The conference has held two meetings a year. The conference in January is an issues retreat for association executive directors and staff. The other conference in the summer is a wider meeting for both county officials and association staff. The January meeting is held in Chicago, a central point. The summer meeting alternates between member states. ISAC hosted MCC in Dubuque in 1996. On the second day of this year's meeting, attendees discussed the future of the conference. Issues of common concern would be the key to a regional grouping. It was discussed that one such economic development issue might be ethanol or wind power.

Even in a time of Internet communications and "e-government," regional cooperation has significance, meaning regions of the nation or regions brought together for public service sharing in a 28E agreement. County officials in Iowa might do well to share with their counterpart in Michigan or Nebraska their problems, as well as their coffee.

Courthouse Security On Trial

By: David Vestal
ISAC Deputy Director



Murder in the Courthouse

In this space in April I discussed *Zelig v. County of Los Angeles* (#S081791), the California case where an ex-husband shot and killed his wife in the hallway of a county courthouse. The victim's minor children sued the county, alleging the county had failed to provide adequate security in the courthouse. There has now been a decision in the lawsuit.

In a 49-page decision, the California Supreme Court reversed the Court of Appeals and ruled that the county cannot be sued for failing to install metal detectors or other security devices.

The testimony at trial was that the ex-wife had repeatedly told county officials that she was afraid her ex-husband might harm her. She had obtained a restraining order against him.

The county responded that it did not have a duty to protect her because it did not have a "special relationship" with her. The California Supreme Court agreed. The Court's analysis focused on the actions of the county. The county did not create the peril, they did nothing to contribute to her peril, they did not voluntarily assume any responsibility for her safety, and they did not do anything to give her a false sense of security. In other words, although the county failed to take affirmative steps to protect her, the county had done nothing to worsen the ex-wife's situation.

The Court also held that the risk of injury was not increased by the lack of security at the courthouse, concluding that the risk of injury to the ex-wife "was at least as great outside the courthouse."

This is a welcome decision for counties. It is in line with a string of cases from other jurisdictions that have held that governments are immune from liability for failure to provide sufficient security against criminal assaults committed upon persons conducting business in the courthouse. The plaintiffs in this case were unable to cite any cases from anywhere in the country where such a claim had been upheld. If this decision had gone the other way, counties in Iowa would eventually have found themselves being held liable for failure to protect individuals against violence in the courthouse.

Despite this favorable outcome, county officials should still take this case as a terrible reminder that they need to do everything they possibly can to provide a secure courthouse.

Contract Approval

A county official called recently to ask about contract approval. She said that she had a contract that needed to be signed. The board was not scheduled to meet for a week, and one supervisor was about to leave town. She wanted to know whether a contract could be approved by having all three supervisors sign the contract. She wanted to go to each of them at their homes and get their signatures.

The answer is no. In Iowa Code section 331.302(1), it states a county board of supervisors exercises power "only by the passage of a motion, a resolution, an amendment or an ordinance."

The Iowa Supreme Court has long held that acts by individual members of a public body, even when concurred in by the majority, cannot bind the public body unless officially sanctioned in accordance with this statute, *City of McGregor v. Janett* 546 N.W.2d 616, 620 (Iowa 1996). The validity of dealings with a county can only be measured by reference to public documents and proceedings.

So if there is a contract signed by all three supervisors, that is a good indication that the contract will be approved. But is the contract valid without formal board action approving the contract? No. For the contract to be official and binding there must be evidence showing approval of the contract by the board while in session and acting as a board.

Jones County Budget Appeal

In June the Farm Bureau appealed the amendments to the Jones County FY02 budget. In particular, the Farm Bureau objected to the county spending \$50,000 in local option sales tax (LOST) revenues towards a new public library in Anamosa. The two sides viewed the world fundamentally differently. The Farm Bureau position was that, since the LOST petition said that LOST revenues were going to be spent "for property tax relief," the revenues should have been applied to existing county expenditures, to lower property taxes. The Jones County position was that being able to get \$50,000 in value for county taxpayers in the form of a new library without having to increase taxes is "property tax relief."

The State Appeal Board made its decision at the end of June, and sided with Jones County. The State Appeal Board affirmed that "property tax relief" does not mean "property tax reduction." They said, "Property tax relief does not mean that property taxes will continually decline. Property tax relief is also provided when LOST collections are used to fund legitimate public expenditures so that additional property taxes do not have to be raised to pay those costs."

The State Appeal Board also found that the county demonstrated that the \$50,000 proposed library expenditure was "necessary, reasonable, and in the interest of the public welfare."

Parting Ponderable:

"I have good news and bad news," the defense lawyer says to his client. "What's the bad news?" The lawyer says, "Your blood matches the DNA found at the murder scene." "Dammit!" cries the client. "What's the good news?" "Well," the lawyer says, "Your cholesterol is down to 140."

health check

LAUGH!



Lorin D. Wittaker stated, “A prominent doctor discovered that cheerful people resist disease better than chronic grumblers. He concluded that the surly bird gets the germ.”

When thinking about good health, one topic that I think is neglected is laughter. There are few things in life that we cannot improve by a little laughter. When my father died a few years ago, it was rather amazing that when our family sat around and talked about things we remembered about him we began to laugh. It was a very interesting experience and, even through the sadness, we felt better.

I think that parenting would be a bit less painful if we used laughter and humor a bit more. I don't mean laughing at your children, being sarcastic or mean mimicking but finding the humor in various situations. I love the commercial on TV where a mother and daughter are sitting in the front seat of a car driving somewhere when the daughter announced that she *must* dye her hair pink. The camera pans to the mother and there is a pause. In a minute the mother says, “Well, your grandmother has blue hair!” Both mother and daughter break out into laughter.

Over 25 years ago, Dr. Norman Cousins in his book Anatomy of an Illness described how watching Marx Brothers movies helped him recover from an illness diagnosed as fatal. Cousins made it a point to enjoy a hearty belly laugh several times a day. I think we would do well to follow his example. Here are a few observations from others that feel the same way.

“Laughter may or may not activate the endorphins or enhance respiration, as some medical researchers contend. What seems clear, however, is that laughter is an antidote to apprehension and panic.” ~Norman Cousins



By: Sandy Longfellow
ISAC Administrative Assistant



“I would say the number one thing with cancer is not to let it scare you because when you are afraid, it destroys your immune system.” ~Tammy Faye

“Laughter is a tranquilizer with no side effects.” ~Arnold Glasgow

“There is little success where there is little laughter.” ~Andrew Carnegie

“It's important I surround myself with people who make me happy.” ~Adam Sandler

“Laughter is a part of the human survival kit.” ~David Nathan

“He who laughs, lasts.” ~Mary Pettibone Poole

“If I were given the opportunity to present a gift to the next generation, it would be the ability for each individual to learn to laugh at himself.” ~Charles M. Schultz

“Always laugh when you can. It is cheap medicine.” ~Lord Byron

“A person without a sense of humor is like a wagon without springs — jolted by every pebble in the road.” ~Henry Ward Beecher

Keep Smiling :o)

Joke of the Day: The Miser

There was a man who had worked all of his life and had saved all of his money and was a real miser when it came to his money. He loved money more than just about anything, and just before he died, he said to his wife, “Now listen. When I die, I want you to take all my money and put it in the casket with me. Because I wanna take my money to the afterlife with me.”

And so he got his wife to promise him with all of her heart that when he died, she would put all of the money in the casket with him.

Well, one day he died. He was stretched out in the casket, the wife was sitting there in black, and her friend was sitting next to her. When they finished the ceremony, just before the undertakers got ready to close the casket, the wife said, “Wait just a minute!” She had a box with her. She came over with the box and put it in the casket. Then the undertakers locked the casket down, and they rolled it away.

So her friend said, “Girl, I know you weren't fool enough to put all that money in there with that man.”

She said, “Listen, I'm a Christian, I can't lie. I promised him that I was gonna put that money in that casket with him.”

“You mean to tell me you put that money in the casket with the man?”

“I sure did,” said the wife. “I wrote him a check.”

Using PowerPoint For Presentations



By: Tammy Norman
ISAC Technical
Administrative Assistant



Q. "I have been told that I should start utilizing PowerPoint for presentations that I make before county officials? How much does PowerPoint cost? Is it difficult to use?"

A. In today's business environment, PowerPoint has almost become a necessity. Audiences have come to expect a certain level of techno-savvy in a presentation. PowerPoint is one way to help a presenter live up to these expectations. Luckily for those doing the presentation, PowerPoint is an extremely user friendly program. As far as the costs, PowerPoint can be purchased as a stand-alone product or in the Office Suite of programs. For a difference of about \$100 you can purchase the suite of Office programs, which includes Excel, Word, Outlook and PowerPoint. Pricing for the stand-alone version of PowerPoint 2000 is around \$300, an upgraded version can be purchased for around \$100. Office XP Standard upgrade is available at a price of close to \$200 and the full version is available at a cost of a little over \$400.

Step-by-Step On How To Use PowerPoint

Once you have decided to go ahead and purchase PowerPoint, the next step is to begin utilizing the program. The quickest and easiest method to produce a presentation is by choosing to use the "AutoContent wizard" or the "Template." When you open PowerPoint it forces you to select a method of creation. For your first try, you may want to select the "AutoContent wizard." It will bring up a screen that enables you to choose what type of presentation you will be giving. Examples include but are not limited to "Financial Overview", "Marketing Plan", "Company Meeting" or just the "Generic." Once you decide your type of presentation, select "Next." You will then be prompted to decide if you will be using this presentation for "presentations, informal meetings, handouts" or "internet, kiosk." I recommend selecting "presentations, informal meetings, handouts." You can always upload an existing PowerPoint presentation to the Internet at a later date. Now select "Next." Another decision you will need to make is the type of output you will be using, such as "On-screen presentation" that will be used with a LCD projector (the projector used to display programs from a laptop, such as your PowerPoint presentation), "Black and white overheads", "Color overheads", or "35 mm slides." In today's presentation world you will need to select "On-Screen presentation", unless you will not have the ability to connect to a LCD projector. You will also need to decide if you wish to printout handouts. Again, I recommend this, it is nice for the audience to have handouts to follow along with your presentation and make notes on. Select "Next". You will now need to complete your "Presentation title", "Your name", and any "Additional information." Select "Next." Now click on "Finish." The outline view will be brought up. Basi-

cally, this is a nice overview of what the slides should include. You can type in the information that you would like displayed on each slide. What you type in the outline will appear on each slide. You can also go into the "Slide Sorter" view and double click on each slide to bring up the slide. You can click inside the text boxes that appear and type in new text or modify existing. You can format the text and tweak it as you see fit. Once you have all the content in place, you will want to view your show. Select "Slide Show" and the presentation defaults to advancing each slide on a click of the mouse. You will want to save your presentation onto your computer. If your computer is not a laptop, you will want to save the presentation onto a diskette or CD which can be taken with you and load it onto the computer that is connected to the LCD projector. You will also need to verify with the meeting facilitator that the laptop, which is being used for the meeting/conference, has PowerPoint loaded onto it.

Another simple method in making a presentation with PowerPoint is by utilizing the "Template." You can select a template from the "General" or "Presentation Designs." Note: you can also access the wizard templates from this screen. Once you have selected the template that fits your presentation you will need to select a slide from the "Choose an AutoLayout." There are several different layouts to choose from and they range from "title slide" to "Bulleted List" or a "Blank" slide. When you click on a layout, the slide will be brought up and you can click in the text boxes that are on the slides. You can copy and paste text from a Word document or just type it directly in the slide. The default slide advancement is on a "mouse click." If you would like to animate your text, you will need to right click on the text box and select "Custom Animation." This feature allows you to have your text "fly in", "box in" or "box out", you have over 50 different animations to choose from. This can add a little "spice" to your presentation; however, you may not want to overdo a good thing. Too much animation can make a presentation hard to follow and watch. Following the above steps will enable you to do a simple presentation, however, the more you utilize the software program, the more you will be able to liven up your presentation and create your own templates.

Website Note: Last month I recommended a fun tool called "Comet Cursor" that enables you to change the look of your computer's cursor. Fun it may be; however, it does present some problems with websites that utilize JavaScript. If you decide to remove the program, you will need to take the following steps: Click on "My Computer", select "Add/Remove Programs", select "Install/Uninstall", and highlight "Comet Cursor" and click on "Add/Remove", "Apply" and "Okay." This will remove the program from your computer. Until next month, keep clicking!

case management

10th Annual Conference Planned

It's that time again!! The Iowa State Association of Counties CCMS 10th Annual Conference titled 'Challenges and Opportunities: Rewiring the System' is coming to Des Moines August 13-15, 2002. The conference will be held at the Holiday Inn Airport again this year.

A pre-conference session on ethics will be held from 9am-noon on August 13. So, all of you who have put off taking ethics for your licensure (which by the way expires December 2002), have the opportunity to share in a lively and interactive morning session with Bruce Buchanan, Clinical Social Worker with Wadle and Associates.

Our keynote speakers this year are excellent as well. Larry Fricks, currently the Director of the Office of Consumer Relations for the Georgia Division of Mental Health, Mental Retardation, and Substance Abuse is our dynamic and thought provoking keynote speaker on August 13. He will address creating successful alliances and being partners in recovery with consumers. He will also have a breakout session Wednesday afternoon with colleague Beth Filson speaking of the Wellness Recovery Action Plan (WRAP) development process.

Dr. Al Condeluci, Director of United Cerebral Palsy in Pittsburgh, Pennsylvania will provide a keynote and breakout sessions on August 14. If you haven't heard him before, you are in for a real treat. He is engaging, energetic, and enthusiastic. Al will present on the topic of 'cultural shifting' and inclusion, following up in his repeated breakout session on the concept of building community from the inside out.

In addition, an exciting variety of breakout sessions will be held each day of the conference. Topics include: Team Collaboration with the HCBS Children's Waiver (ChildServe Case Management); Performance Improvement System Development and Tracking (Wright County Case Management); Partnerships With Provider Agencies In Meeting The Needs Of Consumers (Genesis Development); the Role of the Mental Health Advocate (Donna Meck); Hearing Voices (limited to first 25 to register - Story County Community Life Program); Rights and Responsibilities (Sherry Stowe); DSM IV (Nancee Blum) and Loss and Grief: A part of the Caregiving Experience (Hospice of Central Iowa) to name just a few of the offerings.

Don't forget to check out the Welcome Reception from 4:30pm-6pm on August 13! Register now!! If you haven't received a brochure or need more, please visit CCMS's website. Encourage provider agencies to attend. We're hoping this will be the best conference yet.

By: Connie Wacht
ISAC Case
Management Specialist



IAPRSR Conference

First of all, special thanks to the wonderful staff at the Carroll Co. Records Office. They proved once again that county government truly works by helping me obtain a registered copy of my birth certificate on the afternoon prior to my 6am flight from Des Moines International Airport to Toronto. Without their patient assistance I would have been stranded at the airport and perhaps subjected to all types intrusive "procedures" to insure that our Northern Brothers and Sisters were safe from terrorism promulgated by a middle-aged quasi-bureaucrat from Des Moines. My, how the world has changed since 9/11! Next time, I will be sure to read question 11 of the FAQ box on page 17 of the Registration Booklet that clearly states that a voter's registration card is no longer acceptable proof of U.S. citizenship! Once this little snafu was overcome, I was on my way to attend the 27th Annual Conference of the International Association of Psychosocial Rehabilitation Services (IAPRSR).

The keynote sessions were excellent. Dr. William A. Anthony, the current Director of Boston University's Center for Psychosocial Rehabilitation, kicked things off with a thoughtful greeting to the general assembly. Dr. Anthony is a nationally recognized and respected leader in the field of psychiatric rehabilitation. One of his points that struck me was that psychiatric rehabilitation is a value, not a research question. He pointed out that it is important to be guided by vision, and not just hard data.

Sandy Naiman, a dynamic newspaper columnist and radio personality from Toronto, presented the closing keynote. Ms. Naiman is also a mental health consumer. She was diagnosed with schizophrenia at age 12 and has utilized mental health services ever since. Her diagnosis was changed to manic depression in 1975. Despite these challenges, she has gone on to become a very successful career woman, wife, and stepmother. She talked of the importance of finding a work environment that was willing to accommodate her needs and the importance of developing the coping skills and supports needed to live a productive, fulfilling life.

And then there were the breakout sessions...IAPRSR would do well to reexamine the way they conduct the breakout sessions. They offered a number of interesting topics and speakers throughout the conference. However, numerous cancelled sessions caused overflow for the speakers that did show up. For one time period, I went to six different sessions before I was able to find one that met my stringent criteria. By then, of course, my criteria had changed from topic/issue driven to: Is there a speaker in the room? Can I physically get in the room? From my perspective, I was just glad they allowed me to return across the border.

By: Dan Vonnahme
ISAC Case
Management Specialist



A new development group has been established to pool the resources of 10 north central Iowa counties in an effort to expand the economy and reverse decades of population loss. The group is called the Mid Iowa Development Corp. and includes **Buena Vista, Calhoun, Hamilton, Hardin, Humboldt, Kossuth, Pocahontas, Sac, Webster, and Wright counties.** The cooperation is the first multi-county effort for economic development in that part of the state. The Mid Iowa Development Corp. will not replace local organizations, it will enable the counties to have a unified effort on things of common interest, such as marketing the area to industry. The planned roles of the corporation include providing marketing expertise, serving as a clearing house for economic development leads, supplying expert advice on creating industrial sites, aiding local officials and actions as a lobbyist for the region at the state capitol and other decision-making centers. The corporation was formally organized in May following five years of informal meetings among representatives of the involved counties. Included in the interim board of directors are county supervisors Vince Triggs from Pocahontas County and Stan Watne from Wright County.

(Taken from the Messenger, June 5)

Polk County supervisors awarded a \$200,000 five year grant to the Iowa Special Olympics. The grant will help the organization, based in West Des Moines, buy a permanent home instead of renting. Supervisors said they would consider using proceeds from outstanding economic development loans to pay for the grant.

(Taken from the Des Moines Register, June 12)

Pottawattamie County will no longer pay to bury the poor beginning July 1, becoming the latest among Iowa's counties dropping the service. This leaves funeral home directors to collect money from impoverished families or absorb the cost. Before the county supervisors voted to discontinue the program, the county provided \$1,000 toward funeral expenses for survivors who could prove they did not have the resources to cover funeral expenses. The average cost for a funeral in Iowa is \$7,000. The county made an average of 30 to 40 payments a year to families without assets. The county determined that three-fourths of the families helped were not indigent, and decided county funds should be used elsewhere.

(Taken from the Storm Lake Pilot-Tribune, June 22)

Trude Elliott, **Linn County** ADA Coordinator, received the President's Award from the National Public Employer Labor Relations Association (NPELRA) for her outstanding work as chair of the NPELRA Labor Relations Academy Committee. NPELRA is a nationwide organization of over 2,000 public sector professionals employed by federal, state, and local governments, school and special districts. NPELRA's members represent public employers in a wide range of areas, from employee-management contract negotiations to working with arbitrators under grievance and arbitration procedures.

Meet the CCMS Board Members

Angela Connolly

CCMS Board Member



Angela Connolly has served in the position of Polk County Supervisor for four years. She has been a Polk County employee for over 20 years, most recently employed as a Zoning Enforcement Officer. Angela enjoys being a CCMS board member because "it provides me with an opportunity to improve county services for those individuals in need." She hopes that CCMS can improve coordination among providers through the effective use of case management in serving the clients dependent on the services. Angela is a member of the Health Services Board of Directors, Metropolitan Advisory Council, Greater Des Moines Partnership, Des Moines Convention and Visitors Bureau, Polk County Housing Trust Fund, Mid-Iowa Association of Local Governments, Metropolitan Planning Organization, Des Moines Arts Festival Council, and ISAC Executive Committee (3rd Vice President). In Angela's spare time she enjoys reading and cooking. Her family includes her husband Tom whom is a homebuilder and her three children Trisha, Matt and Jason.

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Shelby County Emergency Management Agency is taking applications for the position of 911 Assistant Communications Supervisor. This will be a full time position with excellent benefits. Salary will be negotiable. We are seeking a person with above average communications skills, supervisory experience, with a background in either 911 communications, law enforcement, fire or EMS. Shelby County EMA is an EOE. Applications, along with a complete job description, can be picked up at the Shelby County Sheriff's office at 1106 9th Street, Harlan. For more information, contact Bob Seivert, Emergency Management Coordinator at 712-755-5160 or by email at bseivert@shco.org. Applications are due August 3, 2002.

"If there were nothing wrong in the world, there wouldn't be anything for us to do." - George Bernard Shaw

ISAC brief

2002 – 2003 District Officers

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Vice President – Marilyn Dopheide, Carroll County Recorder
S/T – Al Sorensen, Boone County Supervisor

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Vice President – Bob Cink, Kossuth County Supervisor
S/T – Holly Fokkena, Butler County Auditor

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1st Vice President – Gary Leonard, Palo Alto County Auditor
2nd Vice President – Vince Triggs, Palo Alto County Supervisor
S/T – Ken Chalstrom, Clay County Supervisor

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S/T – Dale Sunderman, Cass County Auditor

DISTRICT V

President – Kenneth Crabill, Van Buren County Supervisor
Vice President – Phyllis Dean, Wapello County Auditor
S/T – Vacant

DISTRICT VI

President – Jan Miller, Jones County Treasurer
Vice President – Ellen Gaffney, Buchanan County Supervisor
S/T – Dave Kendall, Jackson County Supervisor

MCC Conference Highlights

The Midwest Conference of Counties (MCC) held their annual conference in Indianapolis, Indiana June 25-27, 2002. Those in attendance from Iowa included Grant Veeder, ISAC President/Black Hawk County Auditor; Bob Paulson, Winnebago County Auditor; John Easter, ISAC Director of Intergovernmental Affairs; and Bob Mulqueen, ISAC Public Policy Analyst.

Workshop topics were: Farmland Preservation - Keeping the Farm and Controlling the Sprawl; Federal Transportation Reauthorization; Local Option Taxes and Workforce Development. Time for networking among county officials and association staff was included also with a welcome reception, dinner and live music and a closing brunch.

John Easter explained how he felt the conference went. "The seminars were well prepared and the interaction with county officials from other Midwestern states was valuable. I was most encouraged by the discussion for strategies to help the organization grow in a meaningful way." Member states of MCC include Indiana, Iowa, Michigan, Minnesota, Nebraska, Ohio, and Wisconsin.



Bob Mulqueen, ISAC Public Policy Analyst, and Bob Paulson, Winnebago County Auditor, talk during a break at the MCC Conference.

Through information exchange and various meetings, participating MCC states discuss relevant issues facing the Midwest. Photos taken by: Doug Warren, Michigan Association of Counties.



John Easter, ISAC Director of Intergovernmental Affairs, and Grant Veeder, ISAC President/Black Hawk County Auditor, listen to a presentation at the MCC Conference.



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Quote of the Month:
"Sometimes I lie awake at night, and I ask, 'Where have I gone wrong?' Then a voice says to me, 'This is going to take more than one night.'"
- Charlie Brown

associate member highlights



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Map \`map\ - noun. A representation, usually on a flat surface, of an area; Verb. To make a map

Service - \sûr v s\ - noun. Work done for others as an occupation or business

We all know what maps are, but few know how to make them well. Thirty-five years ago maps were simple, rectangular flat representations of an area containing simple lines, symbols and text. Today, many are still rectangular or flat, but there can be libraries of digital, interactive information hidden inside each 3D line, symbol and text element. They can contain accurate images showing who is swimming in your neighbor's pool.

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Aerial Services is a full service geospatial mapping firm, and produces a variety of 3D mapping products and services nationally: photogrammetric mapping for GIS products, GPS surveying, fly-throughs of downtown USA, and much more. Their clientele include government and private professionals in many markets.

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communication

Help More People See It Your Way

Here's how to convince hard-to-persuade people that your suggestions are worth taking:

- *Replace "should" with "if/then."* Say "If we do this, then we will gain..." Appealing to others' interests works better than telling them what they should or shouldn't do.
- *Connect their words to your proposals.* Use phrases such as "What you said earlier reminds me..." or "you hit on something important when you said..."
- *Assert your confidence gently.* Say "I think this will work" rather than "I know this will work." Proclaiming your certainty can turn some people cold. After stating what you "think," ask "What do you think?"
- *Let them elaborate on their objections.* Say "Tell me more" or "give me a better sense of why you object them." Listening builds trust and helps you gain influence...and it's smarter than jumping in to emphasize why you're right.

(Taken from *Communication Briefings*, June 2002)

Buy Time to Answer Tough Questions

Respond to difficult questions by thinking before you speak. Use these stalling techniques professional speakers rely on:

- *Restate the question.* Even if you understand it, say "So what you're asking is..." The questioner may give you the answer the second time around.

• *Ask "What do you think?" or "What makes you ask?"* That throws attention back to the questioner, giving you precious seconds to compose your response.

• *Start with a general reply.* Say "The quick answer is..." Then gauge to what extent the questioner wants to hear more detail. Some people will accept your preliminary answer and move on.

• *Don't fake it.* If you need more time or information to answer the question effectively, say so. Ask for the questioner's business card and offer to send the answer at a future point. Most people would rather wait for a good answer than listen to a bad one on the spot.

(Taken from *Communication Briefings*, June 2002)

Quick Tips:

Nip racist, sexist or otherwise insensitive comments in the bud by telling the offender, "That remark not only offends me, it reflects poorly on you and your department. Please use better judgment from here on."

(Taken from *Self*, Conde Nast Publications)

End pointless arguments by saying, "We're both right." Then change the subject.

(Taken from *Tongue Fu!*, Sam Horn, St. Martin's Press)

Advertisers Index

Accu-Steel	12
Advanced Service Corp.	14
Aero-Metric	19
Aerial Services, Inc.	14
County Risk Management	17
Delta Dental	17
Employee Group Services	19
Fidlar Doubleday Inc.	18
First American Real Estate	17
IPAIT	15
IMWCA	16
JEO Consulting	15
Jerico Services, Inc.	15
Kuehl & Payer	14
Maximus, Inc.	15
Nationwide	16
Prairie View Management, Inc.	14
PMC, ProMap Corporation	20
Ruan Securities Corporation	16
The Sidwell Company	2
Solutions	18



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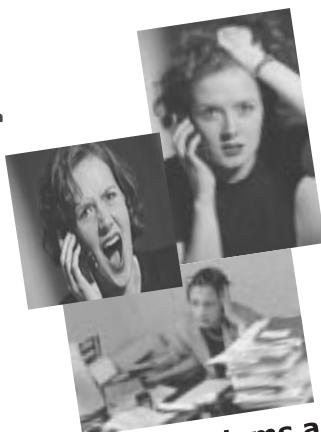
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AUGUST

- 8 CCMS East Support, Coral Ridge Mall, Coralville
- 8-9 Supervisors Executive Board - Union Co. Area
- 13-15 CCMS Annual Conference - Holiday Inn Airport, DM
- 14-16 Recorders Annual Conference
- Holiday Inn, Mason City

SEPTEMBER

- 4 CCMS Central Support Group - Botanical Center, DM
- 5 ISAC Steering Committees - Holiday Inn Airport, DM
- 12-13 Iowa County Attorneys Association (ICAA) Legislative Committee Workshop - DM
- 17 CCMS Mandatory Reporter Training
- Best Inns & Suites, DM
- 18-19 CCMS Fundamentals - Best Inns & Suites, DM
- 19-20 ISAC Board of Directors - Waterloo area
- 22-25 Sheriffs & Deputies Jails School
- Holiday Inn Airport, DM
- 25 Alumni Meeting - ISAC Office

OCTOBER

- 2 CPC's Statewide Meeting - Best Western Inn, Ankeny
- 3 ISAC Steering Committees - Holiday Inn Airport, DM
- 9 CCMS North West Support - Spencer
- 15 CCMS Administrators - Best Inns & Suites, DM
- 17-18 CCMS Strengths Based Training
- Best Inns & Suites, DM
- 22-23 Mental Health Conference - Scheman Center, Ames
- 24-25 ISAC Board of Directors - ISAC Office

NOVEMBER

- 7 CCMS Support Staff Training - Best Inns & Suites, DM
- 10-13 County Attorneys Fall Training Conference - DM
- 20 CCMS Board of Directors - Holiday Inn Airport, DM
- 20 ISAC Board of Directors - Holiday Inn Airport, DM
- 20-22 ISAC Fall School Conference - Holiday Inn Airport, DM

DECEMBER

- 4 District IV Winter Meeting - LOCATION TBA
- 5 District II Winter Meeting - Elks Lodge, Charles City
- 6 Annual Drainage Meeting
- Best Western Village, Fort Dodge
- 8-11 Sheriffs & Deputies Winter School
- Downtown Marriott, Des Moines
- 10-12 Engineers Winter Meeting - Scheman Center, Ames
- 13 ISAC Board of Directors - ISAC Office
- 19 District I Winter Meeting - Holiday Inn Airport, DM

JANUARY

- 14 CCMS Administrators - Best Inns & Suites, DM
- 21 CCMS Board Meeting - Holiday Inn Airport, DM
- 21 Statewide Supervisors Winter School
- Holiday Inn Airport, DM
- 22-23 New County Officers School - Holiday Inn Airport, DM

FEBRUARY

- 9-12 Sheriffs & Deputies Patrol School
- Four Points Sheraton, DM

For agendas or additional information on any of the above listed meetings please visit our website at www.iowacounties.org and click on Calendar of Events! If you have any questions about the meetings listed above, please contact Jerri at (515) 244-7181 or by email at jjnoboa@iowacounties.org.



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