

# The Iowa County

The State Election Administrators Training Program

March 2004

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Iowa State Association of Counties

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# The Iowa County

March 2004 \* Volume 33, Number 3

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Denise Obrecht, EDITOR



**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.*

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## The State Election Administrators Training Program

*An initiative of the Iowa State Association of County Auditors/  
Commissioners of Elections*

The contested national election of 2000 was an impetus for election officials in Iowa to re-examine the Iowa election process. In 2001 the Executive Committee of the Iowa State Association of County Auditors/Commissioners of Elections met with the Secretary of State and staff, and the Iowa State University Extension staff to discuss the development of an election administrator training program. Designed for county election administrators and staff, this self-initiated program would increase the knowledge and skills necessary in the areas of election administration and voter registration. The intent was to enhance public confidence in election administrators within their communities and across the state of Iowa. Only a few other states have a formal educational program of this scope.

Seeing the value of this training, a committee was formed to develop and implement a program consisting of a basic core and professional training component. The committee consisted of representatives from the county auditors, Secretary of State staff, Iowa Ethics and Campaign Disclosure Board staff, ISU Extension staff, and county supervisors. Subcommittees were formed to deal with legislative changes, funding, formation of a certification board, and development of an institution, curriculum, and public relations. The committee will resume meeting to adopt continued education requirements.

The basic core components of the State Election Administrators Training (SEAT) program are Iowa election laws, administrative rules, voter registration, and ethics and campaign finance disclosure. The professional training components include communications, public relations, management, technology and ethics. The core and professional training components are divided into three sessions held at different intervals throughout the year. An evaluation process has been implemented to ensure that SEAT is a dynamic tool to deliver training to county election administrators and their staff.

The public benefit of SEAT is to: 1) demonstrate the highest level of professionalism in election administration, 2) full compliance with both the spirit and letter of all federal and state election laws, and 3) help



### SEAT Attendees (as of Jan. 1, 2004)

• Total Enrollment	167
• Total Completed	140
• Total Counties	89
• Total Auditors	73

secure Iowans' full confidence in the election process.

The goal of the SEAT program is to provide election administrators with updated knowledge to assure compliance with Iowa election laws, federal election laws, and provide tools for voter education programs that will increase voter participation. County election administrators are proud of Iowa's stellar reputation for conducting fair and accurate elections. The SEAT program will strengthen that status and provide consistent standards across the state of Iowa.

The first statewide SEAT program was held in August 2002. The SEAT sessions held in November 2003 and January 2004 have been funded by the Iowa Secretary of State's Office through the Help America Vote Act (HAVA) funds. Those that have completed all the SEAT requirements will graduate on March 17, 2004 during ISAC's Spring School of Instruction.

**SEAT GRADUATES**

<b>County</b>	<b>JobTitle</b>	<b>FirstName</b>	<b>LastName</b>	<b>County</b>	<b>JobTitle</b>	<b>FirstName</b>	<b>LastName</b>
				Hardin	Auditor	Renee'	McClellan
				Harrison	Auditor	Susan	Bonham
				Henry	Elections Clerk	Kim	Burden
				Ida	Auditor	Lorna	Steenbock
				Iowa	Auditor	Linda	Griggs
				Jackson	Auditor	Mike	Cotton
				Jasper	Senior Election Clerk	Judy	Ogier
				Jefferson	Auditor	Scott	Reneker
				Johnson	Auditor	Tom	Slockett
				Jones	Auditor	Janine	Sulzner
				Keokuk	Deputy Auditor	Lu Ann	Linder
				Kossuth	Auditor	Joann	Bormann
				Lee	Election Administrator	Denise	Fraise
				Lee	Deputy Auditor	Tammy	Myers
				Lee	Auditor	Anne	Pedersen
				Lee	Election Deputy	Cindy	Renstrom
				Linn	Auditor	Linda	Langenberg
				Linn	Deputy Auditor	Sue	Wold
				Louisa	Auditor	Sylvia	Belzer
				Lucas	Deputy Auditor	Julie	Masters
				Lyon	Election Clerk	Jennifer	Smit
				Mahaska	Auditor	Kay	Swanson
				Marshall	Auditor's Assistant	Cindy	Reutzel
				Marshall	Assistant Auditor	Dawn	Williams
				Mills	Auditor	Carol	Robertson
				Mills	Deputy Auditor	Kathy	Roefeld
				Monona	Auditor	Benita	Davis
				Montgomery	Auditor	Connie	Magneson
				Montgomery	Assistant Auditor	Cheryl	Miller
				Osceola	Deputy Auditor	Rochelle	VanTilburg
				Osceola	Deputy Auditor	Margaret	Doyle
				Osceola	Auditor	Barb	Echter
				Page	Deputy Auditor	Peg	Huddle
				Page	Auditor	Judy	Clark
				Palo Alto	Deputy Auditor	Carmen	Moser
				Palo Alto	Auditor	Gary	Leonard
				Polk	Elections Manager	George	Paletta
				Polk	1st Deputy Clerk	Jamie	Fitzgerald
				Pottawattamie	Auditor	Marilyn	Drake
				Pottawattamie	Deputy-Elections	Gary	Herman
				Pottawattamie	Election Clerk	Carolyn	Stender
				Shelby	Auditor	Marsha	Carter
				Sioux	Auditor	Dennis	Lange
				Sioux	Election Clerk	Lisa	Rowenhorst
				Story	Auditor	Mary	Mosiman
				Story	Deputy Auditor	Danielle	Dunham
				Taylor	Auditor	Bonny	Baker
				Taylor	Election Clerk	Cindy	Coleman
				Union	Auditor	Sandy	Hysell
				Van Buren	Auditor	Jon	Finney
				Wapello	Deputy Auditor	Kelly	Spurgeon
				Warren	Election Clerk	Wanda	Bonnes
				Wayne	Deputy Auditor	Dixie	Ahrenkiel
				Wayne	Auditor	Sue	Ruble
				Webster	Auditor	Carol	Messerly
				Webster	Deputy Auditor	Alan	Wooters
				Woodbury	Auditor	Patrick	Gill
				Woodbury	Elections Clerk II	Laura	Pottebaum
				Woodbury	Dep. Comm. of Elections	Victoria	Ritz
				Worth	Auditor	Kay	Clark

# around the statehouse

## Tough Session For Money *Nasty Session For Political Infighting*

*"Fasten your seat belts. It's going to be a bumpy night."  
- Bette Davis in "All About Eve" (1950)*

Scanning your newspaper over the last six weeks, you could not help but notice a number of stories out of the Iowa Statehouse which deal with the sorry state of the economy, arguments about fashioning a state budget, the thorny relationship between the Governor and the legislative leadership, the state supreme court decision against a two tiered tax system on casinos and the bigger hole which the decision makes in the state revenue picture, arguments about what marriage is and is not, how much of an increase is in store for education this year and whether the security system at the Statehouse is worth the cost. Readers of this publication and our weekly newsletter have been reading about legislation or discussions involving the mental health system's restructuring, attempting to complete the 9-1-1 emergency communications system, whether or not the state will pay for property tax credits, the annual arguments over the cost of the food safety program, CAFOs, the effect of the drop off of agricultural land values, and a scheme for having property taxes pay for wind energy tax credits.

But all of this is but the tip of the iceberg. Many of these issues are the legislative initiatives which appear as a result of the work of the ISAC legislative steering committees. The logic is that counties are responsible for such a wide array of administrative, regulatory and enforcement duties that it is understandable that county officials would make the case for various changes in statutory law and arrange, through ISAC's internal committee system, to make these changes official policy. Many are technical changes which are not at all apparent to those outside of county government.

### Finding Sponsors For Bills

The difficulty in the legislative process is that it is a tall order to transform a legislative wish list of almost 50 single spaced pages into legislation, much less into law. This year there were over 50 ISAC legislative objectives. All are worthy of legislative consideration. A fraction of these have been transformed into legislation. Why? Because of the short period of time at the beginning of the legislative session during which "individually sponsored" bills can be submitted for consideration. Your lobbyists must approach legislators about whether or not they will sponsor one of our proposals and approve such a proposal for drafting by the hard working Legislative Service Bureau. If legislator "X" chooses not to do so, the lobbyist must approach legislator "Y", and so on. This is time consuming, particularly when each lobbyist has responsibility for having 20-25 proposals drafted all within a two week period already consumed with committee meetings and the daily di-

*By: Robert Mulqueen*  
ISAC Public Policy Analyst



gestion of new legislative bills which are printed and distributed each and every day. The door closed this year at the end of the second week of the legislative session. No more individually sponsored bills could, at that point, be submitted for drafting unless submitted by a committee chair. (In the legislative process, exceptions are the rule.)

This report on the process is not as bleak as you might believe. This year, for example, legislation has been drafted dealing with such issues as treasurers, auditors and recorders administrative duties. Much of the credit for these proposals goes to these ISAC affiliates' legislative committees and legislative liaisons, without whom your lobbyists would certainly be overwhelmed. There are also bills dealing with the distribution of federal pass-through funding for county public health activities, lead poisoning abatement, REAP funding, pollution control tax breaks for CAFOs, county home rule authority and CAFOs, the grants-to-counties well testing program, TIF, the hotel-motel tax and other issues.

### Front Burner Issues

But wishing doesn't make it so, particularly in legislative sessions such as this years and the past three or four years when the economy has been sputtering and state revenues (as well as county and city revenues) are so low that they are below the horizon. On the other hand, the widely publicized pounding which cities and counties took last year, due to the "reinvention of government" legislation, has proved to put local government in a prominent place this session. While the state's treasury is in as bad or worse shape than it was a year ago, the health of local government funds and the public services which they pay for is in the minds of legislators and the Governor this year.

The property tax related discussions this year, as every year, have the highest priority among county issues. Last year's property tax system re-write has been undergoing scrutiny by the Property Tax Implementation Committee (made up of legislators, local government and state officials). The matter of the 19% drop in agricultural land values and the question of how much, if any amount, the state will pay for property tax credits this year are among front burner local government issues and have been since the gavel fell on January 12. The priority issues of mental health system redesign, child welfare, and completion of the 9-1-1 system have been the focus of county efforts since before the opening of this session. But fasten your seat belts. As was scrawled on a number of my Christmas cards in December, it's a tough session for money and a nasty session for political infighting. Who could ask for anything more?

## Supervisors' Powers Regarding Boards and Commissions

By: David Vestal

ISAC Deputy Director



**County Boards:** One often-asked question is what powers supervisors have regarding county boards and commissions.

*What boards are we talking about?* Boards such as the local emergency management commission; the E911 board; the commission of veterans affairs; the county board of health; the county conservation board; the county compensation board; the civil service commission; the county zoning commission; the county compensation commission; and the county enterprise commission (331.471).

*Are all boards created equal?* No. Each enabling statute is different. No two boards are exactly alike when it comes to how they function. You have to consult the enabling statute.

*Can supervisors exert control over these boards?* Generally no. They are independent and autonomous. There are two times when county supervisors have the most authority over county boards and commissions. The first is appointing the members. I get a lot of calls about bad relations between board of supervisors and independent boards. The first thing I want to say is – “well, you appointed them.” In some cases it is hard to find qualified board members, but county supervisors really help their own cause if they find good people to serve on these important boards, rather than just appointing somebody’s brother-in-law. The second is setting the budget. This is huge. Supervisors can wield a lot of authority because of the power of the purse strings. But once the budget is set, and the money appropriated, the supervisors cannot disapprove a claim because they don’t like that expenditure. What supervisors can do is adopt a budget amendment reducing an appropriation. But once the money is appropriated, the supervisors cannot disapprove a claim unless it is illegal or over the amount appropriated.

*Can the supervisors remove a board member who displeases them?* Generally no. It is not usually stated in the statute, but since the appointment is for a fixed term board members can only be removed for cause.

*So what does it mean that they can only be removed “for cause”?* “For cause” means they have to be guilty of: misfeasance - doing their job as a board member improperly; malfeasance - doing an act as a board member which they should not do at all; or nonfeasance - omitting an act which the board member ought to do.

*How do the supervisors go about removing someone?* The removal process is outlined in Iowa Code §331.321(3): First the supervisors must draft a written removal order. The order must give “reasons” for removal. The order is filed in the auditor’s office with a copy sent by certified mail to the board member. The member has 30 days to request a public hearing before the board of supervisors. A hearing regarding the removal must be held within 30 days of the request. This does

happen. For instance, Hancock County removed several conservation board members a few years ago when they allegedly repeatedly violated the open meetings law.

*Can supervisors decide who the independent board hires?* Generally no. The general rule is that independent boards, not the board of supervisors, have approval authority over employment decisions. This would apply to terminations as well. Those are up to the independent board.

*Can the supervisors decide what to pay these employees?* Generally no. The general rule is that independent boards, not the board of supervisors, set the salaries for their employees.

*Can supervisors sit on boards like the conservation board or the board of health?* There were two Attorney General opinions in the 1980s that said they could not. But the law was changed in response to those opinions, and now it is clear that supervisors can sit on any county board (Iowa Code §331.216).

**State Boards:** Many county supervisors, in their capacity as county supervisors, also serve on state boards. Recently, a county supervisor who also serves on a state board was not present at a meeting of the state board, and at that meeting the board went into closed session to meet with the board’s attorney. The supervisor subsequently asked to listen to the tape of the closed session and review the board minutes of the closed session.

The attorney for the state board denied the request, citing Iowa Code §21.5(4), which provides that the tape recording and minutes of closed sessions “shall be sealed and shall not be public records open to public inspection.”

But according to a 2001 Attorney General’s opinion, the attorney for the state board was wrong and the county supervisor is entitled to both the tape recording and the minutes. In the opinion, from November 19, 2001 (# 01-11-1), the Attorney General concluded that a school board member, absent during a closed session of the school board, may subsequently obtain and review the minutes and tape recording of the closed session.

The logic of the opinion was that: 1) the public records law makes a distinction between the public access to confidential records, and access by government officials, and just because the tape recordings are not “public records open to public inspection,” that is not the end of the discussion; and 2) in order to be a fully informed and effective board member, the board member needed to know what happened in the closed session.

### Parting Ponderable:

Sam: Teacher, would you punish me for something I didn’t do?

Teacher: Why no, Sam, of course not!

Sam: Well, then, I confess. I didn’t do my homework.

## Should Counties Have Health Promotion Programs?

There isn't an employer out there that supplies employees with health insurance that isn't concerned about rising costs. We are beginning to wonder where it will end! What is the answer? How much is it going to cost?

Here's one answer. *Healthy employees do not cost as much in claims that affect the bottom line as those who are not.* As employers, we should do everything in our power to keep our employees healthy.

This can be done in a variety of ways. But basically there are two issues: we can make employees aware of health issues and we can try to spur them on to healthy behaviors.

Wellness is simply the process of being aware of and actively working toward better health. Maintaining health is a very valuable commodity in today's world. No matter what state we are currently in, there is the opportunity to improve. Since about 70% of the leading causes of illness are preventable, health promotion becomes an asset in combating high health insurance rates. Statistics show that an organized health promotion program can save \$3 to every \$1 spent. And, when we give attention to the program and craft it well, the returns improve.

There is another aspect to this equation – productivity. If we can have happy, healthy employees we also have productive employees. This helps make our workplace a desirable and pleasant place to be.

Unfortunately for our bottom line, people do not value good health until they lose it in some way. We then vigorously pursue gaining back what we have lost. We ask a doctor's advice, look ailments up on the internet, take medication and even have operations, all in an effort to get back to a state of well-being.

What are some of the benefits to employees when a well-designed health promotion program is in place? Their increased awareness of their own health status can give them a greater sense of well-being from "taking charge" of their own health. They can avoid the unpleasantness of illness not to mention the savings in health care expenses.

What are some of the benefits to employers? Fewer absences due to illness and injury are a direct result of health promotion programs. Increased morale and productivity helps everyone involved. We can also present a better face and give better service to the public because employees feel better.

What are some characteristics of a good health promotion program? The first and most important is that the program is supported from the top down. Employees will take more notice if it is valued by their employers. Having bosses become involved in the wellness activities is key.

Having a cohesive wellness team that can look at the data available and craft a well balanced operating plan is next. The team needs to be made up of a variety of levels of employees and meet on a regular basis. These people need not be professionals in health promotion to have an effective program.

By: *Sandy Longfellow*

ISAC Administrative Assistant



Information needs to be gathered from employees. What are their major health concerns and what type of activities would help them be healthier? Demographics, safety information and absenteeism reports can also be very helpful in identifying appropriate wellness programs.

A supportive environment is also a key factor. Proactive policies concerning smoking, seatbelts, safety and emergency procedures help develop a supportive atmosphere. Consistent positive reinforcement is of great value. Recognition for healthier lifestyle choices in newsletters and on bulletin boards help to encourage employees. Periodic celebrations can also be used to reinforce healthy behavior.

Another very important key is evaluation. Getting written feedback from employees helps to evaluate the worth of a program. You can find out if you are moving in the right direction and find out whether the dollars are being spent wisely. It can also help you compare the success of different approaches. Topics and programs that address the concerns of employees will always be more successful.

What kinds of programs can bring a relatively quick return?

- **Prenatal Programs:** Offer incentives for women to get medical supervision early and throughout pregnancy to prevent high risk.
- **Medical Self Care:** Help employees help themselves. This promotes appropriate use of the emergency room, a cooperative relationship with your doctor, and appropriate use of medications all contribute to appropriate use of the health care system.
- **Tobacco Cessation:** Stopping smoking improves health consistently. It can reduce incidence of bronchitis and other respiratory ailments.
- **Injury prevention:** Making safety a priority is a major plus. This would include worksite safety but also home, car, and recreational injuries as well.
- **Stress Reduction:** There are many physical complaints that arise from stress. Migraines would be a major one as well as stomach and other ailments.

There are many organizations that can be of assistance in creating a wellness program. Organizations such as the Wellness Council of Iowa and the Wellness Councils of America can be a wealth of information. You can also partner with organizations such as schools and local hospitals. Larry Chapman, chairman and founder of the Summex Corporation and an expert in the field of health promotion, states "in the years ahead, every business will *not* be able to afford not to invest in wellness. That time is almost here."





## NACM Conference

“A Gathering for Growth” was the theme of the eleventh national conference of the National Association of Case Management held November 1-5, 2003. Being held in Nashville, Tennessee, just blocks from historic Music City sites in the land of cowboys and cowboy wannabees and legendary musicians, helped make the event interesting and peppered with fun.

Turning my attention to the reason I was there, I chose sessions regarding supervision as often as I could. Taylor Anderson and Anita Kinsley, leaders of the session “Supervisory Dilemmas and Ways to Think About Them,” began with the question “What is the product of case management?” That was a new way of thinking about it! Consider that a moment, ask your team that question and see if they know the product of their service. I shall reveal the conclusion further in this article.

The approach of Taylor and Anita was to correlate the supervisor/case manager relationship to the case manager/client relationship. They maintained that people have three basic drives: to count (they want to be seen as themselves); to connect (be part of a community); and to be competent (I can). As a case manager, recognition of these basic drives will enhance the relationship with clients. As a supervisor, the understanding of and affirming of these basic drives will provide a healthy environment for the staff.

They also contend that you can’t truly supervise more than seven people. This is based on professional literature. So, if the supervisor/case manager ratio is greater than 1:7 the supervisor would be validated by professionals in the field for feeling a bit stretched.

Have you decided on the product of case management? According to Taylor and Anita, the product of case management is people who can reach a point of self-management. What we do is to help the person become more self-managing. They made the point that this is not only true for the case manager and client but also true for the supervisor and case manager. The supervisor is helping staff reach a point of being able to self-manage.

The second session on supervision was led by David Wilkinson. He provided an opportunity to revisit common sense. For example he listed skills of supervisors such as: time management, listening, educating, delegation, patience, communication, fairness, ability to handle crisis, ability to manage conflict, planning ability, and ability to give and receive feedback. He suggested the publications *Principal Centered Leadership* by Stephen Covey and *Horse Sense for People* by Monty Roberts (of horse whispering fame).

Highly recommended in both of these sessions was the process of motivational interviewing. Luckily there was a session entitled “Motivational Interviewing in Co-occurring Dis-

By: *Linda Kemp Gethmann*

ISAC Case Management  
Specialist



orders.” In an article by Stephen Rollnick and William Miller the definition is given as: “Motivational interviewing is a directive, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.” The session I attended provided a brief glimpse into this process and the usefulness for case managers in interviewing clients was intriguing. I looked further into the subject on the internet finding the suggested site [www.motivationalinterview.org](http://www.motivationalinterview.org). This source is provided by the original developers of this process and is worth exploring. Developed for dual diagnosed (MI/SA) the technique is valuable for others. Grasping its principles can give a case manager insight into effective approaches to helping a client change a behavior that is not in their best interest.

Our good friend Dan Dubovsky presented several sessions at the conference. I attended the one entitled “Loss and Grieving for Persons with Disabilities.” The point is clear (and so well presented by Dan) that the parents of children may continue to grieve the “loss” of the person they envisioned when the child was expected—loss of accomplishments, of shared adventures, of typical milestones, etc. The parent that can accept their child as they are may not display the grief that a parent who can’t let go of the “dream” may have. He also reminded the group of the various cultural differences surrounding loss and grief. It would be very important for case managers to be sensitive to each culture and how grief is expressed.

Those were the highlights for me from the conference. Iowa was well represented and I heard from others that there were equally as interesting sessions concurrent with mine. It was well worth the trip.

After sessions ended and the evening began, Nashville’s best was within walking distance! On Saturday night I attended the Grand Ol’ Opry in the historic Ryman Theater. Jimmy Dickens really is little and Porter Wagner with his perfectly combed hair sparkled in his tight fitting outfit. What a contrast—the new singers like Buddy Jewell and Sara Evans dressed so casually, no sparkle at all. The old timers were flashy in the rhinestone bedecked western suits. My husband is the country music fan in our house and I must have called him five times saying “you won’t believe where I’m going tonight.” “You won’t believe where I’m sitting!” “You won’t believe who is performing!” Once I even let the phone stay on while his current favorite song was being performed. He chose not to go with me on this trip. Too bad. It was a great experience, even though country music is not my passion! I do appreciate real entertainment and live music. Remember the “product” of case management. Go forth and do good!

# technology center

## Computer Etiquette

Recently, I was asked to address in this column proper computer etiquette or manners. I am no expert in this area, however, after doing a little research on the matter, there are some simple rules that we all should adhere to.

When you are in a meeting, a computer can be used in place of a notepad. It is a great resource to take notes or to use to search the Internet. Questions can be answered when a library is not readily available. However, a computer should not be used as a toy or relief from boredom. Wait to play computer games and hone your mouse and keyboard skills when you are not sitting in the middle of a meeting that should have your complete attention. Remember others can see your computer screen and know when you are playing solitaire.

When you are using the computer to take notes in a meeting, try to type as softly as possible and make sure that the sound is turned off or muted. Just like cell phones, computer noises can be annoying and disruptive. On this same note, when sending out e-mail messages, please use discretion in choosing your backgrounds and refrain from using anything with sound. Unfortunately, a person receiving your message may not realize their sound is turned up high and open your e-mail to the sounds of "Hail to the Chief" and co-workers two doors down spill their coffee. Keep the cute and fluffy for personal e-mails and your work stationary professional. One person's cute is another person's eyesore.

If sending out an e-mail message, do not use all caps unless you wish to yell at the person. All caps in the computer world is equivalent to shouting in the real world. Most people do not want to be shouted at. Remember to take a moment and think about what you are typing; do not send off a note in an

*By: Tammy Norman*

ISAC Technical  
Administrative Assistant



ger or use vulgar language, especially on a company computer. Remember you are representing your office and company. Always be professional.

Use caution in forwarding e-mails or jokes, these sometimes contain hidden viruses that can cause your recipients or co-workers many hours of lost work or computer down time and money. Only forward messages that you know are safe and please use discretion. If you decide to forward an e-mail, take a moment to delete out the e-mail addresses that have been passed down through the generations. Forward e-mails that will only contain the message itself and save your recipients time and ink. It is the nice thing to do.

If you want your email to be read promptly, the subject line will help. Your recipient will know what your e-mail is about, which can help to keep it from getting lost in their Inbox. You can always send it with an importance flag but do not overuse it. Overuse will defeat it's purpose and make it ineffective.

**Website Note:** Remember to register online for the ISAC Spring School of Instruction. If you are unable to register, please do not hesitate to contact me. If you have any items that you would like address in this column, please send your questions or comments to me via e-mail at [tnorman@iowacounties.org](mailto:tnorman@iowacounties.org) or by calling 515-244-7181. Until next month, keep clicking!

# alumni corner

## ISAC Alumni Meeting

The ISAC Alumni Association members, former county officials/employees, will be meeting during ISAC's Spring School of Instruction. The meeting will be held Thursday, March 18 at Noon. The alumni members will have lunch (dutch treat) and a short meeting at the Crystal Tree Restaurant at the Holiday Inn Airport in Des Moines. Please call the ISAC office at 515-244-7181 and let us know if you are planning to attend so we can have adequate seating reserved. If you are planning to retire before the end of the year, this is a special invitation to you to come join the Alumni Association for lunch. If you can't join them for lunch, stop by the ISAC Information Desk, manned by the alumni, and pick up a brochure on joining their association.

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## ISAC Fall School 2004

By: *Jerri Noboa*

ISAC Meetings Administrator



I have been receiving a lot of calls regarding the hotel room guarantees for ISAC's Fall School scheduled for November 14-16, 2004. We will be meeting in downtown Des Moines at the Marriott and the Renaissance Savery. The majority of the questions are concerns about having to guarantee your first night hotel room deposit with a major credit card. So, I contacted the Marriott and the Renaissance Savery with this concern. Both hotels stated all reservations must be guaranteed to a credit card or pre-payment for the first night. What pre-payment means is a check for the first night. I know there are counties that do not have credit cards. Some county officials do not feel comfortable using their own personal credit card but your credit card is only used to hold the room. If you do not show up or do not cancel your room by 6:00 pm the date of arrival, only then will your credit card be charged the one night's lodging. You could hold the room on your credit card and then send in a county check for the one night. You may be thinking, "the county can't issue a check until after the 1<sup>st</sup> of July when the new budget period begins, because that is what budget the fall school 2004 comes out of." Trust me; your credit card will not be used before that check gets to the hotel.

The Holiday Inn Airport let county officials guarantee their hotel room to the county and not pay a one night's lodging because the Holiday Inn Airport is a locally owned hotel with a corporate hotel franchise and can do what will work for them. The Marriott and Renaissance Savery are corporate hotels and have corporation rules they have to abide by. Visit ISAC's website ([www.iowacounties.org](http://www.iowacounties.org)) under 'Upcoming Events' for further information on ISAC's 2004 Fall School.

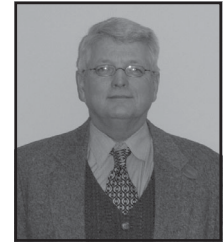
## Spring School Information

ISAC's Spring School of Instruction & Business Meeting will be held March 17-19, 2004 at the Holiday Inn Airport in Des Moines, IA.

Visit [www.iowacounties.org](http://www.iowacounties.org) for information on:  
 registration  
 hotel accommodations  
 entertainment  
 affiliate agendas

## Meet The Board Members

Dale Hyman has held the position of Polk County Chief Deputy Assessor for four years. His past employment includes Des Moines City Assessor for one year; Des Moines Chief Deputy Assessor for 12 years; Fayette County Assessor for six years; and Fayette County Deputy Assessor for seven years. Dale



was sworn in as a member of the ISAC Board of Directors during their January board meeting. "I am interested in the issues Iowa counties are facing and participating in policy development. ISAC should be a leader in managing change in local government structure and finance."

Dale is a member of the Iowa State Association of Assessors, American Society of Appraisers, International Association of Assessing Officers, and Institute of Iowa Certified Assessors. In his free time he enjoys traveling and gardening. Dale has two sons and one daughter: Aaron-carpenter; Anna-financial investment analyst; Joseph-librarian.



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## ISAC NACo Rep. Notice

Pursuant to the ISAC By-Laws, notice is hereby given that ISAC is accepting applications for the position of ISAC NACo (National Association of Counties) representative. The duties of the ISAC NACo representative include attending four NACo Board of Directors meetings a year around the country and representing Iowa on the NACo Board of Directors. The ISAC NACo representative is automatically a member of the ISAC Board of Directors as well. The ISAC NACo representative will be required to attend nine ISAC Board meetings annually and report to the ISAC Board regarding NACo.

Applicants must be either county officials or county employees. Applicants must be from a county that is a member of NACo. The term of the ISAC NACo representative is three years and commences in July 2004, at the conclusion of the NACo Annual Conference. A person may serve a maximum of three terms. This is an unpaid position. ISAC will reimburse the ISAC NACo representative for all reasonable travel expenses to attend the NACo Board of Directors meetings and ISAC Board of Directors meetings.

Applications are available on the ISAC website at [www.iowacounties.org](http://www.iowacounties.org) or by calling the ISAC office at (515)244-7181. Applications must be received at the ISAC office by 4:30 p.m. on April 5, 2004.

## 2004 Awards of Excellence

*Deadline March 24*

Through sponsorship by the Aetna U.S. Healthcare, the National Organization on Disability (NOD) has provided NACo with funds to present a \$1,000 cash award to a NACo member county whose outstanding program or project enhances the ability of people with disabilities to participate in the processes, programs, and activities of county government. Eligible programs could include: collaborations of multidisciplinary teams to support and coordinate care; a comprehensive, coordinated, early intervention system; specialized recreation facilities or projects; innovative improvements in access to public information; or creative training or educational programs for the disabled.

This year's application process is now underway. The application can be found online at the NACo website, [www.naco.org](http://www.naco.org) under awards. The deadline for applications is March 24, 2004. Awards will be presented at NACo's Annual Conference in Maricopa County, (Phoenix) AZ at the annual awards reception. The conference is scheduled for July 16-20, 2004. For more information, contact Jacqueline Byers at 202-942-4285 or [jbyers@naco.org](mailto:jbyers@naco.org).

## Get Ready to Celebrate!

### *2004 National County Government Week - April 18-24*

**This Year's Theme: Transportation  
"Counties Move America's People and Products"**

National County Government Week (NCGW) is an annual celebration of county government. First held in 1990, the goal of county government week is to raise public awareness and understanding about the roles and responsibilities of the nation's counties. Counties provide many essential services that are a key ingredient of our country's continued economic development, but without county-owned transportation systems, this development would stagnate. During NCGW, inform and educate your citizens about the various ways your county keeps America moving.

- Discuss the new bridge your county built, which will connect two communities and keep them both economically viable.
- Talk about the recent improvements to the local airport, which in turn will help with efforts you are undertaking to bring in new business, which will help ease the budget problems and provide jobs.
- Emphasize the increased safety standards your county is making to local roadways to ensure that less people are killed on your roads.
- Explain the new jobs your county is creating by undertaking several transportation projects.
- Stress the importance of the reauthorization of TEA-21 that will provide needed federal funding for local transportation systems.

NCGW is the perfect time to highlight not only your county's transportation systems, but also other programs and services your county offers. There are activities at the national, state and local levels during county government week. More than 1,000 counties annually participate in NCGW by holding a variety of programs and events. These include tours of county facilities, presentations in schools, meetings with business and community leaders, recognition programs for volunteers, briefings on environmental projects, and adoption of proclamations. For additional information visit [www.naco.org](http://www.naco.org).

# associate member highlights

## Investors Management Group

Investors Management Group provides investment management, administration, and marketing services for the Iowa Public Agency Investment Trust (IPAIT) program.

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The IPAIT program began in 1987 and currently serves nearly 400 participants throughout Iowa. These participants include Iowa counties, cities, and municipal utilities. Investment options include two daily valued funds, the IPAIT Diversified Fund, and the IPAIT Direct Government Obligations (DGO) Fund. Both are conservatively managed money market mutual funds and regulated by the Securities and Exchange Commission (SEC).

The program also provides a fixed-rate program for CD placements in IPAIT approved banks. An added service includes a Flexible Withdrawal CD (Flex-CD) program for the investment of bond proceeds during a project's construction phase. The program is easy to administer, and once the IPAIT resolution is adopted, no additional paperwork is required. Other services include:



- A unique internet-based reporting system that allows real-time account inquiry and unlimited transaction capabilities.
- Toll-free phone access to dedicated representatives who can personally assist with activity.

- On-line access to reports, forms, newsletters, rates, and other IPAIT information.

The three guiding principals behind the IPAIT program are safety, liquidity, and providing competitive investment alternatives. Also, IPAIT has received the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA) every year since 1997. IPAIT is proud to be sponsored, in part, by the Iowa State Association of Counties.

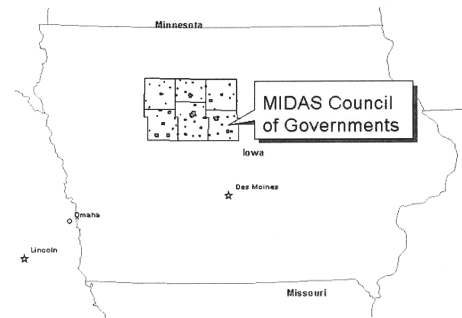
### Contact Information:

Investors Management Group, Ltd.  
Ronald Shortenhaus  
1415 280th St., Suite 200  
West Des Moines, IA 50266  
Ph: (515) 224-2724 Fax: (877) 887-5476  
E-Mail: rshortenhaus@amcore.com  
www.ipait.org

## MIDAS Council of Governments

The Mid Iowa Development Association Council of Governments (MIDAS) is one of 16 Iowa Regional Planning Agencies that was formed in 1971 and hired its first staff in 1972. An intergovernmental (28E and 28H) agency, it was created in response to common interests of governments and the need for cooperative approaches to solve area-wide issues. This cooperative venture is intended to help local governments improve their capacity to implement services by defining regional issues, problems, and opportunities; setting priorities and formulating policies, plans, and programs to deal with them; and achieving efficient and effective action on area wide matters through communications, coordination, and cooperation. Programs are voluntary as MIDAS does not have authority to bind its members, nor can it force adherence to any given plan or policy. Primary services to local governments are: regional initiatives;

technical assistance; and contract services. For additional information please contact Steve Hoesel, Executive Director, at 515-576-7183-211 or shoesel-midas@dodgenet.com.



## Looking For Companies That Do Business With Counties

ISAC is looking for companies that would be interested in becoming Associate Members. **ISAC Associate Members** are professional organizations wanting to provide services to county officials. Associate members pay annual dues in order to have exhibit booth discounts, free listings in ISAC publications, a free service description on the ISAC website and much more. Associate members contribute to ISAC in many ways. The dues these organizations pay helps defray the costs of ISAC activities, thereby lowering the registration costs for workshops, the annual conferences, and other training for county officials. Visit ISAC's website under 'About ISAC' for a complete listing of ISAC Associate Members. If you have companies that work with your county and are not currently an ISAC Associate Member please call Denise Obrecht at 515-244-7181.

# communication

## Say No to a Customer Tactfully

We all want to accommodate customers whenever possible. But what happens when it's not possible? The secret to saying "No" to a request tactfully lies in the way you deliver the message.

- Apologize and state the facts. If, for example, a customer asks for a service that is not available, let him know and offer an apology. Keep it simple.
- Offer reasons, not excuses. It's too easy to hide behind "company policy" or similar excuses. These mean nothing to the customer. Explain the reason behind the rule. Most policies are intended to protect, not frustrate, the customer.
- Suggest an alternative. If possible, suggest other ways they can find the information they are looking for or other companies that could help them.
- End the call/meeting politely. If you've tried all the strategies above and the customer is angry or dissatisfied, your best bet is to thank him for bringing the problem to your attention and politely end the conversation.

*(Taken from Customer Service Excellence)*

## Overcome Delegation Anxiety

Delegation is an ideal way to develop employees' talents and abilities while allowing you to work on important tasks. So why are people often reluctant to delegate? Here are some common reasons for not delegating and ways to overcome them:

- "The employee won't do it as well as I can." Don't expect a

staffer to perform at the same level as you. Think about how well you performed the task when it was new to you. With training and experience, your staff members will improve. In the meantime, remind yourself to accept less than perfect performance.

- "It's what I've always done." The more often you perform a task, the more habitual it becomes. Form a new habit: Every day, spend 15 minutes training a team member to perform a newly delegated task.

• "My employees are too busy to take on additional tasks." What are they busy doing? Re-evaluate your staffers' workloads. Don't let them waste valuable time on unimportant tasks. Instead of feeling guilty about giving them more work, remember that you're giving them better work.

*(Taken from Delegate)*



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# miscellaneous

The logo for the State and Local Government Program (SLGP) consists of the letters "SL" stacked above "GP" in a bold, white, sans-serif font, set against a dark grey square background.

## The University of Northern Iowa State and Local Government Program

The University of Northern Iowa has launched the State and Local Government Program (SLGP), a program to promote state and local government as an area of study and as a career. Maureen Berner, assistant professor of political science and program director, said SLGP will link undergraduate public administration students with state and local government officials and assist practitioners in Iowa through continued education and public service. "We already have one of the strongest undergraduate public administration programs, especially in local government, in the region," said Berner. "But our ultimate goal is to have the best program in the country, and we can achieve that by connecting our students to local government officials." The program will focus on placing students in local government offices for internships, sending them to conferences, allowing them to attend local government association meetings, and conducting public service projects with government offices and associations. The SLGP will eventually provide continuing education, training, and consulting services to its alumni and Iowa government officials at little or no cost. "The philosophy of the SLGP is one of public service," she explained. "We are working with city and county associations to identify their needs and then we will use our faculty and students to meet those needs." There is no cost involved in launching the program. Faculty are volunteering their time and students are participating as part of the classroom experience. For more information visit [www.uni.edu/slgp](http://www.uni.edu/slgp) or contact Berner at [Maureen.Berner@uni.edu](mailto:Maureen.Berner@uni.edu).

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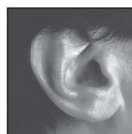
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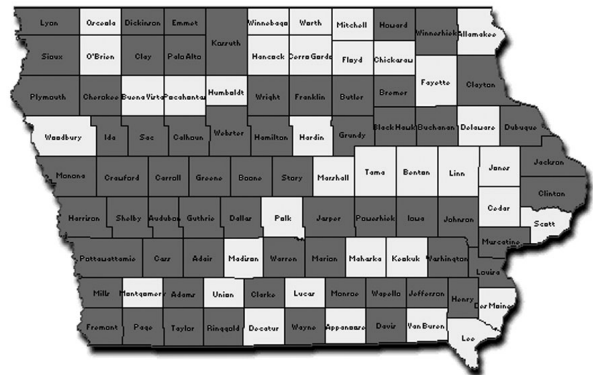
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The IMWCA was formed in 1981 to offer workers compensation and employers liability coverage to Iowa public entities. Current membership stands at 471. ICAP’s inception was 1986. ICAP provides property and casualty coverages to 485 members.

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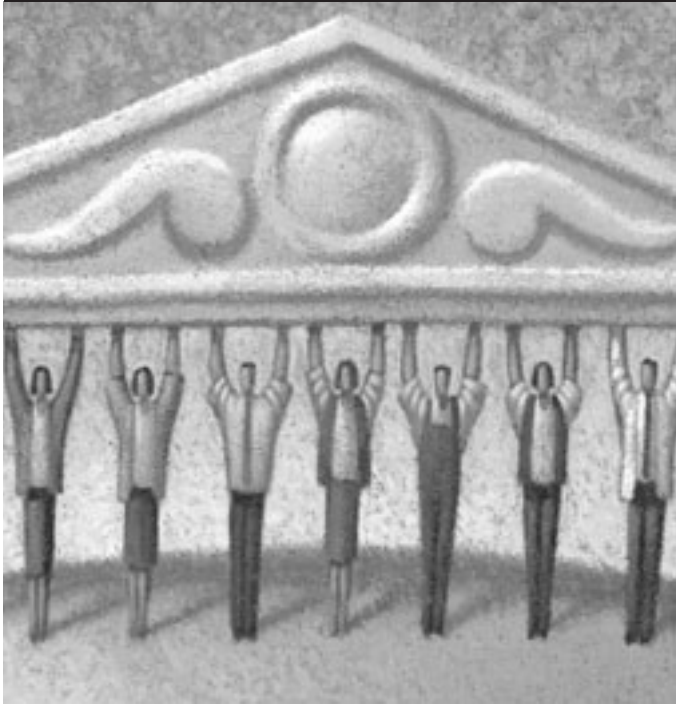
Both programs offer their coverages to Iowa counties, cities and 28E organizations. Both are specifically designed for Iowa public entities.



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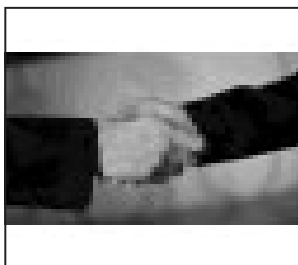




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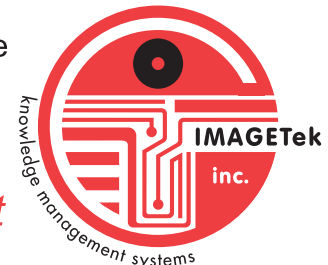
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# calendar

## MARCH

- 4 CCMS Central Supervisors Support Group  
(ISAC Office)
- 10-11 CCMS Fundamentals of Case Management  
(Baymont Conference Center, DM)
- 11 Community Services Legislative (ISAC Office)
- 16 CRIS CPC Meeting (Holiday Inn Airport, DM)
- 17 CCMS Board of Directors  
(Holiday Inn Airport, DM)
- 17-19 ISAC Spring School (Holiday Inn Airport, DM)
- 19 ISAC Alumni Meeting & Luncheon  
(Crystal Tree, Holiday Inn Airport, DM)
- 24 CCMS Central Support (Botanical Center, DM)
- 25 Community Services Legislative (ISAC Office)
- 30-31 Iowa Environmental Health Assn. Annual Meeting  
(Scheman Center, Ames)

## APRIL

- 8 Community Services Legislative (ISAC Office)
- 8 CCMS NE Support Group  
(Bill's Pizza & Smokehouse, Independence)
- 13 CCMS Administrators/Support Staff  
(Baymont Conference Center, DM)
- 14 CCMS Cost Report Training  
(Baymont Conference Center, DM)
- 15 ISAC Board of Directors/IMWCA, ICAP & League Boards Picnic (Jester Park)
- 16 ISAC Board of Directors (ISAC Office)
- 25-28 Sheriffs & Deputies Civil School  
(Holiday Inn Airport, DM)

## MAY

- 6 CCMS Advanced Case Manager  
(Baymont Conference Center, DM)
- 12-14 Treasurers Statewide Meeting (Dubuque)
- 20 Engineers Executive Board (ISAC Office)

## JUNE

- 8-9 CCMS Supervisors Training  
(Holiday Inn Airport, DM)

## JULY

- 9 ISAC Board of Directors (ISAC Office)
- 13 CCMS Administrators  
(Baymont Conference Center, DM)
- 16-20 NACo Annual Conference (Phoenix, AZ)
- 21-23 Auditors Annual Conference  
(Plaza Inn, Sioux City)

## AUGUST

- 11-13 CCMS Annual Conference  
(Holiday Inn Airport, DM)
- 11 Records Legislative Meeting  
(Grand Harbor Resort, Dubuque)
- 12-13 Records Summer Conference  
(Grand Harbor Resort, Dubuque)

## SEPTEMBER

- 16-19 Conservation Directors Annual Conference  
(LeMars)
- 19-22 Sheriffs & Deputies Jails School  
(Holiday Inn Airport, DM)
- 22-24 CCMS Fundamentals  
(Baymont Conference Center, DM)
- 23-24 ISAC Board of Directors  
(Sheraton Hotel, Iowa City)

*For agendas or additional information on any of the above listed meetings please visit our website at [www.iowacounties.org](http://www.iowacounties.org) and click on Upcoming Events!*

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### Quote of the Month:

"Don't go around saying the world owes you a living. The world owes you nothing. It was here first."  
- Mark Twain

