

# The Iowa County

emerging county trends

November 2004



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# The Iowa County

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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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## Five Mega-trends Redefining The Future of County Government

By: Carl Neu, Author & Consultant

County and local governments everywhere are experiencing grim and harsh challenges, which are proving to be painful, frustrating and unsettling. Many county officials hope, when better financial times return, everything will return to “normal.” Those who entertain this hope will experience a rude awakening and will have completely missed the signals of change; a really big wake-up call.

Several astute county associations have sensed that a fundamental shift is occurring in how local governments will be defined and how they will work together in the future. The outcome, as yet, is unclear for two reasons: first, uncertainty is a natural component of change. Secondly, change can be influenced by innovation and choice rather than being left to fate.

Currently, local governments mostly are reacting to the changes being imposed upon them. But, through leadership, they can initiate proactive changes that will bring about a new order in how they work together and relate to state governments.

The evidence strongly suggests that local governments, and especially county governments, are entering a period of profound transformation potentially and dramatically redefining or reframing their role, operations, and relationships with other governmental entities and the publics they serve.

The five signals or emerging mega-trends that indicate change - big change - is coming are: the state-local government partnership is waning; there is a substantial erosion of local governments' fiscal health, which, if continued, threatens their long-term fiscal sustainability/viability; people now perceive local government entities to be redundant, fragmented, competitive and inefficient; citizens are not engaged with/by their local governments, in fact, they are becoming anti-government; and the erosion of grassroots government.

### 1. State-local Government Partnership Waning

The historical partnerships that existed and were honored for decades among the federal government, state governments and local governments have been eroded by devolution, mandates, pre-emption and initiatives. In some cases, the outcome has become open hostility and intense competition between state and local governments.

State legislatures and governors no longer perceive, nor respect, cities and counties as partners in the delivery of services. Local governments no longer can rely on the state to assure that they will be able to provide services. As one local government manager noted recently, “Counties and cities want to focus on positives, but spend so much time defending themselves against state attempts to erode local control.”

### 2. Substantial Erosion Of Local Governments' Fiscal Health

Some feel this trend is the result of a substantial economic downturn. Partially, but the real forces driving the erosion are more fundamental, perverse and permanent. First, tax structure and revenue distribution systems in many states are just broken, even silly. They are counter-productive to ensuring local government fiscal stability-sustainability, create bad tax policy, and pit state and local governments against each other.

Secondly, harmful initiatives are reducing taxing capacity and removing taxing and expenditure decisions and authority from elected officials. Thirdly, costs, especially health care costs, continue to increase substantially. The net effect is a direct assault on the fiscal sustainability of local governments, especially those highly dependent upon property tax.

### 3. Perceived As Redundant, Fragmented, Competitive, Inefficient

Current service-delivery models are not sustainable fiscally, politically and logically. Citizens see service-delivery models as complex systems that should function in an integrated, coordinated, seamless manner irrespective of what agencies or entities contribute to providing that service. Public safety, land use planning, transportation, economic development or human services should, in the public's view, function in this way. They expect local governments to work within a framework of partnerships producing efficiencies, economies of scale, and cost-effectiveness in service delivery. They don't feel they are getting that.

Instead, they perceive service delivery balkanization, turf battles and disconnects. They “just know” reform is needed but, they can't define what that reform should look like.

Yet, county governments are positioned ideally to provide the very leadership needed. County government is the only local entity that meets the service needs of all the people and all the land and is accountable directly for results through locally elected officials. In most states, everyone who lives in or receives services from other local governments (cities, school districts, special purpose districts, townships) also lives in a county. County government shares their entire constituencies with these other entities. County governments and officials are positioned uniquely to assert leadership in creating new service-delivery models and partnerships because they represent the interests and needs of all the people who also simultaneously live in and are served by all these other jurisdictions.

Local governments must think, plan, and budget strategically to ensure long-term perspectives are reflected in their decision-making and the sustainability of their service delivery commitments and models. Also, they must rethink their service role, especially as future fiscal capacities may prove insufficient to maintain current arrays and levels of services.



#### 4. Citizens Anti-Government

The public - taxpayers - do not feel connected to local government, do not understand local government, sense reform or change is needed, and lack faith in local governments' will and ability to work together to shape a reform/change agenda. So they allow or look to others to do it - to fill this very real leadership void.

State legislators, special interest groups, and tax opponents rush in to impose their agendas on local governments. The result: more and more local governments are being starved fiscally and relegated through regulation and constraint to progressive impotency in exercising local, grass roots control over issues important to their communities. Their capacity and options to represent and respond to the needs and desires of the people they serve erodes.

Local governments have to institute processes that engage their constituencies and curry their support for what local governments are doing for them. They must also be seen as providing value, real value, in service delivery and performance.

#### 5. Erosion of Grassroots Government

This nation was founded upon and has cherished a principle that distinguishes it from all other societies. It believes good government leadership that represents and serves people best starts at the grassroots (local) level. Tyranny, autocracy, and control start at the top and reign downward.

Currently, a redefinition of government relationships, with power and authority being usurped upward, is occurring by default and, in some cases, intent as the prerogatives and authority of local governments are being eroded. Federal and state governments no longer see a need to act as partners with local governments, nor are they capable of representing the real interests or needs of the people from the grassroots' perspective engendered in local government.

This has a chilling consequence: government becomes a policy-wonk abstraction and ceases to be the means by which people associate with each other and assert influence over their lives in the communities in which they live their daily existence. Grassroots governments see, serve, and relate to people in the first-person sense. Non-grassroots governments and agencies relate to people in the third-person sense. Citizens want to be seen and dealt with as people, not service or program abstractions framed in terms of statistical outcomes and objectives.

#### Conclusion

People want reform. They want change. They want local government to work. Change is necessary if county and local governments are to sustain themselves, retain the principles of grassroots government, and proactively engage the public, legislators, and other units of government in new service-delivery and financing models upon which the future of local government and democracy will exist in the 21st century. These conclusions are reinforced by the experience and insights driving the leadership efforts initiated by county associations. County government and local governments can no longer rely upon current models to sustain them in the future. Times, conditions, and expectations have changed. Communities are built upon and prosper through relationships of interdependence.

The institutions that serve them must also develop these partnership-based interdependent relationships among themselves, with state government, and with other community groups such as nonprofits and the private sector. Counties can and must be instrumental in drafting and implementing that declaration.

County officials have the power and ability, if they muster them, to change the course that the five trends are taking presently and redefine the appropriate roles of, and relationships among, local governments and their partnerships with state and federal governments. The first requirement is to keep our commitment to local government as the strength and hallmark of the America Democratic Experiment created for our benefit by the nation's founders. The second requirement is for county leaders to assert themselves, in conjunction with other local government leaders, as the "refounders" who now put local government back on track by reforming it to meet changing conditions and public expectations.

Are you willing to do this? Or, will you let others control and shape your future? State and county associations are the catalysts moving county officials to act and invent the ways necessary to define the future role of county governments.

Thomas Jefferson referred to local governments as the "civic laboratories of democracy" in which the means to sustain the future of our country would be invented. County officials are among the inventors he envisioned working in those civic laboratories. They are the ones best positioned to hear and answer the wake-up call with courage, innovation, and leadership.

*Carl Neu, author and consultant, is recognized nationally as an authority on, and an experienced practitioner of, the theory and application of governance and leadership to city councils and county boards, local government managers and community leaders. Find out more at [www.carlneu.com](http://www.carlneu.com). This article was reprinted with permission from the Association of Minnesota Counties.*

# capitol comments

## Participate

At the ISAC Fall School of Instruction in November, county officials will have two important decisions to make in shaping the 2005 county legislative program. First, members who attend the general session on Tuesday, November 16, will hear and consider the complete ISAC legislative platform. In addition, the annual conference will provide the first opportunity for county officials to sign up to participate in the popular "County-A-Day" program.

### Approval of Legislative Platform

As a county official, how can you exercise your voice in shaping the legislative platform for counties in the state of Iowa? Well, you thought you were finished voting for the year on November 2. In fact, you are not done yet. At the Tuesday general session of the conference, each of the seven ISAC steering committee reports will be read and considered by the ISAC members who are in attendance.

Each report contains policy statements and legislative objectives that ISAC will use as a guide for policy development in the 2005 legislative session. Legislative objectives are those items that ISAC will initiate as legislation or as amendments to bills. Policy statements serve as policy positions for ISAC to register on legislative proposals raised by other groups or lawmakers. Conference attendees are provided with an opportunity to amend the report before final passage by the full membership.

In addition, a set of top legislative priorities identified by the ISAC Board of Directors will also be recommended. Every year at their October meeting, the Board receives reports from each of the steering committees. The board considers and approves these reports. Based on the work of the steering committees, the Board identifies the top priorities they want the Association to focus on in the coming legislative session. These items receive special attention by the ISAC staff in their work with state lawmakers.

In addition to the steering committee reports, the top priorities are also ratified by the membership in attendance. The total package then becomes the legislative platform for the ISAC staff for the 2005 legislative session.

### Sign Up for County-A-Day

In recent years, the popular County-A-Day program has become one of the most effective features of the ISAC legislative effort. This program offers participants a chance to "bring their county to the Capitol" for a day of lobbying and meetings with lawmakers during the legislative session. Participants can see first-hand how the legislative process works and where county issues fit into the big picture.

At or before the ISAC fall conference, county delegations are encouraged to determine a date that would best work for them. A sign-up calendar board will be located in the supervisors' breakout room throughout the conference. In order to make best

*By: John Easter*

ISAC Director of  
Intergovernmental Affairs



use of time and resources, ISAC strongly encourages that no more than two counties sign up for the program on any available day. Therefore, it is on a first-come first-served basis. The following information should be written on the selected date on the sign-up board: the county name, the name of a contact person and that person's telephone number or e-mail address.

Action on any given day in the legislature is by the luck of the draw. Nobody can predict what will be happening on a selected day until that day arrives. Everyone wants to see legislative committee or floor action on issues of interest to counties. Depending on the day, county officials may be rushing all over the Capitol to committee meetings or floor sessions, or they may spend significant periods of time waiting while legislators meet in closed caucuses. In either case, a fresh set of new county officials on a daily basis has a cumulative impact on legislators. That works to the common benefit of counties as a group. Sometimes committee chairs introduce county officials who are in attendance at their committee meeting.

Typically, members of the board of supervisors participate along with other elected and appointed officials as determined locally. Sometimes local press reporters are even brought along. Occasionally county officials may coordinate their day with other community or Chamber of Commerce events that are scheduled in Des Moines.

Participants are asked to arrive at the capitol cafeteria by 8:30a.m. To help prepare the group for meetings with legislators, the ISAC staff provides a briefing on the hot issues of the day or week. Each participant will receive a packet of information that includes basic information on how a bill becomes a law, legislator contact information, the ISAC priority issue brochure, and the latest ISAC Update. As time permits, we try to allow for a question-and-answer period before the ISAC staff goes about their work around the statehouse.

It is the responsibility of county officials to contact their own representatives and senators in advance to arrange a meeting time and location. A lunch meeting is often a good time to sit down and keep their attention while talking about issues. ISAC staff would be happy to join you if requested and if we have no other conflicts.

### Make Your Voices Heard

The next legislative session is expected to be an active one. Funding for property tax credits, property tax system reforms, and formula changes to the county portion of the Road Use Tax Formula are bound to be considered by the General Assembly. So plan today to make your voices heard by voting on the county platform and signing up for our County-A-Day program!

## Take The Jail Law Quiz

Each of these jail-related questions are based on a federal court case decided in the last few years.

1. A man is caught molesting a child. As his wife calls the police, the man shouts “I’m not going to prison for this! I’ll kill myself first!” His wife tells the police about the suicide threat, and it goes into the arrest file. No one at the jail reads the arrest file. Within hours, the man hangs himself in his cell.

True or False: The jail staff is liable because they are required to familiarize themselves with a prisoner’s arrest file containing suicide threats.

2. A prisoner has just gotten his third conduct violation citation. According to the jail rules, this means that while he can still use the indoor exercise equipment, he loses all access to the outdoor exercise area for 90 days. The prisoner complains that this is cruel and unusual treatment prohibited by the 8<sup>th</sup> Amendment.

True or False: A jail can choose not to provide any outdoor exercise to prisoners for up to 90 days.

3. You run a seven-bed jail with no educational programs for prisoners. Now two prisoners are complaining that they want GED classes and vocational training.

True or False: 8th Circuit Court of Appeals case law clearly provides that prisoners have a constitutional right to educational and vocational opportunities during incarceration.

4. A prisoner in your jail complained repeatedly about severe pain from an infected tooth, swelling, headaches and difficulty eating and sleeping. After one month, the jail staff transported the prisoner to a dentist and his tooth was extracted. The prisoner has now sued, claiming “deliberate indifference” to his medical needs. In the lawsuit he has provided no facts to show that the delay in treatment was done with the intent to punish him.

True or False: The delay in dental treatment in this case amounts to negligence, at most, and does not constitute deliberate indifference.

5. One of your prisoners spends his days thinking up things to complain about. He files grievances about everything in your jail, including the temperature of the food and the poor air circulation. To get him to quit wasting your time, you adopt a policy in your jail that once a prisoner files three frivolous grievances, then the prisoner shall be limited to one grievance a month.

True or False: This sort of “frivolous grievance policy,” designed to curtail harassment by prisoners, has been approved by the 8th Circuit.

6. The jail requires that all incoming and outgoing letters be in English. This promotes security by allowing the staff to monitor prisoner mail. No one on the jail staff is fluent in Spanish. You are getting more requests to allow the prisoners to send and receive letters written in Spanish. The prisoners have arranged for

By: *David Vestal*

ISAC General Counsel



members of a local social service agency to translate the letters on the jail’s behalf.

True or False: A court would uphold your English-only correspondence rule as rationally related to preserving the jail’s interest in security.

7. Because of administrative burdens and computer problems, Roger was held at the jail for 10 hours after his bail was posted. Roger is now suing the jail, contending that the excessive time he was detained constituted an unreasonable seizure in violation of the Fourth Amendment.

True or False: According to decisions in the 8th Circuit, a 10-hour delay between posting of bail and a prisoner’s release does not violate the Constitution.

### Answers

1. False. There is no obligation to read prisoners’ arrest files (*Wade v. Tompkins*, 8<sup>th</sup> Cir. 2003).

2. True. In *Rahman X v. Morgan*, 8<sup>th</sup> Cir. 2002, the prisoner was not allowed outdoor exercise for three months, but he could use a dayroom with exercise equipment for three hours each week. The Court held that this deprivation was not “sufficiently serious” to establish an 8th Amendment violation.

3. False. 8th Circuit case law provides that prisoners have no constitutional right to educational or vocational opportunities during incarceration (*Wishon v. Gammon*, 8th Cir. 1992).

4. False. A court could find that the jail officials here were deliberately indifferent to the prisoner’s serious medical needs when they delayed his dental treatment for one month, causing him to suffer further pain and infection. (See *Boyd v. Knox*, 8th Cir. 1995, three-week delay in dental care, coupled with knowledge that prisoner is suffering, can support finding of 8th Amendment violation.)

5. True. In *Sprouse v. Babcock*, 8th Cir. 1989 it states, “Prisoners must understand that if they abuse the system by repeatedly filing ill-founded grievances, reasonable limitations may be placed on their access” to the jail’s grievance system.

6. False. The recent *Ortiz v. Fort Dodge Correctional Facility*, 8<sup>th</sup> Cir. 2004 case held that if there is a cost-free way for the jail to have the letters translated, then an English-only policy is invalid.

7. True. There is no authority for the proposition that a 10-hour delay, by itself, is unreasonable. In *Golberg v. Hennepin County, U.S. Dist. Ct 2004* it states a 10-hour delay is reasonable, as long as there is no evidence that the delay was motivated by ill will or that it was “delay for delay’s sake.”

**Parting Ponderable:** Name this tune: “Three nights and days I sailed the sea. I think of the girl constantly. On the ship, I dream she there. I smell the rose that’s in her hair.”

# health check

## The Holidays Are Coming...

Sometimes I think that the holiday season can be a scene from the old movie "It's a Mad Mad Mad Mad World." It is so easy to do too much, spend too much and be way too stressed. And, it is supposed to be a wonderful time of year!

As my children will attest, I resolve every year to spend less and keep those holiday stockings from overflowing. It seems like when I start early I spend even more than when I wait until the last minute.

In an effort to stem this flow of time and money, I got Mary Hunt's book "Debt-Proof Your Holidays." She not only looks at the holidays from the financial point of view but also the emotional. Now might be just the time to look at what should and could happen during the next few months. In looking at what happened during your holiday season last year, the book asks you questions, such as:

- **What were the factors that caused the most stress and pressure?** *School parties, community events, guests, decorating, last minute shopping?*
- **What do you wish you had done less of?** *Card writing, decorating, running around, buying to relieve guilt, trying to keep everyone happy?*
- **What gift problems did you encounter?** *Spending too much, giving gifts of obligation, second-guessing first pur-*

*By: Sandy Longfellow*

ISAC Administrative Assistant



*chases, impulse and panic buying, the Home Shopping Network, internet shopping?*

- **What might you eliminate if you could do it over again?** *Parties, cookie exchanges, making gifts, holiday cards, too many trips to the relatives?*
- **What do you wish you had done more of?** *Spend more time with the kids, relaxing, looking at light displays, spending more time with your spouse and close friends?*

It might be a good time to determine what stirs your soul during the holidays. Is it the music? Is it the warmth you feel when you give to a child who might otherwise not receive anything? Is it snuggling up with your kids and reading their favorite holiday book? Now is the time to ask yourself, "The holidays are a time to..." Here are a few examples: spend only predetermined amounts of money, send photos and a family letter sharing your joys, show compassion to others who are less fortunate.

There are no right and wrong answers. This is simply an exercise to help you take control of what happens in your life during December. Have a soul-satisfying celebration!

# technology center

## Jump Drives

**Q:** "What are jump drives and are they difficult to use?"

**A:** Jump drives are portable memory that is the 21<sup>st</sup> Century's replacement for the floppy disk. In this case an excellent replacement! Floppy disks can be easily damaged and once damaged, it becomes almost impossible to retrieve information from them. CD's require a CD-RW drive and special software to enable you to save or "burn" information onto them. However, for a jump drive all your computer requires is a USB port, which nearly every computer has at least one of.

Jump drives can be purchased at computer stores or even your local Wal-Mart. Jump drives come in various sizes from as small as 8MB to as large as 2GB with prices ranging from \$10-\$700. The best value for your money is 128MB to 256MB, which range from \$20-\$70. If you go smaller; you really are not able to store a document of any size, thus defeating the purpose of this tool. However, if you have the funds available you may want to upgrade to a 512MB or 1GB, which range from \$80-\$200, depending on the manufacturer. Once purchased, installing is as easy as plugging it into your computer's USB port. Your computer will recognize that new hardware has been installed and when you open "Windows

*By: Tammy Norman*

ISAC Technical  
Services Coordinator



Explorer" or "My Computer" you should see a "Removable Disk" that you now can save to. Once plugged into your computer, you will be able to save documents in the same manner that you save to the hard drive of your computer or to your office network. You will not have to do any of the extra steps that are required to burn a CD and it is extremely fast, unlike a floppy.

Another great feature about a jump drive is the mobility. You are able to save your documents onto your jump drive and by simply plugging it into another computer you will be able to pull up your information to work on. Jump drives are small enough to fit onto a key chain and can be kept in your pocket or purse. They even offer jump drives as watches and pens, so you can choose one to fit your needs.

**Website Note:** Time is running out, take a moment and register online ([www.iowacounties.org](http://www.iowacounties.org)) for the ISAC's Fall School, the deadline is November 10<sup>th</sup>. Please forward any items that you would like addressed in this column to my attention at [tnorman@iowacounties.org](mailto:tnorman@iowacounties.org) or call 515-244-7181. Until next month, keep clicking!



## Special Achievement in GIS

The Sioux City/Woodbury County GIS won the Special Achievement in GIS (SAG) award, an international award from ESRI. Every year the SAG award honors an elite group of organizations that have embraced GIS technology to better serve our world. Recipients of the SAG award are submitted by ESRI staff from thousands of organizations worldwide, then personally reviewed and selected by Jack Dangermond, the president and founder of ESRI.

### Sioux City and Woodbury County Iowa GIS

Woodbury County, Iowa covers more than 873 square miles, roughly double the size of most other counties in the state. Sioux City, the county seat, is positioned in the NW corner of the county. To help ensure equal access to all residents across the county, an effort to modernize the old plats and Computer Assisted Mass Appraisal (CAMA) data into a GIS was initiated. A good GIS was seen as being indispensable to E911 services and of great value to many of the departments in both Sioux City and Woodbury County government.

The roots of the Sioux City – Woodbury County GIS date back to 1997, when Sioux City Assessor Mel Obbink and Woodbury County Assessor Kathy Sands joined resources to develop and implement a GIS that would effectively serve both jurisdictions.

The goal of the project was to increase the access to information which was duplicated many times in different offices by maintaining one centralized set of maps that could be utilized by government offices over their common computer network and to the public over the internet.

Through technology the county has become a much smaller place. Abstractors who used to have permanent work areas in the recorder's office are now only there a couple of times during the week. Citizens across the county and those interested parties elsewhere are just a few clicks away from a huge collection of data on any property in the county.

With this assessment function in mind, the base map project has served as a foundation for the GIS needs of departments such as police, fire, schools, environmental services, city planning, real estate, and elections to name a few. Local E911 services are being dispatched with the help of GIS tracking and analysis of incidents are compared using the same. The success of the project has been phenomenal. Both of the assessors offices, as well as the county recorders office, have noticed the demand for public help at the counter down by 80% or more. With the ability to display CAMA data combined to its geospatial location, assessors were able to eliminate many taxation irregularities that would have otherwise not been discovered.

## County Child Development Center Celebrates 25 Years

In May 2004, the Linn County Child Development Center hosted an open house to celebrate its 35 years of operation. Several panel presentations traced the center's history from its early organizing steps, through building and organizational changes up to the present day. Five of the early center organizers shared their stories and received special recognition for their vision and determination.

In a recent study of child progress, the Child Development Center documented its success. At the beginning of the school year in September 2003, 31 children at the center were assessed and found to have physical, social and cognitive skills that were 21% below those of the typical child of the same age. After nine months of programming in language development, basic concepts, social skills and hands-on learning experiences, the children demonstrated skills that were at the same level as the typically-developing child.

The center intervenes early in the lives of enrolled children so they can enter kindergarten with same pre-academic and social skills as their classmates. This intervention makes a life-long difference for children. Research shows that every dollar invested in high quality early childhood intervention eventually saves taxpayers \$8 in lowered costs of special education, remedial instruction, juvenile crime, and welfare. In 2003, the Federal Reserve Bank of Minneapolis identified spending on high-quality early childhood programs as one of the smartest investments of public dollars that government can make.

The Child Development Center developed as a result of a true grass-roots effort by low-income parents and other concerned citizens in the late 1960s. The center has impacted 2,500 children and their families.

*(Taken from the Linn County website [www.co.linn.ia.us](http://www.co.linn.ia.us).)*



*The international award Sioux City/Woodbury County GIS received. Those pictured are, left to right, Mel Obbink, Sioux City Assessor; Kathy Sands, Woodbury County Assessor; Jack Dangermond, President and Founder of ESRI; Keri Lane, Graphics Technician, City of Sioux City; Bob Heien, System Analyst, WCICC-IT.*

# ISAC brief

## ISAC Fall School 2004

By: *Jerri Noboa*

ISAC Meetings Administrator



This will be the last article before the ISAC Fall School of Instruction takes place November 14-16, 2004 at the Downtown Marriott and Renaissance Savery. I thought I would go over those things of importance for you to remember.

**If you billed your hotel room** when making your reservation don't forget your claim form from the county.

The **simplest directions** to the conference hotels are if you are traveling east on I-235, take the 7th Street exit and head south. If you are traveling west on I-235 take the 3rd Street exit which will lead you to 7th Street and head south. To leave, take 7th north to I-235 (7th Street has become a two-way street due to construction). The 6th Avenue & 5th Street bridges have been demolished and the new bridges will not be built by November.

**Conference registration** will be at the Marriott (3<sup>rd</sup> floor) on Sunday 1pm - 6pm and Monday 7:30 am - 4pm.

The **city parking ramps** are free on Sunday. If you would like to park temporarily at the hotels to check in hotel staff will be outside directing you where to park. There is limited valet parking at the Marriott at a fee of \$14 per day.

Last month I informed you of the **food court** in the Hub between the two hotels. The food court and the little restaurants between the Marriott and Renaissance Savery are not open on Sunday. You will be provided with a full list of restaurants that are open on Sunday and in close proximity to the hotels when you pick up your registration packet.

The **Marriott and Renaissance Savery are full**, but the Hotel Fort Des Moines has rooms left at the rate of \$69. The Hotel Fort Des Moines is connected by skywalk and is a four block walk. The Hotel Fort Des Moines can shuttle you to the Marriott or Renaissance Savery. The Marriott or Renaissance Savery can shuttle you back. To reserve a room at the Hotel Fort Des Moines call 800-531-1466 and ask for booking #3062.

**Register on-line for ISAC's Fall  
School of Instruction  
November 14-16, 2004**

Visit [www.iowacounties.org](http://www.iowacounties.org) and click on  
'Upcoming Events.'

## ISAC Scholarship Fundraiser

Would you like to do a little gambling for a good cause? The Community Services affiliate is holding a raffle to raise money for ISAC's Scholarship Program. The raffle tickets are \$5 each with the following prizes available: \$500, \$100, \$50, 2-\$25, 5-\$20. The drawing will be held Tuesday, November 16 during ISAC's General Session at the Marriott (winners do not need to be present).

Every year an affiliate is asked to help raise money for ISAC's scholarship program. In 2001, the county recorders raised \$19,000 through selling cookbooks. In 2002, the auditors raffled off a cruise and many other donated prizes, and raised an amazing \$23,000. In 2003, the county treasurers raffled off \$15,000 to be applied towards purchase of a car. After expenses, the county treasurers netted \$27,000 for the scholarship program. One hundred percent of the money raised from these annual fundraising drives goes towards ISAC's scholarship program. Last year, \$12,000 was given in scholarship funds to high school seniors that were children of county employees in Iowa.

The Community Services affiliate would like to raise even more money than last year, but need your help to do it. Please support our scholarship program and purchase raffle tickets from your county community services director, CPC, general assistance director, or case management directors. Tickets will also be available at the ISAC Fall School of Instruction November 14-16.

## New County Officers School

On January 19, 2005, ISAC will conduct its New County Officials School. This all-day session will give new county officials valuable training on bread-and-butter subjects such as county budgeting, personnel law, open meetings and public records, ethics and county home rule.

While the target audience for the training is new county officials, veteran county officials often attend as well, to brush up on these important topics.

On January 20<sup>th</sup>, ISAC affiliates will have the opportunity to conduct a day of training for their affiliate. The Statewide Supervisors Meeting will be held on January 21<sup>st</sup>.

The NCO School, affiliate meetings and the Statewide Supervisors Meeting will be held at the Holiday Inn Airport in Des Moines. The cost has not been determined, but will include lunch, coffee breaks and a manual.

On-line registration will begin in early December. For more information contact David Vestal at 515-244-7181 or [dvestal@iowacounties.org](mailto:dvestal@iowacounties.org).

## Thank You To Outgoing County Officials

ISAC would like to take this time to recognize the following county officials who have retired within the last six months, who decided not to run for re-election or who were defeated in the primary election. ISAC would like to thank you for your service and dedication to county government. Good luck in the future and keep in contact through ISAC's Alumni Program!

<u>County</u>	<u>County Position &amp; Name</u>	<u>County</u>	<u>County Position &amp; Name</u>
Adams	Sheriff Merlin Dixon Supervisor Verlyn Rice	Keokuk	Supervisor Mary Krier
Appanoose	Supervisor Larry Golic	Kossuth	Supervisor Robert Cink
Benton	Sheriff Kenneth Popenhagen	Lucas	Auditor Linda Reed
Black Hawk	Supervisor Brian Quirk Supervisor Maggie Stewart	Marion	Supervisor William Shepherd
Bremer	Auditor Marilyn Schnell	Mills	Supervisor Naomi Christensen
Buchanan	Sheriff Leonard Davis	Montgomery	Supervisor Margaret Stoldorf
Dallas	Auditor Carole Bayeur-Dawson Sheriff Art Johnson	Muscatine	Supervisor Richard Marr
Davis	Supervisor Max Leyda	Page	Supervisor Bob Anderson Treasurer Connie Burton
Dubuque	Sheriff Leo Kennedy Supervisor Jim Waller	Plymouth	Supervisor David Vander Hamm Supervisor Richard Philips
Fayette	Supervisor Richard Jensen	Poweshiek	Supervisor Roger Roudabush
Franklin	Supervisor Daryl Kothenbeutel	Ringgold	Sheriff Bob Bennett
Fremont	Auditor Lucille Hunt Supervisor Keith Hickey	Shelby	Supervisor Gayle Petersen
Greene	Sheriff Jeff Roeder Supervisor Jack Anderson	Sioux	Sheriff Jim Schwiesow Supervisor Bernard Smith
Grundy	Supervisor Leland Arends Supervisor Elmer Williams	Tama	Supervisor Jim Ledvina
Hamilton	Sheriff Scott Anderson	Taylor	Supervisor Lee Little
Henry	Auditor Carol McCulley Sheriff Kenneth Krabill	Washington	Sheriff Yale Jarvis Supervisor Robert Stout
Humboldt	Supervisor John Myers		
Jasper	Auditor Kenneth Slothouber		

*The following names were submitted by county auditors. If your county has outgoing county officials that were not listed above please contact Denise Obrecht at [dobrecht@iowacounties.org](mailto:dobrecht@iowacounties.org).*

*Interested in becoming an ISAC Alumni Member? Visit ISAC's website under "About ISAC" for further information or talk to one of the alumni members at the Fall School!*

## alumni corner

### Invitation to Luncheon/Meeting With the ISAC Alumni

TO: Present, Past and Future Alumni  
FROM: Beverly Dickerson, ISAC Alumni Association President

The ISAC Alumni Association will be holding their annual fall luncheon/meeting on Monday, November 15, 2004 at the Renaissance Savery (Eleanor Roosevelt Room) in Des Moines, Iowa. The luncheon will be held 11:30am - 12:30pm (dutch treat) and the business meeting will be held 12:30pm - 1:30pm. NOTE: lunches need to be ordered in advance. The luncheon will cost \$17. If you are interested, please contact Jerri Noboa at 515-244-7181 or [jnoboa@iowacounties.org](mailto:jnoboa@iowacounties.org) to reserve your place.

If you can't attend, but are interested in being a part of the ISAC Alumni Association as it grows and remains very much involved in county government, stop by the information table located on the second floor in the Renaissance Savery during the ISAC Fall School to pick up your application for membership. If you're not attending the school, visit the ISAC website ([www.iowacounties.org](http://www.iowacounties.org)) click on 'About ISAC', then 'Members' or call 515-244-7181. Anyone who is a former elected or appointed county employee is eligible to join. The dues are \$25 per year. Members receive a subscription to *The Iowa County* magazine and an invitation to the ISAC Schools (free registration and same sleeping room rates as other attendees). Alumni meetings are held during the ISAC Fall School of Instruction and the ISAC Spring School of Instruction.

## NACo news

### Iowa Officials Named to NACo Steering Committees

The following county officials have been named to the National Association of Counties (NACo) steering committees by NACo President Angelo Kyle.

<u>County Official</u>	<u>County Official's Position</u>	<u>NACo Steering Committee</u>
Harlan Hansen	Humboldt Co. Supervisor	Environment, Energy & Land Use
Mark Linda	Black Hawk Co. Environmental Health	Environment, Energy & Land Use
Robert Hagey	Sioux Co. Treasurer	Finance & Intergovernmental Affairs
David Jamison	Story Co. Treasurer	Finance & Intergovernmental Affairs
Grant Veeder	Black Hawk Co. Auditor	Finance & Intergovernmental Affairs
Angela Connolly	Polk Co. Supervisor	Health
Lynn Ferrell	Polk Co. Health Services	Health
Linda Langston	Linn Co. Supervisor	Health
Lu Barron	Linn Co. Supervisor	Human Services & Education
Paul Fitzgerald	Story Co. Sheriff	Justice & Public Safety
Mike King	Union Co. Supervisor	Justice & Public Safety
Robert Haylock	Hardin/Butler Co. Engineer	Transportation
Timothy Hoschek	Des Moines Co. Supervisor	Transportation
Donna Smith	Dubuque Co. Supervisor	Transportation
Thomas Stoner	Harrison Co. Engineer	Transportation

NACo has 11 steering committees that form the policy-making arm of the association. Each committee is comprised of approximately 60-100 county officials who meet several times during the year to examine issues critical to local government. The steering committee's recommendations on legislative policies and goals are presented to NACo's membership during the association's annual conference. If approved, the recommendations become part of the American County Platform, which is the basis of NACo's efforts in representing counties before Congress and the White House.



## National Awards For Women In Government

Good Housekeeping magazine and the Center for American Women and Politics need your help to find eight winners for the 2005 Good Housekeeping Award for Women in Government and the Good Housekeeping/Wyeth Award for Women's Health.

Any woman in government - elected or appointed, career civil servant or member of the armed services, serving in federal, state or local government - is eligible. Nominees may be honored for a specific achievement or for a career that shows how women in government change lives.

Only three county officials have been honored in the awards six-year history, most recently, Henrico County, Va. Supervisor Patricia O'Bannon in 2000. O'Bannon was nominated by one of her constituents partly for the work she undertook creating a domestic violence task force. She was selected for a variety of reasons including being a pioneer in her own county. Henrico County was founded in 1611 and, in 1995, O'Bannon was the first woman ever elected to the Board of Supervisors.

"These awards are about sticking your neck out there and taking a risk," O'Bannon said. "It's about going ahead and doing something because you are qualified to do it and you know it's the right thing to do."

A selection panel of distinguished leaders will judge the nominations, with Good Housekeeping selecting the final winners of one award of \$25,000 and six awards of \$2,500 each. In addition, the Good Housekeeping/Wyeth Award for Women's Health carries an award of \$25,000 for a woman in government whose achievement advances women's health.

The deadline for nominations is Dec. 6. For nomination forms and information, or to read about all the past winners, visit [www.cawp.rutgers.edu](http://www.cawp.rutgers.edu) or call (732) 932-9384, ext. 231.

## NACo's Health, Human Services Conference

NACo's Health, Human Services and Workforce Conference, will be in Clark County (Las Vegas), Nevada November 11-13, 2004. The spotlight session of the conference will examine the threat of methamphetamines in rural America and the impact on county agencies. The conference provides education, information and networking opportunities to county elected officials as well as health, human services and workforce professionals. Registration information, along with information on featured speakers, lodging, and the conference agenda can be found on NACo's website ([www.naco.org](http://www.naco.org)).

## New Award Program Highlights Successful Land Conservation Programs

A call for nominations for a new national award, recognizing leadership in countywide land conservation programs, was made jointly by the Trust for Public Land (TPL) and the National Association of Counties (NACo).

Since 1995, more than 100 counties have passed bonds and revenues to support investments in open space, parks, watersheds, recreational lands, and wildlife preserves. Counties are playing a leading role in local and regional land conservation planning. This new TPL-NACo award, the County Leadership in Conservation award, recognizes leadership, innovation, and successful implementation of park and recreational investment by county leaders.

"Counties across America are taking more responsibility for maintaining the character of their communities," said Will Rogers, president of the Trust for Public Land. "Our partnership with counties-and NACo in particular-is not new, but our formal recognition of the best efforts to think strategically about how best to grow is an exciting opportunity to highlight conservation models for the rest of America."

Three or more awards will be presented each year to officials (elected or appointed) representing governments of NACo-member counties based on small, medium, and large county populations. The awards will be presented in partnership with the National Association of County Planners and the National Association of County Parks and Recreation Officials.

"County officials understand the increasing need for land conservation programs," said NACo President Angelo Kyle. "This new award, in which NACo is proud to present with the Trust for Public Land, will showcase the efforts of several county leaders and hopefully spur more county officials to recognize the importance of land conservation programs."

Nominations will be judged on a broad range of criteria including leadership, innovation, benefits to underserved populations, and benefits to quality of life and environmental quality.

The deadline for submissions is November 19, 2004 and the awards will be presented at an annual conservation awards program, as part of the NACo National Legislative Conference in Washington, D.C. in March 2005.

Additional information and nomination forms can be accessed at either [www.tpl.org/awards](http://www.tpl.org/awards) or <http://www.naco.org/conservationawards> or by calling (617) 367-6200.

## Reward For Recruiting

NACo is offering an incentive program for counties to recruit other counties to join NACo. NACo members in Iowa can receive a free conference registration if they sponsor a new member county, and the new member county receives a free conference registration for joining! The free conference registration can be applied to one of the following NACo conferences: Legislative Conference, NACo Annual Conference & Exposition, Western Interstate Region Conference, or the Health, Human Services and Workforce Conference

Here is how it works:

- 1 Notify the NACo membership dept. of who you are sponsoring by calling 202-393-NACo.
- 2 Indicate whether you would like NACo to send membership information on your behalf or if you would like materials on membership to send on your own.
- 3 When the county joins NACo, the NACo membership dept. will contact you to award you your registration.

It's that easy! Benefits for becoming a NACo member county include: lobbying, conferences, workshops, research, networking, publications and access to national leaders. *For further information contact Andrew Goldschmidt or Emily Landsman at (202) 942-4242 or visit [www.naco.org](http://www.naco.org).*

## Affordable Housing Initiative

NACo President, Lake County Illinois Commissioner Angelo Kyle has launched a broad based National Presidential Housing Initiative to increase access to quality housing and home ownership opportunities. NACo has assembled a strong and diverse coalition of housing and community leaders to support the effort including the Fannie Mae Foundation, National Association of REALTORS®, National Association of Home Builders, Freddie Mac, the Center for Housing Policy, and Bank of America.

These organizations are joining leading representative organizations of police, firemen, and teachers, in working with NACo to address America's housing crisis. Under President Kyle's leadership, public and private sector leaders are working together to: 1) put a 'face' on America's housing crisis, 2) improve the design, attractiveness, modernity, and quality of new housing—and assure that housing is affordable for more Americans, 3) take the case for quality housing for working families out into communities across America, and 4) work with the federal government to assist in meeting the challenge.

*For further information, a publication is available on NACo's website ([www.naco.org](http://www.naco.org)) which is meant to increase county officials' understanding of affordable housing financing through the use of HOME Investment Partnership Program (HOME), HOPE VI, and other public housing funds as well as issues to be considered when these funds are combined.*

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## Banish These Harmful Expressions

When serving customers, words that are intended to be helpful sometimes have the opposite effect. Replace these two loaded phrases with more helpful alternatives.

- **Bear With Me** - This is a phrase that suggests the listener is in for a lengthy and unpleasant wait. A good replacement for “bear with me” is “One moment please” or “I’ll be right with you.” Even better, follow the phrase with a specific description of what you’ll do to help the person. Example: “One moment, please, while I locate your records, Mr. Jones.” By including these details, you indicate to Mr. Jones that you’ve heard his request. And by including his name, you have personalized the message and avoided the “next, please” robotics that customers hate.
- **No Problem** - This is a phrase intended to convey that a person is capable of handling a situation, but sometimes all the listener hears is the word “problem.” Good alternatives? “Happy to be of assistance” or “It’s my pleasure.” These phrases convey a degree of happiness and excitement, and they suggest to the listener that a positive outcome is certain.

## Put A Lid on Office Conflicts

Misunderstandings and interpersonal problems are common sources of workplace strife. While some friction is inevitable, it shouldn’t wreck your workday or cause undue stress. Tame conflict with these tips.

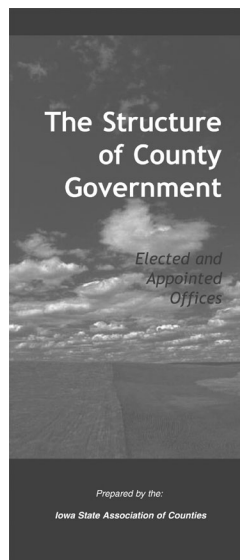
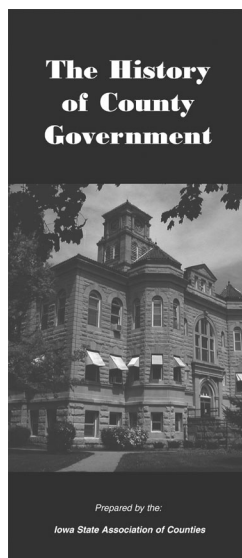
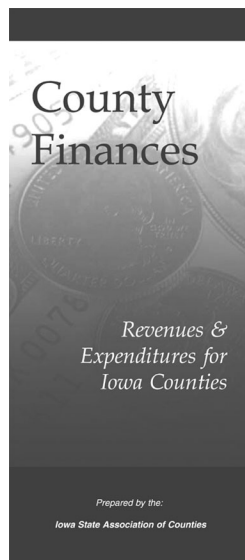
1. **Resist the temptation to involve yourself** in conflicts that do not directly involve you. Even if a coworker has clearly been wronged, allow that person to resolve the situation without you chiming in.
2. **Solve problems on your own.** Don’t always involve your superiors in conflict resolution. You’ll quickly give the impression that you’re unable to resolve even the smallest difficulties.
3. **Keep it private.** Don’t air grievances in front of inquisitive co-workers. Step into an office or conference room. Don’t hold negotiations where the office gossip can hear every word.

## Quick Idea

To be more productive while on hold, keep a stack of unopened or unanswered mail by the phone. You can tackle the pile while you wait.

*These articles were taken from Communication Briefings, October 2004. For further information visit [www.briefings.com](http://www.briefings.com).*

# Promote County Government!



Three brochures are available for counties to use in efforts to promote county government. The brochure entitled ‘County Finances’ outlines county expenditures and county revenue. The brochure entitled ‘History of County Government’ reviews the history of county government in Iowa and the United States. And finally, the brochure entitled ‘The Structure of County Government’ states the duties of county offices and services offered. These brochures are excellent marketing pieces for counties to have available for courthouse visitors. Contact Denise Obrecht at [dobrecht@iowacounties.org](mailto:dobrecht@iowacounties.org) or (515) 244-7181 if you would like copies of these brochures. The brochures are also available on ISAC’s website ([www.iowacounties.org](http://www.iowacounties.org)) under ‘About County Government.’

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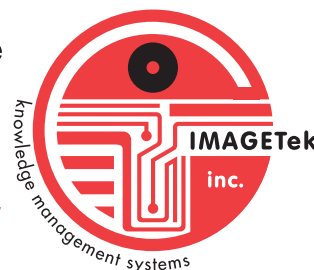
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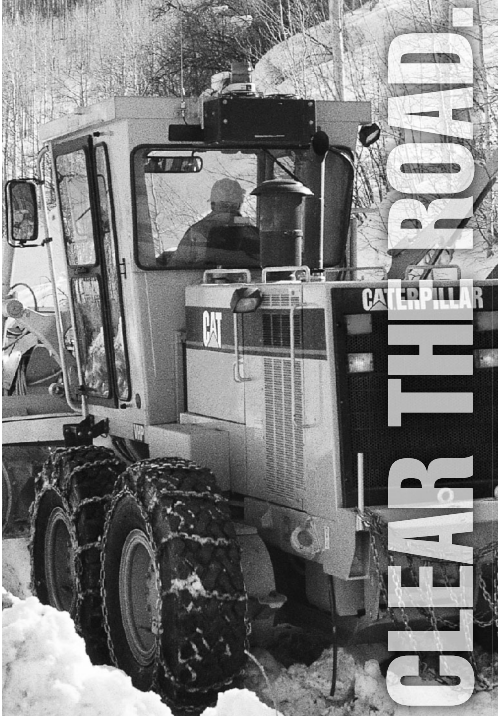
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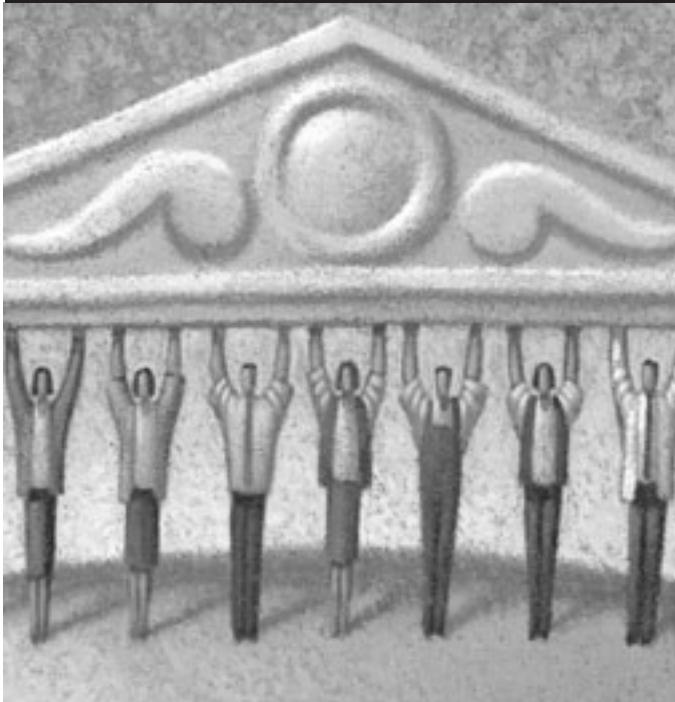
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For more information contact Lisa Cole, NACo Director of Enterprise Services, at 202.942.4270 or email [lcole@naco.org](mailto:lcole@naco.org).

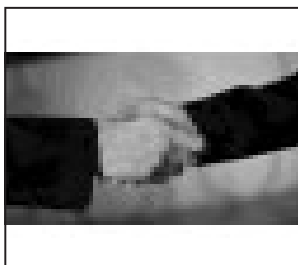




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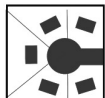
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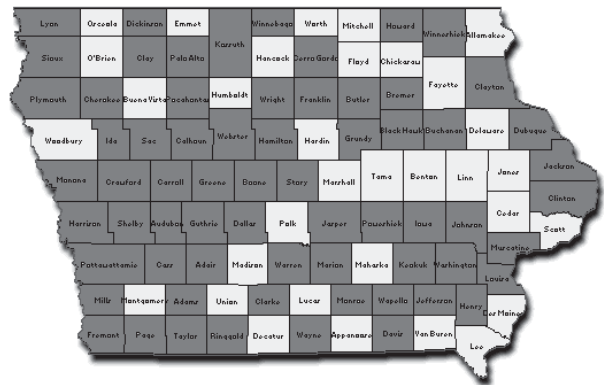
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Its principals (clockwise from lower center: Clarence Hoffman, Fred Dolezal, Russ Sporer, Ken Bilbrey) work with local insurance agents across the state to introduce and represent these programs to Iowa Counties. Currently, sixty-three counties are represented by CRMS and participate in one or both programs.

IMWCA was formed in 1981 to offer workers compensation and employers liability coverage to Iowa public entities. Current membership stands at 474 members (64 counties). ICAP’s inception was 1986. ICAP provides property and casualty coverages to 500 members (63 counties).

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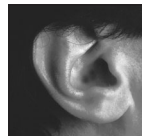
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## NOVEMBER

- 4 *CCMS Advanced Case Manager (Baymont Conference Center, Des Moines)*
- 9 *Recorders Task Force (ISAC Office)*
- 9-12 *County Attorneys Fall Conference (Cedar Rapids)*
- 14-16 *ISAC Fall School of Instruction (Downtown Marriott/Renaissance Savery, Des Moines)*
- 15 *CCMS Board of Directors (Downtown Marriott, Des Moines)*

## DECEMBER

- 1 *District 4 Winter Meeting (location TBA)*
- 1-3 *CCMS Fundamentals (location TBA)*
- 2 *District 2 Winter Meeting (Elks Lodge, Charles City)*
- 3 *Annual Drainage Conference (Starlite, Fort Dodge) Tentative*
- 7 *CCMS Training Committee (ISAC Office)*
- 7-9 *Engineers Annual Conference (Scheman Center, Ames)*
- 9 *District I Winter Meeting (Holiday Inn Airport, Des Moines)*
- 12-15 *Sheriffs & Deputies Winter School (Downtown Marriott, Des Moines)*
- 14 *Recorders Task Force (ISAC Office)*
- 16 *IEHA Board of Directors (ISAC Office)*
- 17 *ISAC Board of Directors (ISAC Office)*

## JANUARY

- 19-20 *New County Officers School (Holiday Inn Airport, Des Moines)*
- 21 *CCMS Board of Directors (Holiday Inn Airport, Des Moines)*
- 21 *Statewide Supervisors Meeting (Holiday Inn Airport, Des Moines)*

### Upcoming Schools

March 16-18, 2005 - Downtown Marriott/Renaissance Savery, Des Moines

November 13-15, 2005 - Downtown Marriott/Renaissance Savery, Des Moines

March 19-21, 2006 - Downtown Marriott/Renaissance Savery, Des Moines

November 29-Dec. 1, 2006 - Downtown Marriott/Renaissance Savery, Des Moines

*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! If you have any questions about the meetings listed above, please contact Jerri at (515) 244-7181 or by email at [jnoba@iowacounties.org](mailto:jnoba@iowacounties.org).*



**Bill King**  
District Manager

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## Quote of the Month:

"The first step to getting the things you want out of life is this: decide what you want."

- Ben Stein



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