

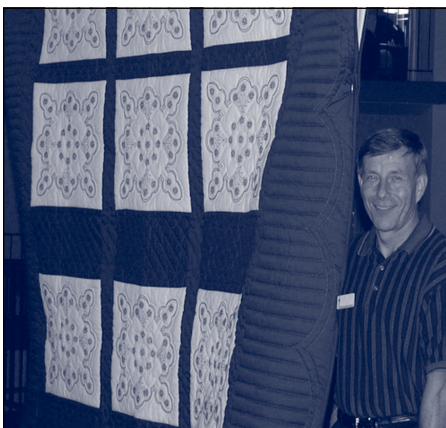
The Iowa County

IOWA STATE
ASSOCIATION
OF COUNTIES



It is Time for ISAC's Annual Fall School!

A Look Back at Fall School 2001...



2002 Fall School Information

Matrix Committee Results

October 2002

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The Iowa County

The official magazine of the
Iowa State Association of Counties
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ISAC members are elected and appointed county officials from all 99 counties. The Iowa County (ISSN 0892-3795) is published monthly by the Iowa State Association of Counties 501 SW 7th St., Ste. Q, Des Moines, IA 50309-4540. Periodicals postage paid at Des Moines, IA 50318. POSTMASTER: Send address changes to The Iowa County, 501 SW 7th St., Ste. Q, Des Moines, IA 50309-4540. Subscriptions: \$20 per year.

Pictures on cover. Clockwise from left to right: Chuck Reiken auctions tickets to the Iowa State vs. Iowa football game, as Jerri Noboa, ISAC staff, watches for bidders. Governor Tom Vilsack discusses the state budget crisis. Keynote speaker Wil Orr discusses how urban spread has harsh consequences. Cass County staff and family members in attendance to honor Joyce Jensen at the President's Reception. Lowell Tesch, Mitchell County Auditor, won the quilt raffled off for the ISAC Scholarship program. Attendees at the ISAC Past President's Breakfast.



Canceling Your Hotel Room

It has come to ISAC's attention that attendees are not canceling sleeping room reservations for ISAC conferences. This is due to attendees deciding to stay at another hotel, forgetting that they had made a reservation, or being unable to attend at the last minute.

Here are the consequences: 1) when the room is booked, others are turned away, 2) the hotel is holding rooms with several no shows and consequently losing money, and 3) we are losing our creditability with the hotels.

The hotels have been great to let ISAC conference attendees book a room for the next school and take early reservations. But, they are alerting ISAC that they don't know if they can continue to allow this practice. We are making you

aware of this situation and the hotels will let us know how the Fall School reservations go.

If problems continue with attendees not canceling their sleeping rooms, the hotels will ask that all rooms be secured with a credit card and if a room is a no show or not cancelled within 24-36 hours before the arrival date, the county official that made the reservation will be charged for one night's lodging.

If you have any questions, please call Jerri Noboa at 515-244-7181 or email jnoboia@iowacounties.org.

Keynote Speaker

Bob Feller, known as the "Heater from Van Meter," will be the keynote speaker for the ISAC Fall School with his presentation "Strike Out." The farmboy from Van Meter, Iowa was only 17 when he struck out eight members of the St. Louis Cardinals in three innings of an exhibition game. After this awesome display of pitching, Feller was advised to seek voluntary retirement from high school in order to sign a pro-baseball contract. For 20 years, the teenage phenomena was known as "Bullet Bob" and "Rapid Robert."

In 1940, Bullet Bob became the first American League pitcher to throw a complete game no-hitter on opening-day. At age 23, his career was interrupted by his four-year enlistment in the Navy. He remains the Indians all-time leader in shutouts (46), strikeouts (2,581), innings (3,828), and All-Star appearances (8). In 1962, this bullet hit the bulls-eye with an induction into the Hall of Fame. Plan on listening to Bob during ISAC's general session on Thursday, November 21, 2002.



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counties in the spotlight



Mary Maloney, Iowa State County Treasurer's Association President, announces the treasurer's new website at www.iowatreasurers.org.

Iowa property owners in 75 counties can now pay their taxes on-line at www.iowatreasurers.org using major credit cards or e-checks. The **Iowa State County Treasurer's Association** held a press conference September 6 to showcase the new on-line property tax payment service available. The project was developed as a joint effort between the Iowa State County Treasurer's Association and the State of Iowa Information Technology Department. Also available on the

website are over 40 forms to use when conducting business with the county treasurer, including the Iowa Driver's Manual and study guides in six languages. In 2003, all 99 counties will offer motor vehicle renewals on the treasurers' website.

The **Iowa County Recorders' Association** held their summer conference August 14-16, 2002 at the Holiday Inn in Mason City. Approximately 70 county recorders were in attendance. Topics such as website development, fee book procedures, remote access systems, and legislative issues were discussed by the recorders present. Entertainment included a tour of the Music Man Square in Mason City, a cruise on the Lady of the Lake Boat Ride in Clear Lake and socializing with Governor Tom Vilsack (whom by coincidence was traveling through and spent the night at the Holiday Inn).



Nancy Snakenberg, Iowa County Recorders' Association President, makes comments after a website demonstration by ACS.

Six counties have developed Opportunity Works, a new regional grassroots organization that focuses on locating resources aimed at improving the quality of life for citizens. **Tama, Black Hawk, Bremer, Butler, Buchanan** and **Grundy** counties (along with the Meskwaki Nation) were recently awarded \$600,000 from the Northwest Area Foundation of St. Paul, MN for a study on quality of life. The study is to discover opportunities to improve lives in the region.

(Taken from the *Toledo Chronicle*, August 6)

An estate in **Des Moines County** was auctioned off August 17 to establish a trust created to reduce property taxes. Dewey Byar, long-time farmer and resident in Des Moines County, died April 11, 2000 and did not like to pay taxes. To him it was a charitable way to make a difference. The co-executor of the trust said the proceeds from the Byar sale will fund the trust and income earned from it would be given to the county annu-

ally to keep taxes down. The estate consisted of 310 acres, grain bins and livestock equipment.

(Taken from the *Hawk Eye*, August 4)

Dallas County is working to preserve their 133-year-old county farm. While there is no immediate pressure to sell, members of the Dallas County Board of Supervisors say they want to protect the 526-acre farm as development encroaches. Supervisors and members of the Dallas County Farm Advisory Committee are drafting a master plan for the farm, with help from a team of Iowa State University professors and a graduate student. The plan will cost approximately \$13,000 and could include changes such as: increased involvement by Des Moines Area Community College agricultural students, showcasing the use of old and new farming techniques, adding therapeutic gardens for the 70 residents at the Dallas County Care Facility, renovating a pond for public fishing, building a horse arena for a DMACC equine program and therapeutic riding, building trails for the public to view livestock and have access to the Raccoon River, and providing more work opportunities for the residents at the Dallas County Care Facility. An informal survey done by ISAC showed Dallas County is the only county left with a full, operational farm under county management.

(Taken from the *Des Moines Register*, July 31)

Marjorie Burden, **Henry County** Treasurer, won an award from the Southeast Iowa Regional Planning Commission (SEIRPC) for her work on several committees with the Iowa State Treasurer's Association and ISAC, including the committee which designed the state's new license plates in 1997. Marjorie is the longest serving county official in Henry County, serving 28 years so far as treasurer.

(Taken from the *Mt. Pleasant News*, July 19)

Idea for service...

Two years ago, **Howard County** department administrators and the board of supervisors decided to hold informal town hall meetings every other year in each of the six communities located in Howard County (Riceville, Elma, Chester, Lime Springs, Protivin, and Cresco). The events were publicized by local newspapers which included a schedule and location of the town hall gatherings. Every city council of the six towns were also invited by phone or letter to attend. Department officials believed that by making themselves more accessible to the public, they could better serve the public. Several department officials attended at least one meeting this year. The board of supervisors were always asked about the usual road and bridge concerns in each area. The other department officials in attendance were questioned about drivers licenses, hunting licenses, election sites, disaster drills, well and septic systems, tattoo parlors, stray dogs, ATV trails and many other concerns.

around the statehouse

Matrix Committee Results

"For once, listen to reason."

"Isn't this micro-management?"

"Let's leave this factor in here for those operators who might need a few more points on their application."

Comment: "You said to keep it simple!" Response: "We're past that."

"The people are the problem."

"If I'm a moron and I'm dealing with another moron, we're both going to read this factor the same way."

-A variety of verbatim comments made during the meetings of the Master Matrix Advisory Committee – June-Sept. 2002

This column is a bit of a misnomer. It is devoted exclusively to what's going on "around the Statehouse" during the annual Iowa legislative session and throughout the year in relation to the effect upon county government and county officials by the actions of state agencies and administrative rules. Other times, this column deals with one issue which involves county government, whether or not it is touched by state government's relationship with counties. Perhaps this column should be titled "Around the Capitol Complex" or "The View from 501 S.W. Seventh."

The Matrix Committee: Incomplete Results

The current view is a continuation from last month's topic: the matrix committee. Ten delegates, mandated by SF 2293 (which was approved during the waning days of this year's regular legislative session), from different interest groups tried to design the scorecard called for in this year's version of a legislative "settlement" of the livestock arguments which has been discussed in this column since 1993. After meetings in June and July, the group met six days in August and again for two full days in early September. It was agonizing at times. It was infuriating at other times. The parties around the table saw the livestock confinement issue from very different perspectives. They were civil with one another, for the most part, but passionate. Votes were not taken, all agreement was to be by consensus.

When all was said and done, an incomplete recommendation was sent to the Department of Natural Resources (DNR). It was incomplete in my view and in the view of both of the county representatives: Humboldt County Supervisor Harlan Hansen and Buena Vista County Supervisor Jim Gustafson. Why? Because it did not 1) touch the issue of requiring minimum scores in the three final "risk categories" of air quality, water quality and community concerns, or 2) require an overall passing score for the applicant for a construction permit.

An ad hoc advisory group on the matter of how the matrix should look was assembled by the ISAC staff in Au-

By: Robert Mulqueen

ISAC Public Policy Analyst



gust. This gathering of eight county supervisors, two county planning and zoning directors and one county auditor suggested to Hansen and Gustafson that their number one recommendation was that a balanced final score is essential for a fair assessment of an application for a livestock confinement facility. They suggested that any assurances made by a potential operation's owner about steps that the operation would take *above and beyond the dictates of state law* should be rewarded by county supervisors with points on the matrix. But such points must be achieved through actions which mitigate community concerns as well as which mitigate environmental concerns. Thus, a minimum number of points should be scored concerning each of these various issues. A passing score should not be achieved by scoring points in one category while making little or no effort in the others. The representatives of the Iowa Farm Bureau, the Iowa Pork Producers and the Iowa Poultry Association did not agree with this proposal.

At the last meeting of the matrix committee, on September 5, the list of mitigating factors and the risk factors were ready for recommendation to the DNR. In addition, two differing reports were forwarded, each one stating that consensus could not be reached on the scoring mechanism. The report that ISAC, the Iowa Farmers Union, the Iowa Environmental Council and the University of Iowa submitted read, "In order for the master matrix to be a workable and fair system for county supervisors to use in the evaluation of new permit applications the three risk categories must be proportionally represented in the scoring process. Proportionality requires minimum threshold scores." The matrix which county officials, such as Hansen and Gustafson, have in mind is one with which a conscientious livestock producer will not have a tough time in gaining a passing score in each of the three risk categories.

HIPAA and Importance to Counties

Another issue which took up increasing amounts of time and attention both in courthouses and here at the ISAC world headquarters this summer is Title II of the federal Health Insurance Portability and Accountability Act (HIPAA). The August issue of this publication included a two page cover story explaining the significance of HIPAA to counties. Since this past spring, numerous meetings have been produced here at these offices about what county officials should know and what they must do to comply with this law as soon as October 16 or April 14 of next year. The Iowa State Association of County Auditors devoted a significant portion of their summer affiliate meeting to this issue. ISAC's website (www.iowacounties.org) is a good source of reference on what counties should be doing on this issue.

Counties Not Liable For Jail Escapees

Lyon County Case

In November of 2000 I discussed an important jail-related lawsuit pending in Sioux County called *Stettinichs v. Lyon County*. According to the lawsuit, on April 4, 2000, Matt Gibson was a prisoner at the Lyon County jail. On that date, Gibson escaped from the jail and kidnapped and sexually assaulted Jennifer Stettinichs of Rock Rapids and kidnapped two of her minor children. The Stettinichs sued Lyon County, claiming that the county failed to construct and/or maintain an adequate facility to confine the prisoner; failed to train the staff on how to confine the prisoner; and failed to adequately staff the jail so as to confine the prisoner.

Lyon County moved for summary judgment, claiming that it was immune from liability under Iowa Code §670.4(10), which provides immunity from any claim based on an act of a county official or employee "if the damage was caused by a third party, event, or property not under the supervision or control" of the county. The motion for summary judgment was denied. The district court found that there was a factual issue as to whether Gibson was under the supervision or control of the county at the time the crimes were committed.

The county appealed, and the Iowa Court of Appeals recently reversed the district court and found in favor of Lyon County (#1-667). Ed Keane, the Sioux City attorney who represented Lyon County in this matter, sent me a copy of the Court's decision. The Court of Appeals ruled that, based on the 1995 Iowa Supreme Court case of *Hameed v. Brown* (530 N.W.2d 703), Gibson was not under Lyon County's supervision or control after he escaped, and therefore, Lyon County was immune from liability for the crimes committed against the Stettinichs family.

The Court of Appeals said that even if Lyon County was negligent in allowing Gibson to escape, the county is immune from liability due to Iowa Code §670.4(10) because the escape "took him outside their supervision and control."

This decision is obviously very good news for counties. The Court of Appeals rejected any analysis based on whether the prisoner had been in county custody prior to the attack. They also rejected any analysis based on whether the attack was "foreseeable" because it was close in time and place to the escape. According to the broad language of this decision, negligent supervision by jail personnel does not make the county liable for harm caused by escaped prisoners.

FMLA

Can a county employee be fired while taking Family and Medical Leave Act (FMLA) leave? The Iowa Court of Appeals recently issued a decision clarifying the law in this area. In *Ritz v. Wapello County Bd. Of Supervisors* (#2-078), Cindy Ritz was employed as a nurse administrator by the Wapello County Board of Health. As a result of an automobile accident, Ritz was

By: David Vestal
ISAC Deputy Director



off of work for 2 ½ months. When she returned to work, she continued to take intermittent medical leave. Three months after she returned to work, the Board of Health eliminated her position. Ritz then sued the county for violation of the Iowa Civil Rights Act and FMLA.

Her FMLA claim was premised on the Board of Health's failure to restore her to her position as nurse administrator following her medical leave of absence.

The district court granted the county's motion for summary judgment, but the Iowa Court of Appeals reversed. The Court of Appeals said that FMLA provides that any eligible employee who takes medical leave is entitled to be reinstated by the employer to the job they had when the leave commenced, or to an equivalent position.

But what if, as the county claimed, the employee's position would have been eliminated whether she had taken FMLA leave or not? The FMLA statute itself says that an employee who takes FMLA leave has no special protection against her employment being terminated for reasons unrelated to her FMLA leave.

The Court of Appeals said that if Ritz would have been terminated regardless of whether or not she took FMLA leave, then Wapello County did not violate FMLA. The Court also held that the employee has the burden to show that there was a FMLA violation.

Wapello County denied that Ritz's termination had anything to do with her FMLA leave. Unfortunately, the Court of Appeals determined that in this instance there were unanswered factual questions about the termination, so the Court of Appeals reversed the grant of summary judgment for Wapello County and remanded the case to the district court for further proceedings.

The decision confirms that, even if an employee has taken FMLA leave, if the reason for the employee's termination is totally unrelated to his or her FMLA leave, there is no FMLA violation.

Parting Ponderable: Ken Will recently sent me these gems regarding children:

- You spend the first 2 years of your children's lives teaching them to walk and talk. Then you spend the next 16 telling them to sit down and shut-up.
- Grandchildren are God's reward for not killing your children.
- Mothers of teens know why some animals eat their young.
- The main purpose of holding children's parties is to remind yourself that there are children more awful than your own.
- We child-proofed our home three years ago and they're still getting in!
- Be nice to your kids. They'll choose your nursing home.

case management

CCMS Happenings

10th Annual CCMS Conference Completes Its Circuit

By: Dan Vonnahme
ISAC Case
Management Specialist

The brochure said the conference would occur on Aug. 13 – Aug. 15, 2002 at the Airport Holiday Inn in Des Moines. That is partially true. That is when the fun begins. Truly, the conference began in August 2001. That is when the feedback and information from the previous conference is gathered and the analysis starts. This input is then shared with the CCMS Training Committee, who do a wonderful job of helping identify and arrange topics and speakers for the next year (the next time you see a member of the CCMS Training Committee, give them



a hug or a hearty slap on the back for a job well done.)

CCMS staff must then keep the ball rolling; following through with contacts, contracts, and logistical details. The ISAC Administrative team is also invaluable for their support and help throughout the registration process.

This year's conference was entitled "Challenges & Opportunities – Rewiring the System." This theme was a nod to the ever-changing landscape of Targeted Case Management. Indeed, some late changes to the agenda were made in response to some of the hot-topic issues that presented themselves, such as Nancee Blum's presentation of "DSM IV: Diagnosis &

Larry Fricks, the Director of the Office of Consumer Affairs from Georgia, traveled to Iowa to present his keynote address and to sample a corn dog later that night at the Iowa State Fair.

Symptoms" to help address the summer's onslaught of MBC Utilization Management Guideline Reviews. A pre-conference session on "Ethics" presented by Bruce Buchanan helped kick off the proceedings on Tuesday morning and featured some spirited, interactive discussion of true-life ethical dilemmas that Case Management staff had encountered.

Keynote sessions by Larry Fricks (Peer Support – Evidence Based Practice) and Al Condeluci (Cultural Shifting: Build-

ing the Bridge to Community) helped remind us of the Big Picture of **why** we do the work we do – to help others achieve their highest level of quality of life within their communities. A choice of 21 different breakout sessions then helped participants focus on the nuts and bolts of **how** we assist those we work with. Topics of these sessions included "Wellness Action Recovery Plans", "Documenting to Meet Accreditation", "Overview of HCBS Waiver Programs", "Community Crisis Planning" and "Making the Connection: Writing Person Centered Goals" to name just a few.

Thanks again to all those who donated their time and effort to do a presentation at the conference. And of course, thanks to the attendees of the conference itself. It is your energy and enthusiasm that gives each conference its own unique personality. Now, if you'll excuse me, we've got to get back to work. Next year's conference is only 11 months away, you know.

Draft Proposed Administrative Rules Amendments

By: Deborah Westvold
ISAC Case
Management Director



The Department of Human Services is developing a new chapter in the Administrative Rules for Targeted Case Management. DHS staff have stated that the purpose of these rules is to clarify Medicaid's expectations of targeted case management by pulling together information that has been scattered in policy manuals, clarification memos, and various locations in the Administrative Rules. However, the rules do much more than that. Among the provisions in the rules are: 1) a requirement for prior authorization for all TCM consumers at least annually, 2) establishing a minimum caseload number, and 3) limiting indirect administrative expenses. The CCMS Board is developing a position paper that clearly articulates our concerns. At this time we are gathering information from CCMS member counties to include in the position paper. The CCMS Board has also adopted a number of legislative objectives that they have sent to the Human Services Steering Committee for consideration.

ARO: "On the Road Again"

Marty Swartz and Deb Westvold have been asked to provide additional training on the Adult Rehabilitation Option (ARO). The focus of these trainings has been to review the rules and to discuss and problem solve issues that agencies are experiencing. Copies of the presentations are available on the CCMS page of the ISAC website (www.iowacounties.org). You can also get a copy of the Draft ARO Manual at the same website location. The ARO Work Group will be meeting again in the near future to discuss ways to resolve the issues that have been identified.



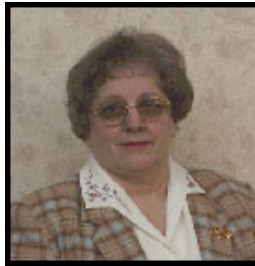
The "Hearing Voices" session provided participants with firsthand experience of the challenges of dealing with auditory hallucinations.

Meet Your Board Members

Jackie Butler

ISAC Board Member

Jackie Butler has been employed at Hamilton County Public Health Services since June of 1983 and became administrator September 1984. Jackie's past employment includes: selling doughnuts and wrapping buns in a bakery, student nurse at Iowa Lutheran Hospital School of Nursing in Des Moines, nurse with Dr. J.L.Ptacek in Webster City, filled in as school nurse and worked in obstetrics at the hospital in Webster City, professional band parent, baseball score keeper and cheerleader, part time college student, and farmer. Jackie is a member of Iowa Nurses Association, PEO, Hamilton County League of Women Voters, Iowa Public Health Assn, Iowa Association for Home Care, and Iowa Hospice Organization. "I believe in County Government. The many trips to Washington DC and participating in the process with legislators, getting and sharing ideas from others, increasing knowledge of resources....and friendships I have made. The experience has helped me grow in my knowledge and appreciation of all levels of government, has broadened who I am as a person and maybe, just maybe, I may have made a small contribution that will make life better for some of the people we serve back home." Jackie has been married for 39 years to Miles Butler, who is currently employed with Xenia Rural Water. "Miles was a Hamilton County Supervisor for 16 years as well as an ISAC board member so county government was an important part of both of our lives," said Jackie. Jackie and Miles have two children, daughter Jodie Cue who is a risk coordinator for the Kalona Middle School and son Matthew who is a private contractor who specializes in hardwood floors and ceramic tile in Grove City, Ohio. "Work has always been my favorite hobby." She also enjoys spending time with her four grandchildren, collecting beanie baby bears and two patterns of depression glass dishes.

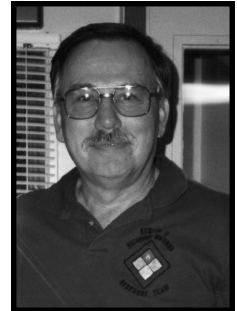


Meet The CCMS Board Members

Harlan Hansen

CCMS Board Member

Harlan Hansen has served as Humboldt County Supervisor for more than seven years. "I enjoy serving on the CCMS board because it keeps me up to date with the issues that can, and do affect the local counties, both service and budget wise." Before serving as supervisor, Harlan was self employed raising hogs and grain farming. He also worked as a mechanical engineer for the Chantland Company in Humboldt. Harlan is active with the Humboldt County Pork Producers, local elevator board, and Our Saviors Lutheran Church. In his spare time Harlan can be found fishing, camping or golfing. He has been married 41 years to his wife Virginia who is a nurse. They have three grown daughters (Rozanne, nurse; Renee, stay at home mom; Becky, stay at home mom) and 10 grandchildren.



classified ad

Engineer Position

Due to the recent retirement of our county engineer, Jerry Weber, Clayton County is seeking qualified applicants to fill this position. The position requires a licensed civil engineer of the state of Iowa. In addition, being a land surveyor would be beneficial. Salary is negotiable. Please mail resume, to be received no later than December 1, 2002, to: Clayton County Board of Supervisors, 200 East Bridge St., Elkader, IA 52043.

Visit ISAC's website
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Paulson Appointed to National Steering Committee

Winnebago County Auditor Robert Paulson was recently named vice chair of the Agriculture Subcommittee of National Association of Counties' (NACo) Agriculture and Rural Affairs Steering Committee by NACo President Kenneth Mayfield. NACo's 11 steering committees 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 Agriculture and Rural Affairs Steering Committee focuses on farm legislation affecting the economy of agricultural counties; trade legislation as it affects agriculture; rural development programs; soil conservation; and agricultural land preservation. In addition, the committee is responsible for oversight of platform amendments and resolutions from other steering committees that have a significant impact on rural counties.

Halliburton Chairman of Rural Action Caucus

Jane Halliburton, Story County Supervisor, is the new chairman of the Rural Action Caucus, a division of the National Association of Counties (NACo) devoted to improving conditions in rural areas. Jane was appointed chairman during NACo's annual conference in July. "I hope to highlight the strength and diversity of rural America and advocate solutions to the many challenges facing rural counties," said Halliburton. The Rural Action Caucus is a bipartisan coalition of more than 1,500 rural elected officials who serve as advocates for rural counties in Washington D.C. The association represents U.S. county governments, providing legislative, research, technical, and public affairs assistance to members.

miscellaneous

Recycling Workshop

The DSM Environmental, the Iowa DNR's Energy and Waste Management Assistance Bureau, are hosting the workshop "How to Evaluate Your Residential Recycling Program." This workshop will present results from ECICOG's Residential Recycling Evaluation Project on Thursday, November 7, 2002 from 10a.m. to 3p.m. at the Urbandale Public Library, 3520 86th Street in Urbandale, Iowa. Registration fee is \$10.00 (this covers the cost of your meal). For registration information, please contact Becky Jolly at 515-242-6043, or register on the web at www.iowadnr.wmad.org

SET An Upset Co-Worker Straight

Calm an angry or frustrated colleague by expressing SET.

- **Support.** Begin by siding with the person. Find an area of agreement or give a verbal pat on the back. Example: "I know what you are up against."
- **Empathy.** Consider how your colleague feels. Show that you're trying to step into his shoes with statements such as "I can tell this upsets you."
- **Truth.** You're now ready to assess the situation in honest, direct terms and commit to action. Example: "The truth is I can help only to a limited degree. Here's what I can do..." Pause a few seconds between steps. Connect all three with a few seconds of silence. Don't say "but," which can sound negative. Example: Replace "You must be disappointed, but the truth is, I can't fix things right away" with "You must be disappointed. (pause) The truth is I can't fix things right away. I can..."

(Taken from *Lion Taming*, Betty Perkins, Aslan Publishing)

Speed Meetings

Set the stage for productive meetings with these tips.

- **Invite only those who absolutely must attend.** Solicit input from others beforehand and relay their questions and concerns to participants.
- **Emphasize action in your preprinted agenda.** Highlight the verbs for each item to reinforce its purpose. Example: Gather information, identify options, assign duties.
- **Silence interrupters** and whispering attendees who conduct side conversations.

(Taken from *Fortune Small Business*, Time Inc.)

Check The Climate With Email Surveys

Here's a quick way to gauge employee morale; send employees an email survey. Assure them that you'll keep their answers confidential and that you want them to be totally honest. Example: "How would you rate your job satisfaction?" "What do you like most/least about your job?" "What do you look forward to over the next year?"

(Taken from *Communication Strategies*, Davis & Co.)

Quick Tips:

Stop yourself from interrupting someone who is speaking by taking a sip of water whenever you're tempted to speak up.

Open your speech with drama by sharing an anecdote or citing a startling fact. Don't dilute your introduction by thanking your hosts or gushing about the weather or the city you're in.

fall school agendas

TREASURERS

Meeting at Four Points Sheraton

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)
 5pm - 6:30pm Treasurers Hospitality Room (*Four Points Sheraton*)
 7pm Retired Treasurers Recognition Banquet

Wednesday, November 20, 2002

8am - 2pm ISAC Registration (*Four Points Sheraton*)
 8am - 4:30pm ISAC Registration (*Holiday Inn*)
 9am - 9:30am Opening Remarks, Reports, Officer Nominations
 - Mary Maloney and Lana Taylor
 9:30am - 10:15am Drivers License Expansion Status
 - Darrell Bauman, Kim Snook, Barb West
 10:15am - 10:30am **BREAK**
 10:30am - Noon Motor Vehicle Enhancement Project
 - DOT Enhancement Committee and Archon Technologies, David Knigge
 Noon - 1pm **OPEN LUNCH**
 1pm - 3pm Website Task Force
 3pm - 3:15pm **BREAK**
 3:15pm - 4pm Glena Ross Pomeroy Computer: Computer Equipment
 4pm - 4:30pm Legislation/Committee Reports
 5pm - 6:30pm Treasurers Hospitality Room
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:30pm **OPEN LUNCH**
 1:30pm - 3pm Bankruptcy Seminar
 3pm - 3:30pm **BREAK**
 3:30pm - 3:45pm Audit Report Budget
 3:45pm - 4pm Election & Installation of Officers
 4pm - 5pm **Ice Cream Social with Exhibitors**
 -Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 To Be Announced

EMERGENCY MANAGEMENT

Tuesday, November 19, 2002

8:30am - 4:30pm ICS/UCS Overview and Tabletop Exercise (*Camp Dodge, Johnston*)
 5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)
 8:30am - Noon ICS/UCS Exercise continued (*Camp Dodge, Rec Hall*)
 Noon - 1pm **LUNCH** (*Camp Dodge*)
 1pm - 4:30pm ICS/UCS Exercise continued
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:30pm **OPEN LUNCH**
 1:30pm - 4pm IEMA Business Meeting
 4pm - 5pm Ice Cream Social with Exhibitors
 - Scholarship Raffle Drawings
 7pm **Affiliate Dinner** (*Crimmins Cattle Co.*)

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 9am - 10am Ellen Gordon, IEMD Administrator
 10am - Noon CISD Coordinators - Red Cross Team

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Kirby Moss



Mike Vogel



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COMMUNITY SERVICES: GENERAL ASSISTANCE

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)
 9:30am - 10:30am Legislative Review Committee (*joint with CPC's*)
 10:30am - Noon Difficult Economic Times: CAP Agencies & Counties Working in Partnership
 - Michael J. Coverdale, Iowa Community Action Association Director
 Noon - 1:30pm **OPEN LUNCH**
 1:30pm - 3pm Legal Guidance: Poor vs. Needy, GA vs CPC and other issues (*joint with CPC's*)
 - Anastasia Baker Hurn, ISAC Staff
 3pm - 3:15pm **BREAK**
 3:15pm - 4:30pm Legal Settlement: Do We Want to Keep it?
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:15pm **OPEN LUNCH**
 1:15pm - 2:45pm Changes and Updates for the State Paper Program
 - Kim Stout, U of I Hospitals
 2:45pm - 3pm **BREAK**
 3pm - 4:30pm CSA Business Meeting
 4:30pm - 5pm **Ice Cream Social with Exhibitors**
 - Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 8:30am - Noon How to Respond to the Angry Client (*joint with CPC's*)
 - Ken Zimmerman

COMMUNITY SERVICES: CPC'S

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)
 9am - 9:30am CRIS Update
 - Deb Westvold, ISAC staff, and panel
 9:30am - 10:30am Legislative Review Committee (*joint with GA*)
 10:30am - 11:30am Brain Injury Services
 - Tom Brown, Dept. of Public Health
 11:30am - Noon Mental Health Satisfaction Survey
 - Jim Overland, Dept. of Human Services
 Noon - 1:30pm **OPEN LUNCH**
 1:30pm - 3pm Legal Guidance: Poor vs. Needy, GA vs CPC and other issues (*joint with GA*)
 - Anastasia Baker Hurn, ISAC Staff
 3pm - 4:30pm MH/DD Redesign Update: Allowable Growth (*joint with Supervisors*)
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:15pm **OPEN LUNCH**
 1:15pm - 2:45pm Medications and Their Appropriate Use
 - Ron Larson
 2:45pm - 3pm **BREAK**
 3pm - 4:30pm CSA Business Meeting
 4pm - 5pm Ice Cream Social with Exhibitors
 - Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 8:30am - Noon How to Respond to the Angry Client (*joint with GA*)
 - Ken Zimmerman, Mental Health Center of Iowa

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INFORMATION TECHNOLOGY

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)
 9am - 9:30am Training County Employees: In-House or Outsource?
 - Denise Kalbus, Warren County
 - Theresa Wurth, Clay County
 9:30am - 10:45am Privacy & Security in a Public Entity (HIPAA)
 - Randy Snyder, Warren County
 10:45am - 11am **BREAK**
 11am - Noon ICIT Business Meeting
 Noon - 1pm **OPEN LUNCH**
 1pm - 2pm Color Infrared Photography Project
 - Todd Bishop, Iowa DNR
 2pm - 2:45pm E-Government: What is it?
 - Mitch Tollerud, Scott County
 2:45pm - 3:45pm E-Government: On-line Transactions
 - Kay Arvidson, Iowa Interactive
 3:45pm - 4:30pm E-Government: Digital Signatures
 - Dan Combs, Director of Digital Government
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:30pm **OPEN LUNCH**
 1:30pm - 4pm Real Estate Workflow: From Survey to Taxes Panel
 4pm - 5pm **Ice Cream Social with Exhibitors**
 - Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 9am - Noon Starting & Managing a GIS: Organizational and Technical Considerations
 - Peter Thum, GeoAnalytics

ZONING OFFICIALS

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)
 10am - Noon Hazard Mitigation
 - A.J. Mumm, Iowa Dept. of Public Defense
 Noon - 1pm **OPEN LUNCH**
 1pm - 1:45pm Publication Timing, Open Meetings Law
 - David Vestal, ISAC Staff
 1:45pm - 2pm **BREAK**
 2pm - 3:30pm Subdivisions
 3:30pm - 3:45pm **BREAK**
 3:45pm - 4:30pm Ag Exemption
 - Doug Wood, Tim Huey, Doug Bird
 8pm - 9pm President's Reception (*Holiday Inn*)
 9pm - Midnight ISAC Dance "The Blue Band" (*Holiday Inn*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)
 7:15am - 8:15am **Coffee & Rolls with Exhibitors**
 8:15am - 10:45am ISAC General Session & Vote of ISAC Priorities
 Keynote Speaker: Bob Feller
 10:45am - 11am **BREAK**
 11am - 12:15pm ISAC Seminars
 12:15pm - 1:30pm **OPEN LUNCH**
 1:30pm - 2:15pm Landfills (*joint with Supervisors*)
 2:15pm - 2:30pm **BREAK**
 2:30pm - 4:30pm NASA
 4pm - 5pm Ice Cream Social with Exhibitors
 - Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)
 9:30am - 11am Livestock Matrix (*joint with Supervisors*)




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SUPERVISORS

Tuesday, November 19, 2002

5pm - 7pm Early Bird Registration (*Holiday Inn*)

Wednesday, November 20, 2002

8am - 4:30pm ISAC Registration (*Holiday Inn*)

9am - 10am Homeland Security
- Ellen Gordon (invited)

10am - 10:45am GIS (*joint with Assessors and Engineers*)

10:45am - 11am **BREAK**

11am - Noon Economic Development
•Rural Action Caucus, Jane Halliburton

Noon - 1pm **OPEN LUNCH**

1pm - 2pm Business Meeting

2pm - 2:30pm Humanities Iowa Culture Issues
- Jamie Dogget

2:30pm - 3pm **BREAK**

3pm - 4:30pm MH Redesign
- MH Allowable Growth

8pm - 9pm President's Reception (*Holiday Inn*)

9pm - Midnight ISAC Dance "The Blue Band"
(*Holiday Inn*)

10:45am - 11am

11am - 12:15pm

12:15pm - 1:30pm

1:30pm - 2:15pm

2:15pm - 3pm

3pm - 4pm

4pm - 5pm

BREAK

ISAC Seminars

OPEN LUNCH

Land Use (*joint with Zoning*)

- Rep. Ed Fallon & Sen. Mary Lundby

HIPAA

Hot Topics

- RUTF (*joint with Engineers*)

Royce Fichtner, Tom Stoner, Tom Rohe

- Court Reorganization

- State Revenue Picture

Ice Cream Social with Exhibitors

- Scholarship Raffle Drawings

Friday, November 22, 2002

8am - 11am ISAC Registration (*Holiday Inn*)

8:30am - 9:30am Fair Labor Standards Act

- Mike Staebell, Assistant District

Director, US Department of Labor, Wage and Hour Division in Des Moines

9:30am - 11am Livestock Matrix (*joint with Zoning*)

Thursday, November 21, 2002

7:30am - 4pm ISAC Registration (*Holiday Inn*)

7:15am - 8:15am **Coffee & Rolls with Exhibitors**

8:15am - 10:45am ISAC General Session & Vote of ISAC
Priorities

Keynote Speaker: Bob Feller

Quote of the Month

"Always read stuff that will make you look good if you die in the middle of it."

- P. J. O'Rourke

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OCTOBER

- 2 CPC's Statewide Meeting - Best Western Inn, Ankeny
- 3 ISAC Steering Committees - Holiday Inn Airport, DM
- 3 CCMS North East Supervisor's Support Group
- Delaware County Community Services, Manchester
- 9 CCMS North West Support Group
- Season's Center, Spencer
- 9 CCMS North Central Support Group
- Bennigans, Clear Lake
- 15 CCMS Administrators - Best Inns & Suites, DM
- 17-18 CCMS Strengths Based Training
- Best Inns & Suites, DM
- 22-23 Mental Health Conference - Scheman Center, Ames
- 24-25 ISAC Board of Directors - ISAC Office

NOVEMBER

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

DECEMBER

- 4 District IV Winter Meeting - Location TBA
- 5 District II Winter Meeting - Elks Lodge, Charles City
- 6 Annual Drainage Meeting
- Best Western Starlite Village, Fort Dodge
- 8-11 Sheriffs & Deputies Winter School
- Downtown Marriott, Des Moines

- 10-12 Engineers Winter Meeting - Scheman Center, Ames
- 13 ISAC Board of Directors - ISAC Office
- 19 District I Winter Meeting - Holiday Inn Airport, DM

JANUARY

- 14 CCMS Administrators - Best Inns & Suites, DM
- 21 CCMS Board Meeting - Holiday Inn Airport, DM
- 21 Statewide Supervisors
- Holiday Inn Airport, DM
- 22-23 New County Officers School - Holiday Inn Airport, DM
- 23-24 ISAC Board of Directors - Holiday Inn Airport, DM

FEBRUARY

- 9-12 Sheriffs & Deputies Patrol School
- Four Points Sheraton, DM
- 19-20 ISAC Board of Directors - ISAC Office
- 28-Mar. 4 NACo Legislative Conference, Washington DC

For agendas or additional information on any of the above listed meetings please visit our website at 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 jnboea@iowacounties.org.



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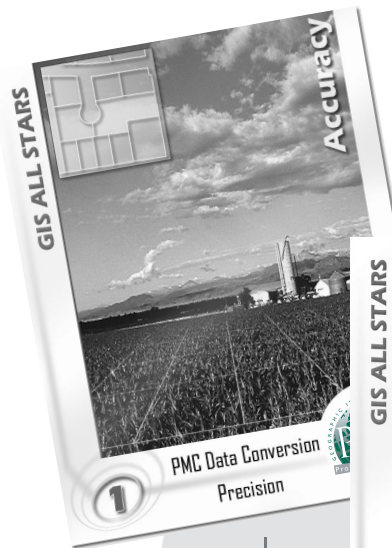


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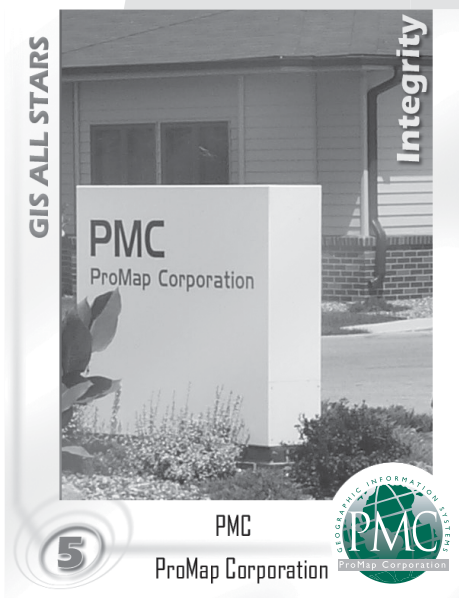


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