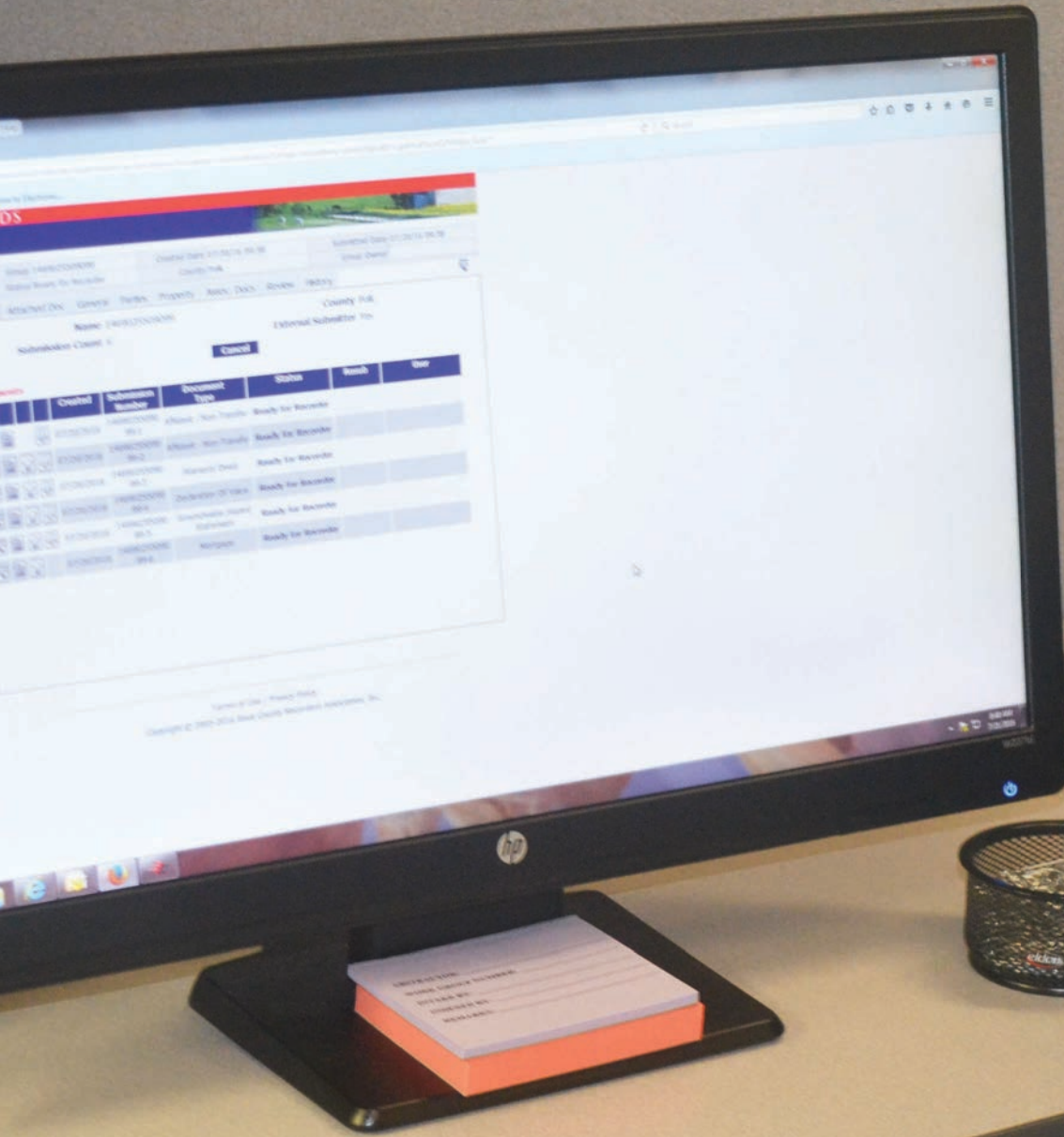


The Iowa County



April 2018

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representing ICAP and IMWCA

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Iowa State Association of Counties

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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Preferred Vendor of the Month

Safety and Security in Public Buildings: Things Counties Should Consider

Last month, sessions during the ISAC Spring Conference focused on public building safety.

This has been a hot-button topic as of late, and it is especially relevant to Iowa counties, which must consider not only the safety and well-being of their employees, but also that of the general public. For counties big and small, there are many areas in which this must be done. Yet, for many counties, it can seem daunting to try to evaluate public building safety from a “big picture” perspective because it can be difficult to know where to start.

There’s the obvious, of course – fire safety, first aid, no-slip signage, etc. – but what about more inconspicuous threats? These can be difficult to identify and, for counties and other large entities, which typically house multiple departments in a given public building, even more challenging to address.

If you find it overwhelming to evaluate the safety measures in place for your public buildings, try breaking it down by category. List the buildings your county utilizes and owns, then detail the security measures for each. Note what evacuation procedures are in place, whether surveillance systems exist, and who is responsible for building safety, such as putting up signage or monitoring suspicious activity. Enlist the help of building supervisors and department heads, who are likely to be good sources of information regarding the processes and procedures in place for a given building. These individuals can help you put together a snapshot of what a building’s security *really* looks like. In your discussions, ask about public and employee usage for each respective building. From there, you can evaluate whether the safety and security measures are adequate. Be honest with yourself during this process; don’t be afraid to admit if safety measures are lacking or inadequate. The benefits of doing so will be two-fold.

“We’ve seen increased demand for security and surveillance systems across the whole of the ICAP membership these last few months,” Kasi Koehler, Marketing Manager and representative for the Iowa Communities Assurance Pool (ICAP), commented. “A number of ICAP members have received grant funds for the purchase of surveillance cameras and related systems; they know the benefits of these systems go far beyond building security. They recognize such systems not only help protect an entity’s property, but also its employees and the public.”

ICAP recommends implementing security systems, protocols, and employee trainings, and the Iowa Municipalities Workers’ Compensation Association (IMWCA) agrees, noting doing so can help protect not only county-owned property, but also employees *and* members of the general public. In fact, an ICAP member county recently experienced such a situation, when a civilian fell and sustained injuries on county-owned property. The individual was uncertain as to how the fall occurred, and without any witnesses to the event, there were questions regarding what caused the fall and who, if anyone, was at fault. Fortunately, the county had a surveillance camera in place, and the incident was recorded. Through review of the recorded footage, officials were able to determine the fall was the result of health issues and, as such, the county was not responsible. Without the recording, however, questions could have remained, and the county could potentially have been found liable.

Scott Smith, IMWCA Loss Control Representative and certified ALICE trainer, suggests, “Security systems and facility ingress protocols can help limit the types and level of exposure to a public entity. Public entities are often considered easy targets for demonstrations, attacks, and active shooter situations. Such systems – and related training – can help protect people and might also serve as a means of building morale amongst employees who may feel better equipped to respond should a dangerous or questionable situation occur.”

What sort of questionable situation? There are many. In addition to the threats already named, county officials must also consider less visible threats. In fact, in addition to deadly weapons-related incidents, IMWCA counts verbal abuse and physical altercations among the top safety issues county employees face.

ICAP and IMWCA work actively with their memberships to identify safety and security concerns related to loss control and comprehensive risk management. Both organizations encourage security assessments on all county-owned buildings, and suggest seeking employee input on what safety measures are in place, as well as what can be done to improve them. Ask your employees what they see as “risks” to the building; inquire where they think safety measures are lacking; and be prepared for feedback. Then start to address the issues that exist. To the extent possible, invest in surveillance cameras or other security measures deemed necessary for a given building. Develop appropriate response protocols for potential situations, and train your employees on them. Simply providing a handout or set of instructions is not enough. Training is necessary, and so are routine drills that can help employees become familiar with how to react should a potential situation occur.

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Preferred Vendor of the Month

If you are unsure of where to begin or how to move forward, contact ICAP and/or IMWCA for assistance. Both organizations have dedicated teams of loss control experts that are available to address the specific needs of a given member, even if those needs differ by building or department. In addition, both ICAP and IMWCA offer exclusive trainings and resources intended to help mitigate risks and protect your county against potential threats, injuries, and loss.

Whatever your means of moving forward, one thing is for certain. County officials *must* address security and safety risks. They have an obligation to do so, and they must do so now – before it becomes too late.

“Dealing with security-related issues should be no different than addressing other, traditional workplace safety hazards,” Smith says. “It is the county’s obligation to identify hazards, develop applicable policies and procedures, and conduct effective employee training.”

Koehler suggests, “Though it can seem like a lot of work, breaking down safety and security measures by building and department makes things easy. It gives county officials an accurate snapshot of what systems and policies are already in place. That snapshot usually shows exactly where a building or department is lacking. From there, it’s fairly simple to identify what measures are necessary and to TAKE ACTION.”

In terms of moving forward, county officials can do so with three goals: To eliminate the potential for fatalities; To reduce injuries; and To protect county-owned property. To achieve these goals, an employer or supervisor must identify what hazards exist and pose potential threats to a given entity. Key questions to ask include: What could happen?; Who – or what – is at risk?; and What can we do about it?

Think of these items in terms of both the general public and employees, and develop policies and procedures to address any potential security issue or safety threat that may arise. And remember, threats aren’t just external. Ask your employees how they feel about the workplace – do they feel safe? – and provide them the opportunity to offer opinions. Offer employees the option to report concerns and offer feedback anonymously, be it through a communications box or other means. Whatever information your county receives, take it seriously. Consider the policies, procedures, and/or training mechanisms that may help address any issues reported.

ICAP and IMWCA provide countless resources to help their members address such issues. Both organizations offer members on-site loss control, customized risk management services, educational opportunities, tailored publications, *and* face-to-face training.

In addition, ICAP provides its members exclusive access to the Resource eLibrary, which contains thousands upon thousands of documents, training resources, and sample policies and procedures all of which are available to members free-of-charge. And, for the third consecutive year, ICAP is offering every member of the Pool \$1,000 towards the purchase of loss control and safety equipment, including most surveillance cameras and related systems. Members may request these funds directly via the ICAP website (www.icapiowa.com/grant).

IMWCA members also have access to exclusive materials, including Online University Courses, Response in the Workplace, and HR services and newsletters. Members of IMWCA also benefit from active shooter response trainings that the organization provides free-of-charge to all member entities. These trainings are offered by Loss Control Representative Scott Smith, who completed training as a hostile response trainer through Response Options of the ALICE Training Institute (www.alicetraining.com). Members interested in arranging such a training can contact Smith directly via scottsmith@imwca.org.

“The subjects we cover in these trainings are serious and often force people to consider deeply disturbing issues,” Smith commented, “but it’s been found that employees are extremely interested in learning what they can do to effectively respond. County officials need to acknowledge this and to provide employees the opportunity to learn more.”

Koehler commented, “We are noticing a change in our member representatives. They are realizing the need for more training and security, because they know such systems and training opportunities not only help protect their property, but can also limit an entity’s liability and even save lives in the event something unsavory occurs.”

For additional information on the ways in which your county can enhance safety in public buildings and create a more secure work environment, visit www.crmsia.org.

Feature - Affiliate Efficiencies

All Watched Over by Machines of Loving Grace

This issue of *The Iowa County magazine* shares stories about how county officials have developed electronic tools to improve the efficiency of their operations with resulting improvements in their ability to serve the public. I think you will be amazed at what has been achieved in the last 20 years by ISAC members. County engineers, treasurers, recorders, and county attorneys have all taken their ideas and turned them into reality. While this issue focuses on these four affiliates, other ISAC affiliates have been busy as well, and we will cover their activities in future issues. We just ran out of space.

For now, though, let's briefly review what made these tools possible. Some of you who know me are going, "oh boy, here he goes again!" Just relax! Historians like to find a "historical thread" and to follow it backwards in time. And, while I could take you back to the stone age, or before, to talk about humankind's use of tools, I am only going back 71 years to 1947. Why 1947? This was the year that transistors were invented. The transistor was a critical building block for the digital age. I have listed below a sampling of technology breakthroughs for your perusal – although there are various claims about who did what when.

Random access memory (RAM) for the first computer was developed in 1948 and one year later was used in a fully operational computer called "The Manchester Mark 1 Computer." The first production hard disk was created by IBM in 1956. The Microchip was invented two year later. IBM shipped the first solid-state data-processing systems including transistors and IBM Hard Discs in 1959. In 1963, a prototype of the computer mouse was invented but it would take 20 years before it was widely used in conjunction with an Apple product. The computer language BASIC (Beginners' All-purpose Symbolic Instruction Code) was developed in 1964.

The ARPANET, the predecessor of the Internet, was developed in 1969. That year was a very eventful year in many ways: April 25 - I was inducted into the US Air Force; June 3 - the last episode of 'Star Trek' aired; July 20th – Neil Armstrong and Buzz Aldrin walked on the moon; and from August 15-18, 400,000 people enjoyed music and other things at Woodstock. These were all technological marvels in their own right!

Intel released the world's first microprocessor in 1971. Also in the 1970s, Microsoft became a registered trademark; the Cray-1 supercomputer was developed; the Apple Computer Company was formed by Steve Jobs in 1976; Apple II went on sale in 1977; and, Sony introduced the Walkman in 1979. I remember that first Walkman, it weighed about 1 pound and cost over \$150. The Walkman was released just one day before I started working at ISAC – July 1, 1979.

The first IBM PC using Microsoft MS DOS was launched in 1981, and the term Internet was first mentioned that year; 1982, the *Times magazine* "Man of The Year" was The Computer; 1983, the ARPANET officially changed to use Internet Protocol; 1985, the first .com domain name is registered; 1988, first major computer virus infects computers connected to the internet; and in 1989, the first release of Microsoft's Office bundle included Word and Excel - both of which were developed earlier in the 1980s.

In the 1990's, Microsoft released Windows 3.0, Windows 95, and Windows 98, and the internet was made available for unrestricted commercial use, and the number of computers on the net reached one million in 1991. Netscape Navigator quickly became the most popular browser for the web but was soon overtaken by the release of Internet Explorer versions 3, 4, and 5. By the mid-1990s, the speed of technological development was growing at an exponential rate, and county officials were using these technologies to do their jobs. I think it was during this time that the ability to collectively achieve efficiencies began to really take shape. I want to make clear, it wasn't that county officials prior to this time weren't sharing ideas and information, but the decreasing cost of technology and speed with which information could be shared was radically changing.

The Iowa County Engineer's Association was the first affiliate to really explore a statewide technology collaboration. A group of engineers had explored how to replicate a service bureau model called "CRAB" that existed in the state of Washington. CRAB was the acronym for the County Road Administration Board, and its purpose was to provide technical assistance to county engineers in Washington. This exploration eventually led to the creation of a 28E entity called the Iowa County Engineers Association Service Bureau (ICEASB) in 1997. ICEASB hired a former county engineer named Steve De Vries as Executive Director



Bill Peterson

ISAC Executive Director

bpeterson@iowacounties.org

Feature - Affiliate Efficiencies

in 1998. Steve still leads ICEASB. ISAC and ICEASB entered into a service sharing agreement that year that still exists today. This has been a fruitful and rewarding partnership. Please see Steve's article about ICEASB on the next two pages.

The next ISAC affiliate to develop online services to improve citizen's access to county services was the Iowa State County Treasurers Association (ICTEA). The treasurer's association created an online service that citizens could use to pay their property taxes and then renew their motor vehicle licenses. As with the engineer's, an ISAC affiliate was again creating a statewide entity to deliver services in all 99 counties. Try to imagine the cost of each county creating its own mechanism for delivering these services, and you will begin to appreciate the value of this collective action. While this was an effort by many county treasurers, it should be noted that Iowa's current Governor Kim Reynolds played a significant role in the development of this system. Terri Kness details efficiencies in her treasurers office in her article.

Following closely behind the launch of the online property tax and motor vehicle system, the Iowa County Recorders Association began exploring the possibilities of developing what was called the County Land Records Information System (CLRIS). County recorders received legislative authorization to collect a recording fee which was designated for system development. Like the engineers and treasurers, this project was only successful because the recorders joined together and used their fees collectively. The cost of system development, maintenance, and ongoing improvement would not have been financially feasible for every county. Phil Dunshee, who has been the program administrator since the system development process launched in 2003, has captured both the challenges and highlights of what has been accomplished in his story about Iowa Land Records. Chad Airhart, Dallas County Recorder, and John Murphy, Dubuque County Recorder, also share a story of efforts in Dallas and Dubuque Counties to get all their records online and easily available to the public. Johnson County is also featured for its use of agenda and minutes software to improve efficiency and transparency.

The final article about collective efficiency is authored by Jessica Trobaugh. Jessica works in the Plymouth County Attorney's office. Jessica shares the story about the collaboration and benefits of the Iowa County Attorneys' Case Management Project (ICACMP). This story starts in 2005 with a group of 12 county attorneys joining together in a 28E agreement with the goal of achieving standardized practices and software in their offices. A common theme among all these technology projects was the work county officials did to engage other partners to make their efforts achieve maximum efficiency. In the case of ICACMP, that involved the Iowa Court System, CJIS, DPS, DOC, TraCS, and DCI.

While reading through this compilation of stories don't assume things all went smoothly. There were many challenges to overcome – both internally and externally. These were voluntary collaborations and not mandated by a central authority. That is what makes achievements of these affiliates so amazing and the results so noteworthy. The hard work and persistence of these pioneering county officials pays off every day for their customers in both service and efficiency.

Finally, I want to leave you with a poem from one of my favorite authors and poets, Richard Brautigan. I borrowed the title of my article from him. The poem is excerpted from a collection of poetry called "The Pill Versus the Springhill Mine Disaster."

All Watched Over by Machines of Loving Grace

by Richard Brautigan

I like to think (and
The sooner the better!)
Of a cybernetic meadow
Where mammals and computers
Live together in mutually
Programming harmony
Like pure water
Touching clear sky.

I like to think
(right now, please!)
of a cybernetic forest
filled with pines and electronics
where deer stroll peacefully
past computers
as if they were flowers
with spinning blossoms.

I like to think
(it has to be!)
of a cybernetic ecology
where we are free of our labors
and joined back to nature,
returned to our mammal
brothers and sisters,
and all watched over
by machines of loving grace.

Feature - Affiliate Efficiencies

Iowa County Engineers Service Bureau

The Iowa County Engineers Association Service Bureau, ICEASB, is a small, 28E agreement agency serving communications, data access, and live application needs of all Iowa county secondary roads departments. Employing four programmers, the Bureau operates three websites that assist county engineers and their staff members perform many tasks online.

The primary website is set up to exclusively serve secondary road needs inside a secure, password protected framework. It offers tools for distribution of news and event notifications, multiple forums via which engineers and staff members can communicate with peers, online applications for reports, projects, maintenance, mapping, and data access, a document storage/download area, and links to useful outside web resources.

The Bureau also operates a separate website dedicated to tracking construction projects and county road budgets. Called Iowa's Transportation Program Management System (TPMS), this system serves, per a compact with the Iowa Department of Transportation (DOT), all local public road agencies in the state. For county only work, it tracks five-year programs and secondary road budgets. For Federal Aid, (and now, SWAP), funded projects it facilitates a multiple party review and approval process. For project development tracking, it links counties, cities, consultants, and multiple Iowa DOT offices so they can efficiently fulfill submit, review, or approval tasks that must be completed in order to put projects out for bids.

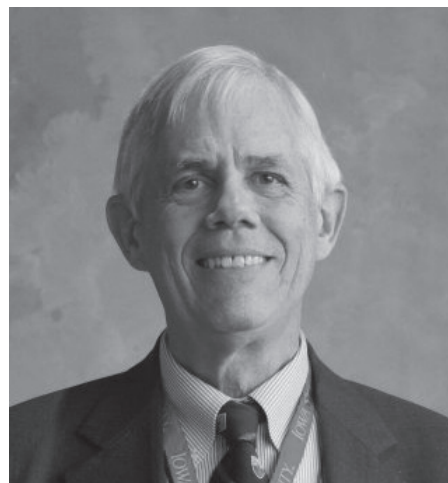
A third, publically accessible website, www.iowacountyroads.org, was deployed in 2016 to provide a place where citizens, legislators, and the media can go to find facts and information on county roads, projects, and county engineers. It supplies visitors with state-level summary data and offers links to individual county websites for local details. Road users can also come to this website to obtain county '511' information about secondary road closures and restrictions. Press releases, official contacts, and jobs-available listings are also available.

The business goal of the Service Bureau is to provide county engineers and secondary roads staff with tools that allow them to perform tasks quicker and more effectively and to share knowledge – with the objective of providing better service to road users. For instance, when an engineer is confronted with an unusual road maintenance issue, they can seek advice from other counties via a question and answers tool. Responses come in quickly and often enable resolution of a problem 'today' rather than having to delay action while conducting solo research. A Work Orders tool enables efficient tracking of what needs to be done, who is assigned to do it, and how much progress has been made.

A local lettings tool allows counties to set up, to estimate costs for, to generate notice-to-bidders, to print bid forms, to track plan holders, to tally bids, and to produce final contract forms for projects let at the county. This tool is quite flexible, allowing users to choose between formal, informal and price-quote procurement. It further allows counties to use DOT approved bid items and pre-qualified contractors, while still allowing the discretion to add in local bid items and contractors when circumstances make doing so advantageous. After the letting, the project can then be administered in the Bureau's Local Project Pay Voucher tool.

Another recently launched application handles traffic and E911 sign inventory gathering and maintenance. It facilitates simultaneous tracking of signs by both the sign crew and the engineer's office, improving coordination and communication between them. The desktop version provides tools for analysis and planning. The field version, which works using 4G wireless communications, GPS location tracking, and continuous updating, allows sign personnel to view sign locations in a dynamic map that tracks along with their movements and provides access to any specific sign's data with a tap on the screen.

The Bureau also assists counties in telling the secondary road story to others as the need arises. Throughout the year, requests come in from counties, media, legislators, and others asking for data on roads and bridges, their status, or cost/condition trends. Whereas this type of information used to have to be collected laboriously from each county and consolidated, it is now often possible to provide same day responses. This is important because requestors often are only focused on an issue for a few days,



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Feature - Affiliate Efficiencies

making it valuable to be able to answer their question quickly. The Bureau can rapidly tally and report bridges, pavements, equipment counts, annual costs per mile, work programmed, work accomplished, etc.

In recent years, the Bureau has worked with ICEA and the Iowa DOT to tally and present data to the Legislature regarding progress made possible by the ten cent fuel tax increase approved in 2016. This has been helpful in showing law-makers how the hard won funds are being used. Additionally, a special section was added into the County Engineer's Annual Reports tool to allow each county to show what they have been able to do in regards to restoring structurally deficient (SD) bridges to full legal load capacity. This enabled counties to quickly and clearly respond to a mandate imposed by the Legislature to report on the number, status, and progress made with regard to SD structures.

After a three-year-long effort to modernize the primary, county engineer-specific, website, the Bureau is preparing to tackle some major new initiatives. First, the TPMS application is now 20 years old and needs to be re-written, made multiple-device friendly, and given a new, cleaner interface. The Bureau obtained Iowa Highway Research Board funding to help support this undertaking and is in the planning and user research phase with recoding scheduled to begin later in 2018.

A larger project recently presented to and approved for funding by the Research Board is called "Operations Management System", OMS. This package will consist of four modules: Automatic vehicle location (AVL), time and quantity tracking, intra-departmental communications, and decision support tools. The AVL screen will take inputs from the various sources of staff/vehicle data, such as cell-phones, cell-phone company black boxes, radio system, and equipment manufacturers, and help counties strategically view their operations. There will be three primary AVL views: a) what is the location and status of our labor and equipment resources at this moment; b) where have these units been today; and c) when was this road last serviced, or how many times has it been serviced. Overlays of roads, bridges, projects, road closures, traffic, work orders, and other pertinent information will be available to be super-imposed on the three views. The time and quantity module will focus on assisting with the scheduling, tracking, and tallying of hours worked and work accomplished. The internal communications module will be intended to improve the speed and accuracy with which issues can be identified, discussed, and resolved. The decision support panels will pull together all information a foreman or superintendent might need in order to make start of or mid-day work plans.

Starting in 2016, the Service Bureau also added the new position of secondary roads research engineer. This job, formerly set up as a position within the Iowa DOT, is dedicated to performing secondary roads research, identifying new needs, disseminating results, and guiding research teams to produce results useful in the field. Having this individual employed by and working specifically for the counties has helped bring forth a lot of great new ideas and provides an agent who can integrate the results from several parallel research efforts to produce highly practical tools to be used locally within counties. An exciting new development that has come from this is that the Bureau will partner with researchers to help deliver usable end products. The researchers will synthesize the technical concepts and the Bureau will write applications that make the technology available to engineers/staff at their workstations and on mobile devices in the field.

The Bureau also exchanges data with a number of other parties, which helps work toward a paperless future. TPMS sends project updates to the DOT daily and receives letting status information back from the Department. ICEA and the Bureau are working with Iowa One Call to secure two way communication between that system and the work orders tool to help counties better manage their underground utility locate requests. Solutions, Inc. and Tyler Technologies are working towards fully automatic import of accounting data at year's end to help with annual report preparation. Lastly, the DOT's cartographic section shares base map data that the Bureau uses to create a large selection of online mapping panels.

The Service Bureau was created by 28E agreement in 1997 after seven years of planning and some experimentation with the technology of that era – dial-up bulletin board systems. Operations commenced on April 13, 1998, so the agency will soon celebrate 20 years of service to county roads. The county engineer website came first, followed closely by TPMS. The more recently added tools, such as the work orders, signs, and public website help counties do their jobs more efficiently and tell their story more effectively.

Feature - Affiliate Efficiencies

What is Iowa Land Records?

In 2003, a few words in a large omnibus bill led to the creation of the county land record information – now known as the Electronic Services System and the Iowa Land Records website.

“... the recorder shall [use the resources provided in this section for] planning and implementing electronic recording and electronic transactions in each county and developing county and statewide internet websites to provide electronic access to records and information.”

This language allowed for a coordinated land records system to be designed. An RFP was issued, and a task force of Iowa county recorders was formed. After much collaboration and work, the Iowa Land Records website went live in January 2005.

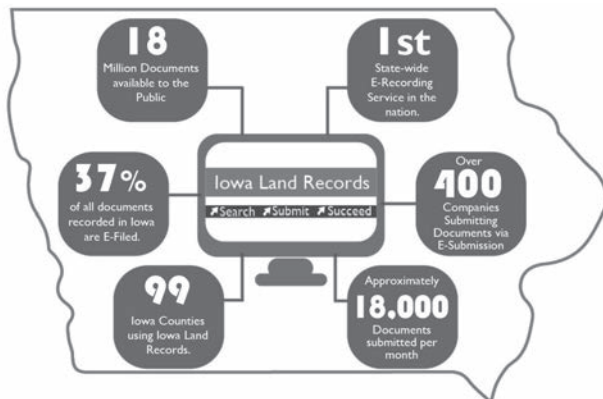
The Electronic Services System (ESS) is a government entity under Iowa law, operating under a 28E governance structure established by Iowa county supervisors and the Iowa County Recorders Association. The governing boards for ESS – the ICRA Executive Board and the ESS Coordinating Committee are representative bodies made up of members from districts around the state of Iowa. These governing bodies have directed the Iowa Land Records system since the inception of the project and continue to do so today.



Phil Dunshee
Iowa Land Records
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A New Recording Age for the Real Estate Industry

As the Real Estate industry has evolved over the years, so have the methods for recording documents. In a world where productivity and efficiency are more valuable than ever, electronically processing documents has become an essential function. The Iowa County Recorders Association was ahead of the curve when they developed the Iowa Land Records system in 2003.



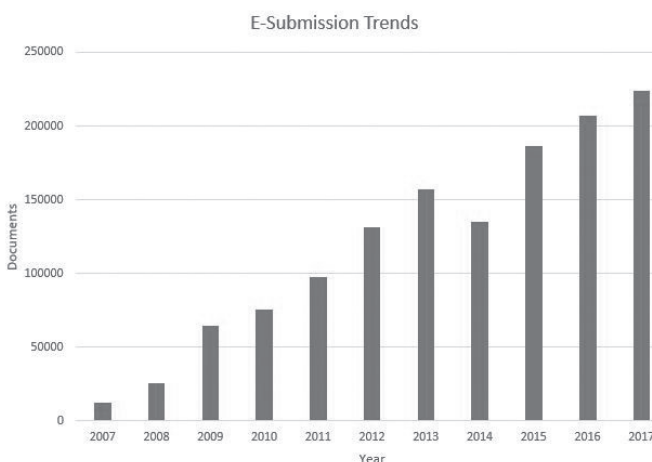
At that time no other County Recorders Association in the United States was developing an electronic recording system. Today, Iowa Land Records is still the only statewide electronic recording system managed by county recorders. Not only was the Iowa County Recorders Association ahead of their time when they developed Iowa Land Records, they were also leaders in adopting electronic recording and indexing standards.

The value proposition for E-Submission is compelling. Not only can customers submit documents to every county across the state of Iowa without leaving the comfort of their office, they can also avoid the time and expense of personally delivering or mailing documents to a county recorder's office for an over-the-counter transaction. Documents submitted in the morning are recorded and returned to the customer within the same business day. The minimum standard for processing electronically submitted documents is 24 hours, and every Iowa county meets that standard.

E-Submission also makes it simple for customers to quickly identify and fix errors without hassle. They simply make corrections to the document, upload the new version, and resubmit it. Fee amounts are adjusted as errors are corrected and the customer is not charged until the document has been approved and recorded.

Statewide Online Access to Records

Not only was the Iowa County Recorders Association a leader



Feature - Affiliate Efficiencies

in E-Submission of documents, but Iowa was also the first state to create a statewide portal for free online public access to real estate documents. Counties in other states and many private systems provide access to recorded documents, but that access usually comes with a price tag attached. Online access to recorded documents at no cost and on one single web site is a true resource to citizens and everyone working in the real estate industry.

There are currently 18 million documents available on Iowa Land Records. Newly recorded documents are usually available online within just a few days. More records are posted every day.

Protecting Personally Identifiable Information – Why We Care?

As more information is posted online, privacy concerns have also grown. There is a balance between the benefits of online access to public records and the need to protect people from the disclosure of personally identifiable information (PII). Iowa Land Records has put systems in place to prevent the disclosure of this private information which is defined as one or more of the following specific unique identifiers when combined with an individual's name.

- Social Security Number
- Checking, Savings, or Share Account Number
- Credit, Debit, or Charge Card Number

Cook County, Illinois – May 30, 2017:

We need look only to our neighbor, Iowa, to see what a push towards standardization would do for the people of Illinois.

"Iowa uses a highly standardized system for documenting property records, and it maintains a shared online database where county records can be easily accessed from anywhere in the state," and as perhaps the only state that fully guarantees citizens against title defects, its "...loss rates are the lowest in any state, as less than 2% of premiums are paid to settle claims."

Before being published online every single document is reviewed and processed to redact (black out) any PII that is found. The redaction process is a combination of current optical character recognition (OCR) technology and human inspection. Iowa Land Records samples groups of documents to verify the accuracy of the redaction process, and the website provides an easy method to report any information that may be suspect.

Documents are usually processed within 48 hours after being recorded and placed in the local public record. After processing they are posted on the Iowa Land Records website. You may not realize that the public record land ownership maintained by county recorders is the very foundation of the modern economy, but it's true!

Improving Business Processes for Real Estate Professionals and County Recorders

It has been almost 15 years since the Iowa Land Records project was created. Throughout the years it has been essential that the Iowa County Recorders Association be open to keeping up with the latest technology, trends, and best practices. The Association has worked tirelessly with each other and outside organizations to ensure they are always putting their best foot forward. From work with local, state, and national organizations, it is a priority for Iowa County Recorders to offer a superior service and experience to their customers.

Currently, the Iowa Land Records Project Manager Phil Dunshee is serving as a Co-Chair for a PRIA (Property Records Industry Association) Work Group working nationally on best practices to improve the efficiency of real estate transactions and document processing. Along with these national efforts, the Iowa Land Records governing board is working to improve document processing and customer service right here in Iowa. For example, Iowa Land Records has recently made changes to facilitate the electronic filing of larger scale surveys and plats. The governing board has also approved a variety of policies designed to provide for the consistent application of recording practices across all 99 counties. For example, changes are now being made to ensure that a document representing multiple transactions is handled the same way regardless of the county in which it may be filed. Iowa County Recorders have embraced standards more than any other group of recorders in the country.

More improvements are on the horizon. The Iowa Land Records development team is currently working on a completely new interface for Iowa County Recorders to use to review E-Submission documents submitted through Iowa Land Records. When these improvements are complete the development team will start work on a new E-Submission interface for professionals in the real estate industry. The new workflow for E-Submission will simplify the E-Submission process with improved editing tools and fewer mouse clicks.

It is truly amazing to look back at the progress the Iowa County Recorders Association and Iowa Land Records have made over the years. We are excited for the future and look forward to continuing along the path of progressive service for many years to come.

Feature - Affiliate Efficiencies

Iowa County Attorney's Case Management Project

There are 99 county attorney offices across the state of Iowa working on one common goal.....*to ensure the communities we live in are safer.* Although the common goal is the same, the way in which we accomplish this goal can vary. The Iowa County Attorney's Case Management Project (ICACMP) is a collection of Iowa county attorney offices that have come together with the common goal of standardizing the practices and software used in county attorney's offices across the state.

Through the years the goals of the project have continued to evolve as the court system itself has evolved. Today, the project goals focus on allowing all county attorney's offices to standardize our practices when it comes to document generation and storage while allowing each office to maintain its own individual business practices. The original counties in the project looked at several different options for case management software and decided to offer two options (Prolaw and Judicial Dialog) that they felt were cost effective, customizable for county government and would benefit counties of any size. To this day the same two products are in use by all counties that are part of the project. What started out as 12 counties that shared a vision has grown to 50 county attorney's offices and a division of the AG's office with more than 428 total users across the state being part of this project.

One of the greatest advantages to the project counties is that we have been able to customize the software products we chose. It was clear from the beginning in our search for a data management system that the software available in the market place was not built for prosecutors. Our needs were different from private practice, and most of the software available was built around billing and time keeping. Because ICACMP county prosecutors and their office staff helped design the customizations to the software, we had input into what we want stored within the data base. The customization has continued to be a collaborative effort as the project has grown. Over the years we have had counties make suggestions for additions to the software and many times these suggestions have resulted in additions that have benefited all users. The end result of ICACMP being able to customize our software is the ability to manage every type of case within our data base that we handle, whether it's criminal, civil, juvenile, mental health, investigative, or collections and to have those matters correctly related to the Iowa Code Sections and court rules that apply to them. The customizations also make it easy for ICACMP members to run very specific reports that are extremely valuable to budgeting, staffing, open records requests, etc.

As the court system has progressed to be paperless with the implementation of the courts paperless EDMS system many of the county attorney's offices that are part of the ICACMP project have also been able to transition to being paperless as well. Although there are a few counties that have chosen to remain "paper counties," most of us have moved to keeping all documents related to cases within our case management systems. Back in the days when I first started with the county attorney's office, a court day meant carrying hundreds of paper files in boxes up to the court area, preparing and printing documents in each file, and then the attorneys personally taking the documents to the Judge to review and sign. Today, all our county attorneys need to take to court with them are their laptops. Project counties have the ability to have their entire case files in front of them on their computer screens and documents can be prepared within the individual case file and routed electronically through the rest of the court system with the click of a few buttons. Another huge benefit to the counties that use Prolaw is that we are able to "profile" or save the file stamped copies of the paperwork right into our data management system as they come back in notifications in EDMS without ever handling a single piece of paper.

If you ask our project counties what part of this project has been the most time saving aspect for them, they would almost all tell you "document generation." In the course of prosecutor's business practices we find that most of the documents that we create are redundant. Trial information, plea agreements, judgments, victim paperwork, etc. all have static information in them. The case management software allows our project members to create a "master" document for all types of documents that they create on a regular basis and include fields in those documents that will auto populate information from the database. Project members have also found it to be a huge benefit that documents they were using prior to being part of the project can easily be converted to the databases and auto-populated fields can be added in just a few clicks so they don't have to start from scratch all over again when they join the project. We use the phrase "Don't Recreate the Wheel" all the time when talking with each other in ICACMP meetings or trainings. If one county has a great plea agreement, judgment, trial information, minutes of evidence, continuance order, collections packet, or any other type of document, we share it with each other.



Jessica Trobaugh

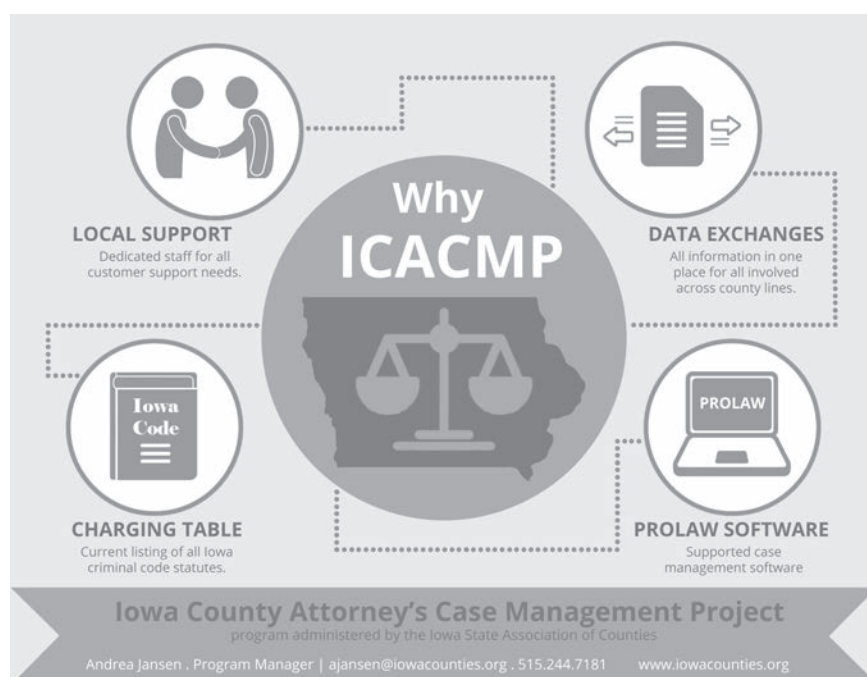
Plymouth County Attorney's Office
jtrobaugh@co.plymouth.ia.us

Feature - Affiliate Efficiencies

ICACMP has been lucky enough to partner with CJIS, DPS, DOC, TraCS, DCI, and many other justice partners to implement exchanges to and from our data management systems. Those exchanges allow ICACMP counties to send and receive information from those other justice partners automatically. For years we kept asking ourselves, “Why do we all type the same information into each of our systems over and over again?” These exchanges allow for the flow of information seamlessly to and from ICACMP counties, and the benefits have been enormous. The complaint exchange is a great example of this work. The complaint exchange adds new cases automatically to the data management system of ICACMP counties once the clerk has accepted the complaint through the EDMS system. The initiation of the case into our database includes the auto-populating of fields such as: ICIS case number; Iowa Code Section related to charge; defendant’s name/DOB/SSN/DL#/address; arresting officers name; and agency, time, date, and location of offense, etc., and it also puts a copy of the complaint and affidavit into our systems. This is a huge time saver to our offices as we are no longer re-typing all the information that the arresting officer and the clerk of court had already put into their systems. The hearing order exchange is another good example of how all counties in the project are benefiting from these exchanges. This exchange puts the next hearing dates automatically into each case in our case management software as the clerk processes orders. For those member counties that use the exchange agent this information will also flow into the assigned attorney’s calendar on the date and time set for the hearing. Information that we used to share with our justice partners by mail, phone, or email are now sent and received in a matter of seconds through these exchanges.

Of all the benefits that our member counties get from being part of ICACMP, the most significant benefit are the charging table updates. Every year there are changes made to Iowa laws as new laws are added, others are redacted, and some have wording changes. If each county had to go in and make these changes to our systems individually it would be extremely cumbersome. ICACMP employs individuals to update the entire charge code in the background of our software, and these changes are pushed out to all project member counties to update their data bases. Many of the ICACMP counties are small and don’t have IT staff readily available to assist with background changes to the software, and our group has been able to assist any county attorney offices that don’t have the resources to do the updates themselves. This allows all of the project members to keep our data bases up-to-date with the most recent charge code charges and language.

The needs and processes of county attorney’s offices is ever changing as we strive to keep up with the evolution of the court system. The common theme among all the members of ICACMP is “Great Leadership.” This leadership starts with the county attorneys seeing the benefit to their offices of belonging to a group that will help their offices be more efficient and successful with the standardization the project brings. This leadership continues onto the board of supervisors in our project counties who value the efficiencies that these offices are bringing to the members of the communities in which they serve. The investment that each county has made to the project has been returned tenfold. The ICACMP vision for the future is to continue to grow the project and bring the efficiencies, standardization, and benefits of our data management systems to additional county attorney offices across the state.



Feature - Affiliate Efficiencies

Agenda and Minutes Software Enables Johnson County to Improve Efficiency and Transparency

In an effort to be as efficient and transparent as possible, Johnson County uses a software service to streamline agenda preparation and distribution, to provide a centralized hub for meeting documents and information for citizens, and to offer live streaming access to video or audio recordings of all board of Supervisors meetings. This provides several advantages to Johnson County staff and citizens:

1. It **streamlines agenda preparation** with automated processes that: allow multiple users instant shared access to manage and edit meeting materials; automatically assigns recurring agenda items to selected meetings; and generates and distributes agenda outlines and packets of information.
2. It **improves internal workflow efficiency** by reducing the time spent transcribing phone and email requests for agenda items and allows staff in different buildings to electronically collaborate in reviewing and finalizing agenda items. With one click, it allows instant and wide distribution of agenda packets to internal and external recipients.
3. It **enables greater citizen engagement** through live webcasts and archived recorded content for on-demand viewing.
4. It **improves transparency** with instant online access to public meetings and public documents.



Travis Weipert and Staff
Johnson County Auditor
tweipert@co.johnson.ia.us

Streamlined Agenda Preparation and Improved Internal Workflow

Department heads no longer need to make phone calls to the board office explaining and requesting items be placed on an agenda. They don't need to email, or distribute hard copies of supporting materials to an agenda clerk for wider distribution. This process is now handled efficiently through the agenda and minutes software.

Here's how the automated process works. Department heads and certain other staff persons have software user permissions to sponsor agenda items, meaning that they have the ability to propose agenda items to the board of supervisors. Any agenda sponsor can create agenda items, categorize them, (i.e., resolutions, ordinances, contracts, etc.), and link them to a scheduled meeting date and time previously set up in the meeting calendar.

Once an agenda item is created and linked to a scheduled meeting, it is routed through workflow stages from the person who sponsors it to the board office. At stage one, an agenda sponsor submits an agenda item. The staff assigned to stage two in the workflow reviews and approves the item. The person assigned to the next (usually final) stage, a staff member in the board office, is responsible for correct placement of an agenda item on the appropriate meeting agenda. Throughout the workflow, authorized users with varying levels of permissions may modify agenda items and/or upload supporting documents or meeting materials. The software logs the date and time each user accesses an agenda item, and it tracks the changes that are made.

Using customized templates the clerk builds an agenda outline by dragging and dropping agenda items into place. Corresponding documents and materials may be attached to the item for public viewing.

Once an agenda is finalized, the clerk electronically generates it for online distribution and uploads it to the web portal. With one click, the clerk emails the agenda internally and externally to all recipients on the distribution list. Citizens may sign up at any time to be added to the distribution list.

Greater Citizen Engagement through Webcasting

Johnson County provides a web portal where citizens may access live and on-demand video or audio recordings of board of supervisors meetings. (We provide video recordings of the weekly business meetings and audio only recordings of all other board meetings.) Live webcasts of board meetings enable citizens to watch or listen to presentations made to the board of supervisors and discussions held between government leaders and elected officials. In addition, citizens may follow the board's votes in real time.

Feature - Affiliate Efficiencies

The recording equipment, a media encoder provided by the software developer, is used to record meetings. The encoder is installed in the boardroom and is connected to the existing audio and video equipment. The clerk uses a dedicated computer to start, pause, and stop the encoder when meetings convene, recess, and adjourn.

Preparing the webcast. In real time, the clerk takes minute notes from their desk in the boardroom, and timestamps the video or audio file by clicking on the corresponding agenda item (previously set up in the software) as the board begins discussing each topic. The clerk records meetings and may also transcribe discussions and enter supervisors' votes.

When meetings adjourn and the clerk stops the encoder, the software converts the recordings into a suitable format for web-casting. Soon after, the media files are automatically uploaded to the web portal making them available to the public.

Improved Transparency through Online Meeting Resources

A hosted web portal stores and distributes files containing meeting recordings, agenda outlines, packets of information, and minutes. Citizens may:

- Watch or listen to streaming media of an ongoing board meeting or past board meetings on-demand;
- View agenda outlines and packets of information containing resolutions, ordinances, contracts, executive summaries, etc.; and
- View meeting minutes.

The web portal enables viewers to watch or listen to live or on-demand webcasts through a video player in the browser. The video player displays the agenda and minutes of the selected meeting. Minutes clerks synchronize the video and audio with the individual agenda items. This enables viewers to search, browse, and click on any agenda item, i.e., resolutions, ordinances, contracts, public hearings, and instantly jump to that part of the meeting while displaying the corresponding meeting materials and the actions taken at the meeting. After the minutes clerks have transcribed the meeting minutes, the electronic files are converted and uploaded to the web portal making them available to the public.

In Summary

Johnson County staff uses meeting management software to organize, create, and distribute agendas and minutes to a web portal. The software transformed the way the county does business internally by allowing for seamless teamwork between county departments, and externally by enabling the public to find the information they need.

Now Accepting Applications and Nominations!

2018 ISAC Excellence in Action Awards

We are now accepting applications for the 2018 ISAC Excellence in Action Awards. This is a competitive awards program that seeks to recognize innovative county government employees, programs, and projects.

An application form is available on page 19.
The deadline is Friday, May 4.

2018 ISAC Golden Eagle

Nominations are currently being accepted for the 2018 ISAC Golden Eagle. Since 2010 ISAC has annually honored one individual as an ISAC Golden Eagle. The honor was created to recognize and honor individuals who have provided extraordinary public service to county government through ISAC and/or NACo.

Please return submissions by May 25, 2018.

Application and nomination forms, past winners, and further information is available at

www.iowacounties.org

Feature - Affiliate Efficiencies

Efficiencies within your Treasurers Offices

When I was elected in November 2010, I had the privilege of coming into the office throughout the year to experience how things worked within the office. I attended the tax sale the 3rd Monday in June, collected taxes on September 30, and came in almost daily in December to get accustomed to the workings of the office. Technology has become increasingly prevalent in what we do, not only to provide efficiencies, but to avoid human errors.

There were several efficiencies in place, such as online renewals for vehicle registration and online payment of taxes. The initial website to provide this service was rolled out in 2002. The conveniences have only grown from there. You can now redeem a tax sale, participate in a tax sale, pay subsequent taxes, and set-up scheduled payments if you don't have escrow, **all online!** And trust me, the list goes on from there. The newest convenience for tax payers to be rolled out soon is online access to their tax statements. This is something that has been requested for some time, so it's great that our business partner GovTech is making it happen.

People don't tend to like change, so when an idealist like me was elected into office, change became inevitable. With a "changing of the guard," especially from a generation that dislikes technology to one that grew up with it, the implementation of technology was inescapable. Handwritten, legal-size printed spreadsheets became excel spreadsheets with formulas saved on the server and never printed. This not only saved space, but the time it saved compared to using a ten-key calculator was tremendous. Printed reports that we never referenced were now only archived on the server to save paper, toner, and space. I'm sure everyone remembers those giant general ledger books that most offices throughout courthouses used for accounting purposes...I put that book away the month I started, and I have never looked at it again because everything I need is accessed on our tax and financial software. It is hard to break habits of "how we have always done things." My biggest win with the motor vehicle team was probably getting them to use Microsoft Word and throwing out the typewriter.

We have had a lot of change within the Treasurer's office in Jefferson County. We moved one of the offices and put a doorway between the two to integrate the two departments as a team. There also isn't a single employee left that was here when I started due to retirements. This enabled me to hire and cross train from the beginning of their employment. It is my belief that the most efficient offices are those that cross train property tax deputies/clerks and motor vehicle deputies/clerks. With the ever-changing laws and implementation of technology, we must become more diverse in what we can do in our positions. It doesn't make sense to have multiple tax clerks sitting idle throughout the year when our busy times are September and March. Everyone needs to be able to pitch in and do a title transfer that was received in the stack of mail, process a property tax payment when hundreds of envelopes are received on September 29, or help with a line of foreign nationals waiting to be issued their instruction permit. We are currently training our fourth person to be able to issue in Driver's License. We are all teams in these offices and being cross trained and efficient is the best way to function as a team. No one person should carry a bigger load on any given day; as a team we all share the burden of the load.

This office in no way looks or functions like it did 30 years ago. I have expressed to my team that it will be unrecognizable to them 30 years from today. Efficiencies will continue to evolve and be implemented to change the way we do our jobs. If you feel your office is stagnant and needs to move in a different direction, start the conversation with your team. For me, early on it was as simple as convincing the motor vehicle team that they could in fact use Easy Registration (which brings up all vehicles in a customer's name) rather than entering each vehicle one-by-one. The time savings that brought to the team was incredible, and it was one miniscule change that they refused to embrace.

Sometimes it just takes a little nudge from someone willing to make changes to get the team moving in an efficient direction. Please feel free to contact me to discuss ideas for efficiency and innovation in your office.



Terri Kness

Jefferson County Treasurer

tkness@jeffersoncountytia.com

Feature - Affiliate Efficiencies

Dallas and Dubuque Counties Increase Efficiency by Digitizing Records

From the time settlers began to arrive in Iowa, land ownership has been recorded. Initially, Iowa was a public-domain state where unclaimed land was surveyed, then granted or sold by the government through federal and state land offices. Once the land was owned, it became the job of the Recorder of Deeds to record and preserve land records for their county. Over time, Iowa County Recorders have accumulated thousands of land records.

For decades, researching land records was a time-consuming, manual process that required you to travel to each county's office and sift through piles of documents and files. Recently, two Iowa Recorders have championed change and achieved great results by digitizing the records entrusted to their care.

When Dallas County Recorder Chad Airhart ran for office, he campaigned to modernize county records. Airhart understood the many benefits and cost savings the Recorder's office could achieve by digitizing Dallas County land records. Since taking office, he has worked diligently to place the county's records online and achieve his goal of having all records available online for free.

Airhart said, "As one of the fastest growing counties in the United States, it's important that my office be as efficient as possible. As the workload increases, so do the challenges we face daily. Digitizing our records and making them available online allows people to find the information they need without having to leave their office. It really saves people a lot of time and hassle," he said. This has also allowed the Recorder's office to reduce staff by not filling a position when it came open. "We are able to get more done without increasing staff because our records management system is so efficient. As guardians of the tax dollars, I think this is crucial," he said.

When Dubuque County Recorder, John Murphy, took office, he continued the county's Historical Records Preservation effort started in 2012. Since that time, thousands of Dubuque County records have been placed online, with the final phase, digitizing aperture cards, to be completed this year. For Murphy, digitizing county records helped him achieve his goal of providing exceptional customer service.

"This will provide 24/7 access to the information while also ensuring that the County's valuable records are preserved and backed up electronically," said Murphy. "Getting this project complete is essential from a disaster preparedness standpoint. When we are done, everything will be available online. If our office were to burn down, for example, we could go set up a computer and scanner, and as long as we had internet access, we would be back in business. It will also drastically reduce the amount of traffic we have coming into the building to look at these records. People will be able to search on their home or office computers."

Although they are not required to put historical records online, Airhart and Murphy both feel that it's a great service to offer their public. "These are the public's records," said Airhart. "It's important for us to make it as easy as possible for people to access the information they need," Murphy added.

Through their efforts, over 100 years' worth of information is now indexed and available online for both counties. Some records date back to the 1850's. The volume of records is surprising: Dallas County has 2.5 million images online; Dubuque County has 2.2 million. Title searchers, law offices, local historians, and anyone else searching for land records can now do so more efficiently and far easier than before. All records are redacted, so any sensitive information is blocked from view.



Chad Airhart

Dallas County Recorder

chad.airhart@dallcountyiowa.gov



John Murphy

Dubuque County Recorder

john.murphy@dubuquecounty.us

Continues on page 21.

ISAC Brief

Summary of Minutes – Thursday, February 9, 2018

ISAC President Lonny Pulkrabek called the meeting to order and led the Board in the Pledge of Allegiance.

Joe Shields, IP Pathways, gave an overview of IP Pathways and its history working with ISAC and Iowa counties. ISAC currently utilizes adaptive IT services through IP Pathways. A diagram of ISAC's current network was provided, and its deficiencies were discussed. Joe reviewed two proposals for a new network design and support. Option one is the adaptive cloud solution which will leverage ISAC's assets as well as an adaptive cloud platform, and Option two is the private cloud solution in which ISAC would manage, own, and maintain all capital assets. Bill Peterson reported that the FY 2019 budget proposal includes option 1. The Board discussed the proposals amply and asked questions of Bill and Joe regarding the capacity and flexibility.

The January 19, 2018 ISAC Board of Directors and the January 31, 2018 ISAC Executive Committee meeting minutes were approved. The meeting minutes of the January 19, 2019 ICTS Board of Directors were reviewed for informational purposes.

Brad Holtan reported on the financials as of January 31, 2018. He discussed that as a part of the ongoing partnership with Kingston Life and Health that as of March 1 they will take over as our program broker replacing TrueNorth. Brad also reported that the move from Equifax to Employer's Edge for the unemployment program has gone well, and the new tools are working well. The financial report was accepted.

Kristi Harshbarger gave an update on ongoing litigation of importance to counties.

The Board was provided with a copy of the letter that it asked to be sent to Washington County from President Pulkrabek in response to concern regarding the ISAC Board's involvement in the opioid lawsuit.

Bill Peterson gave an overview of the budget process and a review of the FY 2018 budget highlights. He discussed reconfiguring charges for ISAC services to an hourly rate for different levels of staff services for programs that ISAC manages and a change internally to a departmental budgeting structure. He highlighted changes for the network and data center that were discussed and recommended the adaptive cloud proposal as presented by IP Pathways. He reviewed a summary of required actions which included: No change in county dues; ISAC Annual Conference registration fee to increase by \$10; Approve 3% increase in the staff salary line item; and Approve 3.5% increase in Executive Director salary, increase contribution to retirement by 1.5%, and pay 100% of association health insurance benefit.

The Board discussed the proposal extensively prior to adopting and recommending it to the membership.

Tammy Norman reported that the Iowa Precinct Atlas Consortium (IPAC) currently has 75 members, which is an increase of 12 members since August 1. A statement of work between ISAC and Riley Dirksen for work on IPAC through March 31 was presented. Carla discussed changes moving forward and concerns of the IPAC Board of Directors. She expressed confidence in the working relationship with ISAC, and the plan for ISAC staff to gain knowledge of the system moving forward. The statement of work was approved as presented.

Rachel Bennett reviewed the 2018 NACo Legislative Conference schedule for Iowa attendees and details related to ISAC County Day at the Capitol. Kelsey Sebern gave an update on the ISAC Spring Conference.

Rachel and Kelsey reviewed the proposed 2018 ISAC Annual Conference agendas which were later approved. Two copies were included for the Board. One included ISAC tracks on Wednesday only and the other included ISAC tracks on Wednesday and Thursday. Based on feedback from the Spring Conference, ISAC staff will decide how many tracks are desired by the membership.

Jamie Cashman and Lucas Beenken reported on the status of ISAC's legislative priorities, legislative leadership meetings, and other bills of interest to counties. The Board discussed the legislative session at depth.

Katie Cook gave a listing of scholarship winners to the Board. The Scholarship Interview Committee met on February 8, 2018 and selected top winners and runners up in all six ISAC districts.

President Pulkrabek presented the ISAC Board Committee appointments and adjourned the meeting following board members sharing issues, concerns, ideas, and achievements with other board members.



ISAC Excellence in Action Award Nomination Form



The Excellence in Action Award program is a competitive awards program that seeks to identify and recognize innovative county government employees, programs, and ISAC affiliates. Please encourage all county departments to apply.

CRITERIA

- Programs nominated must be **innovative** and do one or more of the following:
 - Offer a new service to county residents, fill gaps in the availability of existing services, or tap new revenue sources.
 - Improve the administration or enhance the cost effectiveness of an existing county government program.
 - Upgrade the working conditions or level of training for county employees.
 - Enhance the level of citizen participation in, or the understanding of, government programs.
 - Provide information that facilitates effective public policy making.
 - Promote intergovernmental cooperation and coordination in addressing shared problems.
 - Provide a model from which other counties or affiliates may learn.
- Nominated individuals must demonstrate exemplary service to citizens or staff or stakeholders.

JUDGING

CoSTAR will rate each application based on the following seven attributes: creativity, innovation, cost savings, replication, leadership, increased efficiency, cooperation with others, and perseverance.

GUIDELINES

- Nominated programs must have become operational after January 1, 2017.
- Individual nominations should reflect the individual actions of the last 24 months.
- Nominations should be made using the application form below.
- A narrative of the county program or individual's action must be included. (three-page limit)

AWARD PRESENTATION

Awards will be presented during the 2018 ISAC Annual Conference General Session on August 22 in Des Moines. Winners will also be recognized on the ISAC website and in a news release sent to statewide media. When appropriate, an ISAC staff member will also attend the board of supervisors meeting to present the award.

QUESTIONS

Contact Robin Harlow, ISAC's Innovation and Research Manager at 515.369.7006 or rharlow@iowacounties.org.

NOMINATION FORM

- Attach a narrative of the county improvement/project/program/individual (three-page limit).
- Return all nominations by **May 4, 2018 (postmarked date)** to:
Iowa State Association of Counties
Attn: Robin Harlow
5500 Westown Parkway, Suite 190
West Des Moines, IA 50266.
- OR email your application form (containing all the information on the form below) to Robin Harlow.

Please fill out each field completely.

Please indicate nomination type: Individual ____ Program ____

Name of individual/program: _____ County or affiliate: _____

Name of nominator: _____ Title: _____

Nominator's phone: _____ Nominator's email: _____

NACo News

“The earlier the investment, the greater the return.”

James Heckman. Nobel laureate for Economics.

My trip to the NACo Legislative Conference in Washington DC started out badly, very badly, and proceeded to get worse. But, thanks to some good support from others, I managed to get through it. Before I left home I received a text from the airline that my direct flight from Omaha to Washington, D.C. had been cancelled, and they were going to reroute my trip through Atlanta. There was a huge nor'easter battering New England, and flights were disrupted along the east coast. It was a full flight, and they asked that we might want to gate check our carry-on bags. They assured me that the connection was on time, so I checked it in. Luckily I decided to retrieve my car keys from the side pocket. Chris Rodgers, Douglas County Commissioner, was on the same flight with me. While waiting, we learned that our flight to D.C. was delayed, and then later cancelled. People were lining up at the agent's desk to get to a bank of phones. I was able to get a standby ticket for future flights, thinking that I would wait it out and get there later. Chris

was a NACo President several years ago and had done a lot of flying to D.C. and many state association conferences. He had been in this situation before and said when it gets like this, you should get the first flight back home, let ripple effect smooth out, and try again two days later. I didn't want to miss any of the conference that was starting the next day, so I waited, and waited, and waited. Exhausted, I finally got in line, got on the phone, and within an hour a nice lady sent me home on the 9:15 pm to Omaha. In the meantime, I was on the phone with good old Kelsey from ISAC, and she booked me on a flight the next evening. We landed in Omaha at midnight, just me and my car keys. In an hour I was home to a loving, sympathetic wife and comfortable bed. Arriving in D.C. late the next night, another nice lady told me where to retrieve my luggage, and I was finally set for the conference. Thankfully, my bad start worked out, because I had a good support group. Chris' good advice, an agent that got me home, Kelsey that got me to where I wanted to be, and a good wife.

But bad starts don't always work out so well for some. Some kids don't have a support group like I had. I've written about this before, and probably will again. President Roy Brooks' initiative is Serving the Underserved. Addressing childhood poverty, early childhood education, and adverse childhood experiences (ACES). This just makes good sense to me. As a farmer and gardener, I know that a good start for a crop yields good results – Fertile soil, good seed to soil contact, enough moisture, early weeding. You don't wait until July to start weeding and watering. If you do, you won't have a very good crop.

At the workshop on ACES, Dr. Brenda James Harden said that most brain development occurs in the first three years of life with the highest peak at eight to nine months. Parents or guardians should talk, talk, talk to the child. Stress, the fight or flight response is good. But too much for too long can be toxic, leading not only to poor emotional and social development, but, also poor physical brain development. ACES is a predictor of the 10 leading causes of death. If a person has four or more ACES, they are twice as likely to smoke, 12 times more likely to commit suicide, five and a half times likelier to become an abuser, and the list goes on. At the NACo Board Forum we heard from Dr. Marion Wright Edelman. She is the founder and President of the Children's Defense Fund. She also initiated the Head Start program and leads the End Childhood Poverty campaign. Early childhood poverty and ACES is a \$500 billion cost to taxpayers that could be solved with a \$77 billion investment. “We should be ashamed of ourselves,” she said. We spend three times more on our prisoners than we do on our kids. Seems all upside down to me.

Here are some bits and pieces from the rest of the conference. Dr. David Shulkin, Secretary of Veterans Affairs set some priorities for his department. He wants customer focused health care, modernization of the VA system, to make efficient use of resources, and to focus on suicide prevention. Secretary of Transportation, Elaine Chao says \$4 trillion is needed to upgrade and maintain our nation's infrastructure. The President's plan is calling for private investment. Plus, we need to deal with new technology like autonomous vehicles and drones. Brock Long, FEMA Director wants to have local administrators rather than regional ones because land use plans and building codes are done at the local level. Dealing with FEMA can be a headache for local officials dealing with a disaster. That is why the NACo Board of Directors approved a partnership with the Institute for Technology and Building Safety (ITBS). This new program will allow NACo member counties to pre-contract with ITBS at no cost and in the event of a disaster they can then contract for their services to help guide a County through the FEMA reimbursement process. Another good reason to be a NACo member.



Melvyn Houser

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By far, the best speaker was Retired General Stan McChrystal, former Commander of the Joint Special Operations Command (JSOC) in Afghanistan. They were tasked with rooting out Taliban insurgents. They needed to change their leadership model because the Taliban were using technologies and methods that were not historically used. So JSOC needed to change their methods. They started giving staff more decision-making power, rather than using a top down approach. He says to develop staff to make their own decisions and get the job done faster and more efficiently. "Leading is like gardening," he said. The gardener doesn't actually grow the crop. That is done by the plant itself with good soil, water, and sunlight. What the gardener does is tend and nurture. Giving it the "best start" as one can.

Here are some dos and don'ts for dicey airline travel:

- If you have a connecting flight, keep your carry-on with you, especially the car keys and meds.
- If there are a lot of cancellations due to weather, take Chris's advice and go back home if you can. And get in line ASAP.
- Have someone back home help with rebooking. Administrative assistant, spouse, or even your auditor. Don't rely on the agents at the terminal. They are swamped.
- Book your reservation and flight for NACo's Annual Conference this July in Nashville, Davidson County, Kentucky. And hope for good weather.

Feature - Digitizing Records

Continued from page 17.

Both offices took advantage of the Recorder's Management Fund to kick-start their projects. As part of Iowa statute, \$1.00 collected from each recorded transaction is set aside for the purpose of preserving and maintaining public records. Recorders may use the monies deposited in the fund to produce and maintain public records and to enhance the technological storage, retrieval, and transmission capabilities related to archival quality records. Dubuque County has funded all of their digitization efforts through this fund.

Dallas and Dubuque Counties worked with Cott Systems, Inc., a vendor who specializes in land and vital records management. Airhart said, "Dallas County was able to complete digitization in two years with Cott, thanks to the many hours of hard work by our staff and Cott here onsite scanning documents. We wanted this project to be one that other counties in Iowa or even other states could look at and say 'this is how we should be doing things.' It's a feather in our cap, for sure."

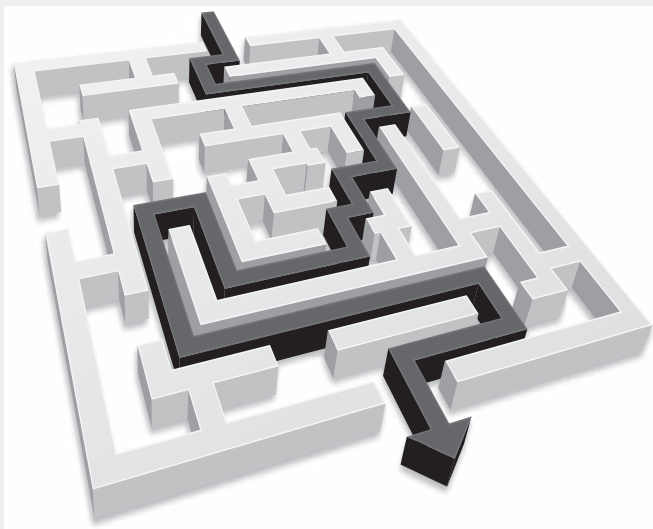
Both offices also use Cott System's Resolution3 Land Records Management Software to receive, record, store, and archive records on a daily basis as they fulfill requests from the public and manage the real estate documents for their counties. "We were looking for a solution that would help us to be more efficient, and we felt Cott was that," said Airhart. Murphy added, "The ability to efficiently complete the work we are required to do is critical, and this advanced technology helps us do that." Cott Systems, Inc. is a long-time preferred vendor, exhibitor, and supporter of ISAC educational events.



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2018 Calendar

April 2018

- 10-11 Iowa Governor's Conference on Public Health
(Holiday Inn Des Moines Airport)
- 15-18 ISSDA Civil School
(Holiday Inn Des Moines Airport)
- 19 HIPAA Program Meeting
(Polk County River Place, Des Moines)
- 26 ISAC Board of Directors Meeting
(ISAC Office)

May 2018

- 16-18 Treasurers Conference
(Burlington)
- 23-25 NACo WIR Conference
(Sun Valley, Idaho)

June 2018

- 10-14 Iowa County Attorneys Spring Conference
(Okoboji)
- 12-15 ITAG Conference
(Sheraton, West Des Moines)
- 20-22 Records Summer School
(Gateway Hotel and Conference Center, Ames)
- 27 ISAC Board of Directors Meeting
(ISAC Office)

July 2018

- 12-13 ICEA Midyear Conference
(Ames)
- 13-16 NACo Annual Conference
(Nashville, Tennessee)
- 25-27 Auditors Annual Conference
(Iowa City)

August 2018

- 21 ISAC LPC Retreat
(Veterans Memorial Community Choice Credit Union Convention Center, Des Moines)
- 22-24 ISAC Annual Conference
(Veterans Memorial Community Choice Credit Union Convention Center, Des Moines)
- 22 ISAC Golf Scholarship Fundraiser
(Toad Valley Golf Course, Pleasant Hill)

September 2018

- 16-19 ISSDA Jail School
(Holiday Inn Des Moines Airport)
- 20 ISAC LPC Meeting
(ISAC Office)

October 2018

- 3-5 ISAC Board of Directors Retreat
(Johnson County)
- 3-5 Iowa Environmental Health Association Fall Conference
(West Des Moines Marriott)
- 21-24 Assessors Fall Conference
(Holiday Inn Des Moines Airport)

November 2018

- 15-16 ISAC Board of Directors Meeting
(ISAC Office)

December 2018

- 2-5 ISSDA Winter School
(Holiday Inn Des Moines Airport)
- 12-14 Iowa County Engineers Conference
(Veterans Memorial Community Choice Credit Union Convention Center, Des Moines)

If you have any questions about the meetings listed above or would like to add an affiliate meeting to the ISAC calendar, please contact Kelsey Sebern at ksebern@iowacounties.org.

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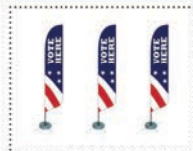


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