Reflections on the last calendar year bring mixed reviews with guarded optimism for the new year.

As we focus on our own personal financial situations, it has been necessary to focus on KCC budget adjustments. Implementation of changes such as budget reductions and the Travel and Business Expense Policy have been needed for some time but became necessary. With new Auditors, budget modifications and better reporting, we will obtain better control and utilization of our finances.

Every person’s help is required to bring our expenditures in line with our income and we appreciate what each of you in all the departments are doing to help.

For the remainder of FY10 and next year, FY11, I have asked the Administrative Services directors to focus on the following leadership actions to help the College navigate these difficult times:

1) Focus on major priorities: Each will evaluate major goals that have the greatest impact to the college. Overlapping or duplicated resources will be re-allocated to highest priority. Meeting agenda’s will be shorter, more focused and designed to reach decisions.

2) Improve measurement systems: Simply, we can’t control or manage what we don’t understand or have a basis of comparison.

3) Increase communications: Increased financial and process communications will be shared. As people have questions or concerns, we will more quickly communicate to reduce the unknown and increase connections.

4) Understand learner/customer needs better: We are a service oriented group and we must understand what services and expectations our internal and external constituents demand of us.

5) Don’t hesitate making decisions: Delayed decision making, only puts off advancement to a better situation.

As the quote below indicates we are not where we want to be yet but we are no longer where we were and moving in the right direction.

“We’re still not where we’re going, but we’re not where we were.”

Natash Jasefowitz

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Special points of interest:
- Everyone’s help with expenses is appreciated
- What is EAP? Find out on page 2
- Community Footprints
- Department budgeting efforts
- Who is new at The Hotel????
- OAA funding and its impact on Iowans
The ancient Greek philosopher Heraclitus once said, “The only constant is change.” Change causes worry. In the past few years, most people have changed from worrying about saving for a down payment on a home to worrying about making their monthly mortgage or rent payment and from worrying if their annual pay increase will keep up with inflation to worrying if their job is secure.

All this change and worrying has affected the workplace because as a collective whole, people do not do well with change. The article from human resources this quarter is not necessarily focusing on our employee assistance program (EAP) nor is it to suggest that a reader may need to seek professional assistance; the purpose of this article is to share some information and give every reader some guidance and reassurance in these tough economic times.

According to Beatrice Harris, PhD., “Encouraging employees to pay attention to their personal well-being is important. People ‘catch’ each other’s feelings, from depression to happiness, and spending time relaxing with friends, watching humorous movies and generally enjoying themselves can significantly lessen feelings of anxiety. This simple refocusing of energy on enjoyable activities can help. Exercise additionally adds to a sense of well-being, self-esteem and control.”

Kirkwood and Mercy EAP recognize that in our increasingly complex society, a wide range of problems, not purely medical and not necessarily job-related, adversely affect job performance at all levels of responsibility.

Performance problems could be caused by such conditions as emotional turmoil, financial concerns, physical illness, alcohol abuse or drug abuse, etc. We recognize that these conditions are treatable, and/or correctable. Kirkwood is committed to providing access to professional, confidential help with a variety of problems via the Mercy EAP.

If you find you are worrying about financial concerns, use the following questions to generate conversation about your money management. Taken from EA Brown Bagger.

I pay off my credit cards when I get the bill or pay balances on time, every time.
I have a good credit rating.
I have more than one credit card.
I have a good idea where my money goes.
I owe $500 or more from Christmas expenses.
No more than 20% of my income goes to creditors.
More than 70% of my income goes toward living expenses.
I make a habit of hanging on to receipts.
I have a monthly budget or way of tracking my expenses.
I have no problem making compromises about spending with my significant other.
My significant other and I have mutually agreed upon financial goals.
I know where to go for budgeting and debt management counseling.
I maintain balances over no more than half of my credit limit.
I budget for emergencies.
I understand the difference between “wants” and “needs”.
I have obtained a credit report within the past two years.
I regularly save money.
I have short and long term financial goals.
I invest money and monitor investments on a regular basis.

“People don’t care how much you know until they know how much you care.” Author Unknown

It is Kirkwood’s wish that through these difficult times you “hold on” as emphasized in the following song lyrics. But, if you find you need some help, a program like EAP is an option. The song is entitled “Hold On (Change is Coming)” and the lyrics are, “A change is coming, change is coming, hold on, don’t you worry, don’t worry ‘bout a thing, hold on, hold on, you can make it, you can make it, hold on, hold on, everything, everything will be alright, some people like to worry, some people like to hide, some people like to run away, from the pain inside.” Don’t run or hide, seek help.

Also taken from an article by Beatrice Harris, PhD., “Some events test individuals. The current economic circumstances are testing the whole populace. Things will not change overnight, but change they will. Only time will tell how companies and employees will manage the continued stress that the recession brings. But regardless of how the economy changes, for the better or for the worse, employers and employees will need to work together to identify solutions to problems and alleviate stress by providing the right resources and support at the right time.”

EAP Contact Information

Mercy EAP Services
Mercy Health Plaza
5264 Council St. NE
Cedar Rapids, IA 52402

Local: 398-6694
Toll Free: 319-383-6694

www.mercycare.org/eap

Human Resources updates their website on a regular basis so please remember to check it for forms, the employee handbook, employment opportunities and all the other interesting items at www.kirkwood.edu/hr.
Accounting Services by Jill Henecke, Controller

It appears that we have entered the familiar yet uncomfortable phase of budget scrutiny and expense reduction. I like to refer to the advice of a fellow by the name of Bud Getcut in such instances. Bud notes that in these tight times, “keep your focus on the mission and make decisions in alignment with that mission.”

With that in mind, the Accounting Services area endeavors to review processes and tasks in search of more efficient and effective ways to service our internal and external customers. Take, for example, the recent changes to the travel expense policy. It was evident from an administrative standpoint that the policy was not well understood or documented, causing delays and confusion in administration of the policy as well as inconsistent treatment of similar circumstances. The revised policy addresses those issues as well as ensuring a proper audit trail for College travel expenses.

Some other items already underway are mapping the accounts receivable process, identifying accounts receivable tasks, troubleshooting and testing the ACH process for student refunds to name a few. Other projects are on the horizon including reviewing the purchasing and purchasing card processes and improving month end processing to aid in timely reporting.

These efforts will aid in making the processes within Accounting Services more efficient while having a positive impact on the service to our internal and external customers.

Thanks for the advice Bud!

“Keep your focus on the mission and make decisions in alignment with that mission.” Bud Getcut

Community Footprints
Activities and accomplishments above and beyond

- **Beth Dickey**, Auxiliary Services: Beth is just finishing up her first of a two year term on the Board of Directors for the Used Text Book Association (www.usedtextbookassociation.org). Beth was recently asked to be the next National President of the association which is a one year term and began 1/1/10.

- **Michele Baughan**, HAAA: Michele has successfully completed an Iowa Medicaid self-audit of over 8,000 case management client records, finding that all were in compliance with Iowa Code and no state paybacks were necessary.

- **Susan Pregler**, Financial Management, and **Jill Henecke**, Accounting Services: Susan and Jill are active in CLIC (Community College Leadership Initiative Consortium) a leadership program for Iowa Community Colleges.

- **Sandy Nulle**, HAAA: Sandy coordinated the 8th Annual Caregiver Wellness Day, “A Celebration of Caregivers,” where she and local providers offered support, education, and information to 125 individuals.

- **Tim Getty** and **Kellie Elliott-Kapparos**, HAAA: Tim and Kellie are in the process of conducting client participation surveys and have managed to create and distribute 2,803 surveys.

- **Pat Bunch**, Human Resources: Pat is an active member of St. Paul’s United Methodist Church where she fulfills positions on Financial and Congressional Care Committees, prepares the newsletter for Finances and the Sunday School, as well as teaches “Living Your Strengths”, a Christian spin-off of “Strengths Finders”.

- **Chris Hennessy**, Accounting Services: Chris is active in the Knights of Columbus, where he does charitable work for the church, community and those in need.

- **Linda Dearinger**, HAAA: Linda and SHIIP volunteers assisted nearly 700 individuals across the region with choosing and enrolling in Medicare prescription drug plans.

- **Bob Freeman**, Human Resources: Besides being a member of a number of HR related associations and organizations, Bob is a Board Member for Metro Interagency Insurance Program (MIIP) and Professional & Technical Diversity Network (PTDN) & a member of the Board Development Committee. Bob also finds the time and patience to be Assistant Coach for an AAU 8th grade girls basketball team.

These are just a few of the many organizations and activities our staff are actively involved.

"We are extremely proud of our team members and their work for KCC and our communities." Jim Choate
2010 started out a busy one in Financial Management, as it did across Kirkwood.

**Audit:**
As information from our first audit with McGladrey & Pullen is absorbed, we are making necessary preparations for next year’s audit. We appreciate the help we have received from the departments and look forward to an improvement of the over-all audit process.

**Budget and Financial Information:**
Over the past few years, we have asked for more accountability for budget and financial information. Because of this, Kirkwood purchased a new financial reporting software tool, called FRx. FRx provides us with a clear and concise method of viewing our finances, with many functionalities that exceed the reporting functions of Datatel. We have been using this to create college-wide financial and budgeting reports for some time and are now going to make this tool available for department use.

We have recently created a departmental monthly budget report. This report provides expenditure data, along with monthly and yearly budget numbers. It also provides a departmental summary, along with the ability to view individual units. All of this will be accessible through a new distribution tool, the FRx Web Portal, or Web Port.

The goal is to have a budget report available for each department the day after all P-Card activity is posted for the month. A monthly email is sent out when the new report is available.

If you want more information please contact your department's budget officer or our Financial Reporting Manager, Jon Marchetta at 398-7747. or jonathan.marchetta@kirkwood.edu. We hope this will become a useful tool in our continued stewardship of Kirkwood’s financial resources.

"Change is inevitable...except from a vending machine.” Author Unknown

**Auxiliary Services**

by Lee Vasquez, Director

What is Auxiliary Services, and, how do we manage and reduce costs?

Auxiliary Services manages incoming/outgoing mail, sells textbooks, clothing, supplies, and provides food to the Kirkwood Community. We are committed to providing effective service and support to the students and departments through the management of:

- Cedar Rapids Bookstore
- Iowa City Bookstore
- Sammy’s Kafe
- C-Store
- Central Receiving/Mail Management
- Vending

Financial statements on all departments are developed monthly by the Director and reviewed with the Department Managers. These statements are used to monitor revenue and expenses not only from month to month, but also from year to year. By doing these comparisons we can monitor trends in revenue, manage our expenses and spot a problem area before it gets out of hand. We are not only focused on managing and reducing expenses but we are constantly focusing on ways to generate more revenue.
The Hotel at Kirkwood Center
by Lee Belfield, General Manager

THE HOSPITALITY TEAM GROWS AT THE HOTEL at KIRKWOOD CENTER.

“I feel as if I’ve been thrown four pitches and hit four homeruns! And it’s not the batter, it’s the pitcher who gets the credit.” We're assembling a terrific team and look forward to introducing them in our future newsletters.

Let me introduce you to two of our newer team members.

Jennifer Zahradnik has been appointed the Catering Sales Manager. Jennifer is in charge of event planning, facilitating customer needs and arranging food and beverage service for meetings and events at the hotel. The facility is expected to host many business and social events using new hotel meeting spaces, plus the existing conference facilities already built and attached to the hotel under construction. She began her duties on Jan. 11.

Jennifer comes to Kirkwood from Stone River, Inc. (formerly Fiserv), where she worked in corporate marketing, communications and training. Her experience includes training, multi-level marketing support, and extensive event planning at several top resorts throughout North America. Jennifer brings a great personal ‘tool kit’ to our group, given her wide scope of professional and personal experience. She is a classic quick study and will soon be a well-known and trusted partner for our many events and conference clients in the corridor. We know her enthusiasm for life and top-level manner will serve us all well.

Tim Hampton has been hired as the Front Office Manager. Tim will lead the service functions for The Hotel at Kirkwood Center. In his role, Tim will supervise the hotel’s front desk and uniformed services. These are key guest service functions including bell staff, valet and concierge operations. Tim will also direct reservation procedures plus play a central role in the hotel’s main function of student learning and skill development. He will also teach as a member of Kirkwood’s adjunct faculty. Tim is a unique individual that will be a real asset to our teaching goals. He is a solid professional with a quick grasp of what needs to be done. Tim brings a real passion for both guest service and student learning to our operations. Those will serve both our guests and our students incredibly well.

Tim has extensive experience in many areas of education including roles as a textbook representative, plus overseas military service and foreign language expertise. He earned a degree from Graceland College in Iowa, plus studies at the University of Virginia and two decades of active and reserve military service. Most recently Tim served in a variety of positions with the Crowne Plaza Hotel in downtown Cedar Rapids.

These work experiences are complemented by Tim’s many years of volunteer experience as a youth and summer camp counselor.

The Hotel at Kirkwood Center will open in the summer of 2010, offering upscale lodging and dining experiences for guests and visitors, while providing a unique teaching experience for an expected 400 students in Kirkwood’s Hospitality Arts programs each year. A professional staff of about 70 people will be working at the facility by its opening day.

More information on The Hotel at Kirkwood Center is available on the college Web site: www.thehotelatkirkwood.com

“Arriving at one goal is the starting point to another. ~John Dewey

Tips on developing leadership skills

- Take initiative: When you spot an opportunity, don’t wait for direction. Take action, particularly when it is not easy.
- Treat everyone with dignity and respect all the time. Regardless of position in the company or how much you like a person, treat everyone as your equal. This will come back to you ten-fold.
- Make it your mission to gather information. Ask questions, ask for clarity, organize and analyze the information.
- Listen, listen, listen.
- Always thank people for what they do.
The end of 2009 brought with it discussions at the National Association of Area Agencies on Aging (n4a) regarding the reauthorization of the Older Americans Act (OAA). The last five-year reauthorization of the Act was passed by Congress in 2006. Time is approaching for re-examination of the current provisions and what OAA funding allotments may best meet the changing needs of the nation’s aging population.

In a recent letter from n4a to House and Senate Appropriators the Association writes, “Recent economic pressures have only exacerbated an already strained situation, with agencies struggling to meet the needs of current elders, even as new clients seek assistance in even greater numbers—increased federal funding is essential now more than ever. As you know, the Older Americans Act is the backbone of the nation’s long-term care system, providing older adults with much needed services…”

Those interested in reading the letter in its entirety can visit http://www.n4a.org/pdf/n4a_Letter_to_Conferees_FY’10_LHHS_10.8.09.pdf

Economic experts report that the state’s economy bottomed out in September, and turn around will be a slow process. The grim reality quite possibly means more state budget cuts in FY 2011. Iowa’s Joint Health and Human Services Budget Subcommittee started monthly meetings to prioritize their section of the budget and to explore paths to cut an additional 10% next fiscal year. Heritage is closely monitoring our internal budget and has put cost saving measures in place to aid the agency in overcoming economic hurdles.

From limiting the number of unnecessary print/copy jobs, to comparing mileage verses rental travel options, each staff person is dedicated to continuing to identify cost saving measures. Though the fiscal forecast remains challenging, Heritage is prepared to welcome the New Year with optimism as we hold fast to our mission of supporting Iowa’s seniors.

Since July, 2009, Heritage staff provided a combined total of 2,100 callers with information and assistance. Each day at Heritage brings with it an opportunity for my staff’s talents to shine. May your 2010 and long awaited spring, bloom with good intentions, peaceful hearts, and warm thoughts.”

“Since July 2009, Heritage staff provided a combined total of 2,100 callers with information and assistance. Each new day at Heritage brings with it an opportunity for my staff’s talents to shine.”

Liz Selk