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# APPRAISING THE PLAINS

of Kansas



A Publication of the Kansas County Appraisers Association

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## Kansas Represents!



Thirty-four Kansans traveled to Chicago for the IAAO Annual Conference this year. Greg McHenry, Riley Co., and David Harper, PVD, represented IAAO as President and District 1 Board Member, respectively. Hats off to IAAO for another terrific conference. See more from the IAAO conference beginning on page 7.

**KCAA Conference Back in the Saddle Again.** Closer to home, in August Kansas county appraisers gathered in Topeka for this year's *in-person* KCAA Annual Conference. Our thanks to all who participated in the event. See highlights from the conference beginning on page 3.

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## THE ROBERTSON REPORT

Sean Robertson, RMA, Saline County Appraiser  
2021 KCAA President

The appraisal cycle for Kansas county appraisers is always an ongoing struggle, and the current cycle is no different. We are coming off a valuation cycle that happened in the middle of a global pandemic, and we all changed some of our business practices to compensate.

Just when we think things might become calmer in the appraisal world, we now have an inflationary trend of real estate (mostly residential) that is unprecedented in my 20 years in the appraiser's office. Our job of analyzing and appraising using the current trend is really no different than ever, but I think most of us are cringing right now in anticipation of what this all means once value notices are mailed. Always remember, in our position, that we are the guardians of fairness and equity though.

Taxpayers, commissioners, and legislators have thought for years that an increase in value equals an increase in property taxes, while ap-

**It appears that, with values rising significantly, 2022 will be our opportunity to educate everyone on the process.**

praisers have long maintained that isn't how the system should work. It appears that, with values rising significantly, 2022 will be our opportunity to educate everyone on the process.

As my term comes to a close, I cannot stress enough how wonderful it has been to see you all in person at the KCAA and IAAO conferences recently. We share a common bond through our profession that is strengthened so much more by physically being close rather than viewing an image on a screen. I consider all of you my family, and cannot wait until we meet again. ♦

## 46th Annual Kansas Association of Counties Conference & Exhibition

October 18-20, 2021

Overland Park (Johnson County), Kansas

*Don't Wait!* Register now for the 46th Annual Kansas Association of Counties Conference & Exhibition taking place Monday–Wednesday, October 18–20, 2021, at the Sheraton Overland Park Convention Center in Overland Park, Kan.

As of late August, there are over 260 staff representing 67 Kansas counties registered for the conference, as well as 80-plus

diverse exhibitors ready to showcase their products and services at the afternoon conference exposition on Tuesday, October 19. Affiliate/Associate meetings—including KCAA—will be held in the morning on Wednesday, October 20. For more information, including a registration form and preliminary agenda, please visit the KAC website at <https://www.kansascounties.org/>. ♦

**KCAA Appraising the Plains of Kansas** is a quarterly publication of the Kansas County Appraisers Association. KCAA invites readers to submit articles or topics of interest for inclusion in Appraising the Plains. Send them to Cindy Brenner, KCAA, PO Box 988, Meade, KS 67864. Ph. (620) 873-7449. Fax (620) 873-2237. Email: [kcaa@sbcglobal.net](mailto:kcaa@sbcglobal.net). Visit KCAA online at [www.kscaa.net](http://www.kscaa.net)

Register Today!

## 2021 Orion Users Conference

The Orion Users Conference will be held November 9–10, 2021 at the Wichita Marriott, 9100 Corporate Hills Dr., Wichita, KS 67207. You can register for the conference and book a room online at <http://www.kscaa.net>.

We will be offering a virtual option as well as in-person attendance. (Make sure to indicate how you will be attending when you register.)

### Meeting Agenda

#### November 9

9:30 AM–12:00 PM

#### KCAA Orion Committee/Tyler Meeting

12:30 PM–1:00 PM

#### Registration

1:00 PM–5:00 PM

#### Sessions:

- iSketch Demo
- New Functionality
- Road Map
- Field Mobile
- IT Roundtable: Tyler to provide troubleshooting tips
- Q&A

#### November 10

7:30 AM–8:30 AM

#### Breakfast

8:30 AM–12:30 PM

#### Sessions:

- MSVP (PVD led)
- KCAA Enhancements
- Orion Spatial (GIS)
- Orion Task Manager



Kansas County  
Appraisers  
Association

[www.kscaa.net](http://www.kscaa.net)



# Highlights From the KCAA Annual Conference

Appraisers from across the state gathered in the capital city in August for the 2021 KCAA Annual Conference. It was so nice to meet *in person* again! Our thanks to all of the participants, with a special shout out to Cindy Brenner, KCAA executive assistant, who organized the event; Melinda Latham, Mitchell Co., who organized the education and golf tourney; our great line up of presenters, who enlightened and entertained us; and Homebrew band, a returning favorite who got us grooving to our favorite tunes.



**All smiles** (l-r): Lisa Ree, Ellis Co.; Emily Vollbracht, Gove Co.; Mike Weber, Ellis Co.; and Eugene Rupp, Ellis Co. enjoy the banquet together at the KCAA conference.

## Four Retiring Appraisers Honored

KCAA is honored to recognize appraisers that have served the public for many years. We appreciate their work on behalf of our profession and our association. Retirees honored include Barb Esfeld, Bruce Wright, Lois Schlegel and Mark Hixon. Good luck in your future endeavors!



Mark Hixon (l) shows off his retirement watch with Steve Bauman.



Lois Schlegel (l) and Betty Roeder, Nemaha Co. Appraiser



Bruce Wright (l) accepts his watch from Lisa Berg, Dickinson Co.



Wendy Prosser, Barton Co., presents Barb Esfeld (r) with her retirement gift.



**Kansas Tax Law, Historically Speaking.** Chris Courtwright, a member of the Governor's Council on Tax Reform and formerly principal economist for the Kansas Legislature, was a featured guest speaker at the conference.



**Big Shoes to Fill.** Rick Stuart (l) is honored for his years of service as editor of the *Appraising the Plains* newsletter by Brad Eldridge (r), the new co-editor.

***"You can't retire from being great."***

—Unknown



Kathy Bridges and Janae Robbins present at the conference.

## Grow Your Public Relations Internally & Externally

By Kathy Bridges, RMA, Linn Co.

Are you a veteran county appraiser or just newly appointed? Do you have a public relations plan in place? Unfortunately, we live in a world of constant change, and everyone wants and expects information right now, but many jurisdictions do not have a PR plan, mostly due to heavy workloads. The thought of it seems overwhelming and somewhat scary. However, a proactive public relations plan is essential to public awareness of the appraisal process and should be an integral part of every appraiser office's work.

During the KCAA Conference in August, Janae Robbins and I presented on how to "Up Your Public Relations Game" and grow your public relations both internally and externally. Staying on top of your game is hard work, but necessary.

Over the last several years, the team at the Wyandotte County Appraiser's Office not only worked on their regular appraisal duties but also worked non-stop on creating positive public relations, for both internal and external use. When reviewing what was in place, the realization was that public relations needed to become a priority, and it was discovered that if strategic communications became a priority, then it can be mutually beneficial. This could then be used to protect, build, and foster relationships.

The idea behind the presenta-

**...[H]aving good public relations in place and being transparent can help gain credibility and trust with both internal and external customers.**

tion was that every appraiser's office around Kansas works daily toward common goals, and our time is very limited due to the heavy workloads we endure daily. So instead of counties struggling to even begin trying to reinvent the public relations wheel, they wanted to share information to assist, in hopes that this will get others excited about how you can "up" your public relations game in your office and for your community.

As you are also likely aware, being the county appraiser or working in the appraiser's office is a thankless job, and we are not the most popular. In addition, no matter what we do, for some it is never enough. However, having good public relations in place and being transparent can help gain credibility and trust with both internal and external customers. You will find that once you become more transparent, communicate, educate, and guide, that you will even learn from the process and will begin reaping the benefits.

So, how do I get started, you may ask. Stage one of the PR game begins with asking yourself questions, such as:

- What does public relations mean to you?
- What is your communication plan?
- Who is your target audience?
- What message are you trying to convey?
- How do you evaluate success?

By reaching out to both your internal and external customers, getting to know their level of understanding, wants, and needs, then you can begin building better relationships and be able to foster better communication with the community in which you serve.

Within the presentation, Janae and I shared many ideas and presented examples of how we moved forward with the PR process. The first step taken was to analyze what was already in place. Next, we did research on what others were doing both in Kansas as well in other jurisdictions in other states. The next step was to set obtainable goals and objectives, with the last step being to put them into action! Through trial and error, it was learned that this does not happen overnight, and small steps toward your PR goals are key!

Many examples were given on who your target audience is, both internally and externally. For the internal customer public relation efforts, we shared examples and an overview was given on different training ideas, training material, guides and updates, volunteerism, as well as recognition efforts. For the external customers and public relation efforts, examples were given on transparency efforts, annual appraisal reports, education, brochures, and accessibility through attendance at community events and meetings, the website, social media, online filing of forms, and offering the options of virtual and evidentiary appeals.

Attendees were given the opportunity to sign-up for the large quantity of PR information that was included in the presentation such as forms and tutorials, along with an example of a public relations plan. They could modify and revise the documents shared to use in



their own respective counties.

If you missed the presentation but would like a copy of the PR information, please send a request to either Janae Robbins at [jrobbins@wycokck.org](mailto:jrobbins@wycokck.org) or me at [kbridges@linncountyks.com](mailto:kbridges@linncountyks.com). (Due to the size of the file, which contains forms, data, and tons of other information, it was not put out on the KCAA website.) We are willing to share the information with other counties. We hope that in sharing this information, that Kansas counties are encouraged to network and share data, as we are all in this together!

To check out some of the forms, documents, and tools that were mentioned in the presentation, visit the Wyandotte County Appraiser's Office website at [www.wycokck.org/appraiser](http://www.wycokck.org/appraiser).

In closing, just a reminder that you must be on your game—your PR game that is! You will find that being in the game is rewarding to you and your staff and will benefit the community you serve. ♦



**Congratulations to the 2021 class of RMAs!** PVD Director David Harper presented this year's class during the business meeting of the KCAA conference. Pictured (l to r): Tyler White, Tina Kroth, Alisha Baumfalk and Kathy Reusch. The KCAA membership is excited to have you join the family!

## Annual KCAA Golf Tournament



**First Place Team (l-r):** Ryan Janzen, Scot Carson and David Gillmore.



Firekeeper Golf Course in Mayetta



**Second Place Team (l-r):** Zach Edwards, Ryan Michaelis, Delinda White, and Bruce Hardesty.

The 2021 KCAA golf tournament was held at the Firekeeper Golf Course in Mayetta, Kan. Six teams enjoyed a beautiful August morning. KCAA would like to thank Kimble Mapping for sponsoring the golf tournament this year. First place team members were Scot Carson, David Gillmore, Ryan Janzen, and Sam Schmidt with a score of 68. Second place team members were Zach Edwards, DeLinda White, Bruce Hardesty, and Ryan Michaelis with a score of 69. ♦

## KCAA Pennant Palooza

By Christina Doyle, RMA, Barton Co.

The Annual KCAA Conference never disappoints, and the Tuesday night outing at The Pennant was no exception. Arriving in style, KCAA members jumped out ready for good food, laughter, and a competitive game of bowling. As everyone made their way into the building, there was no question it was going to be a good night. The atmosphere was inviting and the excitement grew among the group. As the group climbed the stairs to the second floor, the adventures began.

While looking around, some in the group spotted a piece of the past: original arcade games were scattered throughout. *It was on!* People flocked to the area, scanning to see what they'd played in the past and which one to pick to play first. Ski ball was a huge hit among KCAA. Who would end up with the best score?

Memories were made as members tried time and time again to fight for the most points all the while cheering each other on. Some had a knack for it; others (such as the writer) didn't fare so well. Pac-Man, Space Invader, and Teenage Mutant Ninja Turtles were some of the favorites played over and over.

The food was phenomenal as the group gathered around tables to catch up on the last 18 months. Juicy burgers, chicken, assorted fries, CHEESE-CAKE, and a plethora of other goodies filled plates. To say the group was satisfied was an understatement.

Of course, bowling, a KCAA tradition, was on the menu for the evening. Finding a group wasn't hard; finding a lane was with only FOUR lanes. Obviously, a love for bowling is strong amongst the group. Members took turns, waiting with drinks and good conversation. The competitiveness arose yet again, as everyone was wanting to get the highest score possible. Friendly banter and cheers could be heard throughout. Every strike was met with cheers, high-fives, and fist bumps. The laughter was loud and long. We were enjoying ourselves immensely.



**Turtle Power.** Emily Vollbracht, Gove Co.; Christina Doyle, Barton Co.; and Wendy Prosser, Barton Co. playing Teenage Mutant Ninja Turtles video game during the event held at The Pennant in downtown Topeka.

People wandered up and down between bowling and arcade games, chatting the entire way. The feeling of the entire night was so refreshing and invigorating. Getting to see and interact with each other was something to write home about. It may have been just an evening out for some, but for the KCAA appraiser family, the chance to get together again after such a LONG hiatus, the night was appreciated more than most will ever know. It was the perfect night to catch up and have some much-needed fun. ♦



**Pause for the Close-Up.** Andrew Durbin, Chase Co.; Mark Hixon, retired; and DeLinda White, Labette Co., pose for the camera.

*"...for the KCAA appraiser family, the chance to get together again after such a LONG hiatus, the night was appreciated more than most will ever know."*



**She's with the Band.** Barb Esfeld, retired, gets her photo taken with Home Brew before their set.



# IAAO Happenings

By Greg McHenry, RMA, AAS, IAAO President & Riley Co. Appraiser



IAAO President Greg McHenry at the IAAO Conference in Chicago

Although many conferences and events have gone virtual this year, IAAO was able to pull off a great in-person conference in Chicago. Held at the Hyatt Regency downtown, there were approximately 1,000 attendees plus almost 200 participating virtually. It was great to get the IAAO family back together again for the first time in two years.

Kansas was well-represented with 34 in attendance for the conference. Highlights from the conference for me included: Kansas Night, presenting AAS designations to David Gilmore and Steve Bauman, presenting the CAE designation to Shawn Showman, and presenting the Zangerle Award ("outstanding publication produced by an assessors, association or chapter") to KCAA for *Appraising the Plains*. We were fortunate to have Kansans serving as presenters and on the Conference Committee too. Allen Todd also provided an inspiring invocation at the Monday morning opening.

While I still have four months left in my role as president, this conference provided some opportunities to reflect on all the things accomplished this year so far. For one, being able to have an in-person conference again was near the top of the list. It was no small feat, and our volunteers and IAAO team in KC did a fantastic job in making it happen. Secondly, we also completed a new strategic plan, Future Assessment 2025, approved

by the Executive Board of Directors in April. Finally, improvements in education are continuing with course exam results now available within one to two days of the exam. Our goal is for the results to be available within minutes of taking the exam. We're continuing to offer courses virtually in addition to our traditional in-person classes.

Other accomplishments include the National Association of Counties (NACo) becoming a partner with us in several areas, including providing leadership courses and helping to advocate for assessors with other county officials and elected policy makers. We worked with an international consultant to determine what we could and should do internationally. That has resulted in opportunities to partner with organizations like The European Group of Valuers Association (TEGOVA). This led to the opportunity for me to speak at their General Assembly in Brussels, Belgium, this coming October. The topic is Automated Valuation Models, which I think Kansans know a little something about! TEGOVA is very interested in the same IAAO standards and best practices we use here in Kansas.

Those are a few of the many strides taken in IAAO so far in 2021. There will be more to come in the future. We're committed toward meeting the needs of our members and the jurisdictions they serve. The huge majority of the jurisdictions represented in IAAO are small to medium-size counties. I enjoy reminding my out-of-state large-county peers of that fact!

The influence Kansas has in the assessment industry is great, thanks to past and present leadership in KCAA. Please don't ever forget that and please continue to be involved in IAAO. We are making a difference through our efforts and volunteerism. It's been a great honor and privilege to represent the state I love as IAAO president, the fourth IAAO president from Kansas! Thank you for your continued support!! Please stay safe, and I hope to see you soon!! ♦

## IAAO Designees for 2020-2021

IAAO designations are not an easy task. And only a few got to walk across the stage in Chicago this year to receive their designation. However, KCAA would like to recognize once again those who earned designations between September 2020 to August 2021. Congratulations to the following KCAA members: Steve Bauman, Shawnee Co., AAS; David Gilmore, Russell Co., AAS; Matthew Willard, Wyandotte Co., AAS; Shawn Showman, Douglas Co., CAE; and Curtis Pendergrass, Lyon Co., PPS. Congratulations to everyone!



**Congrats!** IAAO President Greg McHenry presented designations to: (Top) Shawn Showman, Douglas Co., CAE designation; (Middle) David Gilmore, Russell Co., AAS designation; and (Bottom) Steve Bauman, Shawnee Co., AAS designation.



**Bringing It Home (l-r).** Co-editors Brad Eldridge, Douglas Co., and Heather Poore, Rooks Co., accept the John A. Zangerle Award for KCAA's *Appraising the Plains* newsletter from IAAO President Greg McHenry, along with KCAA President Sean Robertson, Saline Co.



**EMAW?** Dedicated Jayhawk fan David Harper (l) dons purple in honor of IAAO President Greg McHenry, Riley Co.



**What are your thoughts?** Lori Reedy, Cowley Co. picks Greg McHenry's brain during the IAAO Presidential Reception. KCAA members were excited to support McHenry during this conference as he finished his duties as President of IAAO.



**You Have the Freedom to Join Me.** Allen Todd, Riley Co. gives a rousing opening prayer to start the conference.



**Tell Me Something I Don't Know.** Shawn Showman, Douglas Co., and Ryan Janzen, Lyon Co., listen intently during a session. Sessions varied in topics from leading and management to oversight and compliance.



**Show Me What You Got.** Cindy Magill, Sumner Co., (center) listens to a pitch at one of the many booths in the vendor area. There were many opportunities to learn about new technologies, best practices and, yes, even win some prizes.





**Can I Have Your Attention.** Lisa Ree, Ellis Co., serves as moderator for a session. The IAAO conference relies on volunteers to not only facilitate but to speak on topics within the appraisal field. This year Anna Burson and Lori Reedy, both from Cowley Co., along with Brad Eldridge, Douglas Co., and Kara Endicott, Johnson Co., presented in two different sessions. David Gilmore, Russell Co., and Heather Poore, Rooks Co., were among the volunteers that kept the conference running smoothly.



**Let's Regulate.** (l) Steve Bauman, Shawnee Co. and (r) Brad Eldridge, Douglas Co., attempt to regulate the regulator, Director David Harper, PVD.



**We Are Family.** Several KCAA members met up not just during meetings but also for lunch and evening activities. From taking the train to visiting famous restaurants and sites. It is like a big family reunion where the fun follows.



**It's a Melinda Sandwich.** Jeff Holsapple, Johnson Co., holds court between Melinda Latham, Mitchell Co., and Melinda from Connecticut. This conference is a great opportunity to network with appraisers from around the globe.



## Endicott Seeks Seat on IAAO Board

Kara Endicott, CAE, RES, Johnson County, will be on the ballot for the Region 1 member position on the IAAO Board of Directors. The position is currently held by Kansas PVD Director David Harper, AAS. Harper's three-year term ends this year.

IAAO elections will take place electronically from November 1–15. Regular members in good standing can vote. You can find more info and the full slate of candidates at [IAAO.org](http://IAAO.org). See Kara's election flyer on page 14 of this newsletter. ♦

## This is How We Do It...Saving the Best for Last

By Lisa Ree, RMA, Ellis Co.

Attending an IAAO conference provides numerous opportunities. Opportunities to connect with vendors regarding the latest and greatest tools. Opportunities to connect with other appraisal officials from close to home and from all over the world. Opportunities to win prizes, like Anna Burson did. Opportunities to see the differences in appraisal methods and cycles in different jurisdictions. The latter was offered at the last session on the last day of the conference, with appraisers from Washington County, Arkansas; Washington County, Utah; and Maui County, Hawaii, discussing how the appraisal cycle works in their jurisdictions. Some of the topics covered were appraisal cycle, appeals and exemptions.

All three states value at 100 percent of market value. Utah assesses primary residences at 55 percent and Arkansas at 10 percent for all property types. Maui County assessment rate is 100 percent and has a tiered tax rate system based upon their 11 classifications. The classifications include the typical classes in Kansas plus non-owner occupied, short-term rental, conservation, hotel/resort and timeshare. Owner-occupied residences received the lowest tax rate, as low as \$2.41 per \$1,000, while time-share property tax rate is \$14.60 per \$1000. Residents are eligible for a \$200,000 exemption.

Arkansas and Maui County have no state level appeals board, like the Kansas Board of Tax Appeals, or BOTA. In Utah, the local appraiser does not hold the initial informal hearing; instead each county hires hearing officers, typically local fee appraisers, to hold informal hearings.

As for exemptions, the Maui County appraiser said, "We have a lot of them." There were interesting ones that Kansas does not have including exemptions for credit unions, taro farming, long-term rental, unmarried surviving spouse of veteran who dies on duty, totally disabled veteran, and active-duty military personnel. Utah exemptions are based on use, not ownership and

allows the 55 percent assessed value for one primary residence exemption per household. No exemptions are available for other real estate properties. Utah does allow tax abatements for veterans, legally blind owners and active-duty military personnel.

Arkansas values ag land, if more than five acres, at a use value. Some of the exemptions extend to caps in values. For example, if a resident is 65 or older or totally disabled, the assessed value is frozen. This means if market value increases, the assessment rate stays the same. If the property sells, the assessment cap is removed. For primary residences, a five percent annual cap is applied to the assessed value and all other real property has a 10 percent annual cap.

Lastly, the panel did a comparison of what type of home a buyer would get for \$1 million in their jurisdictions and what the taxes estimate would be.

In Fayetteville, Ark., a buyer would get a 4,400 square foot, two-story home built in 2004. The home includes four

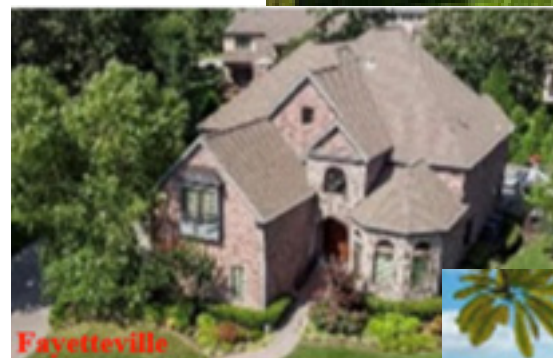
bedrooms, two bathrooms plus a pool. The taxes would be about \$11,800.

In Washington County, Utah, \$1 million would get a 2009 single-story, 3,400 square foot home with three bedrooms, three and half baths along with a pool. The taxes, if a primary resident, would be \$4,900 while non-primary residency taxes would be \$8,800.

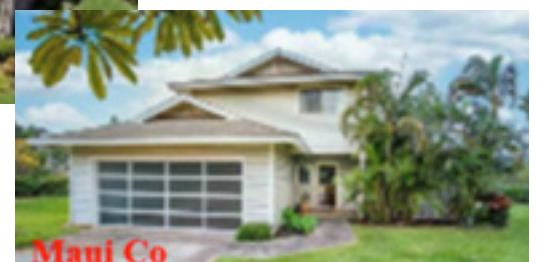
In Maui County, the median home price is a \$1 million. A buyer would expect a 1990s, 1,600-square-foot home with three bedrooms and two baths. The taxes, if owner-occupied, would be about \$2,400. A non-owner would pay about \$5,600.

Although this was the last session of the day, it was interesting to see how other jurisdictions handle the valuing and ultimately the tax bills for property owners. This session highlighted a few benefits of attending the IAAO conference, networking and discovering how appraisers across the world are all different, but yet so much alike. It was definitely saving the best session for last ♦

In Washington ►  
County, Utah,  
\$1million buys a  
3,400 square foot  
home built in 2009  
with 3 bedrooms,  
3½ half baths and  
a pool.



In Maui County, Hawaii, the median ►  
home price is a \$1 million. Expect  
a 1,600-square-foot home built in the  
1990s with 3 bedrooms and 2 baths.





## GROW into Coaching

By Ryan Janzen, CAE, RMA, Lyons Co.

Over the summer, IAAO offered an Emerging Leadership Summit titled “GROW into Coaching.” It was a three-part webinar series that culminated with an event at the annual IAAO conference.

The course follows the book *Coaching for Performance* by Sir John Whitmore. This book follows the GROW model and explains how this approach enables individuals to maximize their productivity, growth, and potential.

GROW is an acronym for Goals, Reality, Options, and Will. This model empowers people to maximize their potential by teaching them to problem solve and think critically. The GOALS piece, through a series of questions, helps a coach determine what they want, while the REALITY piece explores “Where are you now?”

The OPTIONS component of the grow model gets a leader to consider their possibilities in meeting a particular objective by considering “What could you do?” Finally, the WILL phase asks the leader to decide “What will you do?” This is when the coach chooses the best option to achieve their objective.

This model for coaching allows the person doing the coaching to be an active participant in their own development. Traditional mentoring methods often track the progress of a task or process that has been discussed in the past and can begin and end at any stage. However, the GROW model, through a series of coaching questions, has flexibility in moving the leader through the growth process in such a way that they are an active participant

GROW is an acronym for Goals, Reality, Options, and Will. This model empowers people to maximize their potential by teaching them to problem solve and think critically.

throughout.

Coaching differs from mentoring and feedback. Mentoring and feedback are both more about offering advice, insight, and telling an individual what to do next and how—more or less doing the thinking for a person. Coaching, on the other hand, forces an employee to think and understand the why. Coaching pushes an employee to be their best throughout the relationship by guiding them to find answers to their own questions and dilemmas through a series of questions and critical problem solving. Think of the best coach you have had in your life. What made them great? How did they maximize your potential? Did they push you to understand the why?

Along with the GROW model, understanding what drives a person can help a coach break through to an individual. The SCARF model is one way of doing this. SCARF stands for Status, Certainty, Autonomy, Relatedness, and Fairness. This model considers the five domains that influence social behavior. By understanding which of these domains triggers an individual, a coach can find the best way to reach an individual and

make a positive connection.

The emerging leadership series concluded with a session at the IAAO annual conference in Chicago presented by Dr. Judy Favors. Dr. Favors spoke to the importance of using the GROW model to extract the most out of people. She emphasized relationship building between coaches and employees, while noting the importance of active listening when in a coaching situation. She emphasized the importance of asking questions and not simply offering advice. Dr. Favors concluded by speaking on the importance of having an action-oriented approach that is not satisfied with the status quo. There is a constant need to continue to evaluate where we are, where do we want to be, and how do we get there.

The GROW model is a worthwhile approach to consider when trying to maximize the potential of others. By practicing a series of open-ended, non-leading questions, with an emphasis on relationship building and active listening, an employee can be empowered to grow and perform at a high level.

Teaching individuals to think critically will allow their full potential to come through. From the coach's perspective this will be a committed approach, and will require an investment of the coach's time. However, as a leader, time spent coaching can save time in the long run, because now employees are more empowered to think critically and perform at a much higher level to problem solve. ♦

## Orion Users Conference

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## Real Estate Notes of Interest

By Brad Eldridge, MAI, CAE

■ **Kansas Labor Market Report July 2021**, *Kansas Department of Labor*. "Preliminary estimates reported by the Labor Market Information Services (LMIS) division of the Kansas Department of Labor (KDOL) and the Bureau of Labor Statistics (BLS) show a seasonally adjusted unemployment rate of 3.8 percent in July. This was an increase from 3.7 percent in June and a decrease from 6.6 percent in July 2020." <https://bit.ly/3nw1Tab>

■ **County Unemployment Map: Interactive**, *Unemployment Map*: <https://tabsoft.co/3lsCTOg>

■ **Topeka Ranks in Top 20 of Most Affordable Housing Markets**, *WIBW 13 Topeka*, by Sarah Motter, July 2, 2021. Submitted by Rick Stuart, CAE, FIAAO, who also hails from Topeka. "Topeka rated among the top 20 hottest housing markets in the U.S. by Realtor.com, ranked as the seventh top city in the 'affordability sweet spot.' The median list price is roughly \$311,000, which is about 18% below the national average." <https://bit.ly/3ihDEZ6>

■ **Kansas Housing Market Stats – July 2021**, by Heather Gray, *Kansas Association of Realtors*, Aug. 23, 2021. "Sales in July 2020 were unusually high as the market bounced back after the start of the pandemic. Compared to 2019, July sales this year were up 6.8 percent. Home prices continue to increase across the state. The state-

wide average sale price in July was \$270,538, a 9.6% increase compared to last year. Midwest prices rose 13.1% and US prices rose 17.8%. The national average commitment rate on 30-year conventional mortgage for the week ending August 20, 2021, was 2.86%." <https://bit.ly/3zdr3wj>

■ **Single-Family Rentals Come of Age**, by Adam Kaufman, *Wealth Management Real Estate*, Sept. 13, 2021. "Single-family homes have historically been owned by one of two groups—homeowners who lived in the houses and "mom-and-pop" investors who rented them out. With the emergence of the build-to-rent segment for single-family rentals, it's clear the sector's appeal is here to stay." <https://bit.ly/3lsxSoP>

■ **Where real estate investors bought the most homes in 2020**, *Inman*, by Libertina Brandt, Aug. 30, 2021. Submitted by Lisa Ree. "A new report by CoreLogic found that in 2020, investors showed the most interest in markets where prices were low and the population was growing. The study compared the metros with the most investor activity in 2011 to the metros with the most investor activity in 2020." <https://bit.ly/2XkzFVg>

■ **Seller Activity Warms Up as 432,000 Newly-Listed Homes Hit the Market**, *Realtor.com*, Sept. 2, 2021. "U.S. housing inventory declines (-25.8%) and new listings growth (+4.3%) continued to improve over last year; August listing price adjustments approach typical 2016-2019 levels." <https://bit.ly/3zcM3n4>

■ **U.S. Annual Home Prices Gain a Record 18% in July**, *Bloomberg via Wealth Management Real Estate*, Sept.

7, 2021. "U.S. home prices increased 18% in July compared to a year earlier, according to a CoreLogic Inc. report. The jump is the largest 12-month gain in the index since the series began 45 years ago. On a month-over-month basis, home prices increased by 1.8% in July from June." <https://bit.ly/3EkFYZm>

■ **The Housing Shortage Is Significant. It's Acute For Small, Entry-Level Homes**, *National Public Radio*, Uri Berliner, Sept. 4, 2021. "America's roaring real estate boom is leaving millions of would-be homebuyers out in the cold. The problem is most severe in that corner of the market that once propelled the American dream: the small entry-level home." <https://n.pr/3zOLz7O>

■ **Mortgage Rates Remain Relatively Flat**, *BankRate.com*, Sept. 14, 2021. "30-year fixed refinance rate: 2.99%; 15-year fixed refinance rate: 2.29%; and 10-year fixed refinance rate: 2.27%." <https://bit.ly/3Ac8t97>

■ **Want to Live Above a Bomb Shelter? Project Could Build Condos Over Boise Fallout Shelter**, *www.BoiseDev.com*, By Don Day, July 13, 2021. Submitted by Jeff Middleton. "The Highlands Community Fallout Shelter was a prototype—and the first of its kind in the US. In the event of a nuclear attack, families who owned shares could have taken up residence inside. The bomb shelter was a sign of its time perhaps. And in a sign of our current era—a developer hopes to build as many as nine condos on top of the shelter." <https://bit.ly/3rbPU18>

■ **Both Hope and Challenges Face Kansas City CRE Market as it Continues to Fight Through Pandemic**, by Dan Rafter, *RE Journals*, Aug. 6, 2021. "Like most Midwest cities, Kansas City faces its share of challenges. The COVID-19 pandemic continues to hit the office sector hard. Retailers are still fighting against COVID cases. And in early August, Kansas City's mayor told all residents, vaccinated or not, to start



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wearing masks again while indoors.” <https://bit.ly/3EiMC2q>

■ **What Doesn't Kill You, Makes You Stronger (Retail Market Update)**, by Ed Hanley, *2021 Midyear Outlook – Wealth Management Real Estate*, August 2021. “The National Retail Federation raised its outlook for 2021, citing a quicker-than-expected recovery and eagerness to shop. Retail sales are expected to grow between 10.5 percent and 13.5 percent to an estimated total of \$4.44 trillion to \$4.56 trillion in 2021.” <https://bit.ly/3CmVpPI>

■ **Record Low Cap Rates for Single-Tenant Dollar Stores**, *The Boulder Group*, August 2021. “Cap rates within the single tenant net lease dollar store sector compressed to a new historic low for Dollar General (5.75%) and Dollar Tree (6.50%) properties in the second quarter of 2021. Cap rates for all three of the major dollar store brands (Dollar General, Family Dollar and Dollar Tree) compressed during the second quarter to an aggregate level of 6.11%. This represented an 87 basis point decline in cap rates year over year for the dollar store sector.” <https://bit.ly/3xsYs5r>

■ **US Sales Activity Expands, Price Growth Accelerates in July**, *Real Capital Analytics*, Aug. 26, 2021. “U.S. commercial real estate sales climbed in July and the rate of price growth accelerated as most but not all property sectors advanced past the pandemic recovery phase. Deal volume for the month rose 74% from a year ago and was above the average pace set across each July since 2005.” <https://bit.ly/3ImDfWU>

■ **Latest Composite Price Indices Continue To Post Steady Gains, With Values Rising Across All Segment Slices**, *CoStar*, Aug. 27, 2021. “This month's CoStar Commercial Repeat Sale Indices (CCRSI) provides the market's first look at commercial real estate pricing trends through July 2021. The investment grade segment rose by 16.1% year-over-year since July 2020, and the general commercial segment

increased by 14.3% year-over-year since July 2020. The Sale Price-to-Asking Price Ratio surged in July 2021 to 94.4%, signaling that buyers are increasingly willing to pay top dollar for commercial real estate assets. The ratio, which hit a new record in July 2021, is up from 93.9% in June 2021 and from 91.8% recorded in July 2020.” <https://bit.ly/3ETjqJ>

■ **Cushman & Wakefield's Hospitality & Gaming U.S. Lodging Industry Overview Mid-Year 2021**, by Elaine Sahllins, Aug. 30, 2021. “The first half of 2021 brought more than a year of impact from the COVID-19 pandemic and a roller coaster of hotel activity. The roll-out of vaccinations in the first quarter of 2021 spurred hotel demand at a level beyond forecasters' expectations. Leisure drive-to travelers continue to be the primary users of hotels, and while construction and infrastructure crews have returned to economy and midscale hotels, the road warrior corporate business traveler has not yet returned in any significant numbers.” <https://bit.ly/3lpKFZI>

■ **Cap Rates in Quick-service Sector at Historic Low**, *The Boulder Group*, September 2021. “Cap rates in the net lease quick service restaurant (QSR) sector decreased to a new historic low of 5.26% in the second quarter of 2021 representing a 39 basis point decrease when compared to the prior year. Cap rates for corporate leased QSR properties declined by 20 basis points to 5.00% while QSR properties leased to franchisees declined by 43 basis points to 5.40%. The primary contributing factor to the decline in cap rates is related to the increased investor demand for net lease properties with a drive-thru component.” <https://bit.ly/3EiEJd7>

■ **Urban E-Grocery Startups Create Demand for Mini Fulfillment Centers**, by Tom Martin, *Wealth Management Real Estate*, September 2021. “The rise of rapid grocery delivery startups is creating demand for a new kind of logistics property. Since early 2020, consumer demand for delivery of basic

essentials has triggered major growth for specialized online grocery services, a relatively new subsector that's already impacting major urban real estate markets.” <https://bit.ly/2VIVEnX>

■ **Employment Situation Summary**, *U.S. Bureau of Labor Statistics*, Sept. 3, 2021. “Total nonfarm payroll employment rose by 235,000 in August, and the unemployment rate declined by 0.2 percentage point to 5.2 percent, the U.S. Bureau of Labor Statistics reported today. So far this year, monthly job growth has averaged 586,000. In August, notable job gains occurred in professional and business services, transportation and warehousing, private education, manufacturing, and other services. Employment in retail trade declined over the month.” <https://bit.ly/3s3FEJ0>

■ **For many workers, the return to offices has become 'The Great Wait.' It's costing employers millions**, *www.cnn.com*, Sept. 2, 2021. “Google became the latest major company to announce another delay in its return-to-office plan, pushing its reopening date to January 2022. As of late August, 66% of organizations are delaying office reopenings due to Covid variants, according to a Gartner survey of 238 executive leaders. As employers chase down solutions to an unending list of safety questions, such as the expense of trying to bring employees back.” <https://cnn.com/3lpsO4S>

■ **Everyone's Hiring At Once: Two-Thirds Of CRE Firms Facing Covid-Era Talent Shortage**, by Patrick Sisson, *BisNow*, Sept. 8, 2021. “Roughly 60% to 70% of all commercial real estate firms are facing a talent shortage or talent challenge, according to a leading industry analyst. The current problem finding talent has stemmed in large part from existing issues within the industry. Roughly 44% of workers in CRE are over 50, a demographic concentration that creates a bottleneck that stymies youth hiring, mobility, and career advancement (other industries typically are 25% to 30% 50-plus).”

continued on next page

**Real Estate Notes continued**

**Editor's Note:** A recent study by the Appraisal Foundation revealed 67% of its appraiser survey respondents fall in the 55+ age group. Recruiting and training the next generation of Kansas county appraisers will continue to be an issue.  
<https://bit.ly/3hypPG3>

■ **Where Big Companies Stand on Delta Variant and Return to Office Plans**, by Riley de Leon, *CNBC*, Aug. 5, 2021. "A new CNBC flash survey of a select group of human resource executives at large companies, the majority of which employ over 10,000 workers, shows that new concerns are not yet upending all plans to return to workplaces. Recent surveying from Gartner shows most firms encouraging vaccination for employees, but not mandating it, while the number of companies planning to reopen offices in Q3 has fallen."  
<https://cnb.cx/3yxw3wc>

■ **Employers React to Workers Who Refuse Vaccination as COVID-19 Cases Rise**, By Allen Smith, J.D., and Lisa Nagele-Piazza, J.D., SHRM-SCP, *Society for Human Re-*

*source Management*, Aug. 23, 2021. "As mandatory COVID-19 vaccines become more widespread, many employers are asking what they can do if workers refuse. The Equal Employment Opportunity Commission (EEOC) has weighed in with guidance that answers some workplace vaccination questions. The agency said that federal anti-discrimination laws don't prohibit employers from requiring all employees who physically enter the workplace to be vaccinated for COVID-19. Employers that encourage or require vaccinations, however, must comply with the Americans with Disabilities Act (ADA), Title VII of the Civil Rights Act of 1964 and other workplace laws."  
<https://bit.ly/3kcyQWV>

■ **Job Openings Requiring Vaccination are up 90% in August Compared to July**, by Jennifer Liu, *www.cnbc.com*, Aug. 19, 2021. "The share of roles requiring job-seekers be vaccinated in general, but don't mention Covid-19 specifically, is up by 90% month-over-month. The keyword "Covid-19" might not be there, she tells CNBC Make It, but anyone "reading it as a person living through the pandemic" will understand the message."  
<https://cnb.cx/3zg6hw6>

■ **From McDonald's to Goldman Sachs, here are the companies mandating vaccines for all or some employees**, By Haley Messenger, *NBC News*, Aug. 3, 2021. "After the Food and Drug Administration granted full approval to Pfizer's Covid vaccine on Monday, more companies are expected to mandate that employees be vaccinated. Here is a list of the companies who have already announced their vaccination plans."  
<https://nbcnews.to/3zjgM1W>

■ **The Pandemic Caused a Baby Bust, Not a Boom**, *Scientific American*, by Tanya Lewis, Aug. 30, 2021. "When the COVID pandemic led to widespread economic shutdowns and stay-at-home orders in the spring of 2020, many media outlets and pundits speculated this might lead to a baby boom. But it appears the opposite has happened: birth rates declined in many high-income countries amid the crisis, a new study shows."

**Editor's Note:** I also thought that we would see a baby boom. I was wrong! This could have an impact on real estate 20 years from now, as the number of humans is one of the primary demand drivers for real estate.  
<https://bit.ly/38lo3NB> ❖



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