

# SDBANKER



OFFICIAL PUBLICATION OF THE SOUTH DAKOTA BANKERS ASSOCIATION | **DECEMBER 2019**



**INNOVATIVE BANKING**  
IN A CHANGING WORLD



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## message from the chairman.....

BY SHAWN ROST | South Dakota Market President | First Interstate Bank, Rapid City

# A Time to Reflect and Set Goals

**B**y the time you are reading this, it will be closing in on Christmas. Being the season of celebration and a time to reflect, I thought I would do just that concerning the SDBA and the year we have had.

We started the year looking at proposed legislation to create a specialty bank charter for business development banks. After months of meetings with regulators, bankers and proponents of the bill, the SDBA decided to oppose the legislation after carefully considering all viewpoints. We opposed the proposal because of the consequences to our industry if it passed. Current laws already allow banks to do what was being requested with this legislation. The group looking to change the law could buy a bank in South Dakota or start their own bank. It was not a question of competition, but one of need for a change to state law.

We had significant lobbying by our member banks, and testimony at the committee hearing by our bankers and SDBA President Curt Everson. We defeated the proposal in committee with more than 50 emerging leaders in attendance to see what we do at our core—advocate for our industry.

We had our joint SDBA/NDBA Annual Convention in June in Sioux Falls. It was well attended and had great content for all. Join us next year in Bismarck for the 2020 Annual Convention on June 7-9.

We held our second annual LEAD STRONG: Women in Banking Conference in October in Sioux Falls. We had a great turn out with more than 230 people attending.

In November, we held our first NEXT STEP: Emerging Leaders Summit in Sioux Falls, which was attended by more than 70 emerging leaders. I was able to attend, and it gave me great confidence to meet and interact with our next generation of bank leaders. The summit focused on connecting our next



*Presenter Holly Hoffman and Shawn Rost at the Emerging Leaders Summit in November.*



My goal for our Association in 2020 is that more people become active in the SDBA by attending more conferences and meetings. I challenge every bank executive to make sure your bank is represented at every SDBA event.

group of leaders and educating them in what, why and how we do what we do as an organization. All speakers focused on empowering, connecting, cultivating and engaging these leaders. It was a great first summit, and we hope to grow the event next year.

Now we roll into December, and the SDBA Board of Directors is focused on setting the budget for 2020, reviewing and modifying the bylaws, getting ready for the next legislative session, and setting our priorities for the next calendar year.

Many more important items were accomplished in 2019, and I have only highlighted a few. None of it could be accomplished without our "Rock Star" staff at the SDBA and all of our volunteers. Due to their dedication and knowledge, we had another great year in South Dakota based on legislative accomplishments, grassroots growth in our base, increased diversity of leaders, our lobbying efforts in D.C., and our financial performance as an organization. Please thank these people when you get the opportunity. We are only as great as our team.

After reflection comes goal setting. My goal for our Association in 2020 is that more people become active in the SDBA by attending more conferences and meetings. I challenge every bank executive to make sure your bank is represented at every SDBA event. More bankers educate others and lobby our elected officials to help improve our industry and the communities we serve. Let's hold each other accountable to these goals and each do our part. Have a Merry Christmas and a prosperous 2020! 🎉

Shawn Rost is South Dakota market president at First Interstate Bank in Rapid City. Rost can be reached at 605.716.8928 or shawn.rost@fib.com.



from the executive office.....

BY CURT EVERSON | President | South Dakota Bankers Association

# Takeaways from Ag Lending Survey

It occurred to me recently how appropriate it is to observe and celebrate both Veterans' Day and Thanksgiving Day each November. Since we celebrate the latter by feasting on earth's bounty as provided by God's grace, perhaps we should consider thanking veterans for their service and sacrifice by making a sacrifice of our own.

A good friend of mine told me that people of his Mormon faith fast for two meals in a row each month as a reminder that many people in our world live in hunger. Money that would otherwise have been spent on those two meals is contributed to a fund that the church uses to provide food for those who would otherwise go without. Irrespective of religious belief or affiliation, maybe each of us should periodically consider giving up something in honor of military veterans that we hold dear and making a sacrificial gift to a worthy cause. After all, 'tis the season for both thanks and giving.

Beginning on Nov. 10, more than 500 bankers gathered in Dallas, Texas, to participate in the ABA Agricultural Credit Conference. During one of the conference general sessions, ABA Chief Economist Jim Chessen and Farmer Mac's Head of Strategy, Research and Analytics Jackson Takach presented results of ABA and Farmer Mac's most recent Agricultural Lender Survey. A sampling of key takeaways based on responses submitted by more than 450 lenders nationwide include the following.

**Profitability Expectations:** The agriculture economy and farm income remained stressed in 2019 with limited signs of improvement in 2020. The majority of agricultural lenders surveyed noted compression in farm profitability this year (82.5%), and there was consensus in profitability declines across all reporting regions.

**Top Concerns for Producers:** Liquidity, income and leverage were top lender concerns for producers, but trade, tariffs and weather edged up on the list.

**Top Concerns for Lenders:** Credit quality, competition for loans and weaker loan demand were the top concerns. Lender sentiment remained cautious between August 2018 and August 2019, mirroring the similar percentage of respondents reporting farm profitability declines, increases in farm leverage and increases in default rates.

**Credit Quality:** Survey respondents generally expect higher ag loan delinquency rates heading into 2020 for both production (51.6%) and real estate (39.5%). However, the majority do not expect higher loan charge-off rates in the coming year (65.8% and 74.7%, respectively).

**Loan Demand:** While more than half of lenders reported that demand for agricultural production loans was flat over the last 12 months, a significant share (45.3%) of lenders with assets between \$50 million and \$250 million reported increased demand. A similar sentiment was reported for loan demand over the next 12 months.

**Land Value and Cash Rent Expectations:** Nearly half of lenders expect a decline in land values in 2020 (49.6%), supporting the assertion that there is some above-market valued land in farmers' balance sheets. Lenders report that an average of 37.8% of land in their markets are above market value, yet the vast majority expect only small changes to land values in 2019 and 2020. Lenders also expect compression in cash rents, but fewer lenders reported above-market value rents compared to 2018.

**Approval Rate:** In spite of the credit quality concerns, lenders still remain positive about approvals. Lenders reported a new average agricultural loan application approval rate of 75.1% in the 12 months leading up to August 2019, and expect the approval rate for renewal requests will be close to 90% in the following 12 months.

**Farm Retirements:** The continued stress on profitability is resulting in rising trends in farm exits. Nearly half of lenders reported an increase in farm retirements in 2019 (47.7%) and nearly two-thirds expect the pace to pick up over the next 12 months.

This survey was completed in August, prior to row crop harvest throughout the country. A difficult, expensive harvest season will drag on into December for some producers, creating more challenges for lenders and borrowers alike going into 2020. 🌾

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# Improving Our Members' Overall Cardiac Health

**T**he American Heart Association says 80% of all cardiovascular disease is preventable, but how do you know your specific risk? Thanks to a partnership between the South Dakota Bankers Insurance & Services (SDBIS) and South Dakota health systems, we are going to make it possible to understand your risks.

There is only one way to meet the objective of improving the overall cardiac health of our members. Every health member on the South Dakota Bankers Benefit Plan (SDBBP) over the age of 40 must take advantage of a non-invasive, 40-minute heart screening (100% paid for by the MET). Why do it? Prevention and early detection are the two best ways to improve your health and insure you will live long enough to spoil those grandchildren.

As we get older, some of us have the tendency to build up calcium in our arteries (hardening of the arteries "atherosclerosis"). The hardening of the arteries is a slow process that you do not know is happening. This damage or injury can occur as a result of smoking, uncontrolled diabetes, high cholesterol, high blood pressure or genetic tendency with little to no warning until an event such as a stroke or heart attack happens.

## My Planet Heart Evaluation Experience

I'm very fortunate in the fact that I do not have any major health concerns. However, it is the unknown that really needs to be addressed. Why not find out the condition of my heart, check the calcium buildup in my carotid arteries, understand the dietary changes that help control cholesterol and what are my risk factors?

I reached out to an old friend, Avera President/CEO Bob Sutton, and expressed to him my interest in the Planet Heart evaluation. Bob put me in touch with Mick Gibbs, president of Avera Heart Hospital. I called Mick on a Monday morning and scheduled a heart evaluation for Wednesday at 9 a.m. There was no prep necessary other than no coffee or eating that morning in order to do a fasting blood sugar test.

I arrived at the front desk and explained that my appointment was for a Planet Heart evaluation. A simple one-page questionnaire was filled out, and

within five minutes I was greeted by Val McGlothlen, my vascular sonographer, who was very professional and immediately developed a lighthearted, easygoing environment. Her task was to evaluate the carotid arteries utilizing an ultrasound taking pictures of the inside of the arteries. She also performed the finger stick for a drop of blood used to run a blood panel which she would review at the end of the evaluation. All the normal vitals were recorded, blood pressure, heart rate, etc., which took about 20 minutes.

As soon as Val finished her evaluation, RN Andrea Engbarth entered the room, and we were off to the second floor for a CT scan. Apparently, a lot of people have issues with going through a CT scan, but Andrea puts those concerns to rest. The scan takes about 15 minutes in which you lay on the table, the table slides into the scanning unit, you hold your breath and release it in a few seconds. The table slides out, and you repeat this procedure three times. This was an easy process and not at all threatening.

On the way down the elevator, Andrea and I discussed her and Val's important role in performing these highly-technical evaluations. It was quite evident that both Val and Andrea are very engaged in their profession and take great pride in making patients feel like they are the only one they are working with that day. As you may well imagine, these ladies are on a treadmill all day with back-to-back patients every 40 minutes. Mick, you should be proud!

Andrea returned me to the waiting room for a short five-minute wait, at which time the first two cups of coffee were downed. We were waiting for the CT scan to be read, and then Val took me back to a private room and we discussed my result of the morning evaluations. Everyone will be happy to know my score puts me in the survival range to reach age 120!

After my review we stopped down on the first floor to talk to Mick Gibbs, who deals with all aspects of running the hospital. He had just wrapped up with an insurance adjuster and settled on replacing the Avera Heart Hospital's windows damaged by a September tornado. Yet, he had time to talk to me about forming a consortium of health providers across the state to perform heart evaluations for SDBBP's MET members.

## The Theory of Getting Started

My objective was that our bank members across the state have access to the same heart evaluation that I experienced. To accomplish that, we needed to get Avera, Sanford, Rapid City Regional and Prairie Lakes Health Care System to work together. Mick knew the right people in each hospital and reached out to see the level of acceptance each had in working together in providing a heart evaluation that would allow us to gather alike information to measure the success of the program. Doug Koch, vice president of operations with Rapid City Regional, was interested in participating because RCC was starting a new heart screening program, and this was a perfect way to jump start it.

Mick set up the first telephone conference the next week with all four hospitals on the call. The meeting went well, and everyone was in agreement that we could make this happen. We scheduled a second meeting at Sanford Hospital. Kelly Hefti, MSN RN CNP | executive director heart and vascular, set the meeting up, and Lynn Thomas, director of operations for the cardiovascular screening, attended with a wealth of information on Sanford's heart screening program. Lynn has a vested interest in the Sanford program and actually drives the mobile screening unit around the state performing heart evaluations. Lynn has developed a tracking system to capture pertinent data, score it and measure future use. Her working knowledge of

how to positively effect outcomes will be valuable. We also received direct input from Jenna Hulscher, CRA, director of radiology, with Prairie Lakes Health Care Systems.

## Summary

We will be providing a sophisticated heart evaluation to all SDBA health plan members and covered spouses over the age of 40 as of Jan. 1, 2020. We have established a working relationship with the major hospitals to provide this service free of charge to you with the SDBBP MET covering exam expenses. If you are currently being seen by a heart specialist, you will not need this evaluation. If you are diabetic and under the age of 40, have your physician recommend and provide a note that you do this evaluation.

We will be sending out a voucher to everyone over the age of 40 that is on the SDBA health plan. Once you receive your voucher, call the location of your choice to make an appointment and show them your BCBS health card at the time of the exam.

A special thanks to Tanya Kruthoff, executive assistant to Mick Gibbs, for setting up meetings and her persistence in getting it done. 🌈

Mike Feimer is president of the South Dakota Bankers Insurance & Services (SDBIS) in Yankton. Feimer can be reached at 605.660.2341 or mfeimer@sdba.com.

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Scholarships are available in \$500 increments to 180 banks/branches who agree to match an equal amount. One-hundred eighty \$1,000 scholarships will be awarded to high school seniors on behalf of their sponsoring banks and the South Dakota Bankers Foundation.

## Foundation Requirements

- Banks who participated in the High School Scholarship Capital Campaign will be eligible to complete this application.
- Student(s) must be a high school senior who plans to attend an accredited South Dakota college, university, vocational technical school, or community college on a full-time basis.
- Winners agree to have their names released to the media.
- Other eligibility requirements may be determined by the sponsoring bank.

## Matching Funds Application

### PLEASE PRINT

Bank/branch must match each scholarship at \$500. Scholarships are awarded based on one per bank, then one per branch with additional requests considered until the \$90,000 is awarded. Submit in the order of priority. Duplicate this form if you have more than three locations requesting scholarships.

**Bank Name:** \_\_\_\_\_

Branch/Bank City: \_\_\_\_\_ # of \$500 scholarship(s) applying for to this location: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Branch/Bank Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Branch/Bank City: \_\_\_\_\_ # of \$500 scholarship(s) applying for to this location: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Branch/Bank Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Branch/Bank City: \_\_\_\_\_ # of \$500 scholarship(s) applying for to this location: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Branch/Bank Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Submit completed requests to our office by 12/20/19.**

**You will be notified when we receive your forms.**

**Parent banks** will be notified in **January 2020** of the number of \$500 scholarships awarded. *Checks will be distributed the first week in February 2020.*

**Send this application by mail, fax or email to:**

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Fax: 605-224-7835 \* Email: [jdyce@sdba.com](mailto:jdyce@sdba.com)

Questions: Call 605-224-1653





## Emerging Leader of the Month: Jody Bender

**A**s part of the SDBA's mission to grow South Dakota's future bank leaders, we are featuring a monthly emerging leader in SDBANKER Magazine. This month's feature is Jody Bender who works for U.S. Bank in Rapid City.

### First-Ever Job



I grew up in Mobridge, and my first paycheck jobs started at age 14 working at the drive-in as a carhop and as a lifeguard at the swimming pool. As I look back, I realize that all those jobs provided lifelong skills—money handling, work ethic, customer service and leadership skills. Maybe the challenge of dispensing money from a coin machine

and handling the troublemakers at the swimming pool did prepare me for my future roles?

### Emerging Leader Story

My career path started in Pierre working as a financial analyst for the South Dakota Division of Insurance. The next step was as a loan officer with the Governor's Office of Economic Development, where I worked on state and federal loan programs and met many business and government leaders.

My subsequent position as a business consultant at the Small Business Development Center in Rapid City allowed me to prepare business plans and projections for clients in western South Dakota. Through this connection, I met Pat Burchill, former U.S. Bank regional president, who suggested that I should consider looking at a bank credit analyst position.

Banking has provided me many advancement opportunities for the past 19 years—credit analyst, commercial loan officer, private banker and commercial loan team manager. In 2016, I was named U.S. Bank's market president covering the Rapid City and Gillette, Wyo., markets.

### What She Most Likes About Her Job

The fun part about banking is that you are exposed to many great relationships at work and in the community. Digital technology is changing the banking landscape. Customers benefit from the ability to do banking at any time or anywhere. I enjoy the focus that the customer is our priority and assisting them with the resources. Banking is an interesting career

path because it's never boring, something is always changing and you continue to stretch your knowledge.

Being committed to a community means helping the community succeed. I am currently active on boards with Destination Rapid City (Main Street Square), Elevate Rapid City and YMCA.

### What Motivates Her

My number one success and motivating factor is my family. My husband, Shayne, and I have been married for 31 years. Shayne has been an electrical power lineman for 35 years. This fearless man is the person you see hanging from helicopters and climbing steel towers to work on utility lines. We are blessed with three grown boys—Dayton, Logan and Colton—and a four-year-old grandson, Braxton. This is the group that holds me accountable and gives me straight up feedback.

### In Her Spare Time

Spending time with family is our number one priority. Other moments include working on our rental house, spending time with friends and the outdoor activities of the Black Hills. Annually we spend vacation time during the Sturgis Motorcycle Rally, NFR rodeo in Las Vegas and branding cattle at the Bender ranch.

### Involvement in the SDBA

I enjoy participating with the SDBA and the Women in Banking Work Group and emerging leaders efforts. The opportunities with the SDBA to go to the capitols in Washington, D.C., and Pierre to participate, learn and connect have been invaluable. 🌈



Jody and Shayne Bender and their three sons: Logan and his girlfriend, Sierra; Dayton and his girlfriend, Tiffany; and Colton and his son, Braxton.

# More Than 70 Attend SDBA's First Emerging Leaders Summit

**M**ore than 70 emerging bank leaders from across the state attended the SDBA's first NEXT STEP: Emerging Leaders Summit in Sioux Falls on Nov. 6. Attendees heard from a variety of speakers on topics such as connecting with people, the DISC universal language of observable behavior, growing the workplace culture you want and what makes a great leader.

"It isn't about becoming the president of anything. It might not even be becoming a vice president or a director. It is about how you are changing things that you are engaged with right now. What impact do you have? How do you influence other people, the way they think, the way they live?" Avera Health President and CEO Bob Sutton asked of emerging bank leaders during

his presentation on leadership. "Leadership is about every single day modeling behaviors that other people can sincerely and genuinely appreciate."

The event was designed to help cultivate, connect, engage and empower South Dakota's future bank leaders. One goal was to encourage bank leaders to find and express their voices within their organizations, communities and the banking industry and provide opportunities to network and exchange ideas with other industry professionals.

The event also included a speed networking session and a networking reception the evening prior. The event was sponsored First Fidelity Bank, Cain Ellsworth & Company, OnCourse Learning, Dakota Prairie Bank, First Bank & Trust and First PREMIER Bank. 🌈



Maggie Groteluschen with The First National Bank in Sioux Falls visits with presenter Bob Sutton, Avera Health president and CEO.



L-R: Paul Moore, Great Western Bank, Hartford, and David Gillies, First Dakota National Bank, Yankton, during a networking session.







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# Innovative Banking in a Changing World

*L-R: Ethan, David, Jan and Reid Johnson at Reliabank in Sioux Falls.*

*By Alisa Bousa, Editor*

**D**avid W. Johnson was attending graduate school in 1975 when his father, Walter, announced during the Fourth of July that he was going to sell the family bank in Estelline.

David, who wasn't planning to work in banking, decided to give the family business one last shot and returned to Estelline to join Farmers State Bank as its executive vice president.

But a short eight months later, David, who was only 23 at the time, found himself in charge of the bank when his father passed away suddenly at the age of 68.

Today, what started as Farmers State Bank in Estelline is now Reliabank, an innovative and expanding bank with nine locations in eight communities along the I-29 corridor. David continues to lead the bank as CEO and chairman, with his wife, Jan, and their sons, Reid and Ethan, playing active roles in the direction of the bank.

## Bank History

Reliabank dates back to 1920, when Fred Beskow chartered The Farmers National Bank of South Shore with \$25,000 in capital in the northeastern corner of the state. He moved the bank, with assets of \$69,281, to Strandburg in 1925 and then to Estelline in 1928. The bank became state chartered in 1946 and changed its name to Farmers State Bank in Estelline.

David's father, Walter K. Johnson, began working at the bank in 1944 and was the managing officer. Shortly thereafter, Walter contracted with Beskow to buy the bank after Beskow's death. It took more than 20 years to complete the transaction as Beskow lived to be 90. Walter became the bank's owner in 1968 and the first generation in what would become a family banking business.

David, and his four older siblings, grew up working in the bank in Estelline. They started as janitors cleaning out the bank's

ashtrays, dusting, cleaning and waxing the floors and as vacation tellers in the summers.

"I was always tall, so one time when I was 16 and there were no tellers on vacation, my dad went to the loan case and pulled out four past-due loans and said, 'Here, why don't you go out and see these people,'" Johnson recalled. "So, I went out and called on these people and said I would like to see a little action on this, and within about a week, three of the four were current."

David studied economics at Augustana College in Sioux Falls and continued to graduate school at the University of Wisconsin-Milwaukee part time as he worked as an insurance adjuster. David had no intention of returning to Estelline to work at the family bank.

"I was hoping to find some kind of job in academia or with some government agency doing economic research or teaching," David said.

When Walter announced his plan to sell the bank, David decided to interrupt his graduate school studies and return to the bank as its executive vice president.

"Before I even got back home, my dad had already started his life-long dream of branching to Watertown," David said. "He had made some calls to people and had me fill out the applications to branch into Watertown."

They had already bought property in Watertown across from the post office when Walter passed away. Because of a large estate tax, the Johnson family decided to sell the Watertown property and withdrew the applications.

## Leading the Family Bank

In addition to David being only 23 when he took over management of the bank in 1976, that year also brought a drought, followed by a year of no income for farmers.

"There was a time when I thought this isn't much fun, and I think I should find some other line of work," David recalled. "I really have to credit the staff that we had. We had six people who had worked at the bank for a long time who really wanted me to succeed."

In addition to leading the bank, David also became the bank's insurance agent, HR and marketing

person. He worked for his family, who owned the bank, for 12 years. For 10 of those years, David said Howard Peters, a seasoned banker from Alpena who also served on Farmers State Bank's board, was his mentor.

In 1988, David and his sister, Cyndi, bought out the other family members. David then bought out his sister in 2000.

The bank began expanding in 1992 when it purchased Hamlin County Bank of Hayti and Hazel.

"We had a strategic plan in 1996 and became concerned about the demographics of our customer base, so we thought we have got to get in a younger market," David explained. "So we looked north and we looked south, and we thought Watertown was more attractive."

David contacted Hugh Bartels, a former banker and deputy director of the South Dakota Division of Banking, to help the bank expand to Watertown. The bank established a de novo bank in Watertown in 1997, with a second branch in Watertown in 2002.

In 1999, the bank changed its name to Reliabank Dakota to appeal to a wider variety of customers.

In 2007, the bank established a de novo branch in Hartford. Reliabank then acquired branches in Humboldt and Tea from Farmers

State Bank of Marion in 2010.

In 2015, Reliabank opened a mortgage office in Sioux Falls on West 57th St., followed by its first full-service bank in Sioux Falls on Sept. 12, 2018, at 608 W. 86th St.

Today, David said his main duties at Reliabank are recruitment, staff development and strategic planning. The bank employs around 95 people, and David is proud of the way staff continues to handle change.

"I am a sports junkie, and I always envisioned myself as the general manager that puts the best team out on the field," David said. "I really think that has sped up decision making and has made decision makers out of branch managers. I have been very fortunate to put together a team that performs very well."

When offering financial products, David said a balance is needed among what is good for the customer, the bank and the employee.

"We have incentive compensation laced throughout our bank," he said. "So we have got loan officers, insurance agents, wealth management people going out and asking for the business because it is good for them, it is good for the bank and it is a good product for the customer."



Reliabank's first full-service bank in Sioux Falls opened on Sept. 12, 2018, at 608 W. 86th St.



## A Family Approach

David and his wife, Jan, have been married for 40 years. Jan, who is originally from Bruce, taught high school English in Estelline and Watertown for 32 years and recently retired from teaching beginning and advanced composition for 12 years at Mount Marty College's Watertown campus.

"Ever since we have been married, I have been an advisor to Dave," Jan said. "With my English background, I have touched publications and documents at the bank for 40 years. I am the proof reader and often the editor."

Jan has served on Reliabank's Board of Directors since 1991 and currently chairs the audit committee and supervises the compliance and audit functions of the bank. She is also involved in the bank's high-level strategic planning, oversees the bank's scholarship program, assists with bank events, and wrote and will be updating a book about the bank's history.

"People have the perception that banking is just numbers, but the truth is that banking is really a lot of words," Jan said. "It is policies, it is strategic planning, it is marketing and culture building—it is all of those things."

"My skill set has worked really well for this bank. Many banks probably hire people who are good with numbers and forget how important words are to the success of an organization."

David and Jan have two sons, Reid and Ethan, who both work for Reliabank in the Sioux Falls office. Like their father, Reid and Ethan started working at the bank as summer tellers while they were in high school but didn't plan to have careers in banking. They both attended the University of Sioux Falls and participated in track.

Reid majored in business and media studies with plans to work for a marketing company in a larger city. After starting his own family, he decided to stay in Sioux Falls and work at the Tea branch in 2011.

Reid first worked with the bank's traditional advertising—TV,



*Reliabank opened its main location in Watertown at 1401 4th St. NE in 1997.*

radio, billboard and print. His role as marketing director has now expanded to digital advertising and helping keep on top of technology. Reid also oversees many of the bank's community events.

Reid and his fiancée, Jessi Haugen, together have six children.

"It has been pretty neat to see this thing grow from when I was a kid," Reid said. "I grew up in the bank and hung out there. To see the number of locations that we have and how we have expanded to almost \$500 million in assets."

Ethan worked at Reliabank's Tea branch performing credit reviews during the summers while he was in college. He double majored in business administration and sports management.

"I didn't know what I wanted to do when I was in college," Ethan said. "When I was a kid, I wanted to be an architect and then I wanted to be a geologist."

After graduating from college, Ethan went to work for a competing bank. He returned to Reliabank in 2016, working in the bank's mortgage department in Sioux Falls. After six months in the mortgage department, Ethan started working in lending. He is currently a business banker and securities manager and enjoys the financial side of the bank and managing the bond portfolio.

"We don't currently have a CFO role," Ethan said. "That is what I would someday like to do."

Ethan owns a four-year-old golden retriever named Bella, and his dream is to create a dog park behind the Sioux Falls bank.

All four family members are active in their communities. David serves on Mount Marty College's Board of Trustees and has been involved with Rotary, where he would someday like to serve as a district governor.

David plays guitar and sings with 2nd Opinion, a rock-and-roll band which plays eight to 12 gigs a year, mainly at charitable banquets for organizations like Make-a-Wish, Lifescape, Beacon Center (a women's shelter in Watertown) and Family Visitation Center. He also sings in his church choir and has a hobby of singing the National Anthem for sporting events, including at a Minnesota Twins game this past summer.

Jan currently serves on the Friends of South Dakota Public Broadcasting Board, just completed a term with the South Dakota Hall of Fame and volunteers with tending two community gardens.

Reid serves on Volunteers of America, Dakotas Board, and Ethan serves on the St. Francis House Board in Sioux Falls.



## Innovative Banking

Reliabank prides itself on being small enough to offer personalized service but large enough to offer the latest in technology. Customers can take Reliabank's services with them wherever they go, Reid said.

"We have staff that really try to stay up on technology and bring things to the table and then decide whether we should do them or not," Reid said. "We recently rolled out a product where you can open up a checking account online 100% from start to finish and you don't have to go into the bank. You can take a picture of your valid photo I.D., answer a few questions and it doesn't take very long."

Innovation was also key in the design of Reliabank's newest location strategically built in a growing area of Sioux Falls.

David refers to himself as an "old buildings guy" and rehabs houses and apartment buildings in Watertown and Estelline. The main Watertown bank was constructed with timber-framed beams to look like an old Norwegian barn.

David at first envisioned a similar look in Sioux Falls, but Reid and Ethan wanted a non-traditional bank design that embraced technology and the future.

"We have gotten a lot of compliments on our Sioux Falls bank's look and how it is different from most banks," Jan said.

David has brought his passion for art into the interior design of all of Reliabank's locations. While he has never studied art, David's appreciation of all kinds of art has led him to support art projects in South Dakota and collect various works from all over the world.

His collection started while he was in college and studying economics in Germany and England. In the mid '90s, David taught American banking methods to bankers who were emerging from the fall of the Soviet Union in Uzbekistan and Turkmenistan.

"The way we approach art is if we like it, especially if it is someone local, we see if we can find a spot because we like to showcase local talent," said Jan.



*The non-traditional bank design of Reliabank's Sioux Falls location embraces technology and the future. Pieces from David Johnson's art collection are displayed throughout the bank.*

## The Next 100 Years

This fall, Reliabank promoted two of its senior vice presidents to lead the bank as it closes in on its 100th anniversary. Joshua A. Hogue was named president of the bank, and Jeremy W. Keizer was named Sioux Falls market president.



Joshua Hogue

Hogue, who lives in Watertown, joined the bank in January 2012 after seven years with First Fidelity Bank of Platte. Hogue has a bachelor's degree from Dakota State University and a master's in banking and financial services from Northern State University. He also completed the Graduate School of Banking in Wisconsin.



Jeremy Keizer

Keizer joined Reliabank in January 2010. He holds a bachelor of business economics from South Dakota State University and also completed the Graduate School of Banking in Wisconsin.

With a younger generation in place to lead the bank, Jan said she sees a lot of enthusiasm and talent.

"It is exciting thinking about growing the bank with Josh and Jeremy," Ethan added. "It is fun to

think about what can we do now."

The bank will celebrate its 100th anniversary on Sept. 1, 2020. The bank has built a special float featuring the bank's centennial logo that they will use at events throughout the next year.

Jan said the bank is planning fun events to highlight its communities and honor where the bank was founded. David hinted at some centennial surprises throughout the year.

The bank also plans to plant at least 100 trees in the communities it serves. City park managers will be able to apply for Reliabank centennial trees to be planted in their communities.

"One of the things that we do that I think is kind of unique for a bank is that we market with food," David said. "About 10 years ago, I bought a gas grill thinking that our people will get tired of cleaning it after about three or four years. Well, just the opposite happened. Now we have two gas grills, and we do community picnics, teacher in-services and grilling at high school sporting events. And we are going to be doing more of that during the centennial."

"The bank has a really good reputation in the communities where we are, and that is a testament to how this organization is run and the people inside these walls and how they conduct business," said Reid.



# Building Success in Washington

**B**etween the end of September and the end of October—at the same time the House was beginning its impeachment inquiry—a remarkable thing happened. Representatives turned their attention to two different, pressing banking issues—cannabis banking and modernization of our anti-money laundering compliance framework—and advanced bipartisan legislation to address them.

Around the same time, federal regulators took action on several other priorities, from implementing sections of S. 2155, which made tailoring of regulation the law of the land and finalizing the new community bank leverage ratio, to raising the appraisal threshold for residential real estate transactions and proposing changes to the FDIC's national rate cap regulations.

For all the acrimony and dysfunction that seems to be defining our capital these days, Washington sure is producing some smart, commonsense banking policy. How have we managed to see so much progress on banking issues in such a divisive atmosphere? And what does this mean for banking as the 2020 elections approach?

I believe our industry's success in Washington starts with your hard work at home. While ABA and your state association are working to help you succeed in the future, you are the ones demonstrating the critical role banks play in the economy by making sure your customers and communities have what they need to thrive. And a national survey that ABA commissioned and released in October found that you are performing this role very well:

- Nine in 10 Americans are very satisfied or satisfied with their primary bank.
- 96% rate their bank's customer service as excellent, very good or good.
- 93% rate their access to banking services as excellent or good.

Results like these, including a recent Gallup poll that found the highest public opinion of banking in more than a decade, matter because they give policymakers more reason to support you.

We're also succeeding in Washington by making it clear that banking policy is bipartisan. No matter who holds the gavel in Congress or controls the White House, they need to understand banks and bankers



today. So we've been working closely with leaders and lawmakers on both sides of the aisle and in both chambers to educate them on issues that are affecting your ability to serve your customers and communities.

Finally, we're succeeding in Washington because bankers continue to engage in the process. Bankers and state association executives in states that first legalized marijuana, for example, took the lead in educating their peers and lawmakers on the implications of leaving the cannabis industry unbanked. Those include the tax consequences, the public safety risks, and the impact on non-cannabis bank customers.

Other bankers are shaping outcomes by participating in their state's Washington visit, analyzing regulatory proposals, conducting critical reviews of our comment letters and responding to grassroots alerts.

All of this puts us in an excellent position as we head into an election year that, yet again, could shift the balance of power.

To further bolster the industry's position in advance of the 2020 elections, ABA is actively scaling our BankPac and our voter education initiatives with the intent of supporting Democratic and Republican candidates who understand and appreciate the important role banks of all sizes play in this country. At the same time, we're building out our new grassroots platform, Secure American Opportunity, at [www.aba.com/advocacy/political-engagement/grassroots](http://www.aba.com/advocacy/political-engagement/grassroots). That's where you'll find information on actionable policy issues and learn what you can do to shape the outcome, whether it's writing to your lawmakers or commenting on a regulatory proposal.

And while we don't and won't participate directly in the presidential race, we stand ready to correct the record if candidates misrepresent our industry or pursue policies that will harm your ability to serve your customers and communities. 🇺🇸

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Rob Nichols is president/CEO of the American Bankers Association. You can reach Nichols at [nichols@aba.com](mailto:nichols@aba.com).

# NSU Master's in Banking and Financial Services Now Offered Fully Online

**N**orthern State University's Banking and Financial Services master's degree program is now offered completely online—making it more convenient for professionals looking to advance their career.

The program used to require a summer residency, but students would often have to use vacation time to come to campus, said NSU School of Business Interim Dean Dr. Doug Ohmer. If it didn't work out, they would have to wait an entire year before they could finish.

"Now with it fully online, they can take the course when it comes naturally in their sequence of courses and be done," Ohmer said. "So that's the real benefit."

Ohmer said the program is good for individuals who have already established themselves in the banking and financial services industry and now might be looking to move upward in their responsibilities.

Northern began offering the master of science degree in banking and financial services in 2012, and at the time was one of only a handful of universities in the U.S. to offer the program at both the graduate

and undergraduate level. The program was created in response to the region's growing demand for financial services professionals.

The undergraduate program, offered both face to face and online, prepares students for any professional, entry-level position in the banking and financial services industry, including management training programs, entry-level loan officer or assistant branch manager.

## New Scholarship Program

Along with the shift to a fully online master's program, Northern is also kicking off a new scholarship program for banking and financial services students at the undergraduate level. Four undergraduate scholarships will be available to new, full-time students. These scholarships will be offered on a competitive basis, so students will have to apply.

For more information, visit NSU Banking and Financial Services online at [northern.edu/banking](http://northern.edu/banking) or contact the School of Business at 605.626.2400. 🌈



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# Cultivating the Next Generation of Leadership

## Three Priorities Boards Should Address with the CEO

By Terry Saber, Principal, Saber Advisory Group, LLC

**W**hile all components of the regulatory CAMELS rating are crucial to a well-run financial institution—management of capital, asset quality, earnings, liquidity and sensitivity—the most vital today is “M”, management. In today’s unprecedented 24/7 world of constant connection, emerging technologies, uncertainty, talent shortage, globalism and retiring baby boomers, addressing these business challenges requires a new type of leader. One might suggest to the regulators that while “management” is a must, leadership of these components is the real key. And there is a difference.

As reported in “Banking and Capital Markets Trends 2019” by PwC, more than 60% of the banking CEOs surveyed believe it’s become more difficult to hire workers in their industry. And, according to a 2014 study conducted by Deloitte, leadership remains the top talent issue facing organizations around the world, with 86% of respondents rating it as “urgent” or “important.” Only 13% of respondents say they do an excellent job developing leaders at all levels—the largest “readiness gap” in the survey.

Lack of succession planning, talent readiness and investments in technology are all impediments to the success of the financial services industry. How do we develop the next generation of leaders that can effectively serve aging populations, upon which banks have depended for deposits, while meeting the needs of the next generation, which does the majority of its everyday banking electronically? The weight of responding to these challenges should not lie only with the CEO. To secure the future success of your financial institution, here are three critical strategies boards should discuss with their CEOs to attract and retain the right talent.

### 1. Develop a Customer-Centric Culture Driven by Engaged Leadership

Create a culture of “safe” empowerment where future leaders can take “ownership,” knowing they have support while taking on new challenges. Put them on important strategic projects or task forces. Give them a meeting to organize. Put them in front of the board on occasion to share successes and challenges, such as growing business, implementing new technology initiatives or increasing efficiency.

Grow your own—or purchase what talent you must—well ahead of the succession vacancies. This is best accomplished with, and by, an effective HR leader



who understands the process of talent assessment and succession readiness. One of the most fulfilling and revealing processes a CEO can engage in with his/her leadership team is strategically ensuring time and thought are spent on thoughtful contemplation of the existing talent pool—and the needed talent pool going forward.

Consider designating a small “innovation” group to spend uninterrupted time on a weekly basis focused only on innovation possibilities.

### 2. Invest in Leadership Development and Coaching

Think about creating in-house professional development offerings to re-train or upskill your employees. In addition to technology skills, today’s leaders need to be emotionally intelligent and human-centric. Companies can have all the technology they need to compete, but without a thoughtful strategy that puts people first, they will fail. After all, financial institutions are run by people, for people. Even artificial intelligence (AI) can only take you so far without the human interaction of leaders with the skills of empathy, innovation and engagement who create a top-down culture of people and customers first.

This means that an opportunity exists for you to develop and nurture your current employees through mentoring, creating an in-house curriculum or investing in a learning management system (LMS) to provide courses in the soft skills so many future leaders lack such as problem solving, communication and adaptability.

### 3. Determine the "Type" of Leader You Are Looking For

Your strategic plan should focus on the right type of leadership to allow your institution to survive and thrive going forward. There are many styles of leadership, but the three that will be most valuable to you are the visionary, the transformer and the change agent.

**The Visionary:** The most in-demand right now is the leader who can bring vision and direction to your organization, particularly if you are operating in a market that requires a new approach to growth. This leader can inspire everyone in your organization to align with the mission, giving your organization a competitive advantage.

**The Transformer:** The transformer is who you need when you are facing a major crisis, whether it be negative press, reputation management or an ethical misstep. This leader is influential and excels in leading people and institutions that require inspiration to help guide them through times of uncertainty and will have the ability to align stakeholders to make hard, but necessary, decisions. Beyond this, the transformer leader can nurture loyal, high performers.

**The Change Agent:** The only constant in life is change, but it can be difficult for people and organizations. This leader will drive the change your institution needs to compete. They revel in change and embrace resistance. The change agent will use their ability to motivate, inspire and mobilize your people to adapt to the change process.

To quote one of the experts on leadership, John Maxwell, "The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails."

Whether you employ one or all of these strategies, it is essential to have a long-term plan for how you will attract and retain the leadership talent that will ensure your institution's success now and in the future. 📊



Terry Saber, Saber Advisory Group, LLC, is nationally known for her facilitation skills as well as her all-inclusive, highly-customized and organization-specific approach to strategic thinking, strategic planning, succession, board governance and leadership development. With deep expertise and experience in financial institutions, Saber combines an extensive financial institution executive background with multiple decades of consulting and insight in financial institutions and related businesses of all sizes. Her focus today is board governance, strategic planning, executive coaching, HR/OD and succession at all levels. Saber currently coordinates leadership and management curriculum for the Graduate School of Banking at the University of Wisconsin-Madison ([www.gsb.org](http://www.gsb.org)) and serves on the GSB Academic Curriculum Advisory Committee.

## MetaBank to Sell Community Bank Division

Meta Financial Group, Inc.® announced on Nov. 20 that MetaBank®, a wholly-owned subsidiary of Meta, has entered into an agreement with Central Bank, Storm Lake, Iowa, for the sale of MetaBank's community bank division. Included in the sale are all of MetaBank's community bank branches located in South Dakota and Iowa, as well as deposits and fixed assets related thereto, representing approximately \$270 million of deposits.

Also included in the sale are approximately \$265 million of loans. Following the closing of the transaction, MetaBank will retain approximately \$935 million of loans associated with MetaBank's community bank division that will run-off over time and will be serviced by Central following the closing. The branches will be rebranded as Central Bank following the closing of the transaction.

Central has agreed to offer employment to all current MetaBank community bank employees. The closing of the transaction is subject to the satisfaction or waiver of certain conditions, the receipt of third party and regulatory approval and satisfaction of customary closing conditions. The transaction is expected to close late in the first calendar quarter of 2020. 📊

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# South Dakotan Is Steadying Force for Good

By Mara Gawarecki

This story originally appeared in the November 2019 edition of BankBeat magazine and online at [www.BankBeat.biz](http://www.BankBeat.biz). It has been republished with permission.

**T**he opioid epidemic washing across the country has impacted thousands of lives, including those of children in the Sioux Falls area. Krista Tschetter is working to make sure they're not alone.



Tschetter, associate general counsel for First Bank & Trust in Sioux Falls, currently serves as board chair for the Sioux Falls area chapter of the National Court Appointed Special Advocate Association. CASA is a nonprofit that trains volunteers to serve as advocates for children going

through abuse and neglect court proceedings. While the organization has filled a need in the Sioux Falls area for years, the impacts of the opioid crisis have drastically increased its workload.

"It has really hit a lot of homes really hard, and our children are the biggest victims," said Tschetter, one of six being recognized by BankBeat magazine as an Outstanding Woman in Banking, sponsored by SHAZAM. "Our children are just collateral and they really deserve to have that adult voice giving them stability throughout the court proceedings, someone who is the voice of that child in court as to the best interest of that child."

That's where Tschetter comes in. As board chair, a role she took on earlier this year, she is responsible for both raising awareness and funds to underwrite CASA's work, but also strategizing how best to deploy them, and enlist the services of volunteers who will be able to cope with the emotionally and psychologically difficult work CASA demands. Volunteers go through a rigorous initial 30-hour training session before they begin this work. Cases can last anywhere from six months to two years, depending upon the severity of the case, and volunteers accompany the children throughout the ordeal.

"Our volunteers are truly the superheroes in our organization," Tschetter said. "They handle some of the worst of the worst cases impacting children in our community. There are some heartbreaking stories that come out of our office."

Tschetter first developed an interest in CASA's work while she was an undergraduate. After getting her law degree from the University of South Dakota in Vermillion, she clerked for a circuit court and an appellate court in Pierre before working in a trust department for a while. Realizing she wanted to



*On left, Krista Tschetter with the executive director of the Sioux Falls CASA chapter and First Bank & Trust bankers during the Red Cape virtual event, held every April in conjunction with Child Abuse Prevention Month.*

focus on work that more directly engaged her legal background, she took a job with First Bank & Trust in 2015.

"She is extraordinarily professional and kind," said Kristina Schaefer, general counsel and director of risk management at the bank, who works closely with Tschetter. "She's someone who, when you start to talk to her, you know that she's really listening, and she's listening because she cares about what you're saying and she cares about you."

That personal connection has served Tschetter well in her work in First Bank & Trust's legal department. Coupled with a natural curiosity and drive to tackle new challenges, Tschetter has proved a valuable addition to the bank's legal team.

"You don't find people who often take a look at a problem and if it's something that is outside their area of expertise, have a willingness to have it become their area of expertise," Schaefer said. Tschetter, however, brings that curiosity and willingness to engage with foreign concepts and skills to make the bank run more smoothly.

When First Bank & Trust was working to acquire some banks in Minnesota recently, Tschetter stepped forward to handle parts of the process in which Schaefer herself lacked experience. "There were lots of different mini projects throughout the acquisition of those banks," Schaefer said. "And she frankly took control of them and ran with it. They were for areas that were particular to things that we maybe didn't have a lot of experience with yet."

Tschetter's people skills also came in handy during the transition. "She was able to work so well with our future coworkers," Schaefer said. "She reassured them and provided a calm, steady voice throughout that acquisition." 🌈





Valerie  
Anderson-  
Boudaka

## Farmers State Bank of Canton Names New President, Vice President

Farmers State Bank of Canton's Board of Directors has appointed Valerie Anderson-Boudaka as president of the bank.

Anderson-Boudaka has worked at Farmers State Bank of Canton for eight years as a lender. She recently completed her certification through the American Bankers Association to be a certified bank chief financial officer. She is also a certified bank compliance officer. Anderson-Boudaka is the third generation of bank ownership and management.

The bank's Board also promoted Bryan Launderville to vice president. Launderville has been with the bank for six years and is the chief credit officer. 📊



Bryan  
Launderville

## Security National Bank Announces Two Promotions

Security National Bank (SNB) of South Dakota announced the following promotions at its Lake Lorraine branch office, located at 4621 W. 26th St. in Sioux Falls.



Amy Frankman

Amy Frankman has been named branch manager and will oversee a team of professionals dedicated to helping customers achieve their financial goals. A Sioux Falls native, Frankman graduated from the University of Sioux Falls with a degree in project management and began her career as a personal banker at SNB before being promoted to assistant branch manager. Frankman is actively involved in the Big Brothers Big Sisters of America and LSS mentoring programs.



Shaniah Ellis

Shaniah Ellis will replace Frankman as assistant branch manager. Ellis, who has served as a personal banker at SNB for the past three-and-a-half years, holds an associate's degree in business administration, insurance and financial services from Southeast Technical Institute in Sioux Falls. She is also the growth coordinator for the local chapter of Business Network International (BNI®), serving professionals in Sioux Falls.

Security National Bank of South Dakota is a full-service financial institution with branch offices serving customers in Sioux Falls and Dakota Dunes. 📊

## John McGrath Recognized for 40 Years Officiating High School Athletics

John McGrath, senior vice president, chief credit officer at First PREMIER Bank in Sioux Falls, was recently honored by the South Dakota High School Activities Association for his 40 years of officiating high school athletics. The award was given during the 2019 South Dakota Football Championships in Brookings. 📊



Photo courtesy of South  
Dakota Public Broadcasting.

## Bell Bank Hires Senior Vice President/Bank Channel Director for Equipment Finance Division



Michael LaSalle

Bell Bank has named Michael LaSalle senior vice president/bank channel director for its equipment finance team. Officed at The Colonnade, 5500 Wayzata Boulevard in Minneapolis, LaSalle will serve as liaison with Bell's correspondent bankers and the community banks they work with in 14 states.

"Bell Bank enjoys tremendous relationships in our large network of correspondent banks," commented Eric Zehr, president of Bell's equipment finance division. "We want to help those banks and their customers get the equipment finance services they need. Mike brings leadership and a wealth of experience in this channel, and we are thrilled to have him on our team."

LaSalle has more than 30 years of experience in equipment finance, including extensive background in community bank leasing platforms, credit analysis and lease structures. He previously served as chief leasing officer for Bankers' Bank, based in Madison, Wis.

"I'm very happy to join Bell Bank, with its extraordinary leadership team and outstanding commitment to customers and employees," said LaSalle. "I look forward to an exciting period of continued growth for this organization."

LaSalle is a member of the Equipment Leasing and Finance Association and the Independent Community Bankers Association. 📊

## SDBA MEMBERS

Have information from your bank about promotions, accomplishments or branch news? Submit your Bank Notes stories and photos to Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com).

### Ag Banker, Dacotah Bank, Sisseton, S.D.

Dacotah Bank, 12th largest agricultural bank in the United States, is seeking an experienced, self-motivated individual with five-plus years of ag lending experience to join our team in Sisseton, S.D. Looking for individual with strong relationship management and interpersonal skills, commitment and enthusiasm for community banking, experience managing a diverse portfolio, and be a team player. Responsibilities of this position include: managing relationships with community banking ag customers, prospect and develop new customer relationships, and retain and expand existing customer relationships. Don't miss out on your opportunity to shine with one of American Banker's Best Banks to Work For. We offer an excellent benefits package, a competitive salary and an enjoyable work environment. Apply online at: [dacotahbank.com/careers](http://dacotahbank.com/careers). Dacotah Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. ■

### Agricultural Loan Officer, Security State Bank, Viborg, S.D.

Security State Bank has an opportunity for an agricultural loan officer in our Viborg, S.D., location which will be opening in January. This is a great opportunity for a highly-motivated individual to make a big impact in our fast-paced, growing organization. In your role you will: originate, process and service loans; conduct credit analysis on existing and new clients; obtain documentation necessary to facilitate a loan closing; provide high level of service to customers. Qualifications: Bachelor's degree in accounting/business/finance; excellent analytical, problem solving and attention to detail skill set; experience in a financial institution preferred; self motivated-self starter; agricultural background preferred. Competitive benefits package including 401(k) plan, health/life/dental/vision. Please submit credentials and compensation requirements to: John J. Baumiller, president, at [johnbaumiller@banksecuritystate.com](mailto:johnbaumiller@banksecuritystate.com). EOE. ■

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If you have a job opening at your bank, send your classified listing to Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com) and we will post it on the SDBA website and print it in SDBanker Magazine. The fee is \$50 per ad (200 word limit) for SDBA members or \$100 per ad (200 word limit) for non-members.



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## Seminars/Conferences/Webinars/Schools

### SDBA EVENTS

#### **IRA Basics Seminar**

Dec. 5, 2019 | Sioux Falls

#### **SDBA 2020 State Legislative Day**

Feb. 12, 2020 | Pierre

#### **NDBA/SDBA Bank Management Conference**

Feb. 14-15, 2020 | Scottsdale, Ariz.

#### **IRA Update Seminar**

March 5, 2020 | Sioux Falls

#### **ABA 2020 Washington Summit**

March 23-25, 2020 | Washington, D.C.

#### **New Accounts Seminar**

April 8-9, 2020 | Sioux Falls

#### **SDBA Agricultural Credit Conference**

April 15-17, 2020 | Pierre

#### **2020 NDBA/SDBA Annual Convention**

June 7-9, 2020 | Bismarck, N.D.

### WEBINARS

For a complete list of webinars, visit [www.sdba.com/webinars](http://www.sdba.com/webinars).

#### **Basic Personal and Business Tax Return Analysis**

December 16, 2019

#### **Preparation, Risk and Critical Robbery Procedures**

December 16, 2019

#### **Regulation E: Errors & Disputes**

December 17, 2019

#### **BSA Year End Round Up**

December 17, 2019

#### **A Banker's Responsibility Under FCRA**

December 18, 2019

#### **Common Check Scams Against Your Customer**

December 18, 2019

#### **Alert! Hemp Federal Interim Final Rule**

December 19, 2019

#### **10 Practices to Create and Present Engaging Training**

December 19, 2019

#### **Fair Lending Laws and Regulations**

December 20, 2019

#### **Implementing Regulation CC Changes**

January 8, 2020

#### **Writing Marijuana Procedures and Policy**

January 9, 2020

#### **Compliance Management**

January 14, 2020

#### **Opening Business Accounts**

January 16, 2020

### SCHOOLS

#### **GSB Bank Technology Management School**

March 22-27, 2020 | Madison, Wis.

#### **GSB HR Management School**

March 29-April 3, 2020 | Madison, Wis.

#### **Dakota School of Lending Principles**

April 14-17, 2020 | Bismarck, N.D.

#### **GSBC Executive Development Institute for Community Bankers**

April 26-29, 2020 | Broomfield, Colo.

#### **GSBC Community Bank Investments School**

May 17-21, 2020 | Denver, Colo.

#### **Dakota School of Banking**

June 14-19, 2020 | Jamestown, N.D.

#### **National School for Experienced Ag Bankers**

June 22-25, 2020 | Spearfish

#### **Graduate School of Banking Colorado**

July 19-31, 2020 | Boulder, Colo.

#### **GSBC Community Bankers Summit**

July 27-29, 2020 | Boulder, Colo.

#### **Graduate School of Banking Wisconsin**

August 2-14, 2020 | Madison, Wis.

#### **GSBC Workshop on Community Bank Investments**

Sept. 16-18, 2020 | Las Vegas

#### **GSB Financial Managers School**

Sept. 20-25, 2020 | Madison, Wis.

#### **GSB Strategic HR Forum**

Sept. 24-25, 2020 | Minneapolis

#### **GSB Sales and Marketing School**

Sept. 27-Oct. 2, 2020 | Madison, Wis.

#### **GSB Bank Technology Security School**

October 11-16, 2020 | Dallas, Texas

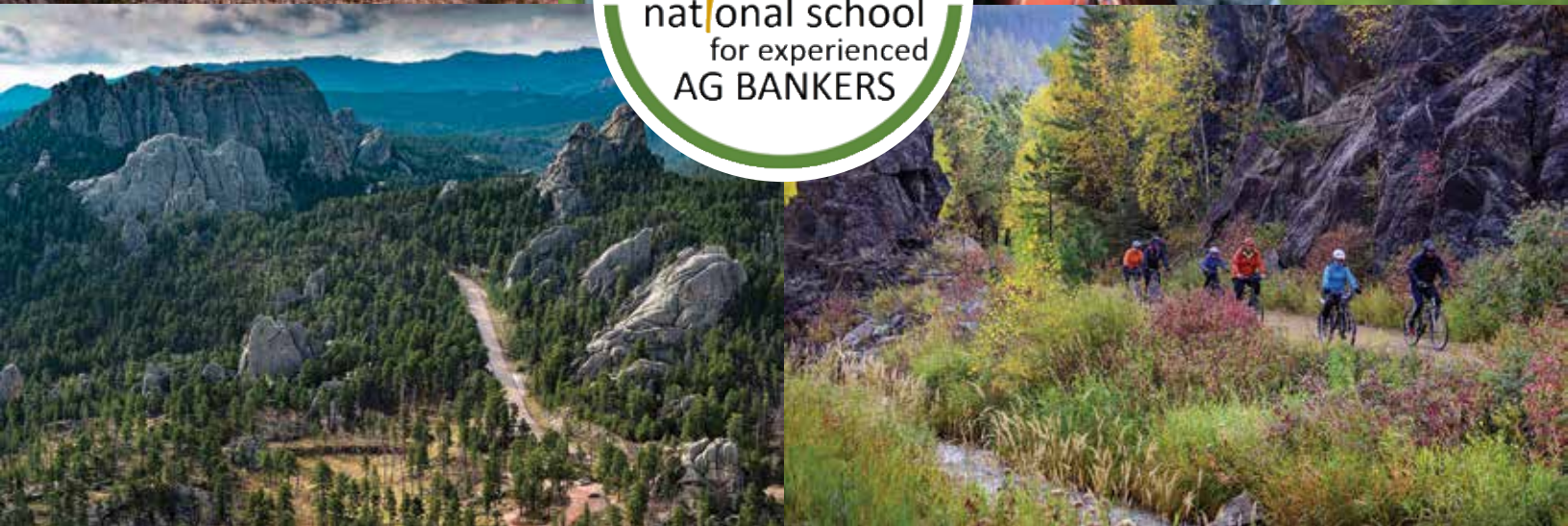
For more details and to register for a training, visit the SDBA's online event calendar at [www.sdba.com/events](http://www.sdba.com/events).  
Questions, contact the SDBA's Halley Lee at [hlee@sdba.com](mailto:hlee@sdba.com) or 605.224.1653.





BEYOND THE FUNDAMENTALS

# 2020 National School for Experienced Ag Bankers



*Photos by South Dakota Tourism*

**JUNE 22-25, 2020**

BLACK HILLS STATE UNIVERSITY... "Where Anything Is Possible"  
SPEARFISH, SOUTH DAKOTA