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The Exchange Newsletter

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"TALK TO US"
EMPLOYEE RELATIONS COUNCIL

LEIC EXPANDS TRAINING FOR
TRANSIT EMPLOYEES

ANNUAL CONFERENCE AGENDA
INSIDE

2007

OCTOBER
VOL. 17 – NO. 10

the EXCHANGE

Interns gain real-world experience in four Tenn. cities

This summer, four University of Tennessee (UT) graduate students received real-world lessons in how city government works. Cara Howe, Laura Kuhnert, Wade Tosh and Matthew Watson, all students in the Master of Public Administration (M.P.A.) program at UT Knoxville, were recognized Aug. 13 at a luncheon for their work in the UT Municipal Technical Advisory Service's (MTAS) summer internship program.

The interns worked in different cities in East Tennessee to gain first-hand experience in local government management, working directly with the city manager and assistant city manager. Participating cities included Maryville, Sevierville and Morristown.

One of the students, Cara Howe, worked with MTAS on projects for multiple municipalities. "I knew nothing about local government when I began," Howe said. "I certainly didn't know that there were 347 cities in Tennessee."

Howe said her experience in the M.P.A. program helped her with

assignments at MTAS. She said she also expects her MTAS experience will help her with remaining coursework.

Kuhnert worked in Sevierville and said her most challenging project was to help create a new facilities management

department. She was instrumental in planning and implementation, said Steve Hendrix, Sevierville assistant city manager. Kuhnert was also involved in a renovation project for a city park pool.

Tosh described his experience with

Maryville as diverse. "I did everything from placing third in a pie eating contest to running a city backhoe," Tosh said. He also said he was impressed with how well the city was managed and he learned a lot. He quipped, "At times, it would have been nice to have a Blackberry."

Greg McClain, Maryville city manager, said from day one, he and his staff decided to treat Tosh as a hired professional.

"City management is all about managing people and personalities," said McClain.

(continued on page 2)



Pictured from left are Cara Howe, Laura Kuhnert and Wade Tosh.

A newsletter of
THE UNIVERSITY of TENNESSEE
Institute for Public Service

CTAS studies Reelfoot Lake impact

At the request of Congressman John Tanner, State Representative Phillip Pinion, and State Senator Roy Herron, the University of Tennessee (UT) County Technical Assistance Service (CTAS) financed an economic impact study of the Reelfoot Lake area and studied the contributions recreation activities make to the regional economy.

CTAS contracted with the UT Knoxville Center for Transportation Research (CTR) to conduct the research. Dr. Mark Burton, director of transportation economics for CTR, Dr. Larry Bray, economist, and Luke Jones, graduate research associate, compiled the data for the research.



Results of the Reelfoot Lake study will be presented at IPS Annual Conference.

Reelfoot Lake is a shallow natural lake located in the northwest corner of Tennessee in Lake and Obion counties. The spillway is difficult to operate, leaking badly, and could fail at any time. If the spillway fails, it could turn Reelfoot Lake into a mud flat and destroy the bridge on State Route 21 – the most convenient route from the east into Tiptonville in Lake County.

(continued on page 2)

Jinks joins TNCPE board of directors



Dr. Mary Jinks

The Tennessee Center for Performance Excellence (TNCPE) recently named Dr. Mary Jinks, associate vice president of the Institute for Public Service (IPS), to its board of directors.

TNCPE, a 14-year-old non-profit economic development organization, is designed to lead businesses and other organizations seeking to pursue excellence and contribute to the economic strength of the state. Its board of directors is responsible for governance and funding and provides strategic direction. Board members are distinguished leaders from various sectors of Tennessee's economy.

"We are delighted to have Dr. Jinks on our board of directors," said Katie Rawls, TNCPE president. "Her expertise will add value to our economic development efforts and our mission to lead businesses and other organizations in the pursuit of performance excellence."

The University of Tennessee (UT) Center for Industrial Services (CIS) is a member of TNCPE, and Chuck Shoopman, manager of statewide initiatives, IPS, serves on its board of examiners. Members commit to the concepts of quality and continuous improvement.



Reelfoot Lake

(continued from page 1)

Research by CTR showed that loss of the spillway would result in lost visitation, income, jobs, and tax revenue associated with recreational activity on the lake while the spillway and bridge is rebuilt. Analysts suggest it might take up to 15 years following restocking for fishing to return to present productivity. Property values in both Lake and Obion counties would also decline.

Burton and Bray will present more research results at the IPS Annual Conference in October.



TCSA honors CTAS

The Tennessee County Services Association (TCSA) honored the University of Tennessee (UT) County Technical Assistance Service (CTAS) on Aug. 24 with an appreciation luncheon in the newly decorated CTAS conference room in Nashville.

TCSA and CTAS work closely together to provide county officials with accurate and timely advice.

David Seivers, TCSA executive director, hosted the luncheon to thank CTAS for its hard work. Debra Blanchard, CTAS program resource specialist, organized the event. Laughter, dancing, and frivolity were the only rules for the event.



Interns

(continued from page 1)

"I tried to get Wade in as many of these situations as possible to understand how different people work, and in the process he helped me get better at my job."

After the conclusion of the internship, Tosh learned he would become the next city manager of Dover, Tenn. Tosh is now working in Dover and will take over as city manager sometime next year.

Watson worked in Morristown with Jim Crumley, city administrator. Watson and Crumley were unable to attend the luncheon because they were en route to Nashville for a city project.

Funding for the internships was provided by participating cities and two internship endowments at the UT Institute for Public Service (IPS). Tosh received the first internship from the Gary Hensley Municipal Management Internship Endowment. The second endowment, the Municipal Management Internship Endowment, was created in honor of Lynn Wampler, former city manager of Fayetteville, Tenn., and other city managers with at least 20 years of experience in the same municipality. The city of Fayetteville is planning to have an intern next year.

City administrators who attended the recognition luncheon for the interns were Hendrix, McClain, and Roger Campbell, assistant city manager of Maryville. UT staff members in attendance were Bob Schwartz, executive director, MTAS; Dr. Mary Jinks, associate vice president, IPS; and Tom Looney, development director, IPS. UT faculty members in attendance were Drs. Robert Cunningham, Patricia Freeland, Michael Fitzgerald, David Folz, and John Scheb, professors in the UT Knoxville Department of Political Science.



LEIC offering new course for transit employees

The University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) is offering a new four-hour course: Transit Oriented Screening of Passengers by Observational Techniques (TO SPOT).

TO SPOT teaches transit employees how to observe behavioral characteristics of the riding public. It teaches them to be more observant as they go through their daily routines to identify persons and objects out of the ordinary and those that might be cause for suspicion. The skills learned in this course can be applied universally.

“This hands-on, performance-based training gives frontline employees a sense of empowerment by showing them that they do not have to be helpless bystanders in the war on terrorism,” Deidra Phillips, LEIC coordinator, said.

TO SPOT is a four-hour course, offered four times over two days. At least one of the courses can be a Train the Trainer session, allowing the host agency to conduct their own TO SPOT training.

LEIC has already had several requests for TO SPOT. Possible delivery locations include California, New York and Texas.

TO SPOT was developed as a result of positive feedback about LEIC’s delivery of the U.S. Department of Homeland Security-certified Transit Terrorist Tools & Tactics (T4) course. The course is sponsored by the California Office of Homeland Security.

For more information on this training opportunity, contact Deidra Phillips at (865) 946-3230.



Working On Tomorrow, Today

While some people are just beginning to think about succession planning, administrators in Johnson City are already working to make it a successful plan-in-progress. City Manager Pete Peterson and HR Director Ed Fennell identified that a significant percentage of the Johnson City work force is now, or will soon, be eligible for retirement. And, on advice of their University of Tennessee (UT) Municipal Technical Advisory Service (MTAS) Management Consultant Pat Hardy, they made a conscious decision to invest in the training and development of the city workforce. By doing so, the Johnson City administrators can identify people in their organization with the will and ability to move into supervisory, managerial, and leadership positions vacated in the future.

April Moore serves as the Training and Development Coordinator for the City of Johnson City. Using the MTAS Municipal Management Academy (MMA), Moore plans to train at least 150 of the city’s approximately 850 employees. This is a three-year endeavor beginning with 50 people receiving training in MMA Levels I and II in 2006, 50 more in 2007, and 50 more in 2008. From the first group of 50, city leaders will identify 25 employees to participate in the MMA Level III practicum in spring 2008. This group of Johnson City employees will distinguish themselves as the third group of municipal employees in the state to complete all three levels of the MTAS MMA. The training effort will ultimately provide Johnson City with at least 75 employees trained through Level III before 2010.



NFA reviews content of program

In August, the National Forensic Academy™ (NFA™) at the University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) hosted a group of NFA instructors and alumni at LEIC’s Oak Ridge facility.

Participants from as far as the state of Washington attended the content review meeting, which served as an NFA update. Dr. Susan Frant briefed participants on the process of updating and submitting learning objectives and curriculum for NFA student manuals. Thaddeus Grace,

business manager, Institute for Public Service (IPS) central office, also briefed everyone on the policies and procedures for instructor pay and reimbursement.

In addition, attendees toured the new LEIC space and discussed what the new facility will mean to the NFA. Instructors also met in subject matter groups and collaborated with other experts regarding NFA curriculum.

Another NFA program review is tentatively planned for 2008.



Staff Applause



Gary Hayes

To: Mike Garland, CTAS
From: Marie Murphy, County Officials Association of Tennessee

I recently noted Gary Hayes celebrated 27 years of service. It is rare that a person with so much service still shows the energy and commitment that Gary demonstrates on a day-to-day basis. He has been a great help to the county officials in his counties and to our association on many, many occasions. I can always count on Gary to bring the practical, reality based, real-world perspective to any situation. Please convey to Gary our sincere thanks for his long term dedication to public service and a job well done.



Bobby Phillips

To: Mike Garland, CTAS
From: David Sipes, Superintendent Hardeman County Highway Department

This is to commend Mr. Bobby Phillips, CTAS county government consultant, for Hardeman County. He spent an enormous amount of time on the feasibility study and put together an excellent report to be presented to the Feasibility Oversight Committee. Mr. Phillips worked tirelessly for four months to compile this report, and the result was an excellent study. Hardeman County, especially the Highway Department, sincerely appreciates the outstanding job Mr. Phillips did for us. Thanks also to Mr. Ron Woody, region 2 county government consultant, for his excellent presentation of our feasibility study. They both deserve recognition for their contribution to passing Hardeman County's feasibility study. We are forever grateful for their work and dedication to our interests.



Ron Woody

To: Jennifer Benson, LEIC
From: Ronnie Pugh, Institutional Investigator, Tennessee Department of Corrections

I attended the crime scene training and I would like to thank Jennifer Benson for all the hard work. I have been with the department for over 23 years and this was by far the best training I have had.



Jennifer Benson

To: Amy Welch & Jennifer Benson, LEIC
From: Michael English, North East Correctional Facility

On behalf of myself and Sgt. Craig Julian, thank you so much for the wonderful presentation at the TN Correction Academy last week. We both agree it was some of the most beneficial training we have received during our careers with the department.



Amy Welch



Bobby Phillips

To: Bobby Phillips, CTAS
From: Ronald H. Queen, State of Tennessee Comptroller of the Treasury, Division of Local Finance

I would like to thank you for your work in preparing the Asphalt Plant Financial Feasibility Study for Hardeman County, Tenn., and in making the Committee's changes to the study. You did an outstanding job under trying circumstances: many changes within a short time frame. I appreciate your effort in ensuring that the study met the statutory requirements.

Without your willingness to take the initiative and hard work, the Committee could not have provided the Hardeman County Report within the statutorily required time. I look forward to working with you again, whether on an asphalt plant financial feasibility study or other project. Your dedication to your duty is a tribute to the commitment and high standards set by the County Technical Assistance Service.



M&M Man and Rocky Top

To: M&M Man, Mascot, CIS
From: Rocky Top, Mascot, IPS

I wanted to let you know how much I enjoyed the trip to CIS in Nashville this summer. As you know, I've had years of cramped up city life and try to avoid big cities like Nashville, but you really helped me break out of my shell. The UT communications team meeting was informative, and Dr. Petersen's breakfast with IPS was so good it just melted in my mouth.

Please share my appreciation with Sherri Duru's two daughters, Amara and Annuli, who were so nice to give me a rockin' new look for the visit too! Give me a call whenever you have a chance. Minutes are free. You know there ain't no telephone bills here!



Amanda Watts

To: Amanda Watts, LEIC
From: John Wittmaier, Cleveland State Community College

I want to say thank you again for the invitation to the Gang Investigator School. It was very informative and packed full of helpful information and resources. It was obvious that all the speakers were not only prepared but also had a passion for what they were teaching.



Don Stone

To: Don Stone, CIS
From: Loni Munlabae, Tennessee Department of Environment and Conservation

Thank you so much for providing the breakfast, lunch and meeting space for the roundtable meeting and performer level review panel. Your hospitality, and that of UT CIS was much appreciated. Thank you in addition for your leadership by participating in the TP2R planning team.





IPS Annual Conference Agenda

Oct. 17 – 18
Park Vista Hotel, Gatlinburg

Plans are nearing completion for the University of Tennessee (UT) Center for Industrial Services (CIS) Manufacturing Solutions Conference Nov. 7 – 8 at the Nashville Airport Marriott. Speakers have been secured to provide a full, high-value program for attendees.

Registration information is available on the CIS website at www.cis.tennessee.edu. Most CIS staff will be involved in this conference, with assignments being made within the next few weeks. The core conference committee consists of Becky Peterson, Bill Nusbaum, Donna Bridges, Beverly Erwin, Beth Paton, John Erdmann, Bob Dowd, and Lynn Reed.

For more information, contact Becky Peterson via e-mail at becky.peterson@tennessee.edu or via telephone at (615) 532-4906, or Bill Nusbaum via e-mail at nusbaum@tennessee.edu or via telephone at (615) 532-4920.



Applause (cont.)



Mike Hill

To: Mike Hill, LEIC
From: Sgt. Emily Simerly, UT Knoxville Police Department

Thanks so much for sponsoring the Ethics and Stress Management Training facilitated by Chief Spangler of the Knox County Sheriff's Office. The staff enjoyed it and obtained much knowledge.



Bryan Lane

To: Bryan Lane, CIS
From: Michael Ishmael, National Partitions, Inc.

We received the dosimeter print out last week and it will be very helpful. Thanks very much for the assistance and guidance. As we discussed, some time in the future we can take additional readings to get a better average around the plant.



Note: All times are Eastern Standard Time

Tuesday, Oct. 16 (Travel Day)

OPTIONAL Benefit Golf or Putt Putt Tournament
3 p.m. Hotel Check-in
4-6 p.m. Registration, Lower Lobby
Evening Dinner and entertainment on your own.

Wednesday, Oct. 17

6:30 – 7 a.m. W3-Optional Light Workout, Pool Area
7 – 8 a.m. Breakfast, Tennessee Ballrooms 1 & 2
7:30 – 8 a.m. Registration, Lower Lobby
8:15 – 8:30 a.m. Welcome/New Employee Introductions, Tennessee Ballrooms 3 & 4
8:30 – 9:30 a.m. Keynote Speaker: Carol Grace Anderson, Tennessee Ballrooms 3 & 4
9 a.m. – 4 p.m. Exhibitor Booths Open, Lower Level Hallway
9:45 – 10:45 a.m. Breakout Session I, Gardenview
11 a.m. – 12 p.m. Breakout Session II, Gardenview
12 – 1:30 p.m. Lunch/Awards, Tennessee Ballrooms 1 & 2
1:45 – 2:45 p.m. Breakout Session III, Gardenview
3 – 4 p.m. Breakout Session IV, Gardenview
4:15 – 5:15 p.m. Breakout Session V, Gardenview
5:15 – 6 p.m. Hospitality Suite Open, Pool Room
6 – 8 p.m. Dinner and Service Awards, Lawn
8 – 10:30 p.m. Evening Activity, Lower Lobby
8 – 10:30 p.m. Hospitality Suite Open, Pool Room

Thursday, Oct. 18

6:30 – 7 a.m. W3-Optional Light Workout, Pool Area
7 – 8:15 a.m. Breakfast, Tennessee Ballrooms 1 & 2
8:30 – 9:30 a.m. State of IPS, Tennessee Ballrooms 3 & 4
9:30 – 10:15 a.m. Break and Hotel Checkout
10:15 – 11 a.m. Awards Presentation, Tennessee Ballrooms 3 & 4
11 – 11:15 a.m. Closing Remarks, Tennessee Ballrooms 3 & 4
11:30 a.m. – 1 p.m. Lunch with Closing Speaker, Tennessee Ballrooms 1 & 2
1 p.m. Evaluations & Gift Distribution, Lower Lobby

Concurrent Sessions

IPS CO Gardenview A
CIS Gardenview B
CTAS Gardenview C
LEIC Gardenview D
MTAS Gardenview E



GET TO KNOW...

Christopher Howard LEIC



Christopher Howard

Christopher Howard joined the University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) in September as the newest homeland security coordinator in the Center for Homeland Security Training (CHST).

Howard was a criminal justice instructor at Lenoir City High School (LCHS) for two years. In addition to establishing and developing the LCHS criminal justice program, he advised and coached a team of students who won the SkillsUSA Crime Scene Investigation Tennessee Championship and National Bronze medal in 2007. He is a Tennessee licensed secondary educator.

Prior to LCHS, Howard spent nearly five years with the UT Police Department as a certified Tennessee Peace Officer Standards and Training Commission officer, field training officer, alcohol diversion instructor, and certified National Crime Information Center terminal operator. He currently is a deputy sheriff with the Loudon County Sheriff's Office.

A graduate of the University of Tennessee at Chattanooga, Howard earned a bachelor's degree in criminal justice in 1998. He earned an associate's degree in public safety – law enforcement and a technical certificate in basic police officer education from Walters State Community College. He holds many other law enforcement certifications and plans to pursue a master's degree at UT.

Howard is a native of East Tennessee and wishes to offer the best service delivering the best product to communities of Tennessee and the United States. He will use his diverse background and training to enhance CHST's services to those who protect our homeland.

Howard and his wife, Monica, reside in Lenoir City with their daughter, Danielle, 4, and son, Caden, 1. In his spare time, he enjoys fishing and camping with his family and friends. Howard also volunteers his time as a guest tracking instructor at various events.

Howard says he is excited to be at LEIC. He says he feels welcome and he is eager to assist LEIC in serving communities.



Jeff Metzger CTAS



Jeff Metzger

Jeff Metzger, legal consultant, joined the University of Tennessee (UT) County Technical Assistance Service (CTAS) in July. Prior to joining CTAS, Metzger was in private practice at a large Nashville law firm. He graduated from Tennessee Technological University with a degree in political science and earned his law degree at UT Knoxville College of Law.

Metzger has been amazed by the friendliness and supportiveness of everyone at CTAS. He really appreciates the team atmosphere.

He and his wife Hannah, who is also a University of Tennessee graduate, celebrated their third wedding anniversary in August. They are the proud parents of two goldendoodles, Barker and Molly. Goldendoodles are crossbreeds between golden retrievers and poodles. Although Hannah disagrees, he claims that his dogs are more retriever than poodle.

In his spare time, Metzger enjoys spending time with friends and family and rooting for the Vols.



What do they do?



Here's another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the systemwide Institute for Public Service, which is separate from the Knoxville academic campus.

Ron Loewen is chief business officer not only for the University of Tennessee (UT) Institute for Public Service (IPS), but also for the university system's offices of Public and Government Relations (PGR). He oversees IPS and PGR finance, accounting, bookkeeping, budgeting, and administrative operations. Loewen is one of six chief business officers within the UT system.



Ron Loewen

Loewen is involved in decisions regarding program changes to the institute, including approving budget revisions of staffing changes, reviewing business plans and cost/benefit analyses for new programs and initiatives, conducting management studies, and approving decisions involving large contracts or capital expenditures.

Responsible for a combined budget of nearly \$25 million, Loewen also develops annual budget requests to the Tennessee Higher Education Commission for three line items in the state budget (MTAS, CTAS, and IPS) and provides data for some departments that fall under the university administration line item.

Loewen audits all IPS and PGR funds and operations, and is the point of contact for UT internal auditors and external auditors from the state and various funding agencies.



Talk to ERC

The IPS Employee Relations Council (ERC) recently added a "Talk To Us" page on the ERC Web site to provide a forum in which IPS employees can submit comments, questions, or concerns about their job, agency, or IPS. The ERC will review the submissions in committee meetings and will provide feedback and responses, if appropriate. Employees are encouraged to include their personal information so the committee can respond directly to the employee. Employees can maintain their anonymity if desired. The ERC was formed as a result of the 2003 Workplace Satisfaction Survey and it represents IPS employees on issues of concern. The ERC helps facilitate the two-way exchange of ideas and information between staff and IPS leadership.

The "Talk To Us" page is available at <http://intranet.ips.tennessee.edu/default.asp?id=4>.



2007 IPS ANNUAL CONFERENCE

Oct. 17-18 • Park Vista Hotel • Gatlinburg

Tuesday, Oct. 16 will be a travel day. Hotel check-in time will begin at 3 p.m.
IPS Annual Conference will begin with breakfast at 7 a.m. Wednesday.
See agenda details inside on page 5.



October Events

CIS

Oct. 2	Ergonomic Basics, Jackson
Oct. 4	Ergonomic Basics, Nashville
Oct. 9	TN Environmental Regulatory Overview, Nashville
Oct. 9	OSHA 30-Hour General Industry, Knoxville
Oct. 9	8-Hour Site Worker Refresher, Nashville
Oct. 11	8-Hour DOT Refresher, Nashville
Oct. 11	Ergonomic Basics, Knoxville
Oct. 16	OSHA 10-Hour General Industry, Knoxville
Oct. 16	Safety Committee Strategies, Nashville
Oct. 18	Safety Committee Strategies, Jackson
Oct. 22	40-Hour Site Worker, Murfreesboro
Oct. 23	Certified Hazardous Materials Manager, Oak Ridge
Oct. 24	Air Regulations, Jackson
Oct. 24	Kaizen Facilitator Training, Knoxville
Oct. 29	8-Hour DOT Refresher, Bartlett
Oct. 29	Six Sigma Week 2, Knoxville
Oct. 30	8-Hour Site Worker Refresher, Bartlett
Oct. 31	16-Hour DOT, Bartlett

CTAS

Oct. 10 - 12	TCSA Fall Conference, Nashville
Oct. 22	Ethics, Franklin
Oct. 23	Understanding Work Styles, Franklin
Oct. 29	Assessor's Retreat, Montgomery Bell State Park

IPS

Oct. 10	TELA, Chattanooga
Oct. 28 -	TGEI, Knoxville
Nov. 2	

LEIC

Sept. 10 -	NFA Session XIX continues, Knoxville,
Nov. 16	Oak Ridge
Sept. 10 -	Cybercrime Investigation Academy
Oct. 5	Session I continues, Oak Ridge
Oct. 1 - 3	The Law Enforcement Leader, Nashville
Oct. 8 - 12	SECLA Session VII Week 4, UT Chattanooga
Oct. 9 - 11	Transit Terrorist Tools & Tactics, Phoenix, Ariz.
Oct. 22 - 24	Police Leadership, Woodstock, Ga.
Oct. 22 - 26	Bloodstain Pattern Analysis, Morgantown, W.Va.
Oct. 23 - 25	Transit Terrorist Tools & Tactics, Honolulu, Hawaii
Oct. 29 - 31	Survival Spanish for Law Enforcement, Murfreesboro
Oct. 30 -	Transit Terrorist Tools & Tactics, Sacramento, Calif.
Nov. 1	

MTAS

Oct. 3	Communication Skills, Bristol
Oct. 3	Developing Teamwork, Kingsport
Oct. 5	Developing and Maintaining Discipline, White House
Oct. 8	Communication Skills, Portland
Oct. 9	Employment Law Update, Cookeville
Oct. 10	Developing and Maintaining Discipline, Bristol
Oct. 10	Workplace Harassment and Workplace Violence, Johnson City
Oct. 11	Workplace Harassment and Workplace Violence, Johnson City
Oct. 11	Employment Law Update, Franklin
Oct. 12	Workplace Harassment and Workplace Violence, Livingston
Oct. 15	Developing and Maintaining Discipline, Portland
Oct. 17	Workplace Harassment and Workplace Violence, Bristol
Oct. 17	Interviewing, Selecting and Retaining Employees, Kingsport
Oct. 22	Employment Law Update, Collegedale
Oct. 22	Workplace Harassment and Workplace Violence, Portland
Oct. 23	Employment Law Update, Knoxville
Oct. 23	Human Resource Overview, Johnson City
Oct. 23	Understanding DISC Workstyles, Maryville
Oct. 24	Human Resource Overview, Bristol
Oct. 24	Understanding DISC Workstyles, Maryville
Oct. 24	Employment Law Update, Johnson City
Oct. 25	Human Resource Overview, Johnson City
Oct. 26	Human Resource Overview, Livingston
Oct. 29	Human Resource Overview, Portland
Oct. 30	Employment Law Update, Bartlett
Oct. 31	Employment Law Update, Jackson
Oct. 31	Risk Management and Safe Workplace Environment, Bristol
Oct. 31	Employee Performance Evaluations, Kingsport

Service Anniversaries

Jane Davis, LEIC	34 years
Joe Flynn, CIS	3 years
David Hall, CIS	16 years
Bill Hicks, CIS	7 years
Carolyn Keith, CTAS	26 years
Terri Kinloch, CTAS	6 years
Mary Ann Moon, CTAS	16 years
Frances Adams O'Brien, MTAS	8 years
Jim Rhody, MTAS	10 years
Richard Stokes, MTAS	23 years

Staff Departures

LEIC	Jarrett Hallcox, Knoxville
	Debra Hartzell, Oak Ridge

New Hires

LEIC	Chris Howard, Oak Ridge
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Recruitments

CIS

Program Manager, Nashville or Knoxville
Statistical Coordinator, Nashville
Administrative Support Assistant II, Nashville
Administrative Support Assistant I, Nashville

CTAS

Jail Management Consultant, Nashville

LEIC

Business Manager, Oak Ridge
Accounting Assistant, Oak Ridge
Curriculum Specialist I, Oak Ridge
Coordinator II, Nashville

MTAS

Program Resource Specialist, Nashville
Municipal Management Consultant, Knoxville
Administrative Specialist II, Knoxville
Business Manager, Knoxville
Training Consultant, Knoxville
Finance & Accounting Consultants (3), Knoxville, Nashville, & Jackson

Transfers

IPS CO

Chuck Shoopman, from CIS, Chattanooga



The EXCHANGE is a newsletter of
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The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.
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