



University of Tennessee, Knoxville  
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The Exchange Newsletter

Institute for Public Service (IPS)

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1-2008

## Exchange January 2008

Institute for Public Service

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EMPLOYEES EXPRESS  
SATISFACTION WITH IPS  
IPS SHARES UT CULTURE  
WITH RUSSIAN VISITORS  
COAT HONORS CHAMPIONS,  
TOP COUNTY OFFICIALS

# the EXCHANGE

## Lauer and West Take Expertise to Fire Chiefs in Nation's Capital

Kevin Lauer of the University of Tennessee (UT) County Technical Assistance Service (CTAS) and Gary West of UT's Municipal Technical Advisory Service (MTAS) recently presented an innovative emergency response plan to the National Mutual Aid Consortium (NMAC) in Fairfax, Va.

Their presentation highlighted the Tennessee Fire Service Emergency Response Plan, which the International Association of Fire Chiefs (IAFC) has identified as one of the premiere projects in the country.

The deployment plan will identify fire service resources in all 95 counties in Tennessee and provide a systematic call-up of apparatus, personnel and specialized resources when an incident expands beyond the capabilities of the initial response agency and secondary resources. Ray Crouch (MTAS) assisted West and Lauer in developing the plan.

Lauer and West also attended the invitation-only IAFC National Leadership Summit in Washington, D.C., an event attended by leaders in fire service from the United States and four other countries. Attendees received briefings from Secretary of Homeland Security Michael Chertoff and other federal agencies.

Prior to the IAFC National Leadership Summit, Lauer and West, along with the fire chiefs from East Ridge, Collierville and Germantown, met with Sen. Bob Corker and Congressman Zach Wamp to discuss federal legislative issues affecting fire service in Tennessee and the country.



The IACP recognized West's, left, and Lauer's plan as one of the country's premiere projects.

A newsletter of  
The University of Tennessee  
Institute for Public Service

### Tallent Serving as MTAS Interim Director



Mike Tallent became interim executive director of the University of Tennessee (UT) Municipal Technical Advisory Service (MTAS) on Dec. 1, 2007. He has been with MTAS for 28 years and most recently served on the MTAS management team as consulting program manager.

"As always, MTAS is very busy providing critical services to Tennessee cities and has several new programs underway, including the Certified Municipal Finance Officer Program and the strong working relationship with the Department of Economic and Community Development," Tallent said. "I will do my best to lead the agency through this interim period."

Tallent accepted the interim role following the departure of former MTAS Executive Director Bob Schwartz. On Dec. 4, 2007, the board of directors of the Tennessee Municipal League passed a resolution expressing its appreciation to Schwartz for his 18 years of distinguished, innovative and effective service to MTAS. The resolution honored him further for his exemplary service to TML and the state's municipalities.

MTAS has a longstanding relationship with TML. In 1949, the Tennessee General Assembly created MTAS when TML requested technical help for its member cities. TML continues to support MTAS' work today to assist all the incorporated municipalities in Tennessee.



# Survey Indicates IPS Employees are Satisfied Overall

Employees of the University of Tennessee (UT) Institute for Public Service (IPS) have responded to a university-wide survey to express their employment satisfaction with IPS, and, overall, IPS employees agree they are satisfied with the university as a place to work.

All university employees had the opportunity to complete the Employee Satisfaction Survey, which is a list of 20 statements about their satisfaction with the university as an employer. Results of each campus and institute are reported separately, and employees complete the survey anonymously. On a five-point scale, employees could either strongly disagree (1) or strongly agree (5) with the statements.

Areas in which employees rated IPS most favorably were:

- Knowing what is expected of them at work (4.20).
- Having the materials and equipment to do their work right (4.29).
- Having co-workers committed to doing quality work (4.08).
- Having opportunities at work to learn and grow in the last year (4.24).

Employees also agreed that the university's benefit programs meet their needs (4.08). The average benefits package for an IPS employee has a value of \$17,000 per year. The university pays part of each employee's expenses for health and life insurance, retirement benefits, 401(K) contributions, unemployment compensation, workman's compensation and Social Security.

IPS staff disagreed most with a statement regarding compensation, disagreeing (2.77) that compared to other people doing similar work *outside the university*, they are paid

fairly. However, more IPS staff agreed (3.44) that compared to others doing similar work *at the university*, they are paid fairly.

"Compensation remains the greatest concern of employees, although the survey results show we have made some perceptual improvement over the past four years. We need to aggressively continue our work to bring faculty and staff salaries to market levels," said Dr. John Petersen, president of the university system.

Several areas of employee satisfaction are steadily improving at IPS. Since 2003, more IPS employees agree that they have the opportunity to do what they do best every day (3.97); that they have received recognition or praise for doing good work in the last seven days (3.67); and that someone at work has talked to them about their progress (3.85).

"The supervisor's survey and supervisor training are examples of how IPS is addressing areas of dissatisfaction. We are encouraging supervisors to better manage and inspire employees to do good work and to communicate personal development goals with employees," said Judie Martin, IPS manager. The IPS Employee Relations Committee (ERC) recommended and developed both initiatives following the 2005 Employee Satisfaction Survey.

The next opportunity to complete the Employee Satisfaction Survey will be 2009. However, the IPS ERC and the IPS Leadership Team are studying the 2007 survey results to determine immediate actions for improvement. Members of the IPS ERC and the IPS Leadership Team, along with separate survey results for IPS and the university, are available at <http://intranet.ips.tennessee.edu>.



## School Business Officials Tap CTAS Staff to Lead

At its 41st annual conference in November 2007, the Tennessee Association of School Business Officials (TASBO) elected Ron Woody president for the 2007 - 08 year.

Woody joined the University of Tennessee (UT) County Technical Assistance Service (CTAS) in January 2003 as a government consultant for East Tennessee. He previously served seven years as Roane County school business manager, when he became a TASBO board member.

TASBO members also elected Marty Spears, CTAS finance and budget consultant, to the TASBO board of directors.

TASBO formed in 1966 to unite school officers whose

primary responsibilities are in business administration. It strives to establish high standards of ethics and efficiency in business methods for schools and promotes a program of professional development for school business administration.

Up to 250 school officers from Tennessee attend the annual conferences. TASBO works closely with the Tennessee State Department of Education and the Tennessee Comptroller's office.

CTAS congratulates Woody and Spears and wishes TASBO continued growth under their professional leadership.



# LEIC Clear to Deliver School Security Course Nationwide

The University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) recently gained U.S. Department of Homeland Security (DHS) approval of the Secured and Prepared Schools Training: Tier 2 course. With approval from DHS, school districts and law enforcement jurisdictions across the nation will be able to use homeland security grants to fund the training at their locations.

The goal of Secured and Prepared Schools Training is to provide school personnel, law enforcement officers and school administration the knowledge, skills and abilities to prevent, secure and respond to an emergency, natural disaster or terrorist attack.

“This training helps schools identify and examine potential security threats, then adopt best practices in school security and emergency preparedness in order to keep schools secure and students safe,” said Romeo Morrissey, LEIC program manager.

“We were pleased to be able to deliver the training to 1,070 individuals in Tennessee last year, and now we are eager to offer the training nationwide with DHS’ approval.”

During fiscal year 2007, LEIC delivered Secured and Prepared Schools Training events in Brentwood, Cookeville, Harrogate, Jackson, Columbia, Johnson City, Knoxville, Lebanon, Paris and Chattanooga. Nearly 70 percent of participants were school professionals, including directors, administrators and teachers. Another 17 percent of participants represented law enforcement. Remaining participants were professionals from healthcare and emergency response disciplines. Participants represented 76 of Tennessee’s 95 counties.

The Tennessee Department of Education and the Governor’s Office of Homeland Security provided support and funding for the program’s development.

Secured and Prepared Schools Training has a security team approach. School districts send multi-disciplinary teams of four to five persons, typically including central office staff, building administrators, transportation or facility directors, student support personnel, school resource officers and other identified key personnel.

For more information, contact Christopher Howard at (865) 946-3224 or e-mail [christopher.howard@tennessee.edu](mailto:christopher.howard@tennessee.edu).



# IPS Shares UT Culture With Russian Visitors



*Pictured left to right are Russian officials Ivan Goncharov, Boris Kulikov, Andrei Shturmin, Andrey Sidorov and Yelena Kastornova.*

Five Russian delegates visited with the University of Tennessee (UT) as part of the U.S. Library of Congress Open World Leadership Center in October 2007. The UT Institute for Public Service (IPS) partnered with the UT Institute of Agriculture to host the visitors.

The World Leadership Center enhances understanding and capabilities for cooperation between the United States and countries of Eurasia and the Baltic States by developing a network of leaders in the region who have gained significant, firsthand exposure to America’s democratic, accountable government and free-market system.

The visit included meetings with local and state government officials as well as representatives from the Tennessee Valley Authority, UT-Battelle and others. A highlight of the visit was attending the IPS customer appreciation day at the UT vs. Georgia football game.

“The cooperation we received for the local visit was tremendous,” Shoopman said. “Mayor Haslam and the Knoxville City Council, Blount County Commission Chairman Dr. Robert Ramsey, Assistant City Manager Roger Campbell and the staff at the City of Maryville, and Assistant City Manager Bill Hammon and the staff at the City of Alcoa provided great insight into how our local governments work and how hospitable East Tennesseans can be to foreign guests.”

The Russian delegates included Yelena N. Kastornova of Orel, Orel Oblast; Boris V. Kulikov of Engels, Saratov Oblast; Andrey Y. Sidorov of Vladivostok, Primorski Krai; Ivan A. Goncharov of Yekaterinburg, Sverdlovsk Oblast; and Andrey M. Shturmin of Nizhniy Novgorod, Nishny Novgorod Oblast. Goncharov’s report, which had comments from each of the delegates, noted that knowledge of other culture broadens the mind. Sometimes observing another way of doing things can allow one to borrow from the benefits and avoid the flaws, the report said.

IPS staff members participating in the visit were Margaret Norris, Mike Hill, Bill Wiley, Frank McKee, Ron Woody, Beth Phillips and Chuck Shoopman.



# Staff Applause



Lori Ungurait

To: Lori Ungurait, LEIC  
From: Roger Hansard,  
Claiborne County Schools

I want to take this opportunity to thank you for providing the in-service for LifeSkills review. All the teachers agree it was the most useful staff development of the year. Kay Sands was a wonderful facilitator. She modeled the LifeSkills research and provided extraordinary classroom knowledge to make the teachers say we want more in-service like this one.



Nathan Lefebvre

To: Dan Baker, LEIC  
From: Ben Armstrong,  
Physical/Technical Services Manager,  
CSIU/Property/AFIS/Supply

I am the Division Manager of the CSI Unit here in Plano, Texas (Police Department). I would like to extend my thanks for the training you have provided my personnel. Here in Plano, we have a very low crime rate, so on the job training is very limited. Your program has given me the ability to have members of this unit trained in areas of expertise that I would not otherwise have the ability to provide. Several months ago, we had a homicide where the victim was taken and buried in another part of the state. One of our investigators that has graduated from your program was assigned the case and, along with her supervisor, she responded in the middle of the night to the body location and did a body excavation and gathered evidence that was critical to the case. As a retired Crime Scene Detective from the Dallas Police Department, myself and her supervisor were very impressed on the degree of expertise she exhibited. She took control of the investigation and was very impressive in her skills and abilities. Again I thank you and your staff for the training you impart on your students and look forward to sending other members to the academy.



Sabrina Rhodes

To: Dan Baker, LEIC  
From: Jeff Flinchum, Detective,  
CID/Fraud/Computer Forensics,  
Greensboro (NC) Police Department

I would just like to take a few minutes to thank you for the Cyber Crime School and in particular the professionalism and determination of John and Sabrina over the past three weeks. John and Sabrina were really great and determined to make this class a success for me.... This has probably been the most successful training that I have attended since becoming a Police Officer.



John Freeze

## Erdmann Joins Board of Tennessee Recycling Coalition

John Erdmann, information technology consultant for the University of Tennessee (UT) Center for Industrial Services (CIS), was recently elected to serve on the Tennessee Recycling Coalition (TRC) board of directors. In this capacity, Erdmann will help direct TRC's statewide effort to spread the word on recycling.



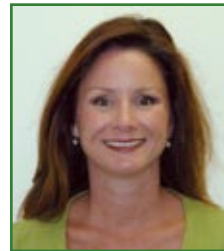
TRC is a non-profit organization made up of members representing private business, federal and state agencies, cities and counties, non-profit organizations, trade associations, educational institutions and individuals.

The mission of TRC is to advance the adoption of recycling and waste reduction programs in Tennessee by promoting the adoption of waste reduction and recycling practices. TRC provides information and education and encourages partnerships that address waste issues.

According to Erdmann, one of his first initiatives is to revive paper recycling at CIS's Polk Avenue facility in Nashville.



## Congratulations Dr. Kim Arms



Congratulations to Dr. Kim Arms, administrator of entrepreneurial and economic development programs at the University of Tennessee (UT) Center for Industrial Services (CIS), for completing her doctorate of education in educational leadership and policy analysis with a concentration in postsecondary and private sector leadership at East Tennessee State University (ETSU).

After logging many miles, hours, and long nights and weekends over three and one-half years, Arms successfully defended her dissertation on Nov. 12. She conducted a quantitative study entitled "Ethics Training: Views of Tennessee Local Elected Officials" and had a 35.3 percent response rate to a survey administered to more than 2,100 local government officials in Tennessee.

"Kim completed her coursework in December 2005 with an average GPA of 3.9, and her performance on her qualifying examinations was at an exceptional level," said Dr. W. Hal Knight, dean and professor of the Claudius G. Clemmer College of Education at ETSU and chair of Arms' doctoral committee. "Her dissertation has focused on an extremely important topic, ethics training and public officials in Tennessee, that will make a significant contribution to our understanding of the issue. Dr. Arms is to be commended on completion of this rigorous program while commuting and working full time at the University of Tennessee."



# COAT Honors Champions

The County Officials Association of Tennessee (COAT) fall conference, held in Knoxville, was a celebration of champions.

The opening session featured Bruce Pearl, University of Tennessee (UT) Knoxville men's basketball coach, and honored the 2007 Little League Girls Softball World Champions from Morristown, Tenn. After Pearl's speech, he posed for pictures and signed a multitude of autographs.



*Bruce Pearl, UT men's basketball coach, at the COAT fall conference.*

The UT County Technical Assistance Service (CTAS) helped facilitate conference registration and training sessions on bankruptcy laws, communication skills and the property tax freeze.

At the awards banquet, Gayle Van Hooser from Grundy County received the Outstanding County Official award. Also receiving awards were Julie Gale Adkinson, Hardin County, Outstanding Register of Deeds; Kay Soloman Armstrong, Greene County, Outstanding Clerk of Court; Sonny Howse, Haywood County, Outstanding Trustee; and Angie Sandford, Polk County, Outstanding County Clerk.



# If the Weather Outside is Frightful

## Inclement Weather Policy

In the event of inclement weather, statewide offices of the Institute for Public Service will close in accordance with local campus closings.

- Knoxville area offices will observe UT Knoxville campus closings. The UT Knoxville campus will remain open except in the most severe weather conditions. If a decision to close is reached, campus and local media will be notified so appropriate announcements may be made.
- Nashville offices will observe State of Tennessee closings or will close if local buses are not running.
- Chattanooga offices will observe UT Chattanooga campus closings.
- Cookeville offices will observe Tennessee Tech closings.
- Jackson offices will observe UT Agricultural Experiment and Extension closings.

# IPS Updates Complaint Procedure

The University of Tennessee (UT) Institute for Public Service (IPS) is updating its policies and procedures and posting them to the employee Internet.

Recently, IPS updated its complaint procedure adopted by UT Knoxville in the fall of 2007. The procedure provides a mechanism to file a complaint based on alleged unfair or inequitable treatment with respect to application of policies, procedures and regulations that have been unable to be resolved with an immediate supervisor. This procedure is available for both exempt and non-exempt staff.

The following issues cannot be addressed through the complaint procedure: job classification, pay, worker's compensation matters, terminations, complaints alleging discrimination in work assignments, employment opportunities or conditions of work.

The procedure for filing a complaint is as follows:

1. Employees are encouraged to attempt to resolve the complaint through administrative channels within the employee's unit.
2. If the disposition is not acceptable to the complainant, the employee should complete a complaint form and submit it to the agency director and IPS human resources. A meeting will then be scheduled to discuss the employee's concern and to attempt resolution. The agency director has 15 working days to respond.
3. Should the solution offered by the agency director be unacceptable to the employee, a final appeal may be made to the IPS associate vice president by submitting a written request to IPS human resources outlining the issue and the steps taken to resolve the problem. A meeting will then be scheduled between the employee and the IPS associate vice president to try to resolve the issue. The associate vice president will have 15 working days to notify all parties of the final disposition of the matter.

For more details and a copy of the form, visit <http://intranet.ips.tennessee.edu/default.asp?id=50>.



- Johnson City offices will observe East Tennessee State University closings.
- Martin offices will observe UT Martin campus closings.
- Memphis offices will observe UT Health Science Center closings.

In the event of inclement weather when the university remains open, all IPS staff will be expected to make every reasonable effort to maintain regular work schedules, but are advised to avoid undue risks in traveling.

Employees who anticipate arriving late or not arriving at work at all should notify their immediate supervisor. Employees have the option of charging their time off to annual leave or leave without pay; or, with approval, they may make up their lost work hours.



# GET TO KNOW...

Interested in learning more about your colleagues? This section highlights IPS employees and provides information on their background and interests.

## Gregg McAlister LEIC



Gregg McAlister

Gregg McAlister is business manager for the University of Tennessee (UT) Law Enforcement Innovation Center (LEIC).

McAlister assists in monitoring sponsored program budgets and compliance with federal, state and local guidelines for grant and contract policy compliance. McAlister also manages the budget and funding process for LEIC, which includes monitoring compliance with UT and funding agency fiscal requirements, continual analysis of work methods and fiscal processes, supervising support staff, providing financial reports and projections utilizing the SAP/IRIS system, strategic planning, program reviews and consultation with program managers.

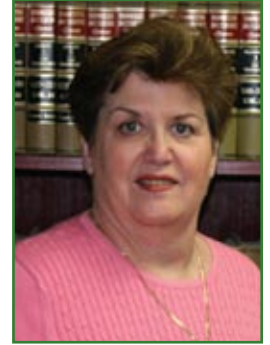
Prior to joining LEIC, McAlister spent more than 18 years in the Oak Ridge City Schools business office monitoring federal and state grants, including those under the No Child Left Behind (NCLB) and Project Head Start programs.

McAlister also spent five years with the Knoxville Community Development Corporation (KCDC) in the controller's office. Before moving to Tennessee in 1981, he served as a Department of the U.S. Army civilian in the central accounting office at Fort Belvoir, Va.

McAlister has a bachelor's degree in business administration from Georgia Southern University. He is a native of California and lives in Knoxville.



## Margie Foster CTAS



Margie Foster

Margie Foster is an administrative support assistant for the University of Tennessee (UT) County Technical Assistance Service (CTAS). Foster has worked for the university since 1970 in several departments, including the UT Knoxville College of Law and the Graduate School of Planning. She started working for the former Center for Government Training at IPS in April 1985 and retired in July 2002. She joined the CTAS training department in the fall of 2002.

Foster attended Knoxville Business College in 1967 and earned Tennessee's Certified Professional Secretary certification in 1993. She received the Tom and Diane Ballard Award of Excellence in Public Service award in 1997. In the fall of 1999, the County Officials Association of Tennessee (COAT) recognized her as an Outstanding Public Service Professional.

In her free time, Foster spoils her dog, Scooter. He hates getting out of bed in the morning, but "mom" has to go to work sometimes, Foster says.

Foster participates in a stroke support group monthly and has taken peer visitor training through the American Heart Association, enabling her to speak with fellow stroke survivors.

She also has worked in conjunction with her neurologist, speaking at a conference with medical professionals who are first responders and with initial medical personnel who treat stroke patients.



## Municipal Court Clerks Gain Knowledge in Court Operations

Municipal court clerks are required to complete annual training relating to the operations of a municipal court. Thanks to a partnership between the Tennessee Administrative Office of the Courts and the University of Tennessee (UT) Municipal Technical Advisory Service (MTAS), required training for municipal court clerks is provided at no cost to the participants.

The training covers all processes of a municipal court, including how to establish a records process that conforms to state laws and regulations.

The latest course was offered in November 2007 and was well attended with 240 municipal court clerks. The MTAS instructors for the class were Rex Barton, police consultant, and Melissa Ashburn, legal consultant.





# What do they do?

*Instead of looking at the day-to-day responsibilities of staff in the IPS central office in Knoxville, let's recognize what IPS does for a special person during the Christmas season.*

Santa Claus had a busy 2007 holiday season as a field consultant for the University of Tennessee (UT) Institute for Public Service (IPS). He helped spread joy and fulfill requests from customers across the 95 counties in Tennessee last year, working with more than 200 IPS elves and travelling across the state in a sleigh with 9 tiny reindeer.

Santa worked with all the IPS agencies throughout the year. The Municipal Technical Advisory Service and the County Technical Assistance Service provided him with lists of families to visit in the cities and counties, ensuring Santa made the correct stops on his way across the state.

The Law Enforcement Innovation Center (LEIC) made sure Santa complied with safety procedures before entering homes on Christmas Eve, and LEIC worked with the Department of Homeland Security to ensure the safety of Santa and his reindeer.

The Center for Industrial Services also helped Santa's Workshop apply Lean Manufacturing and Six Sigma standards to ensure that toys were made efficiently and that output fulfilled the number of wishes.

Of course, the UT College of Veterinary Medicine kept an eye on the health of Santa's reindeer, and the UT Institute of Agriculture built the reindeer barn at the North Pole. Santa checked his flight pattern with the UT Space Institute before he started his travels; he considers this much more dependable than mere GPS.

While Santa is enjoying a good rest now, IPS is getting a fast start to the New Year. Keep an eye on The Exchange in February to read about what the IPS CO staff will be doing in 2008. Happy New Year!



*Even Santa Claus could not operate without some help from IPS.*



## IPS Welcomes New Employees

The University of Tennessee (UT) Institute for Public Service (IPS) held an orientation for new employees on Nov. 20. A total of 13 new employees learned about IPS and its agencies.

Each of the agency directors gave a presentation on their agency – its organization structure, mission and functions – and a general overview of the types of programs and projects they administer.

New employees also received information on the Employee Relations Committee, giving to IPS and communications.



*Pictured from left to right (seated) are Marty Spears, Jeff Metzger, Kristy Godsey-Brown, Michelle Buckner and Sarah Holley. Pictured from left to right (standing) are Tom Kohntopp, Earl Pomeroy, Chris Howard, Sabrina Rhodes, Kathleen Kinser, Dwaine Raper, Gregg McAlister and Randy Gustafson.*



# Celebrate 2008!



## January Events

### CIS

- Jan. 10 8-Hour Site Worker Refresher, Knoxville
- Jan. 15 8-Hour DOT Refresher, Knoxville
- Jan. 15 Hazardous Waste Annual Report, Memphis
- Jan. 15 Tier II, Memphis
- Jan. 16 Hazardous Waste Annual Report, Jackson
- Jan. 16 Tier II, Jackson
- Jan. 17 Hazardous Waste Annual Report, Murfreesboro
- Jan. 17 Tier II, Murfreesboro
- Jan. 22 Hazardous Waste Annual Report, Johnson City
- Jan. 22 Tier II, Johnson City
- Jan. 22 Recordkeeping 300 Log, Nashville
- Jan. 22 Safety Managers Survival Guide, Nashville
- Jan. 23 Hazardous Waste Annual Report, Knoxville
- Jan. 23 Tier II, Knoxville
- Jan. 23 Recordkeeping 300 Log, Jackson
- Jan. 23 Safety Managers Survival Guide, Jackson
- Jan. 24 Hazardous Waste Annual Report, Chattanooga
- Jan. 24 Tier II, Chattanooga
- Jan. 24 Recordkeeping 300 Log, Bartlett
- Jan. 24 Safety Managers Survival Guide, Bartlett
- Jan. 28 8-Hour DOT Refresher, Bartlett
- Jan. 29 16-Hour DOT, Bartlett
- Jan. 29 Hazardous Waste Annual Report, Cookeville
- Jan. 29 Tier II, Cookeville
- Jan. 29 Recordkeeping 300 Log, Johnson City
- Jan. 29 Safety Managers Survival Guide, Johnson City
- Jan. 30 Recordkeeping 300 Log, Knoxville
- Jan. 30 Safety Managers Survival Guide, Knoxville
- Jan. 31 8-Hour Site Worker Refresher, Bartlett

### LEIC

- Jan. 7 - National Forensic Academy Session XX, Knoxville
- March 14
- Jan. 8 - 10 Transit Terrorist Tools and Tactics, Las Vegas
- Jan. 11 LifeSkills Training, Knoxville
- Jan. 14 Threat Assessments for Schools, Oak Ridge
- Jan. 14 - Cybercrime Investigation Academy, Oak Ridge
- Feb. 8
- Jan. 15 LifeSkills Training, Nashville
- Jan. 15 Threat Assessments for Schools, Chattanooga
- Jan. 18 LifeSkills Training, Jackson
- Jan. 29 Second Step Training, Nashville

### MTAS

- Jan. 4 Human Resource Overview, Springfield
- Jan. 7 Municipal Manager Overview, Cleveland
- Jan. 8 Understanding DiSC Workstyles, Cleveland
- Jan. 8 Budget Workshop, Jackson
- Jan. 8 Developing & Maintaining Discipline, Maryville
- Jan. 9 Budget Workshop, Bartlett
- Jan. 9 Planning and Organizing, Cleveland
- Jan. 9 Communicating, Coaching and Counseling, Johnson City
- Jan. 9 Developing & Maintaining Discipline, Maryville

- Jan. 10 Communication Skills, Cleveland
- Jan. 10 Budget Workshop, Franklin
- Jan. 10 Communicating, Coaching and Counseling, Johnson City
- Jan. 11 Municipal Manager Overview, Springfield
- Jan. 14 Communicating, Coaching and Counseling, Portland
- Jan. 18 Risk Management & Safe Workplace Environment, Springfield
- Jan. 22 Developing & Maintaining Discipline, Cleveland
- Jan. 23 Workplace Harassment and Workplace Violence, Cleveland
- Jan. 23 Budget Workshop, Cookeville
- Jan. 23 Delegation Skills, Johnson City
- Jan. 24 Human Resource Overview, Cleveland
- Jan. 24 Budget Workshop, Collegedale
- Jan. 24 Delegation Skills, Johnson City
- Jan. 25 Risk Management & Safe Workplace Environment, Cleveland
- Jan. 25 Understanding DiSC Workstyles, Springfield
- Jan. 28 Delegation Skills, Portland
- Jan. 29 Budget Workshop, Knoxville
- Jan. 29 Workplace Harassment and Workplace Violence, Maryville
- Jan. 30 Budget Workshop, Johnson City
- Jan. 30 Workplace Harassment and Workplace Violence, Maryville

## Service Anniversaries

- Harding Asinger, CIS 5 years
- Jane Basham, CIS 11 years
- Doug Bodary, CTAS 5 years
- Patricia Burke, CTAS 15 years
- Ray Crouch, MTAS 35 years
- Scott Gordy, IPS CO 7 years
- Rick Hall, CTAS 16 years
- Mike Hill, LEIC 10 years
- Queena Jones, IPS CO 2 years
- Janet Kelly, MTAS 5 years
- Matt Lanius, CIS 4 years
- Steve Lobertini, MTAS 20 years
- Sabrina Rhodes, LEIC 4 years
- Jim Slizewski, CIS 13 years
- Victoria South, MTAS 2 years
- Linda Winstead, MTAS 23 years

## New Hires

- CIS Brenda Baker, Nashville  
Keith Ridley, Nashville  
Patricia Wells, Nashville
- CTAS James Hart, Nashville  
Claire Marsais, Nashville
- MTAS Dale Wolfe, Knoxville

## Staff Departures

- CIS Matt Lanius, Nashville
- CTAS Chris Garkovich, Cookeville
- IPS CO Kathleen Kinser, Knoxville

## Recruitments

- CIS Manufacturing Consultant, Nashville  
Field Consultant, Nashville  
Statistical Coordinator, Nashville
- CTAS Administrative Intern, Nashville
- IPS CO Information Specialist I, Knoxville  
Economic Development Specialist (2), Nashville & Martin
- LEIC Specialist II, Oak Ridge  
Manager III, Oak Ridge  
Accounting Asst., Oak Ridge  
Curriculum Specialist I, Oak Ridge  
Coordinator II, Nashville  
Coordinator I, Oak Ridge
- MTAS Program Resource Specialist, Nashville  
Municipal Management Consultant, Knoxville  
Training Consultant, Knoxville  
Finance & Accounting Consultants (3), Knoxville, Nashville & Jackson



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105 Student Services Building  
Knoxville, Tennessee 37996-0213

Phone: (865) 974-6621 • Fax: (865) 974-1528  
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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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