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The Exchange Newsletter

Institute for Public Service (IPS)

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the EXCHANGE

New and improved — IPS preparing new learning management system

July 1, 2008, marks an important day in training management at the UT Institute for Public Service (IPS).

Following an extensive needs assessment led by John Erdmann and an inter-agency implementation team, IPS has contracted with developer Saba to deploy a new learning management system (LMS). IPS customers and staff can expect simpler course registrations and streamlined billing processes when the new LMS goes live July 1.

“Collectively, IPS agencies trained nearly 20,000 people in 2007. As we work to expand our training opportunities and make our courses more accessible, we had to find a better solution to manage such a tremendous volume of courses and participants,” said Chuck Shoopman, IPS director of statewide initiatives. “The Saba-developed system will be easier for customers to use and will make training information more readily available for us as well. However, we have to work through the challenges of changing our existing systems and routines.”

The new LMS will replace C2K as the tool to register, manage and track training participants. Essentially, the system will standardize and automate key processes that IPS employees use to register training participants, develop online courses and generate reports. Agency and IPS central office staff can use the system to build class

rosters and client databases; collect and compile course evaluations; and easily enroll, schedule and invoice training participants.

The new system is Web-based, giving users 24/7 access. They can review their transcripts, track their progress toward certifications, complete course evaluations, enroll in and complete online courses, or check training offerings in a single, consolidated system.

To meet the go-live date of July 1, IPS personnel are diligently working to customize, install, test and verify the new LMS by June 30. Implementation team members are:

CIS: John Erdmann, Beverly Erwin
CTAS: Terri Kinloch, Mary Ann Moon, Robert Schettler, Jon Walden
IPS CO: Kasey Draney, Scott Gordy, Queena Jones, Chuck Shoopman
LEIC: Derek Brownlee, Susan Frant, John Freeze, Lori Ungurait
MTAS: Jennifer Hicks, Sarah Holley, Justin O'Hara

In mid-April, the team went through Saba's implementation readiness training and began making decisions on system configurations and capabilities. This same group of people — project managers, business analysts, super users and system administrators — will help train IPS staff and customers in using the new LMS.

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A newsletter of
The University of Tennessee
Institute for Public Service

PTAC assists veteran-owned businesses

The UT Center for Industrial Services' (CIS) Procurement Technical Assistance Center (PTAC) sponsored an event in West Tennessee to assist veterans and small business owners with government contracting.

The West Tennessee Veterans and Small Business Conference, co-sponsored by Rep. John Tanner and Rep. Steve Cohen, attracted almost 200 local entrepreneurs.



Rep. Steve Cohen presents the Veteran Entrepreneur of the Year award to Sylvester Tate.

The event helped attendees understand what it takes to land a government contract. The PTAC staff of Joe Flynn, Debbie Barber, Paul Middlebrooks and Russell Toone spent one-on-one time with nearly all the attendees. The event also provided the latest benefit information to veterans returning from the war in Iraq.

(continued on page 2)



R. Sean Giles of Loudon County, right, speaks with Rep. Jimmy Matlock during County Government Day.

County officials gather with legislators, attend finance, ethics training

More than 500 county officials and 52 state legislators gathered in Nashville for County Government Day in April. The annual conference is sponsored by the County Officials Association of Tennessee (COAT) and the Tennessee County Services Association (TCSA).

UT County Technical Assistance Service (CTAS) staff assisted with registration and facilitating sessions. The conference gave county officials an opportunity to network with one another, as well as with their senators and representatives in the Tennessee legislature.

The conference began with general membership meetings of all the affiliate associations including court clerks, trustees, county commissioners, county highway officials and county mayors. The conference concluded April 9 with a general session and two CTAS training sessions.

Lieutenant Governor Ron Ramsey, House Speaker Jimmy Naifeh and Finance and Administration Commissioner Dave Goetz addressed the general session.

Doug Bodary, CTAS finance and budget consultant, led a class on Other Post Employment Benefits (OPEB) and other new Governmental Accounting Standards Board (GASB) statements.

The class highlighted the rapidly increasing requirements for Tennessee counties in regards to financial management and reporting since the GASB issued Statement 34.

CTAS Legal Consultant Steve Austin delivered training on Ethics in Government. Austin's class spotlighted Comprehensive Ethics Reform Act of 2006 provisions that affect local officials.

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CIS offers Food Defense Training

From tightening airport screenings to securing the country's borders, the U.S. has taken extra steps to ensure the safety of Americans following the Sept. 11, 2001, terrorist attacks. These safety measures also include protecting the nation's food supply.

To address these concerns, the UT Center for Industrial Services (CIS) and the U.S. Food and Drug Administration have teamed up to sponsor Food Defense Training. The one-day workshop is designed to increase awareness and preparedness at food processing and manufacturing plants and packaging plants that supply the industry. As part of the program, participants assess the vulnerability of a facility and identify ways to prevent threats to the food supply. The training also helps industry leaders prepare response plans in case terrorists threaten the food industry. For more information on Food Defense Training, contact Chris Wright at (865) 974-1544.

★ ★ ★

PTAC assists veteran-owned businesses

(continued from page 1)

During the luncheon, Cohen presented the Veteran Entrepreneur of the Year award to Sylvester Tate. Tate started an in-home consulting business that grew quickly to employ 20 people. Two of Tate's largest clients are the Tennessee State Lottery and Southwest Tennessee Community College.

★ ★ ★



Johnson City participants

First row, l-r: Robin Horner, Bulls Gap mayor; Marcy Walker, Johnson City commissioner; and John Bugg, Newport councilman. Second row, l-r: Larry Rea, Unicoi city recorder; Johnny Lynch, Unicoi mayor; Jeff Banyas, Johnson City commissioner; and Patrick Shull, Kingsport councilman. Third row, l-r: Charles LaPorte, Elizabethton councilman; Scott Collins, Newport city administrator; Ralph Bass, Surgoinsville alderman; Gary Lawson, Mount Carmel mayor; and Freddy Gregg, Newport councilman. Fourth row, l-r: Mark Ramsay, Unicoi alderman; Ken Kisiel, Unicoi alderman; John Sandidge, Surgoinsville alderman; Luke Goddard, Newport councilman; and Kenny Morgan, Newport councilman.

Jackson participants

First row, l-r: Randy Potts, Greenfield city recorder; Baris Douglas, Henning mayor; Carolyn Flagg, Brownsville alderwoman; and Ed McKelvy, Greenfield mayor. Second row, l-r: George Fisher, Dyer alderman; Wayne Sheehan, Medina alderman; Harry Mckee, Arlington, alderman; John Finch, Goodlettsville commissioner; and Brian Thompson, Arlington commissioner. Third row, l-r: Terry Fuller, Paris commissioner; Tim Faulkner, Henderson alderman; Bill Hearn, Henderson alderman; and Tom Lannom, Dyer alderman.

Representatives from 17 cities attend Elected Officials Academy

The UT Municipal Technical Advisory Service (MTAS) covered both East and Middle Tennessee with its most recent Elected Officials Academy (EOA).

City officials who complete Level 2 of the EOA fulfill a required 16 hours of training in the following subject areas: Tennessee Municipal League (TML) role and resources, council at work, risk management, municipal fire review, municipal police review, personnel, parks and recreation, public works, working with the media, water and wastewater operations, planning and zoning, and legislative issues.

Several MTAS consultants led the interactive training sessions, including David Angerer, Rex Barton, John Chlarson, Bonnie Curran, Ray Crouch, Pat Hardy, Dennis Huffer, Sharon Rollins, Richard Stokes, Brett Ward, Gary West and Steve Wyatt.

“Each participant commented on how much information was concentrated in such a short time frame, and the majority of them wish they had taken this prior to taking office,” said MTAS training consultant Kurt Frederick, who is responsible for the EOA.



THE UNIVERSITY of TENNESSEE **UT**

LAW ENFORCEMENT INNOVATION CENTER

The ceiling is being completed and new light fixtures are installed in the lab at the new National Forensic Academy™ space.

In a separate Blood Spatter Analysis Room, NFA™ participants can test and analyze spatters from various heights and angles with this specially-designed staircase.

Open enrollment begins for employee Sick Leave Bank

Beginning April 1, 2008, and continuing through June 30, 2008, UT Institute for Public Service employees statewide may join the university's Sick Leave Bank (SLB).

The SLB grants paid sick leave time solely for the serious illness or injury of an employee, not for the illnesses or injuries of immediate family members. Medical certification is required with each and every request for sick leave bank time. Members who have been in the SLB for at least 30 calendar days are eligible to apply for sick leave days from the bank; however, conditions determined to be pre-existing shall not be eligible for SLB benefits until six months following the effective date of membership.

Employees must join the bank during the open enrollment period (April-June). At enrollment, 24 hours of sick leave are deducted from the employee's current sick leave balance. Employees must have at least six days of sick leave balance in order to join the bank.

Employees also may cancel their SLB membership during open enrollment. Cancellation requests must be submitted in writing by June 30.

The SLB currently has 1,421 members with a total of 19,800 hours in the bank. During the past quarter, a total of 10 requests were received by the bank and 1,200 hours were awarded to employees. Employees must use all their accrued leave (sick, annual and personal) before receiving days from the bank.

The SLB is a great way for employees to continue receiving a salary in the event of a major illness or injury. For further information on policy HR0382: Sick Leave Bank, review the policy online at <http://hr.utk.edu/policies.shtml#r>. Or, contact Judie Martin at judie.martin@tennessee.edu for an application.

★★★



Beth Paton



Albert Tieche



Terri Kinloch



Chris Payne



Thaddeus Grace



Jill Marling



Jane Davis



Deidra Phillips



David Angerer



Tess Davis

Employee Relations Council encourages communication

The UT Institute for Public Service has its own Employee Relations Council (IPS-ERC), a group that works for the benefit of all the agencies comprising the statewide institute.

The ERC formed to foster a spirit of community in IPS, to act as an employee advisory board to IPS leadership and to represent employees of the IPS agencies. The council is responsible for encouraging constructive dialog for a more efficient and effective IPS and for encouraging diversity in hiring and employee relationships.

Every year, different IPS staff members take positions on the IPS-ERC. The representatives for calendar year 2008 are: CIS — Beth Paton, Albert Tieche CTAS — Terri Kinloch, Chris Payne IPS CO — Thaddeus Grace, Jill Marling LEIC — Jane Davis, Deidra Phillips MTAS — David Angerer, Tess Davis

IPS personnel who serve as elected representatives on the UT Exempt Staff Council and UT Employee Relations

Committee also serve on the IPS-ERC. These representatives are Patricia Burke, John Erdmann, Armintha Loveday and Mary Ann Moon.

IPS employees are encouraged to bring their issues to any member of the IPS-ERC, not just their agency representative.

Furthermore, employees can submit an issue or topic of discussion to the IPS-ERC via the IPS Web site. Go to intranet.ips.tennessee.edu. Choose "Employee Relations Council" at the left of the screen. Choose "Talk To Us" from the Quick Links at the right of the screen. Fill in the information you want to propose for consideration, and indicate whether you want the submission to remain confidential.

The IPS-ERC Web site also has other informative links, including meeting minutes and current listings of committee members.

The ERC meets on the first Monday of every other month. Meetings for 2008 are May 5, July 7, September 8 and November 3.

★★★

Austin's article answers jail commissary question

An article written by Stephen Austin was featured in the February/March issue of the national periodical, *Corrections Managers' Report*, addressing an issue that sheriffs and jail administrators often present to Austin: Does the Constitution provide inmates the right to a jail commissary? Using a number of key case examples, Austin set the record straight: "The simple answer is that inmates have no federal constitutional right to commissary privileges." Austin warned states to exercise caution when considering "passing legislation authorizing the establishment of jail commissaries and directing the disposition of commissary funds." Austin is a legal consultant at the UT County Technical Assistance Service (CTAS).



Stephen Austin

★★★

GET TO KNOW...

Dan Miller, CIS

Dan Miller retired from a manufacturing management career in 2005 and moved to Nashville to enjoy his retirement. He soon realized he wasn't ready to become a Wal-Mart greeter or to retire to a rocking chair, so he contacted the UT Center for Industrial Services (CIS) and worked as a third-party consultant for two years. He became a full-time CIS employee in March.

Miller has two married sons who live in Ohio and Michigan, and he has four grandchildren. He enjoys travel, warm weather and golfing, and you can find him on his boat on most weekends during the summer.

★★★



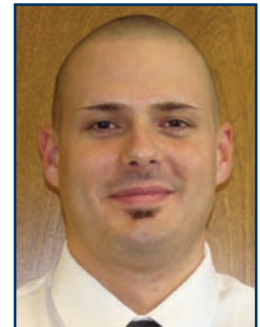
Dan Miller

Robert Geiger, LEIC

Robert Geiger joined the UT Law Enforcement Innovation Center's (LEIC) National Forensic Science Institute as a coordinator for the National Forensic Academy™ (NFA™) on March 17.

Geiger comes to LEIC with a U.S. Air Force background, most recently serving in the 178th Security Forces Squadron as a security forces staff sergeant. He is a graduate of Wright State University in Ohio; he has a bachelor of arts degree in political science and criminal justice. Geiger is moving to the Knoxville area from Fairborn, Ohio.

★★★



Robert Geiger

Mary Ann Moon, CTAS

Mary Ann Moon, e-learning specialist, joined the UT County Technical Assistance Service (CTAS) in January 2004. Prior to CTAS, she helped oversee the Hazardous Waste Operations and Emergency Response (HAZWOPER) training program for the UT Center for Industrial Services (CIS). Moon has been designing online training programs since 2000 and has helped create the online courses available through the County Officials Certificate Training Program. She has earned two degrees from the University of Tennessee — a bachelor's degree in management and a master's degree in adult education.

In her spare time, Moon enjoys reading and lying on her couch. Sometimes she does both at the same time (a multi-tasker). She hopes one day to retire so she can lie on her couch full-time. In addition to the lounging, Moon enjoys inventing new culinary delights and tasting new wines (which helps with tasting the new culinary delights). She also is a big fan of Americana music.

Moon has enjoyed working for CTAS because of the people and the challenges: "Creating the online training programs has been great because each one has been a learning experience for me. The e-learning field is still young and growing, so I'm challenged to find the technology that will present the material to our customers in the best way."

★★★



Mary Ann Moon

2008 IPS Annual Conference Sept. 29 — Oct. 1 Chattanooga Choo Choo

Employees and retirees of the UT Institute for Public Service (IPS) will return to Chattanooga this year for the IPS Annual Conference.

The conference will be at the Chattanooga Choo Choo Holiday Inn Monday, Sept. 29, through Wednesday, Oct. 1. Registration and check-in will be on Monday with a pool-side reception Monday evening. The opening session will begin Tuesday morning. The conference will end by noon on Wednesday.

The 2008 conference committee is coordinating with Muscatello-Rodgers benefit event planners to make sure participants in those events will finish in time to attend Monday's reception.

For those familiar with the Chattanooga Choo Choo, IPS will fill all of building three and part of building two. Parking is convenient at the Choo Choo, and Chattanooga's free electric shuttle bus service terminal is adjacent to the hotel. Spouses may attend the annual conference.

Plans for speakers and activities are incomplete.

For more information or to make a suggestion about the conference, contact Albert Tische at (615) 532-4926.

★★★

Staff Applause



Ron Woody

To: Ron Woody, CTAS
From: Wayne Lee, Administrator, Claiborne County

On behalf of Sheriff David Ray and Jail Administrator Captain Sam Nelson, I wish to extend to you our thanks for visiting the new Claiborne County Justice Center and bringing with you Jim Hart, CTAS' new jail consultant. The time, observations and advice you and Jim provided to us are very beneficial to this office in improving the level of service to the citizens of Claiborne County. We look forward to a continued relationship with CTAS and hope you will visit us again.

★ ★ ★

To: Rex Barton, MTAS
From: Lt. Ray Higginbotham, Tullahoma Police Department



Jim Hart

I want to start by thanking you for all you did at the Law Enforcement Management and Administration class at the Signal Mountain Police Department. I am retired military, have been doing police work for more than 19 years, and been to numerous leadership and supervisor schools. This was by far the best one I have been to yet. I commend you on being able to teach the different types of material you taught and still be able to keep a captive and attentive audience. This unique ability speaks highly of you and the other instructors involved.

★ ★ ★

To: Ray Crouch, MTAS
From: Mayor Jerry Gist, Jackson

Please accept my grateful appreciation for the invaluable assessment assistance that you provided during our search for a new fire chief. Your professional involvement provided our selection process credibility and the information we needed to make the right selection. We are delighted to have James Pearson as our new chief, and we are confident that he will make an outstanding leader for the department.

★ ★ ★



Rex Barton



Ray Crouch



Warren Nevad

To: Mike Tallent, MTAS
From: W. Troy Beets, Mayor, Kingston

Members of the Kingston City Council and I would like to take this opportunity to express our gratitude for the assistance and leadership of Municipal Management Consultant Warren Nevad during our goal setting session on February 16 in Kingston. He kept us on track and his skill in helping us arrive at a list of realistic goals was evident by the end of the session. Please accept our appreciation.

★ ★ ★

To: Mike Tallent, MTAS
From: David W. Purkey, Hamblen County Mayor
Tennessee Homeland Security District 2 Chairman



Gary West

The cooperation and assistance of MTAS was instrumental in making our simulation of a terrorism incident involving a weapon of mass destruction successful. Feedback from participants in the exercise was unanimously positive and complimentary and participation by city and county responders and officials was outstanding. In particular, I would like to express appreciation for the assistance of Gary West of MTAS, who prepared the presentation, along with Special Agent Chris Gay of the FBI, facilitated the exercise. Mr. West has previously helped this district by facilitating such exercises in Blount and Sevier counties and has done an outstanding job on each occasion. His experience and professionalism, along with his creative abilities and facilitating skills, make him an invaluable part of the exercise program for our counties.

The willingness of Mr. West and MTAS to assist our communities, both urban and rural, in continuously enhancing our state of readiness is deeply appreciated.

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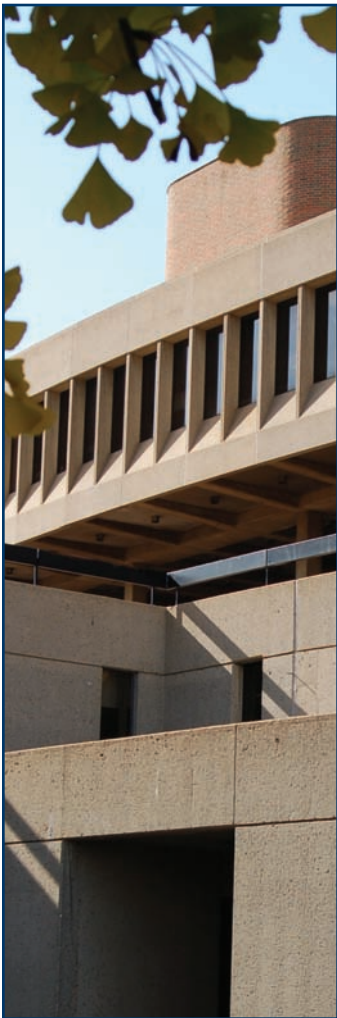
To: Lori Ungurait, LEIC
From: Tricia Taylor, Dayton City School



Lori Ungurait

The Second Step workshop (for elementary school counselors) was great. The materials are fabulous. Thanks for providing this for us. I love the puppets. I have shared the training with my administrators and special education teachers. Some may be interested in the training this summer.

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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 system-wide Institute for Public Service, which is separate from the Knoxville academic campus.

The newest face in the central office is no stranger to the UT Institute for Public Service. Jane Davis, who had worked with the Law Enforcement Innovation Center since 2001, transferred to the central office in April. She is now administrative specialist to Dr. Mary Jinks, UT vice president of public service.

Davis, who has worked for UT since 1973, is responsible for Jinks' administrative matters, schedules, correspondence and phone calls. Davis also assists Judie Martin, IPS operations manager, with human resource matters such as recruitments and new hires. Davis also will assist with the IPS Annual Conference and other special events.

"I look forward to getting to know everyone," Davis said. "When you work for one of the agencies, you only get to know the people in that agency. With this job, in particular, you get to know a little about each agency."



Jane Davis is the administrative specialist to Dr. Mary Jinks, UT vice president of public service.



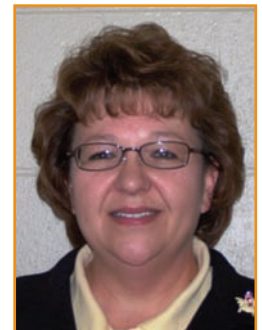
MTAS adds finance consultants across the state



Gail Cook



William Haston



Kay Stegall

The UT Municipal Technical Advisory Service (MTAS) has three new finance and accounting consultants to help city officials effectively use and manage available fiscal resources and develop new revenue sources. All three joined MTAS in March.

Gail Cook joined MTAS in Knoxville. She had worked for Anderson County as director of accounts and budgets since 1999. She is a certified public accountant and has an extensive work history in the private sector.

William Haston is in MTAS' Nashville office. His most recent work experience was in the private sector. He has served as the assistant city manager and budget officer

for the city of Kingsport and as the city recorder for the town of Jonesborough.

Kay Stegall joined MTAS in Martin. She had worked for the Alexander, Thompson and Arnold Accounting firm in West Tennessee since 1995. She is a certified public accountant and had served as the firm's senior manager responsible for the management and training of the staff in governmental auditing and financial reporting. She previously worked for Metro-Nashville and the Division of State Audit in the Comptroller's Office.



IPS May Calendar of Events

CIS

- May 6 8-Hour Site Worker Refresher, Nashville
- May 6 OSHA 10-Hour General Industry, Jackson
- May 7 8-Hour DOT Refresher, Nashville
- May 8 Tennessee Environmental Regulatory Overview, Nashville
- May 12 40-Hour Site Worker, Murfreesboro
- May 13 Health Care and Bloodborne Pathogen Safety Update, Jackson
- May 20 Health Care and Bloodborne Pathogen Safety Update, Knoxville
- May 21 Clandestine Methamphetamine Lab Decontamination Contractor Class, Nashville
- May 27 Health Care and Bloodborne Pathogen Safety Update, Nashville
- May 29 8-Hour Site Worker Refresher, Bartlett

CTAS

- May 14-16 Capstone, Montgomery Bell State Park

LEADERSHIP PROGRAMS

- May 4-9 TELA Academy, Montgomery Bell State Park
- May 11-16 TGMI A, Knoxville

LEIC

- May 6-8 Transit Terrorist Tools and Tactics, San Francisco, CA
- May 12- National Forensic Academy
- July 18 Session XXI, Oak Ridge
- May 13-15 Transit Terrorist Tools and Tactics, Oriskany, NY
- May 16 Ethics and Integrity, Fort Smith, AR
- May 20-22 Transit Terrorist Tools and Tactics, Bethesda, MD
- May 21-22 Community Policing, Kingsport

MTAS

- May 2 Risk Management and Safe Workplace Environment, Springfield
- May 5 Municipal Manager Overview, Newport
- May 6 Economic Development, Franklin
- May 7 Economic Development, Bartlett
- May 7 Human Resource Overview, Goodlettsville
- May 8 Economic Development, Jackson
- May 13 Economic Development, Collegedale
- May 14 Economic Development, Cookeville
- May 14 Human Resource Overview, Goodlettsville
- May 20 Understanding DiSC Workstyles, Newport
- May 21 Workplace Harassment and Workplace Violence, Goodlettsville
- May 21 Economic Development, Johnson City
- May 22 Developing and Maintaining Discipline, Brentwood
- May 27 Economic Development, Knoxville
- May 28 Risk Management and Safe Workplace Environment, Goodlettsville

Service Anniversaries

- Elizabeth Adams, CTAS 3 years
- Richard Buggeln, CIS 13 years
- Ralph Cross, MTAS 9 years
- Pat Frost, IPS CO 30 years
- Sarah Holley, MTAS 1 year
- Harry Kitchens, CIS 2 years
- Tom Kohntopp, IPS CO 1 year
- Jill Marling, IPS CO 21 years
- Elaine Morrisey, MTAS 3 years
- Ronnie Neill, MTAS 15 years
- Bill Nusbaum, CIS 5 years
- Becky Peterson, CIS 30 years
- Lisa Shipley, MTAS 13 years
- Mike Simmons, CIS 8 years
- Mike Stooksberry, CTAS 16 years

Recruitments

CIS

Business Development Consultant, Knoxville or Nashville

CTAS

Environmental Consultant, Cookeville

IPS CO

Economic Development Specialist, Nashville
Assistant Vice President, Knoxville or Nashville

LEIC

Administrative Support Assistant, Oak Ridge
Administrative Specialist, Oak Ridge

MTAS

Municipal Management Consultant, Knoxville
Management Intern, Nashville

New Hire

IPS

Bob Iannacone
Economic Development Specialist, Nashville



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