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Social Work Office of Research & Public Service
(SWORPS)

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Stimulus, Winter 1999

UT College of Social Work

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Winter 1999

Stimulus

The University of Tennessee College of Social Work

Tom Ingram, MSW '69, Puts His Social Work Background to Good Use as CEO of the Knoxville Chamber Partnership by Margot Morrow

During the past 25 years, Tom Ingram has enjoyed a wide-ranging, successful career in publishing, political-campaign management, and public administration, but he got his start in social work. Now, he says, an early focus on bringing about positive change in people's lives is helping shape his current professional goals—"to improve the economic well-being, education, and cultural quality of life for all area residents."

Ingram assumed the role of director of the Knoxville Chamber Partnership in March 1998. Since that time, he has been dedicated to unifying the economic development efforts of several organizations that the Partnership comprises. This new agency combines the Greater Knoxville Chamber of Commerce, the Downtown Organization, and the Central Business Improvement District. It also manages the Knox County Tourism Commission and works in

cooperation with the Development Corporation of Knox

Alumni Profile

County (formerly KCDC) and the Greater Knoxville Sports Corporation.

Balancing the needs of many diverse groups and juggling work responsibilities is nothing new to Ingram. While he was still an undergraduate at UT Nashville, he worked an average 60 hours a week as a reporter for the *Nashville Tennessean*, with Human Relations and the Republican party activities as his two main beats.

He was granted an HUD scholarship to Nashville's MSSW program with all expenses paid and a \$200-a-month stipend, on the condition that he spend two years in practice following

graduation. To fulfill this requirement, he worked during 1970 and 1971 as a caseworker at AGAPE while still keeping up his tough schedule as a reporter.

"During my years at AGAPE I became certain



that casework was not for me," laughs Ingram. He adds, "I had a strong sense of responsibility and really wanted to make life better for my clients, but I got entirely too involved in my cases. I decided that I could do more as a journalist than I could as a caseworker."

continued on page 9

Contents

- Alumni Profile—Tom Ingram.....1
- Donor News.....2
- Letter from the Dean.....2
- Enrollment Statistics.....2
- Pledge Form.....3
- New Director of Development.....3
- Feature—the "Rain Man".....4
- Spring CE Workshops.....5
- Photo Gallery.....6
- Faculty and Staff News.....8
- Undergrad Honors.....9
- SWORPS in the News.....10

We Depend on Our Donors!

Betty Robinson (MSSW '90) and her husband Jim can point with pride to the Vols and to the College of Social Work. They don't take any credit for helping the football team claim the national championship, of course, but thanks in part to their generous donations as members of the



Jim and Betty Robinson attended several home games as guests of Dean Sowers, and they were on hand (above) to cheer the Vols to victory in Tempe.

President's Club, they can take some credit for enabling the CSW to improve its programs and add faculty members.

Betty and Jim, who was a professor of engineering at UT for 17 years, have always loyally supported both UT football and the College. Betty credits her education here with helping her identify a career focus on family therapy, which has remained her concentration.

"I went back to get a masters after being out of school several years," says Betty. "Dr. Cruthird's class motivated me to pursue family therapy. I have worked with hundreds of families in the past 10 years, first in an internship at Parkwest Hospital, then as director of the hospital's social work department, and for the last two years, in private practice with Tennessee Psychiatry."

Betty adds that her experiences at the CSW were memorable because professors developed enduring ties with students and encouraged them feel like part of a close-knit group—and this remains a hallmark of the program.

Letter from the Dean

1998-99 has been a great year for the College of Social Work, with increased enrollment, expanded programs, and greater public recognition. I have also had a wonderful personal experience in my past year and a half as Dean, thanks to a warm welcome from alumni, the community, and faculty.

As I continue in my second year, I am working to develop even closer ties to the community and our alumni. Two of my top priorities for the College are maintaining a supportive relationship with our graduates as well as preparing the next generation with the skills they'll need.

Our commitment to providing a top academic program is aided by an outstanding faculty, including four new members who joined us in fall 1998 (see more about them on page 8 of this issue.) Also contributing to the success of the

College are the generous donations we have received. Public institutions are becoming more and more dependent on the generosity of private funding, so our sponsors' support is vital to ensuring our growth and strength.

Our continuing education programs benefited this year from collaboration with professional partners. The Homecoming Symposium, for example, was a dramatic success thanks to partnership with the Tennessee Conference on Social Welfare and the Society for Autism. Combining our resources enabled us to bring Kim Peek, the "real Rain Man," as guest speaker (see the story on page 4). Not only was this event well attended by the social work community, it also attracted media attention and acclaim and was featured on the front page of the *Knoxville News Sentinel*.

Alan M. Sowers

Enrollment for 1998-1999

The College of Social Work showed a 10% increase in enrollment between 1997-98 and 1998-99

Total enrollment for MSSW program for 1998-99

New Admissions	Full Time	Part Time	Advanced Standing	Total
Knoxville	54	15	5	74
Memphis	51	19	11	81
Nashville	55	25	9	89
Total	160	59	25	244

Returning Students	Full Time	Part Time	Advanced Standing	Total
Knoxville	36	33	0	69
Memphis	33	31	0	64
Nashville	27	34	1	62
Total	96	98	1	195

TOTAL 192 196 2 390

Total enrollment in the BSSW program, which is located at the Knoxville location, is 35 juniors and 35 seniors. There are 25 students enrolled in the PhD program, which is also located in Knoxville.

You CAN make a difference

The UT College of Social Work does more with less each year. Your tax-deductible gift to the College can help us make a difference in supporting students and the community, in knowledge generation and dissemination, and in the promotion of our profession. The Development Offices of the College and the University would be pleased to have you ask about other forms of giving, such as

bequests, charitable lead trusts, and gifts of the remainder interest in a personal residence or farm, and they are set up to help you evaluate the tax benefits of different gift options. All contributors who make gifts valued at \$100 or more are eligible for University recognition via the Gift Club. For more information, call Donna Bletner in the Development Office at 423-974-3994.

Donna Bletner - New Director of Development for the CSW



Post-campaign reorganization in the UT Development Office has brought a new face to the College of Social Work—Dr. Donna Bletner. Donna, who led the regional 21st Century campaign in Tri-cities, is now the Director of Development for the College of Social Work. In her new role, she will be working with the CSW in its efforts to plan future programs for alumni.

In addition to working in the Campaign for the 21st Century, Donna has spent the past 12 years in the UTK Alumni Office as director of the Volunteer Alumni Network for Student Recruitment. She also facilitated the annual selection of the alumni association's Outstanding Teacher Award. Before coming to UT, she worked for six years as the executive director of the Knoxville Volunteer Coordinating Center, where she helped establish the Second Harvest Food Bank.

**The University of Tennessee Gift/Pledge Form
College of Social Work**

Name _____ Phone _____
 Address _____
 City _____ State _____ Zip _____

I wish to make a tax-deductible gift to the University of Tennessee for the College of Social Work non-endowed enrichment account in the amount of

\$25 \$50 \$75 \$100 \$250

\$500 \$1,000 other (please specify) _____

I prefer to make my gift using VISA MasterCard

Account number _____ Expires _____

Signature _____ Date _____

Checks may be made payable to the University of Tennessee. Also use the memo line on the check to indicate "Social Work."

Please send your gift to

College of Social Work
 University of Tennessee
 109 Henson Hall, Knoxville TN 37996-3334

Kim Peek – the real “Rain Man”

This year’s guest speaker at the Homecoming Symposium—a mega-savant on whom the character “Rain Man” was based—delighted attendees with his astonishing recall of facts

By Jim Hollifield

Kim Peek has a message to spread as he travels around the country and speaks to audiences: “Learning to recognize and respect differences in others will make this a better world to live in.”

Peek, the mega-savant upon whom Dustin Hoffman partly based his autistic character in the 1988 film “Rain Man,” brought that theme to the University of Tennessee when he and his father spoke at the College of Social Work’s Homecoming Symposium in November.

Hundreds attended the event and heard Peek, 46, and his father, Fran, relate their experiences as they shared their hope of a better world through understanding each other’s differences.

Like other mega-savants, Kim Peek, though limited in some social and intellectual functions, is capable of recounting remarkable volumes of knowledge and information. His parents discovered their son reading before he was two years old; he was able to memorize every book his parents read to him and was capable of reading the newspaper by age three. Still, because of brain damage that he sustained from birth, he was unable to comprehend certain cause-and-effect relationships.

Kim delights in asking birthdays and giving back the day of the week the person was born, as well as the day of the week the birthday comes this year and the date the person will turn 65 and become eligible to retire. He relates and associates tidbits of information in his memory, and upon this visit to UTK, one birthdate reminded him of a signifi-



Dean Karen Sowers (left), Kim Peek (middle), and Director of Continuing Social Work Education Cleovonne Turner (right) shared a few moments together before the Homecoming Symposium began.

cant sports date, a bowl game in which Tennessee played Air Force, only to have a wayward dog run across the field and interrupt the game.

“Who let that dog on the field?” Peek recounted, laughing as he shared the story to his UT audience.

The Ramsey Room (in the University Center) also reminded Kim of a Ramsey family in Florida as he prepared to speak to his audience.

The elder Peek, a gentle man who patiently assists his son in his interactions with the public, estimated that they have spoken to more than 7,000 schools and 300 churches during the past decade. His “career” as a public speaker was suggested by Dustin Hoffman after the actor spent a day with Kim researching his Academy Award-winning role as the autistic savant Raymond in “Rain Man.”

Talking with Kim, Hoffman learned about his unique abilities and incorporated many of Kim’s characteristics—

as well as those of two other savants—into his film role. In fact, Hoffman loaned Kim his Academy Award statuette after he won the Oscar. “I may be the star, but you are the heavens,” Hoffman told Kim.

According to Kim’s father, Hoffman took him aside and encouraged him to allow his son out into the world, away from the sheltered existence he had known up to that point. “Your son has a great deal to share,” Hoffman told Fran Peek, who recalled that people like Kim once were shunned by society and shielded from potential cruelty by protective parents and caretakers.

“People weren’t as educated then,” Fran Peek said.

Now the Peeks travel to share their message of hope, opportunity and respect.

“You don’t have to be handicapped to be different,” Kim Peek told reporters before his talk at the Social Work

Homecoming Symposium.
"Everybody's different."

Children particularly embrace that theme, Kim's father said, because the message employs the Golden Rule. Youthful audiences also respond well to Kim's knowledge, and Kim reciprocates by encouraging them to read.

"Kids can start working on it a little better than our generation did," the elder Peek told his UT audience. "It doesn't matter who you are, [Kim] loves you just for who you are."

During his appearance, Kim and his father mingled with the audience and took questions. Kim astonished the crowd with his ability to recall sporting events, history, and even music, and he hummed a few bars of "What's Love Got To Do With It," in response to a Tina Turner music question.



Kim Peek and his father, Fran, have had more than 7,000 speaking engagements in the past decade.

He asked audience members to tell him their hometowns, then amazed them by knowing their zip codes, telephone area codes, and TV stations. His sense of humor, too, was a hit with members of the audience.

"Do you like movies?" asked one.

"Rain Man," Kim replied, and then got a laugh by proclaiming, "I get my underwear at K-Mart"—a reference to one of the quirky preferences he shares with the movie's fictional mega-savant.

Kim overcame shyness once he started interacting with the public, says his father. Now Kim enjoys a warm embrace or may reach out his finger to touch the nose of a surprised listener in a display of affection. The UT audience witnessed an entire range of emotion from Kim, even a distressing moment when he associated a thought with something unpleasant he once had read.

Still, Kim's father said the duo enjoyed their time at UT, including attending the Homecoming football game against Alabama-Birmingham as a guest of Dean Sowers. After the game, the Peeks spent an evening with several guests, including Dr. Sowers.

"It's very important to honor our specialties and strengths," Dr.

Sowers told the Symposium audience before the Peeks spoke. The Peeks' message should encourage partnerships among people in the community, she said.

The Peeks were introduced by Andrew Dzewulski, LCSW, an

alumnus of the College and now a senior program specialist with Science Applications International Corporation (SAIC).

The event was co-sponsored by the University of Tennessee College of Social Work, the East Tennessee Chapter of the Autism Society of America, and the Middle East Tennessee Region of the Tennessee Conference on Social Welfare.

Jim Hollifield is the assistant editor of Stimulus.

Don't Miss These Spring Workshops!

Facilitating Trauma and Abuse-Recovery Groups

Presenter: Carole Lovell; DCSW, LCSW

This workshop targets successful therapy methods for treatment of Borderline Personality Disorder. The overall goal is to teach practitioners techniques they can use to help empower patients and help them find the courage to change their lives.

Cookeville

Thursday, March 18, 1999

Why Am I Hungry? Assessing and Helping to Treat Overeaters

Presenter: Susan Nicholas, MEd., LPC

This workshop addresses binge eating, personality characteristics associated with overeating, and relationship problems that affect the overeater. Goals are to help overeaters develop better coping strategies and recognize high-risk situations.

Memphis

Friday, April 9, 1999

How Do We Care for Seniors?

Presenter: Theda Moore

This workshop is designed to provide hands-on sensitivity training to help social workers, caregivers, and others identify clients' specific needs and learn how to enhance personal and professional relationships with seniors.

Knoxville

Wednesday, May 5, 1999

For more information about these and other Spring workshops, call 423-974-6016 or access Continuing Social Work Education online at <http://sworps.utk.edu/ceus/spring99.htm>.

Photo Gallery

UTCSW



Professor Roger Nooe (left) talks with student Steve Herbes (right) at UT's historic Hopecote House, where a gathering was held to greet prospective students.



Professor Muammer Certingok (left) and Assistant Professors Mary Rogge (middle) and Marsha Marley (right) enjoy a laugh at Hopecote.



Sharing a light-hearted moment are Assistant Professor Stan Bowie (left), Dean Karen Sowers (middle), and Office Manager Linda Broyles (right).



Staff members Paulette Moore (left) and Deloris Milligan (right) spent time chatting at the Hopecote reception.



January 26, 1999 was proclaimed Dr. Roger M. Nooe Day by Mayor Victor Ashe in recognition of Professor Nooe's work with the homeless.

“Seeing firsthand the needs being met by the social service agencies gave me a better understanding of the impact that social work professionals have on the quality of life in the community. I know that the UTK College of Social Work offers the academic and practical preparation that enables students to take their place in this important profession, and I am glad to be in a position to assist its students and faculty with their efforts to maintain and improve its effectiveness.”

—Donna Bletner, new Director of Development for the CSW



As a highlight of this year's faculty retreat, Dean Karen Sowers presented a plaque to Hisashi Hirayama for his years of service as former Associate Dean of the Memphis location.



Clinical Associate Phyllis Betz (middle) talks with student Anna Valenti at the gathering for prospective students at Hopecote.



Pictured here are Clinical Associate Melinda Bailes and Bill Bell, Associate Dean of the Nashville location.



The Dean chats with faculty members at the annual retreat, which was held this past fall in Nashville. Pictured left to right are Charles Glisson, Phyllis Betz, Dean Sowers, Judy Fiene, and Bill Nugent.

Faculty and Staff News



Stan Bowie joined the Knoxville faculty in 1998 as an assistant professor in the College of Social Work. Prior to coming to UTK, he was an assistant professor at the School of Social Work in the College of Urban and Public Affairs at Florida International University in Miami.

His research areas have included multicultural and international social work, African-American

families, recruitment and retention issues with minorities in social work education, immigrant and native minority adolescent education and socialization, the impact of welfare reform on low-income families, and public housing privatization.

In 1992, Bowie received his PhD in Social Work Administration from the Barry University School of Social Work in Miami. He received his MSW in Policy, Planning and Administration from the Atlanta University School of Social Work in 1978. His experience also includes work as director of programs for the Belafonte Tacolcy Youth Services Agency in Miami, where he oversaw 15 social service programs for youth in the Liberty City District.



Vaughn DeCoster, assistant professor, is the newest faculty member at the University of Tennessee College of Social Work's Memphis location. His general area of interests include emotion, health and medicine, and gender studies.

He received his PhD in Sociology last year from Louisiana State University, where his doctoral dissertation

focused on the effects of gender and race on the physician treatment of patients.

As part of his academic career, DeCoster was an assistant professor at Our Lady of the Lake College in Baton Rouge, Louisiana, prior to joining UT. He received his MSW in 1991 from Tulane University School of Social Work in New Orleans.

DeCoster's current research pursuits focus on professional-client health care relationships and the effects of external factors on these interactions. He is specifically interested in determining how social structure and cultural elements influence and shape the experience and management of emotion for both the professional and client or patient during treatment.

DeCoster has taught at Louisiana State University and has worked in private practice as a mental health therapist and a medical and clinical social worker since the early 1990s.

Sherry M. Cummings is the newest assistant professor at the UT College of Social Work's Nashville location. She teaches clinical courses and acts as faculty liaison for concentration-level practicum students. Her background includes teaching at the University of Georgia School of Social Work in Athens.

Cummings received her MSW in 1990 from the University of Maryland at Baltimore in 1990 and her PhD in social work from the University of Georgia in 1998. In 1981, she earned a MA in theology from Villanova University.

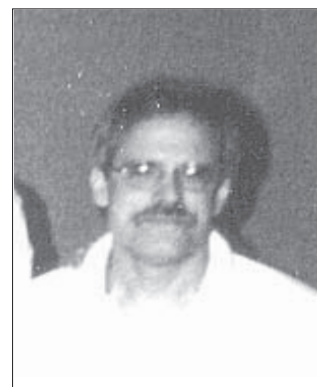
Her work experience includes 6 years as a psychiatric social worker at Wesley Woods Geriatric Hospital in Atlanta, where she provided individual, family, and group therapy and developed and facilitated social-service research projects. She served as executive director of D.C. Hotline in Washington, where she directed services of crisis intervention and information/referral. She was also executive director of Sarah's Circle in Washington D.C., an agency that provided housing and services and for the low-income elderly.



David R. Dupper joined the College of Social Work faculty at UT's Knoxville campus. Dupper teaches in the clinical concentration at UT. He also has been invited to serve on the UT campus-wide advisory group for the Children and Families focus area and to assist in the evaluation of a new Knoxville Truancy Center.

Dupper's research focus is enhancing the school success of behaviorally at-risk students. His particular interest is alternatives to out-of-school suspension and expulsion. He has published articles on enhancing the school success of at-risk students and has served on the editorial boards of *Social Work in Education* and the *School Social Work Journal*, two major national journals for school social work practitioners.

Before coming to UT, Dupper was a faculty member at the School of Social Work at the University of Illinois at Urbana-Champaign. He earned his MSW and PhD degrees at Florida State University. After receiving his MSW degree, he served as a school social worker in Pinellas County, Florida, and for 8 years worked in the Positive Alternatives to Student Suspensions Program (PASS). He also coordinated several pilot dropout prevention programs, including a "school-within-a-school" dropout-prevention program for at-risk middle school students in Pinellas County Schools.



Feature

Ingram--continued from page 1

Ingram still recalls details of a case that made a particular impact on his life:

"The 'S family,' I'll call them, represented a classic case of people being caught in the system everywhere they turned. Mrs. S, a single mother with five kids, had an ex-husband in prison. One of her kids had gotten into a can of Drano, had drunk it, and died. I'd had to help arrange the funeral. I'll never forget being called one night—this time Mrs. S. had rented an apartment sight-unseen and needed my help, because when she walked in for the first time, she found there was a hole the size of a coffee table in front of the sink—you could see right down to the dirt subfloor. She was paying by the week, and for what the slumlord charged her she could have rented a decent place!"

Enraged by what he saw as victimization of the poor and uneducated, Ingram wrote a long series of articles on the slumlord, which were printed in the *Tennessean*. The exposé generated a lot of public interest, and it was then that Ingram decided he wanted to devote one hundred percent of his time to making a difference by influencing action in the public and political arena.

"After my two-year obligation at AGAPE was met, I went to the paper full-time," remembers Ingram. He stayed there until 1973, then left at age 27 to become founder and editor of *Nashville* magazine.

A one-year stint there ("I enjoyed writing more than editing") was followed by a short-lived position as press secretary to Lamar Alexander during his unsuccessful 1974 bid for governor. Then, in '75, Ingram went

back to reporting, this time for the *Nashville Banner*.

"I spent my first year there as a business writer, then my second year as chief political writer," he says. Ingram directly relates his political writing to his social work background, explaining, "I felt that the two were closely tied, because I was a lot more interested in people than in process."

In 1978, Ingram returned to work for Lamar Alexander, this time as press secretary and campaign manager. He ran Alexander's second—this time successful—campaign, and stayed on as his deputy and chief of staff until 1990, when he took on responsibility for running the Special Reports division of Whittle Communications.

Of his new duties as leader of Knoxville's top development agencies, Ingram says, "Ultimately, I hope that I can be a catalyst for change and progress in this region in the context of a healthy economy that respects the lifestyle of the area." He still maintains his focus on people rather than process, and says, "I have the greatest management team possible for getting things done, but we can't do it alone."

Ingram's dedication to utilizing social service resources is evidenced by his continuing relationship with the College—in fact, his office currently employs a social work intern, Julie Vanover, who is an MSSW student majoring in community planning. Ingram hopes that providing students experience in a government setting will give them the opportunity to apply their skills in the political arena, much as he has done in his career.

Margot Morrow is the editor of Stimulus.

BSSW Student Wins National Honor



Felicia McCant has been selected to receive a Carl A. Scott Memorial Fund Book Scholarship.

McCant is a senior in the BSSW Program and president of the BSSW-SWO. As a recipient of the scholarship, she will receive a \$500 stipend.

"We are happy to know that a person like you is entering the social work profession," wrote Dorothy M. Pearson, Ph.D., chair of the scholarship fund, in a letter to McCant.

"We believe you will keep Carl Scott's legacy alive through your endeavors to promote equity and social justice," Pearson added. McCant is a member of the Phi Alpha Honor Society (the Social Work Honor Society) and Phi Kappa Phi sorority. She is married to Jerome McCant, Jr., and they have one daughter, Melissa ArEdwards.

The Carl A. Scott Memorial Fund Book Scholarship is administered by the Council on Social Work Education on a national basis to students of achievement.



Paul Campbell
SWORPS Director

TN KIDS is a collaboration between DCS and SWORPS that will ensure quality of care for children as we move into the next millenium



Brenda Black

By Brenda Black

The advent of the millenium is a reminder of social change occurring at all levels—globally and locally. The local changes have been dramatically influenced by governmental mandates, with states being asked to provide higher-quality services, to adapt to managed care and privatization, and to accept the vital role technology plays in the delivery and accountability of services.

All of the resulting changes—a movement toward results-oriented management, the implementation of managed-care concepts, and the application of computer technology—have required one state agency, the Tennessee Department of Children’s Services (TDCS), to quickly adapt by implementing an integrated child-and-family services database. However, the changes within TDCS will have major implications for everyone involved in the child-welfare system. This new, state-of-the-art computerized database, known as TN KIDS, is expected to provide case managers, supervisors, administration, providers, and constituents with the vital information they need to make decisions about the allocation of services and to determine the impact of their case activities.

TN KIDS will require case managers to enter child and family demographic and case-related information directly into “windows”-based computer documents. Information will be organized within major program areas such as child protection and foster care, and the objective will be to track children throughout the child-welfare system. For example, using the TN KIDS database, a child who enters foster care at age 3 could be followed from one case manager to another and across county lines, even if the child stays in care for several years, moves to different foster homes, and eventually is adopted. Information about length of stay, number of placements, and other vital data will be systematically updated. With upcoming versions of the TN KIDS system, case managers will also be able to generate forms and other reports. There are plans to eventually include providers and other TDHS partners in the system, and security measures that already control access to the database will ensure that confidentiality is maintained.

The expected outcome of this investment in state and federal funds and staff resources is the improved accuracy of documentation. The computer-database approach is a major component of moving to an outcome or results-oriented system. In addition, access to data from a variety of sources should give case managers a clearer picture of what is happening to children and should help personnel make better-informed decisions.

Once again, SWORPS is collaborating with TDCS to bring about these new



Darlene Lawson



Emily Schmidt

changes by providing training-design services and by delivering TN KIDS training. A SWORPS team of administrative, training and curriculum design, and editorial and publications staff members is working closely with TDCS and other partners to design, write, and produce instructor and participant training materials for 3,000 TDCS staff. Assistant director Brenda Black; training manager Darlene Lawson; curriculum writers Emily Schmidt, Carolyn Keesee, and Denise Alexander; and publications manager Claire Keene comprise this team. Support from statistician Karen Homer, publications specialists Margot Morrow and Kim Sands, publications designer Lindsay Kromer, editorial assistant Jim Hollifield, production coordinator Phyllis Henry, and training assistant Kirche Rogers is also provided.

TDCS management of TN KIDS is represented by Ed Cole, Director of Information Services; Nancy Patterson, Director of Family Crisis Intervention; and Wally Bruner, a Science Applications International Corporation (SAIC) manager who is working on the project under contract to TDCS.

TN KIDS training begins this spring, and as the system evolves, SWORPS will provide continuing education to TDCS employees. The SWORPS staff working on the TN KIDS curriculum (seven of whom are UTCSW alumni) will also integrate TN KIDS into the pre-service training that SWORPS now delivers to new TDCS staff (for more information about TN KIDS, access the TDHS website at <http://www.state.tn.us/youth>).



Governor Don Sundquist has made welfare reform and improvement of services to families two of the top priorities of his administration. He is shown here with some of the children now served by the state.

In addition to the TN KIDS project, SWORPS, under the direction of Paul Campbell, is implementing a related TDCS project called *Results-Oriented Management Delivery System*, which is funded by a federal grant that began in 1997. Another SWORPS team is working with the department's executive team and regional administrative staff to design and implement this results-based management system, which

will provide TDCS leaders with information to evaluate the department's effectiveness as well as to respond to legislative and legal mandates.

This second SWORPS team has also helped TDCS identify key indicators that will be used to monitor agency effectiveness and to train its field staff. Much of the raw data required to assess quality and effectiveness will be accessible through TN KIDS. Team members are Brenda Black, principal investigator; Teresa Dorian, project coordinator; Robbie Robertson, training specialist; Eric Sundstrom, UT professor of psychology; Maryanne Cunningham, assistant director for evaluation; JoAnna Cheatham, instructional design consultant; and Cheryl Holmes, researcher.

The selection of SWORPS for both TN KIDS and the federal grant program reflects a continuing recognition that this office can respond to changing environments within the social welfare field with the necessary skills and resources to achieve customers' goals. The unique combination of expertise in training design and production, coupled with a depth of knowledge of the department, sealed TDCS's choice.

Brenda Black is the assistant director of SWORPS.



Carolyn Keesee



Denise Alexander



Teresa Dorian



Claire Keene

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Services Research Center

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