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LEIC, DoE Partner for Safe Schools Conference

In collaboration with the Tennessee Department of Education – Office of Safe and Supportive Schools, the [UT Law Enforcement Innovation Center \(LEIC\)](#) presented the 2012 Safe Schools Institute (SSI) in Murfreesboro.

The Safe Schools Institute provided a forum for school system administrators across Tennessee to discuss best practices in the area of school safety. Experts in the fields of emergency preparedness, law enforcement, mental health and violence prevention addressed a wide range of school safety challenges including planning and response strategies for natural disasters, suicide attempts or deaths on school grounds, as well as violent or potentially violent incidents.



Dr. Erin Nelson, a nationally recognized consultant and trainer for Threat Assessment Group, Inc., served as keynote speaker for the
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MTAS Aims to Help Build Better Tennessee Cities

By Jim Thomas, MTAS

[The University of Tennessee \(UT\) Municipal Technical Advisory Service \(MTAS\)](#) has developed a checklist of the basics of managing a Tennessee municipality to help municipal officials judge whether their city or town measures up in providing services.

In 1988, MTAS distributed a publication entitled “What Every City Needs,” which listed 73 basic needs of every city and town covering administration, finance, police, fire, water/wastewater, streets/roads and solid waste collection and disposal. It is 24 years later, but the advice is still sound and is the basis for a new MTAS project called “Building Better Cities.”

Over the next few months, MTAS personnel will be collecting data on each city and town in Tennessee that addresses 28 criteria and factors (compared to 73 in the earlier publication). The purpose of the project is not to compare one city against all others. When data collection is completed, analysis of the data will be used by MTAS to do planning for its work to accommodate each city’s efforts to
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CIS Helps Morrison Company Work Toward ISO Certification

Tennessee Warehouse and Distribution of Morrison, at the suggestion of its only customer, wanted to become Insurance Services Organization (ISO) certified and reached out to the [UT Center for Industrial Services \(CIS\)](#) for assistance.

The 15-year-old company with 26 employees met with Lynn Reed, CIS consultant, to discuss the scope of what would be required to become certified.

“From the first visit until now, Lynn has been well received on each level of the organization,” said Herschel Wells, owner of Tennessee Warehouse and Distribution. “The employees who band and wrap product speak as highly of him as the warehouse manager. Lynn has treated everyone with respect and dignity throughout this entire process and shows respect to each employee regardless of title or job description.”



Lynn Reed

Midway through the ISO certification, the company’s customer asked it to submit its qualifications to ascertain new business. Reed also stepped in to help the company with a presentation that it could use to help win the new business.

“Lynn worked tirelessly with me in putting this presentation together — in truth I gave Lynn information, and he put it together. I then reviewed it with him on a couple different occasions,” Wells said. “The end result was after I traveled to our customer’s U.S. headquarters and gave the presentation, it decided to award us the additional business. As I was leaving, the head of North American distribution told me that I answered every question they had during my presentation, and they were impressed with the way it was put together and delivered.”

The company is now beginning stage two of its ISO audit, and Wells said he feels positive about the outcome.

“I cannot say enough about the things Lynn has done for our business. He definitely secured the current jobs and played a huge, huge part in us receiving additional business (relocating to Tennessee from Mexico),” Wells said. ■



LEIC, DoE Partner for Safe Schools Conference

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2012 conference. As a member of a small team of experts who were engaged to conduct a “psychological autopsy” following the Columbine High School tragedy in 1999, Dr. Nelson discussed the study’s findings in light of contemporary developments across the nation with a particular focus on implications for policy and practice in Tennessee schools. A Save Act breakfast was held for individuals designated responsible for ensuring district compliance with the Schools Against Violence in Education (SAVE) Act. This provided an opportunity to facilitate communication across districts and share information about current school safety issues, policy and practice in Tennessee, as well as an update on legislative issues and end of year reporting guidelines. In addition, at this year’s institute, participants were given the opportunity to attend an intensive, half-day training on the topics of Bullying and Harassment Policy or Emergency Management 101.

More than 50 school districts were represented from across the state at the 2012 Safe Schools Institute. ■

Tennessee Government Management Institute Completes First Session at Montgomery Bell State Park

Montgomery Bell State Park was the location for the first week of the [Tennessee Government Management Institute \(TGMI\)](#) May 6-11.

The program's goal is to improve middle management awareness of state operations, self-management techniques, maximization of human capital, communications, ethical issues and ensuring the success of complex projects.

The second week of TGMI will be held June 10-15 in Knoxville. ■



All 36 participants focused on developing their leadership abilities which included indoor classroom group sessions.



These two members protected their team's efforts at all costs!



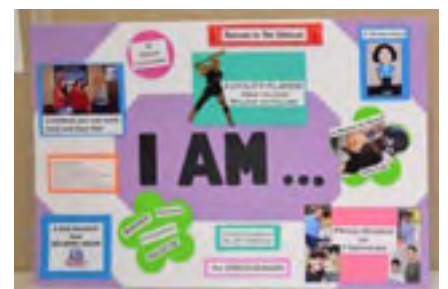
Phil Bateman with New Horizons challenged this team with a complex puzzle.



Macel Ely, Ph.D., training specialist with the Naifeh Center for Effective Leadership, leads a TGMI session.



Dr. Bonnie Daniel, senior research associate at the University of Tennessee at Martin, spoke on Organizational Performance.



Creating "I Am" posters helped participants learn more about each other.



Trusting your team was a learning experience.

Information Technology: University Acceptable Use Policy

The University of Tennessee has an Acceptable Use Policy (AUP) that has been in effect since March 12, 2009, and though it may not have been as prevalent in the past, the Office of Information Technology (OIT) is requiring each user to indicate they accept and agree to abide by the policy.

This will be accomplished by requiring each user to accept the policy the next time they change their NetID password.

This change in procedure does not imply someone is not subject to the AUP when using university resources. Everyone using university resources is subject to the AUP. The AUP can be viewed in its entirety at <http://oit.utk.edu/aup/>.

There are sections of the AUP addressing privacy, user responsibilities, copyrights and licenses and personal use of university resources.

All IPS employees are encouraged to take the time to read and understand this policy for which they are already responsible.

If you have any questions about the UT AUP, contact your IT staff. ■

MTAS Offers Course to Clarify Open Records Law

By Doug Brown, MTAS

The Tennessee Public Records Law, also known as the Open Records Law, states that county and municipal records shall at all times, during business hours, be open for public inspection by any citizen of Tennessee, and those in charge of such records shall not refuse such right of inspection to any citizen, unless provided by state law.

This is one law that municipal employees and officials often struggle to understand, so the [UT Municipal Technical Advisory Service \(MTAS\)](#) has created a course to educate municipalities about the Tennessee Public Records Law. This course is designed for every level of municipal employee from elected officials to front-line employees. The course explains the law, provides resources that make the process easier and describes how to handle certain specific requests such as



personnel, business, financial, utility, computer and electronic records.

This course, as well as many others, can be found at the MTAS website — www.mtas.tennessee.edu. Questions about this course or others can be directed to the MTAS office at (865) 974-0411. ■

MTAS Adds New Finance and Accounting Consultant

Brad Harris has joined the [UT Municipal Technical Advisory Service \(MTAS\)](#) as a finance and accounting consultant.

Harris came to MTAS from the city of Athens where he served as finance director for five years. Under his leadership, the city received the Government Finance Officers Association



Brad Harris

Certificate of Achievement for Excellence in Financial Reporting and unqualified audit opinions each year he was with the city. He also compiled and reported all data for the MTAS benchmarking project for Athens.

Harris is a Certified Public Accountant with more than 15 years of experience. ■

New Training Coordinator Joins LEIC

Erik Reeves has joined the [UT Law Enforcement Innovation Center \(LEIC\)](#) as a training coordinator. He will be working with the National Forensic Academy™.

Previously, Reeves served as a lieutenant with the Chattanooga Housing Authority. He was the director of training and served as commander over the patrol division of all contract and full-time employees. While with the housing authority, he developed and implemented



Erik Reeves

youth programs, created training materials and conducted training for employees. Prior to his work with the Chattanooga Housing Authority, Reeves was a police officer in Knoxville for six years.

Reeves received his bachelor's degree from Bryan College in Dayton and is currently enrolled in the master's of criminal justice program at Columbia Southern University. ■

Reminder:

Employee Sick Leave Bank Enrollment Ends June 2

Enrollment for the Sick Leave Bank has begun. The deadline for enrollment is **Friday, June 29**.



Each campus and institute at the University of Tennessee participates in a sick leave bank. Sick leave banks offer members experiencing an illness or injury the opportunity to request additional paid leave after exhausting all personal accrued annual and sick leave. Regular full- and part-time employees can join each year during open enrollment from April 1 to June 29.

Requests for withdrawals from banks require medical verification and are reviewed by a university-appointed board. Members granted time from banks receive their normal pay and continue to accrue sick and annual leave.

Bank members who have exhausted all personal accrued leave and whose requests have been approved by their campus or institute's sick leave bank board are eligible to receive donations of sick leave from employees outside of the bank.

To join, employees must have a minimum balance of 48 hours of sick leave by July 1 and are required to donate 24 of those hours to the bank upon enrollment. ■

Sixth Annual TBEDC Wraps Up in Nashville

The [UT Center for Industrial Services \(CIS\)](#) recently hosted the sixth Tennessee Basic Economic Development Course (TBEDC), which was attended by 37 participants from Tennessee and eight other states.

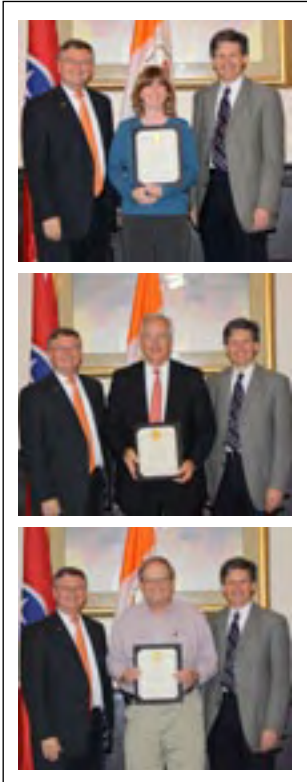


The TBEDC is designed for those who participate in economic and community development at local, state and federal levels, and focused on the fundamental concepts, tools and practices needed to succeed in a complex economic environment. The three-and-a-half-day course is accredited by the International Economic Development Council and the American Planning Association.

Attendees, who were from Tennessee, Alabama, Arizona, Kansas, New Hampshire, Oklahoma, South Carolina, Texas and Virginia, learned best practices in economic and community development, new methods and programs to promote job growth and investment, discussed emerging trends and factors that shape local and regional economics and developed a network of fellow economic development professionals. IPS employees Misty DePriest, CIS; Ronnie Neill, [Municipal Technical Advisory Service \(MTAS\)](#); Jim Thomas, MTAS; and Bill Wiley, CIS, were among those who completed the course.

“It is our goal to continue to build upon the TBEDC and establish the best national basic economic development course and statewide economic development program in the U.S.,” said Dr. Andre Temple, course director.

The [County Technical Assistance Service \(CTAS\)](#) provided scholarships so that three Tennessee county mayors could attend the course. Course sponsors were the Middle Tennessee Industrial Development Association, Tennessee Development District Association, Tennessee Economic Development Council and USDA Rural Development. ■



Misty DePriest, Jim Thomas and Bill Wiley receive their certificates of completion from Chuck Shoopman, left, and Dr. Paul Jennings.

MTAS Aims to Help Build Better Tennessee Cities

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build that better city. While much of the information relative to the criteria is already known or available from central sources, MTAS management consultants will also be talking with city officials across the state to complete the survey.

The baseline data being collected now will be analyzed and reported on late this summer. The same survey will be completed in future years to measure progress that cities and towns, with MTAS’s service, make toward “Building Better Cities.” ■

Staff Applause



Mary Jinks

To: Dr. Mary H. Jinks, IPS

We all know that persistence pays off! Last weekend, the League of Women Voters put several of your group's ideas to work and successfully launched a pilot Citizen Academy. This three-day course focused on county government and how citizens can organize to affect change in their community. I envision that in collaboration with other groups, this course could lay the groundwork for a multi-course Citizen University curriculum, with certification. Thank you again for sharing the ideas that inspired us.

Jamey Dobbs, President, League of Women Voters Knoxville-Knox County

To: Dr. Andre Temple, CIS

Just a short note to let you know that this past week was a very entertaining, informative, interesting and enjoyable few days. No question that I made some very good contacts and gained a wealth of knowledge and information that will be beneficial as I work to improve the quality of life for all Decatur County residents. Thanks again for your hard work in putting together a very special few days.

Charles P. Taylor, Sr., Executive Director, Decatur County Chamber of Commerce



Andre Temple



Mary Ann Moon

**To: Mary Ann Moon, CTAS
and Dr. Macel Ely, Naifeh Center for Effective Leadership**

Thank you both so much for your presentation at the International Association for Continuing Education and Training (IACET) Symposium. You both did a terrific job! I loved your sample assessment with the response card technology!

Karen LaMarsh, IACET Commissioner



Dr. Macel Ely

To: Mike Stooksberry, CTAS



Mike Stooksberry

Thank you for your participation in the department's Landfill Operators Certification and Training (LOCT) class in April. Your presentations on Landfill Closure and Post Closure and on Erosion Prevention and Sediment Control helped the entire class know what and how the impact of erosion has during landfill construction activities. It provided the landfill operators with the overall perspective of why closure and post-closure are important. There were 84 landfill operators who attended the training class and 42 took the exam with 100 percent passing. Most of the instructor evaluations rated your presentation as very good to excellent. One written comment was "the class wouldn't be the class without Stooksberry."

Paul Evan Davis, LOCT Facilitator, Tennessee Department of Environment and Conservation

To: Andi Damewood, LEIC

All of our people who took the cybercrime class were very impressed with the class and the staff – you people ROCK!

Karl Erichson, Training Coordinator,
Westminster (Colo.)
Police Department



Andi Damewood

To: Mike Hill, LEIC

It was great making your acquaintance at the Office of Criminal Justice Programs Conference. What a great conference. I wish I could have been there as a participant as well as a speaker. But, I understand that the presentations will be available online, so I am excited about that.

Denise D. Bentley, J.D., Statewide Coordinator
Tennessee Youth Court Program



Mike Hill

IPS June Calendar of Events

◆ CIS

- June 11 OSHA 30-Hour General Industry, Nashville
- June 11 UT Supply Chain Series: Demand Management, Smyrna
- June 13 UT Supply Chain Series: Lean Supply Chain, Smyrna

◆ CTAS

- June 7-8 Tennessee County Services Association Post Legislative Conference, Pigeon Forge
- June 27 County Purchasing, Jackson
- June 28 County Purchasing, Franklin

◆ LEADERSHIP

- June 10-15 Tennessee Government Management Institute, Knoxville

◆ LEIC

- June 11-15 Forensic Digital Photography, Boston
- June 14 Meth Free Education, Oak Ridge
- June 15 Meth Free Education, Nashville
- June 25-29 Crime Scene Mapping, Kenosha, Wisc.

◆ MTAS

- June 6 Interviewing, Selecting and Retaining Employees, Germantown
- June 6 Risk Management and Safe Workplace Environment, Chattanooga
- June 7 Delegation Skills, Germantown
- June 8 Human Resources, Knoxville
- June 8 Economic Development, Knoxville
- June 9 Police Review, Knoxville
- June 9 Public Works, Knoxville
- June 9 Water and Wastewater, Knoxville
- June 15 Payroll and Personnel, Memphis

RECRUITMENTS

- ◆ **IPS CO**
Assistant Vice President, Knoxville/Nashville
- ◆ **MTAS**
Budget and Finance Consultant

NEW HIRES

- ◆ **LEIC**
Erik Reeves, Coordinator II, Oak Ridge
- ◆ **MTAS**
Brad Harris, Finance Consultant

STATE SERVICE LONGEVITY

- Donna Bridges, CIS 9 years
- John Chlarson, MTAS 14 years
- Andi Damewood, LEIC 13 years
- Nancy Giibson, MTAS 16 years
- Lynne Holliday, CTAS 28 years
- Paul Jennings, CIS 28 years
- Libby McCroskey, CTAS 21 years
- Emily Miller, LEIC 4 years
- Pam Peters, CTAS 40 years
- Kaite Powell, LEIC 2 years
- Sharon Rollins, MTAS 27 years
- Becky Smeltzer, MTAS 14 years
- Bill Stetar, CIS 13 years
- Norma Wilcox, CIS 21 years



THE CHATTANOOGAN HOTEL

IPS ANNUAL CONFERENCE AUGUST 8-10 CHATTANOOGA

The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528

DR. JOSEPH DIPIETRO
President

DR. MARY H. JINKS
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