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The Exchange Newsletter

Institute for Public Service (IPS)

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9-2012

## The Exchange September 2012

The Institute for Public Service

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## Greeneville Joins Tennessee Municipal Benchmarking Project

The city of Greeneville has joined the 2012 Tennessee Municipal Benchmarking Project (TMBP), a program of the [UT Municipal Technical Advisory Service \(MTAS\)](#).

Greeneville evaluated the project benefits (including focused service performance measurement, apples to apples comparisons with other Tennessee cities and the sharing of best practices and lessons learned with peers) and decided to join for the upcoming project year.

The TMBP is a municipal benchmarking consortium of Tennessee cities interested in tying focused performance measurement to effective performance management. With 10 years of history under its belt, the program is currently reaching out to potential participants through a dedicated marketing campaign to further assist cities in improving the effectiveness and efficiency of services to their citizens.

Greeneville recently moved to a council-administrator form of government, and the city administrator will be examining service outcome levels, how things are accomplished and how service delivery can be improved. ■

## Students Complete First NFA College Program

Twenty-four students from 10 universities completed the National Forensic Academy (NFA)™ Collegiate Program, a joint venture between The University of Tennessee at Martin and the [UT Law Enforcement Innovation Center \(LEIC\)](#).

The students spent three weeks at the LEIC facility in Oak Ridge in an abbreviated version of the center's well-known 10-week, in residence crime scene investigator training. They studied basic crime scene management, forensic digital photography, latent fingerprint processing, bloodstain analysis and forensic anthropology under the same instructors who teach at the 10-week academy. "We are



Tim Schade of the Knoxville Police Department works with Madison Kimbrell from UT Knoxville.

extremely pleased with the amount of interest we received in this first-time program," said Don Green, executive director of LEIC.

"Our staff and the staff of the UT Martin criminal justice department have done a great job preparing this program and making sure that the students will receive the same top-notch instruction that we provide to crime scene investigators from around the country."

(continued on page 3)

### IN THIS ISSUE

[LEIC's Southeastern Command and Leadership Academy Opens 12th Session](#)

[NFA College Program Offers Hands-On Experience](#)

[MTAS Fire Management Consultant Receives CEMSO Designation](#)

[CIS Provides Information on Resources for Entrepreneurs](#)

# LEIC's Southeastern Command and Leadership Academy Opens 12<sup>th</sup> Session

The Southeastern Command and Leadership Academy (SECLA), an initiative of the [UT Law Enforcement Innovation Center \(LEIC\)](#), opened its 12th session at the University of Tennessee at Chattanooga (UTC).

The SECLA is a seven-week law enforcement leadership and management program designed for progressive and innovative police managers and their agencies. SECLA prepares officers for the increased responsibility of administrative command positions by providing them with the knowledge and skills necessary for successful leadership, not only in their agency, but also in their community.

Mike Hill of LEIC said the course is divided into seven one-week sessions, held over a nine-month period. An online format that covers two weeks of the curriculum provides more flexibility in the program by allowing the officers to remain in their home city and complete their classroom assignments.

The 30 students in the current session include top law enforcement officers from Arnold Air Force Base, Chattanooga, Clarksville, Cleveland, Columbia, Harriman, Johnson City, Knoxville, Martin, Memphis, Murfreesboro, Nashville and Shelbyville.

The program offers undergraduate and graduate credit hours through UTC. The students can also transfer the credit hours to another university or college and apply them toward a degree in criminal justice. This session will be complete on March 8, 2013, bringing the total number of SECLA grads to 301.



SECLA: Session 12 Class Participants

Hill said the program's faculty members are among the most renowned criminologists in the nation. They include: Dr. Vic Kappeler, criminal justice professor, Eastern Kentucky University, author and founding editor of *Police Forum* and *Police Liability*; Dr. Dr. Bart Weathington, UTC; Dr. Charles Corley, associate

professor of criminal justice, Michigan State University, and Dr. Vic Bumphus, UTC criminal justice department. Areas of study include leadership and management, emerging trends in law enforcement, community-oriented policing, organizational skills, risk management and liability, planning and budgeting, managing diversity and media relations.

The academy is a partnership among LEIC, State of Tennessee Office of Criminal Justice Programs, UTC Continuing Education Division, UTC School of Criminal Justice and the Tennessee Association of Chiefs of Police. ■

# NFA College Program Offers Hands-On Experience

by Ginger Perry, , NFA Collegiate Program

Having the opportunity to attend [The National Forensic Academy Collegiate Program](#) was an experience that compares to no other. After only being there for two days, I e-mailed Dr. Brian Donavant, the "Father of the NFA Collegiate Program," and offered my thanks for making me aware of this excellent opportunity.

While the experience offered abounding opportunities, it was not without challenges. The curriculum presented challenges, both physically and mentally, as it demanded us to strive to excel to our highest potential. While these challenges were presented, they were not given without guidance and assistance. Not only is the academy held at a state-of-the art facility, but it is staffed by state-of-the art people who are focused on assuring every student's success. There was never a time that we felt we couldn't ask for help. Don Green, Jennifer Benson, Mandy Johnson and Donna Kelley were always at our disposal and eager to help in any way possible.

This level of excellence also extended to the instructors who guided us through each week of the curriculum. John Williams, Kerri McClary, Tim Schade, Brian Cochran, Howie Ryan, Jim Molinaro, Rebecca Wilson-Taylor and Joanne Devlin were not just instructors, they were experts in their given fields. With this level of knowledge, it would have been easy for these instructors to become frustrated as they tried to teach a group of students who were so unfamiliar with the topics. However, their demeanor exuberated patience and kindness, with an eagerness to ensure that we acquired as much knowledge as possible.

Each staff member, personnel and instructor took a personal interest in assuring that students received the best education possible and that we left the academy with the confidence that we had reached our fullest potential. ■

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## Students Complete First NFA College Program

(continued from page 1)

Sixteen students were from UT Martin. Other students were from UT Knoxville, East Tennessee State University, Bethel University, Tennessee Technological University and Dyersburg State Community College. Several other students attended from out-of-state colleges - Regis University, University of North Alabama, Whittier College in California and Wichita State University in Kansas. ■



Kelsea Hunt of UT Martin and Mollie Swallows of Tennessee Tech photograph fingerprints in the LEIC lab.



A student uses the photo stand to document fingerprints on a floppy disk.



# MTAS Fire Management Consultant Receives CEMSO Designation

At the Fire-Rescue International Conference in Denver, [UT Municipal Technical Advisory Service's \(MTAS\)](#) Fire Management Consultant Dennis Wolf was re-designated as a Chief Emergency Medical Services Officer (CEMSO), personal accreditation from the Center for Public Safety Excellence.

The CEMSO accreditation is awarded to individuals after a peer review of the candidate's education (formal degrees), certifications, training/courses, development goals, professional contributions and recognition, professional memberships, affiliations, and community involvement and technical competencies.

The Commission on Professional Credentialing (CPC) makes the final determination of applicant eligibility and confers the CEMSO designation, which is valid for three years.

The CEMSO designation shows that the individual has demonstrated a strategy for continued career improvement and development, engaged in professional and personal growth, displayed superior leadership characteristics and exhibited a commitment to continuing education, training and skill proficiency. Wolf received

his original designation in 2008 and is the only person in Tennessee to hold the CEMSO designation. ■



Left to right: Chief Randy Bruegman, president, CPSE Board of Directors; Dennis Wolf; and Chief Steve Cox, CPC Commission Chair.

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## CIS Provides Information on Resources for Entrepreneurs

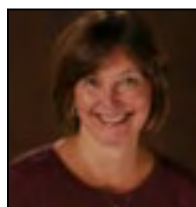
Several employees from the [UT Center for Industrial Services \(CIS\)](#) participated in the TennesSeed Camp held at the Southern Middle Tennessee Entrepreneur Center.

The camp and the Southern Middle Tennessee Entrepreneur Center were established to provide mentoring, education and training, strategic and technical support and assistance identifying sources of capital for entrepreneurs.

CIS Executive Director Paul Jennings, Economic Development Specialist Beth Phillips and Economic Development Consultant Bill Wiley were featured speakers at the camp. They served as panelists to answer questions about applying for grants and using available resources. ■



Dr. Paul Jennings



Beth Phillips



Bill Wiley

# IPS ANNUAL CONFERENCE

2012





# Knoxville Area Exempt Staff Council Wants Your Feedback

The Knoxville-area Exempt Staff Council held its first meeting of the 2012-2013 term in July and welcomed Melissa Ashburn from the [UT Municipal Technical Advisory Service \(MTAS\)](#) as the group's new chair.



Melissa Ashburn

The peer-elected council represents more than 2,200 exempt employees working in the Knoxville area and provides a forum for discussing workplace issues and ideas and connecting with administrators.

Monthly meetings are held to address employee questions and share information on topics ranging from pay and benefits to policies and parking.

A representative from the UT Ombudsperson's Office attended the meeting to explain the confidential mediation services available to faculty and staff dealing

with difficult workplace situations. To learn more, visit <http://web.utk.edu/~ombuds/>.

Recent efforts by the council led to incident instruction packets being placed in all Motor Pool vehicles and consideration being given to a flexible spending account debit card program and an employee-paid vision plan.

A listing of council representatives, meeting minutes and upcoming events is available at <http://esc.tennessee.edu/>.

Similar councils existing for faculty and non-exempt employees are listed at <http://humanresources.tennessee.edu/employeerelations/committees/index.html>.

Employee feedback is essential to creating a great workplace, and the Knoxville-area Exempt Staff Council invites you to share your questions and ideas. ■

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## *Productivity Consultant Bill Stetar to Retire*

After 13 years with the [UT Center for Industrial Services \(CIS\)](#), Productivity Consultant Bill Stetar is retiring.

Stetar joined CIS in June 1999, and during his time at UT, he was instrumental in helping Tennessee businesses achieve millions of dollars in increased work performance and productivity.

A Certified Performance Technologist (CPT), Stetar was the only staff member at an institute of higher education within the state of Tennessee who achieved that certification. Stetar introduced human performance technology (HPT) products and services to manufacturers of all sizes throughout the state. Nissan, Volkswagen, Carrier, Unilever, McKee Foods, SL Tennessee, Magotteaux, Pliant and Graftech are just a few of the companies who have benefited from his technical expertise.

"We will miss Bill at CIS. His contributions over the years included developing relationships with several key customers, helping us expand our online presence and

increasing our capacity to deliver human performance solutions," said CIS Executive Director Paul Jennings.

Stetar received several awards while at CIS, including the Triple-C Noter, CIS Top Revenue Award and the IPS Project of the Year.



Bill Stetar

"Bill has been a tremendous asset to CIS and to IPS, and we will miss his knowledge and expertise," said Dr. Mary Jinks, vice president of public service.

Stetar and his wife Lisa, the executive director of the non-profit Crossroads Campus, recently celebrated their 28<sup>th</sup> wedding anniversary. The couple has two children: William, a music major at UT Chattanooga, and Nicholas, a student at the Nashville School of the Arts Magnet High School. The Stetars reside in their renovated 1890's home in Nashville's Germantown neighborhood, a place they have called home since 1988. ■

# Staff Applause

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Bill Wiley

**To: Bill Wiley, CIS**

Thank you for all the preparation for the program. We had a very good turnout from our community of both seasoned applicants and serious newcomers. The audience was clearly very engaged in the subject matter.

Your presentation was a great primer on the SBIR/STTR opportunity and helped to build interest in the upcoming workshop with Mark Henry on September 20th as part of the SBA FAST conference. We look forward to your return visit and our continued partnership with UT CIS through SBA FAST.

Regina Whitley, Executive Director, Memphis Bioworks Business Association

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**To: Dana Deem, MTAS**

I just wanted to update you — I accepted a year-long management intern position with Loudoun County government in Virginia. I have to credit my (public service) internship with the Tennessee Municipal League because it made me see the real possibilities in local government.



Dana Deem

Amber Williams, Intern, Loudoun County, Va.

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Macel Ely

**To: Macel Ely, Naifeh Center**

I just wanted to thank you for your hard work and commitment to this year's 2012 TGMI class. Your spirit is what makes it a truly special experience. I recognized your passion and heart for people and public service the very first day of TGMI! As a leader in my agency, I will forever be changed. I can hardly wait to get back to the office and really discover my team's strengths and put them into action. Well done!

Susan Dill, Tennessee Department of Finance and Administration

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**To: Susan Robertson, IPS**

I have been working closely with Judy Wilhite to put together CTAS publications for our upcoming COOP conference. We have a tight timeline, and she has turned things around quickly and produced exceptional work. She re-created the CTAS staff directory overnight recently. I sent her the information on Monday afternoon, August 6, and she had a first draft delivered to me Tuesday morning, August 7. This level of efficiency is above and beyond the job description and has made a very positive impression. In short, Judy works hard to make others who work at the agencies of IPS look good, and it is appreciated.



Judy Wilhite

Chris Payne, GIS Consultant, CTAS

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# IPS September Calendar of Events

## ◆ CIS

- Sept. 4 8-Hour Site Worker Refresher, Nashville
- Sept. 11 OSHA 10-Hour General Industry, Nashville
- Sept. 18 OTI 510 Occupational Safety and Health Standards for Construction, Knoxville
- Sept. 18 Introduction to the SBIR/STTR Research Program, Oak Ridge
- Sept. 19 Introduction to the SBIR/STTR Research Program, Nashville
- Sept. 19 Applied Ergonomics Course, Jackson
- Sept. 27 Industrial Air Regulations, Nashville

## ◆ LEIC

- Sept. 25-27 Survival Spanish for Law Enforcement Oak Ridge

## ◆ MTAS

- Sept. 5 Managing Projects, Germantown
- Sept. 5 Dealing with Difficult Behavior, Franklin
- Sept. 6 Developing Teamwork, Germantown
- Sept. 6 Legislative Update, Franklin
- Sept. 12 Dealing with Difficult Behavior, Jackson
- Sept. 12 Dealing with Difficult Behavior, Bartlett
- Sept. 19-21 Tennessee Association of Municipal Clerks and Records Conference, Murfreesboro
- Sept. 21 Debt Management, Memphis
- Sept. 25 Debt Management, Columbia
- Sept. 25 Debt Management, Jackson
- Sept. 25 Debt Management, Morristown
- Sept. 26 Dealing with Difficult Behavior, Collegedale

## RECRUITMENTS

- ◆ **CIS**  
Safety and Environment Consultant, Nashville  
Productivity Resource Consultant
- ◆ **MTAS**  
Assistant Director, Knoxville

## NEW HIRE

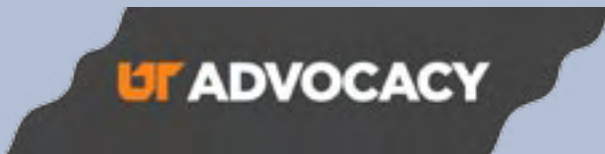
- ◆ **CTAS**  
Elizabeth Gossett, Information Specialist, Nashville

## RETIREMENT

- ◆ **CIS**  
Bill Stetar, Consultant, Nashville

## STATE SERVICE LONGEVITY

Steve Austin, CTAS	12 years
Jennifer Benson, LEIC	6 years
Mike Garland, CTAS	37 years
Gary Jaeckel, MTAS	13 years
Mary Jinks, IPS CO	29 years
Mike Meyers, CTAS	13 years
Bobby Phillips, CTAS	25 years
Kim Raia, CTAS	12 years
Wesley Robertson, CTAS	8 years
Brian Spears, CTAS	17 years
Chris Wright, CIS	15 years
Steve Wyatt, MTAS	16 years



The University of Tennessee is seeking people to join UT Advocacy, the growing grassroots network that engages alumni, faculty, staff, students and friends to serve as advocates for the University of Tennessee. Advocates believe in UT's value to all Tennesseans and share that message with elected officials. Advocates' voices can impact Tennessee's future!

### TO REGISTER:

<http://advocacy.tennessee.edu>

UT will provide the latest facts, figures and breaking news so advocates can be informed and effective.

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