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September 2012 A newsletter of The University of Tennessee Institute for Public Service Vol. 7 No. 9
University expertise for community and workplace needs

City of Memphis Participates in CMFO Program

By Kay Stegall, MTAS

The UT Municipal Technical Advisory Service (MTAS) partnered with the city of Memphis and Memphis, Light, Gas and Water (MLG&W) to conduct a special cohort Certified Municipal Finance Officer (CMFO) program. The cities of Bartlett, Germantown and Lakeland also participated.

The first cohort group recently completed the last of 11 classes. Thirteen individuals successfully completed the program requirements and are now eligible for certification by the Tennessee Comptroller of the Treasury.

Rowland McElrath, finance director for Memphis, was a graduate of the first group of CMFOs. McElrath encouraged other finance officials to enroll in the program, and MTAS agreed to conduct a special cohort group to accommodate the city. The group consisted of deputy finance directors, a chief financial officer, a controller, budget directors, certified public accountants and individuals with diverse backgrounds and experience.

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UT CIS Launches New "Made in Tennessee" Program for State's Manufacturers

The University of Tennessee Center (UT) for Industrial Services (CIS) announced the launching of a new "Made in Tennessee" program for state manufacturers. The program's goal is to showcase the products made in the Volunteer State and highlight the contributions of the manufacturing sector to the public. The initiative will include social media forums for state manufacturers to network and discuss industry topics.

"The success of Tennessee's manufacturing sector is critical to our state's economic growth," said Paul Jennings, executive director of CIS. "Tennessee's manufacturing sector accounts for nearly 15 percent of the state's total output and employs 11 percent of our workforce.

According to a UT Center for Business and Economic Research report, we can expect to see additional manufacturing employment gains in 2013."

As part of the program, CIS has created an online directory of Tennessee's manufacturers and their products. State manufacturers can sign up as a program member for free to obtain a company profile page where they can display their logo, description, contact information, company news and pictures or videos of their products.

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Chattanooga Invests in Training Skills for Employees

Responding to a request from the city of Chattanooga human resource manager, the UT Municipal Technical Advisory Service's (MTAS) training team designed, developed and delivered a train-the-trainer series for a group of 19 employees.

Participating in five training sessions and four workshops over a period of three months, the employees acquired skills and knowledge necessary to establish and maintain an effective organizational training program. The training covered all aspects of the standard model for training programs: analysis and assessment of need for training, design, development, implementation and evaluation of training. Participants can use the skills and knowledge to develop training sessions within their departments as well as for the benefit of city-wide training efforts.

One important outcome for the project was the development of four training sessions on high priority topics for the organization: selection and recruitment; Family Medical Leave Act (FMLA) and Health Insurance Portability and Accountability Act (HIPPA); ethics; and American with Disabilities Act (ADA) and injuries on duty. In small teams, participants designed, developed, implemented and evaluated a pilot session for each of the topics. The human resources staff provided advice and guidance in the development process, which enabled participants to incorporate provisions of the city code, policies and procedures into their lesson plans, ensuring the training sessions are as practical as possible for employees of the city.

Many employers often rely on external consultants to provide training. Chattanooga now has a nucleus of key employees who represent an internal capacity for high quality training. Relying on this group to schedule and deliver training throughout the organization of 2,400 employees, the city can save the expense that can range from a conservative estimate of $24,000 to as much as $64,000 to have an outside source provide training on all four topics. ■

UT CIS Launches New "Made in Tennessee" Program for State's Manufacturers

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Program participants receive additional benefits at no cost including a "Made in Tennessee" certificate to display in their facilities and the program logo to exhibit on their websites. Members also receive a special "Made in Tennessee" newsletter as well as access to the program's blog.

To provide additional exposure for members, CIS will be launching a special Featured Manufacturer of the Week portion of the program. The Featured Manufacturer of the Week will have a feature on the program website as well as on "Made in Tennessee" LinkedIn, Facebook and Twitter pages.

"This initiative will allow our state's businesses and residents to more easily identify the products made in Tennessee," said Jennings. "We can stimulate our local economy by supporting our state's manufacturing community."

The "Made in Tennessee" program also supports the "Make it in America" program at the national level through NIST MEP. Tennessee joins states such as Michigan, California, Washington, Indiana and New Jersey in launching a "Made in your State" program. ■

City of Memphis Participates in CMFO Program

(continued from page 1)
The group was so impressed with the depth of the CMFO program, it requested that MTAS conduct another cohort program. This group has already reached maximum capacity for the training room with 30 participants. Memphis doubled the number of its participants for this second cohort group. MTAS is pleased that Memphis and MLG&W recognized the many benefits of the CMFO program. ■

CTAS Holds Mini Version of Orientation Program

The UT County Technical Advisory Service (CTAS) held a County Officials Orientation Program (COOP) for newly-elected or re-elected county officials in mid-August.

This program provides county officials with information important to them as they prepare to assume their office.

Topics covered at this COOP included: overview of CTAS web-based services; overview of offices, oaths and bonds; ethics and conflicts of interest; and personnel issues.

Two special training sessions were also held for the highway officials and assessors of property.

The turnout at this year's COOP was better than expected with 122 attendees. ■

Mike Garland, Executive Director of CTAS, speaks to re-elected county officials.

Cheatham County Highway Supt. Carl Cothern studies one of his manuals at the 2012 COOP conference.

Twelve new county highway superintendents gathered for two days of orientation and training as most of them prepared to be sworn in on Sept. 1. Most were elected during the August 2 election cycle to serve four-year terms. From left, are Cheatham County Hwy. Supt. Carl Cothern, Meigs County Hwy. Supt. Jerry Shoemaker (appointed to fill a vacancy and will stand for election in November 2012), Roane County Hwy. Supt. Dennis Ferguson, Henderson County Hwy. Supt. Steve Vineyard, Rutherford County Hwy. Supt. Gregory Brooks, Union County Hwy. Supt. David Cox, Overton County Hwy. Supt. James Norrod, Lewis County Hwy. Supt. Randall Stewart, Humphreys County Hwy. Supt. Randy Woods, Trousdale County Hwy. Supt. Billy Scruggs, Polk County Hwy. Supt. Roy Thomason and Claiborne County Hwy. Supt. Billy Fultz.

MTAS Delivers "Learning to Innovate: Lessons from the Wright Brothers"

UT Municipal Technical Advisory Service (MTAS) Management Consultant Pat Hardy and MTAS retiree Sally Thierbach recently developed a new seminar on the subject of "Learning to Innovate: Lessons from the Wright Brothers – Principles of Innovation and Problem-Solving."

The two recently presented the eight-hour seminar for the first time to the city of Bristol staff at its annual retreat.

All of this was done in conjunction with Solutions Consultant Dwaine Raper and Executive Director Paul Jennings of the UT Center for Industrial Services (CIS). Raper assisted with writing the seminar, and both Raper and Jennings helped facilitate the Bristol session.

"This was a very effective cooperative effort between our two agencies, and the overwhelmingly positive scores and comments on the evaluations reflected this," said MTAS Executive Director Jim Thomas.

The staff involved anticipate using the seminar with a number of other groups and have developed modules that can be tailored to a specific need or a specific time frame, anywhere from two to eight hours. ■

Pat Hardy

Sally Thierbach

Dwaine Raper

Dr. Paul Jennings

Jim Thomas

UT CIS to Host Tennessee Entrepreneurship and Small Business Development Course

Promoting entrepreneurship and small business development is a growing strategy for job creation and economic development in Tennessee. To assist communities with this, the University of Tennessee Center for Industrial Services (CIS) is offering the Tennessee Entrepreneurship and Small Business Development Course November 7-8 at the Homewood Suites in downtown Nashville.

The course is designed to help economic development practitioners, government leaders and others interested in economic development at state, regional and local levels understand the economic impact of small businesses on local and regional economies; identify needs of entrepreneurs and small businesses and available resources to assist them; and develop effective networks and strategies to support entrepreneurship and small business development.

To register for the course, visit www.cis.tennessee.edu/edtraining.

Contact Patty Wells at (615) 253-6371 or patricia.wells@tennessee.edu with any questions about registration or for more program information. ■

Leadership Academy Wraps Up Final Session

The Institute for Public Service (IPS) Leadership Academy culminated with a final session in Knoxville and a graduation luncheon to celebrate the achievement of the 16 members of the inaugural class.

The program, which began in September 2010, saw the class visit a University of Tennessee campus during each quarter over the two-year period. The class spent three days during each session touring a campus and discussing topics in leadership. The session in Chattanooga in the spring of 2011 also had the class participate in teambuilding exercises.

"I could see how all of the class members grew professionally during this program. It really was an excellent experience for everyone involved," said. Dr. Mary Jinks, vice president of public service. "I know the future of IPS and its agencies is in good hands with this next crop of leaders."

Making up the first class were Dwaine Raper, Andre Temple, Erin Ketelle, Wendy Eddy and Lynn Reed from the Center for Industrial Services; Robin Roberts, Marty Spears, Terri Kinloch and Libby McCroskey from the County Technical Assistance Service; Mandy Johnson from the Law Enforcement Innovation Center; Josh Jones, Gary Petree and Margaret Norris from the Municipal Technical Advisory Service; Macel Ely from the Naifeh Center for Effective Leadership; and Scott Gordy and Susan Robertson from the Central Office.

"The Leadership Academy experience provided a unique opportunity to learn about the university as a whole, and the inner workings of the Institute for Public Service, but most importantly it provided an opportunity to learn something about myself," Gordy said.

The second class of the academy began in September in Townsend. Those class members are Stephanie Allen (MTAS), Doug Bodary (CTAS), Rhonda Campbell (Central Office), John Chlarson (MTAS), Misty DePriest (CIS), Keith Groves (CIS), Warren Nevad (MTAS), Justin O'Hara (MTAS), Beth Phillips (CIS), Kim Raia (CTAS), PJ Snodgrass (MTAS) and Lori Ungurait (LEIC). ■

Top, left: The Leadership Academy class toured the Knoxville campus, including the locker room at Neyland Stadium.

Top right: Joan Cronan was the featured speaker at the graduation luncheon.

Bottom right: Marty Spears gave a post-tour interview in the media room at Neyland Stadium.

Bottom left: Class members listen to a session from Dr. Alex Miller, a professor of management at UT Knoxville.

Below: The 16-member graduation class of the 2012 IPS Leadership Academy.

IPS, UT Launch Annual Campus Chest Campaign

It is once again that time of year when UT Institute for Public Service (IPS) staff has the opportunity to participate in the Campus Chest Campaign. IPS has participated in this program to show our support for Tennessee communities and for UT for more than 20 years.

This effort goes hand in hand with the IPS public service mission. The nice thing about this campaign is that IPS staff can be specific in designating exactly where their monies go.

It is important to remember the university itself keeps none of the monies that are raised, and 100 percent of any money donated through this campaign goes directly to the organizations designated.

The Campus Chest Campaign officially kicked off Sept. 20 and will run until the end of October. The total IPS goal is $28,000, which was exceeded last year by 2 percent.

Employees will be hearing about the Campus Chest Campaign from their agency representative in the very near future. ■

Intranet Resource Guide Can Be a Valuable Tool

UT Institute for Public Service (IPS) employees can keep up with each other using the resource guide located on the intranet.

The guide provides information on areas of work expertise, allowing all employees to find resources across agency lines. All employees who have completed their information have included their areas of expertise. Employees can use the guide to also find contact information.

All of the information is editable, meaning employees can add or delete information related to them at any time. ■

Harvard Announces 111 Bright Ideas in Government

The Ash Center for Democratic Governance and Innovation at the John F. Kennedy School of Government, Harvard University recognized 111 innovative government initiatives as Bright Ideas, including the UT Law Enforcement Innovation Center's (LEIC) National Forensic Academy™ (NFA™).

This year's cohort hails from all levels of government — including school districts, county, city, state, and federal agencies as well as public-private partnerships — and demonstrates a creative range of solutions to issues such as urban and rural degradation, environmental problems and the academic achievement of students. Programs were evaluated and selected by a team of policy experts from academic and public sectors.

"Government innovation does not require endless resources and generous budgets," said Stephen Goldsmith, director of the Innovations in Government Program at the Ash Center. "As exemplified by this year's Bright Ideas, some of our country's smartest innovations can in fact reduce government's size while serving our citizens more efficiently and effectively."

This is the third cohort recognized through the Bright Ideas program, an initiative of the broader Innovations in American Government Awards program. Applications are accepted year round for consideration as a Bright Idea; programs must currently be in operation or in the process of launching and have sufficient operational resources.

In addition, programs must be administered by one or more governmental entities; nonprofit, private sector, and union initiatives are eligible if operating in partnership with a governmental organization.

Bright Ideas are showcased on the Ash Center's Government Innovators Network, an online platform for practitioners and policymakers to share innovative public policy solutions. ■

Annual Enrollment/Transfer for Insurance: October 1 - November 1

The annual enrollment period for the state of Tennessee's health, dental, vision, basic and term life, long-term care, long-term disability and optional special accident programs is Oct. 1 through Nov. 1, 2012. Employees have the opportunity to change, enroll in (subject to a monthly late applicant fee in some cases) or cancel coverage options for calendar year 2013. Employees wishing to keep the same coverage do not need to take any action.

An online self-service program and instructions are available at http://www.partnersforhealthtn.gov/. Paper forms will no longer be accepted. Login and password information was mailed to home addresses by the state's benefit office. Questions can be directed to (800) 253-9981, option three.

The Partnership PPO and Standard PPO remain the two health insurance plans. The Partnership plan offers lower monthly premiums, a lower annual deductible, lower pharmacy co-pays and coinsurance and a lower out-of-pocket maximum. To qualify for the Partnership plan, members must agree to the terms of the Partnership Promise each year. Employees participating in the Partnership plan during calendar year 2012 who failed to satisfy the Promise requirements will be moved to the Standard plan with the same provider for calendar year 2013, unless a new provider is specified.

Coverage Enhancements and Changes:

- New optional vision plan
- No-cost contraceptives for women
- Two percent increase in health premiums
- Three percent increase in dental premiums
- Increase in deductibles, out-of-pocket co-insurance maximums and network differential
- Increase in specialist office visit co-pays by $5
- Increase in emergency room co-pays by $45 (waived if admitted)
- Increase in pharmacy co-pays by $5 for preferred and non-preferred brand medications (except drugs in maintenance tier)
- New pharmacy dispense as-written policy and preferred specialty drug plan
- Closing enrollment in optional universal life insurance

Program information, processes and changes have been sent to home and office addresses and are available at http://insurance.tennessee.edu/. Questions can be directed to the UT System Office of Payroll at (865) 974-5251. ■

Staff Applause

To: Dr. Mary Jinks, IPS

(This note was written on behalf of the City of Memphis.)

We want to express our sincere thanks for allowing the MTAS organization to administer the on-site Certified Municipal Finance Officer (CMFO) program at the city of Memphis. This accelerated program allowed us to have eight of our senior finance professionals participate in this very rewarding program. We look forward to our trip to Nashville early next year to receive our certificates. In the meantime, we are completing our applications for certification.

This program aligns with one of our mayor's four priorities "Advance a culture of excellence in government." And just so that you know how much we believe this program contributes to our ability to align with the mayor's priority, beginning in September, we have a group of more than 25 city of Memphis finance professionals ready to begin the next accelerated program — Memphis Cohort II.

And, let me also take this opportunity to thank **Kay Stegall** for her willingness to consider the vision of a Memphis Cohort Group I and II, and making it a reality. She, along with her team of professionals, was outstanding in every way as she guided us to our goal of becoming Certified Municipal Finance Officers.

Kay Stegall

James E. Stokes, Deputy Director of Finance, Memphis

IPS October Calendar of Events

♦ CIS

Oct. 3	16-Hour DOT, Nashville
Oct. 5	8-Hour DOT Refresher, Nashville
Oct. 9	OSHA 10-Hour General Industry, Knoxville
Oct. 12	Tennessee Environmental Regulatory Overview, Nashville
Oct. 17	8-Hour Emergency Response Refresher, Nashville
Oct. 17	8-Hour Site Worker Refresher, Nashville
Oct. 22	UT Supply Chain Series: Lean Supply Chain, Kingsport
Oct. 23	Combustible Dirt, Nashville
Oct. 25	UT Supply Chair Series: Demand Management, Kingsport

♦ CTAS

Oct. 2	Building a Better Work Team, Franklin
Oct. 10-12	Tennessee County Services Association Fall Conference, Nashville
Oct. 25	Building a Better Work Team, Johnson City
Oct. 26	Building a Better Work Team, Knoxville
Oct. 30	Building a Better Work Team, Jackson

♦ LEIC

Oct. 1-3	Leadership and Supervision, Medina, Ohio
Oct. 22-26	Forensic Digital Photography, Denver, CO

♦ MTAS

Oct. 9	Court Clerk Class, Collegedale
Oct. 11	Debt Management, Jackson
Oct. 11	Debt Management, McMinnville
Oct. 11	Wage and Salary Administration, Franklin
Oct. 16	Court Clerk Class, Cookeville
Oct. 16	Ethics, Bartlett
Oct. 17	Wage and Salary Administration, Jackson
Oct. 18	Ethics, Jackson
Oct. 18	Wage and Salary Administration, Knoxville
Oct. 18	Customer Service, Germantown
Oct. 19	Payroll, Memphis ß
Oct. 24	Ethics, Knoxville
Oct. 25	Communication Skills and Work Styles, Greeneville
Oct. 30	Court Clerk Class, Smyrna
Oct. 30	Wage and Salary Administration, Collegedale
Oct. 31	Ethics, Collegedale

♦ NAIFEH CENTER

Oct. 28-Nov. 2	Tennessee Government Executive Institute, Knoxville

RECRUITMENTS

♦ **CIS**
Safety and Environment Consultant, Nashville
Productivity Resource Consultant, Knoxville

♦ **MTAS**
Administrative Specialist, Knoxville

NEW HIRE

♦ **CTAS**
Upasna Paul, Administrative Intern, Nashville

STATE SERVICE LONGEVITY

Frances Adams O'Brien, MTAS	13 years
Stephanie Allen, MTAS	5 years
Michelle Buckner MTAS	5 years
Misty Bean, LEIC	9 years
Jane Davis, CO	39 years
Joe Flynn, CIS	8 years
Carolyn Keith, CTAS	31 years
Martha Kelley, CIS	1 years
Terri Kinloch, CTAS	11 years
Mary Ann Moon, CTAS	21 years
PJ Snodgrass, MTAS	28 years
Richard Stokes, MTAS	28 years

the EXCHANGE

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