University of Tennessee, Knoxville
Trace: Tennessee Research and Creative Exchange

The Exchange Newsletter | Institute for Public Service (IPS)

11-1-2012

11 Exchange November 2012

The Institute for Public Service

Follow this and additional works at: http://trace.tennessee.edu/utk_exchange

Recommended Citation
The Institute for Public Service, "11 Exchange November 2012" (2012). *The Exchange Newsletter.*
http://trace.tennessee.edu/utk_exchange/70

This Newsletter is brought to you for free and open access by the Institute for Public Service (IPS) at Trace: Tennessee Research and Creative Exchange. It has been accepted for inclusion in The Exchange Newsletter by an authorized administrator of Trace: Tennessee Research and Creative Exchange. For more information, please contact trace@utk.edu.

the EXCHANGE

WWW.IPS.TENNESSEE.EDU

November 2012 A newsletter of The University of Tennessee Institute for Public Service Vol. 7 No. 11

University expertise for community and workplace needs

Whitehead Named MTAS Assistant Director

Rick Whitehead

Rick Whitehead, who has been a municipal management consultant with the UT Municipal Technical Advisory Service (MTAS) since 2004, was named as the agency's new assistant director. Whitehead will be located in the agency's Knoxville office.

"We are obviously familiar with Rick's work and are happy that he accepted the assistant director's position," said Dr. Mary H. Jinks, vice president of public service. "He has the knowledge, experience and professionalism required for this position."

Before coming to MTAS, Whitehead served as city manager for the city of Anniston, Ala., from 1999-2004, and from 1996-2000, he served as the city attorney for Anniston. He also has served as the deputy economic development director in Auburn, Ala., and as city manager in Etowah.

Whitehead received his bachelor's degree in political science from the University of Alabama, his master's in public administration from Auburn University and his doctor of jurisprudence from Alabama. ■

UT President DiPietro Visits IPS Customers

On Oct. 3, UT President Joe DiPietro held his annual "System to Institute" visit with the UT Institute for Public Service. Instead of holding a half-day meeting with a series of presentations, IPS took Dr. DiPietro into the field.

Dr. Joe DiPietro visited the Greene County asphalt plant with CTAS County Government Consultant Rick Hall.

Northeast Tennessee was the site of this year's visit. The day started at the Greene County asphalt plant and included a visit to the Greene County Courthouse, the Kingsport Higher Education Center and to Aerojet Ordinance, a Center for Industrial Services (CIS) customer. A luncheon included a host of customers discussing workforce and economic development.

Local business and government leaders joined Dr. DiPietro for a lunch discussion on growth.

IPS Assistant Vice President Steve Thompson, County Technical Assistance Service County Government Consultant Rick Hall, Municipal Technical Advisory Service Municipal Management Consultant Pat Hardy and CIS Solutions Consultant Dwaine Raper were the president's hosts for the day. ■

IN THIS ISSUE

NFA Student Raises Funds in the Community for Tuition

CIS Consultant Wiley Participates on National Webinar Instructor Panel

LEIC's Hill Going to State Homeland Security Department

CIS to Continue as OSHA Southeast Training Center

NFA Student Raises Funds in the Community for Tuition

When the Yellowstone County (Montana) sheriff told Detective Shane Bancroft the department could not afford to send him to the UT National Forensic Academy (NFA)™, Bancroft did not let that stop him from pursuing his dream to attend the academy.

He decided to the raise the money himself, seeking donations for his tuition to the academy and his travel to Oak Ridge. The community of Billings supported his fundraising efforts, and a year and $11,000 later, Bancroft is one of 24 students in the current session of the NFA.

Detective Shane Bancroft in the Oak Ridge NFA lab facility.

"I work part-time for Shields, a regional sporting goods chain, and they donated money, and a local car dealership gave me a donation. After the first week I had raised $3,000," he said. "If it weren't for a quick start, I don't think it would have worked out."

Bancroft, who has no fundraising experience, put together a packet of information for potential donors. He made copies of the NFA video that is on the UT Law Enforcement Innovation Center (LEIC) website, and loaded the video on discs that he also handed out to potential donors. In addition to donations from the sporting goods store and the car dealership, he received donations from Optimist, Rotary and Breakfast Exchange clubs, funeral homes and individuals. Bancroft said because Billings has seen violent crimes over the last five years, citizens and businesses may have seen the importance of sending him to the forensic academy.

The participants in Session XXXI of the UT National Forensic Academy will graduate from the 10-week program on Nov. 16.

"I only heard 'no' from two places – one of them was the mall. The mall manager told me they get so many requests that they can't donate, but she said she is from Knoxville, she is a graduate of the University of Tennessee, and she would ask her parents to have me over for dinner to help me save some on my costs."

Bancroft first heard of the NFA when he worked in the coroner's office in Billings, and the medical examiner was familiar with the work of Dr. Bill Bass. He said his experience so far has been greater than he expected.

"The instructors are off the charts, the administration is great and all of my classmates, who are all smarter than me, have been great," he said. "I am going to sell this to my administration. We have six detectives on staff and I think they all should come to the academy."

Following completion of the 10-week academy, graduates are eligible to become certified as a crime scene investigator. Bancroft said he hopes to pursue that certification.

"I feel like I owe it to the people of Billings to become certified," he said.

CIS to Continue as OSHA Southeast Training Center

The U.S. Department of Labor has renewed the contract with the UT Center for Industrial Services (CIS) to remain as a Southeastern Occupational Safety and Health Administration (OSHA) Training Institute Education Center. It is one of only 28 centers nationwide.

Centers are selected based on organizational experience, staff experience, location and training facilities, marketing and recruitment, administrative capabilities, evaluation and the ability to provide training throughout a given region. The OTI Education Centers program was created in 1992 to complement the OSHA Training Institute in Arlington Heights, Ill., which provides training and education to OSHA compliance officers. The OTI Education Centers provide training nationwide to private sector and federal personnel from agencies outside OSHA. The OTI Education Centers trained more than 40,000 people during the 2012 fiscal year, representing an all-time record for the program.

"Our nationally recognized program is the proven choice for professionals in the Southeast seeking course work and individualized expertise from our experienced instructors," said Bryan Lane who manages the OTI center for CIS. "CIS has been the go to place for the latest on OSHA standards and workplace safety and health issues since 2009." ■

LEIC's Hill Going to State Homeland Security Department

After 15 years with the UT Law Enforcement Innovation Center (LEIC), Mike Hill is leaving to become director of financial responsibility with the Tennessee Department of Safety and Homeland Security.

Mike Hill

"Mike has been a tremendous asset to LEIC, and much of its growth can be attributed to his outreach to both our customer base and our funding sources," said LEIC Executive Director Don Green. "In addition to that, he has been a friend I have worked with since he moved to Knoxville. His departure will leave a void within our agency that will be difficult to replace."

During his 18 years with the Germantown (Tennessee) Police Department, Hill served as a patrol officer, detective division lieutenant and assistant director of training. At LEIC, he managed the Regional Community Policing Institute and the Southeastern Command and Leadership Academy, as well as other leadership and executive training programs. ■

Knoxville Joins MTAS's Benchmarking Project

TENNESSEE MUNICIPAL BENCHMARKING PROJECT

The city of Knoxville is the newest municipality to take part in the Tennessee Municipal Benchmarking Program (TMBP) directed by the UT Municipal Technical Advisory Service (MTAS).

After discussions with Deputy to the Mayor/Chief Operations Officer Eddie Mannis and selected staff members, the staff and leadership of Knoxville decided to join the TMBP. Russ Jensen, 311 director for the city, will be Knoxville's point person for data collection. Knoxville is the 13th Tennessee municipality to join the benchmarking program. ■

Project that Involves CIS Receives $2.3 Million SBA Grant

The Advanced Manufacturing and Prototyping Center of East Tennessee, a project of Technology 2020, the Tennessee Manufacturing Extension Partnership, Oak Ridge National Laboratory, Pellissippi State Community College and the UT Center for Industrial Services (CIS) received a $2.3 million grant from the U.S. Small Business Administration.

Ten public-private partnerships across America will receive $20 million in total awards to help revitalize American manufacturing and encourage companies to invest in the United States. The 10 partnerships were selected through the Advanced Manufacturing Jobs and Innovation Accelerator Challenge, which is a competitive multi-agency grant process to support initiatives that strengthen advanced manufacturing at the local level. These public-private partnerships consist of small and large businesses, colleges, non-profits and other local stakeholders that "cluster" in a particular area. The funds will help the winning clusters support local efforts to spur job creation through a variety of projects, including initiatives that connect innovative small suppliers with large companies, link research with the start-ups that can commercialize new ideas, and train workers with skills that firms need to capitalize on business opportunities.

The Advanced Manufacturing Jobs and Innovation Accelerator Challenge is a partnership among the U.S. Department of Commerce's Economic Development Administration and the National Institute of Standards and Technology, the U.S. Department of Energy, the U.S. Department of Labor's Employment and Training Administration, the U.S. Small Business Administration and the National Science Foundation.

The awards will help regional clusters grow by strengthening their connections to regional economic development opportunities and advanced manufacturing assets, helping develop a skilled and diverse advanced manufacturing workforce, increasing exports, encouraging the development of small businesses and accelerating innovation in technology. ■

MTAS Benchmarking Coordinator Speaks at National Conference

Sarah Young

Sarah Young, the Tennessee Municipal Benchmarking Project (TMBP) coordinator for the UT Municipal Technical Advisory Service (MTAS), recently presented at the Public Performance Measurement and Reporting Network Conference in New Jersey.

Young gave a 15-minute presentation on the TMBP in an afternoon break-out session. It included a general description of the project, a discussion of challenges in a project with a 10-year history and highlights of success stories from TMBP in generating best practices. Improved fire response times and inspections activities from the city of Cleveland and better OPEB reporting from the city of Brentwood were used as examples.

The conference was sponsored by the Rutgers School of Public Affairs and Administration in partnership with the state of New Jersey. It was the 5th annual conference and included nearly 300 participants from all over the world. The conference included a mixed crowd of academics and practitioners in performance measurement from both the public and private sector. General session speakers included performance management directors from the Pew Center in Washington, D.C., and the budget director from the city of Baltimore. Fellow panelists included municipal and county officials who had engaged in performance management initiatives in their jurisdictions. ■

MTAS Consultant Ron Darden Retires

Ron Darden

Ron Darden, who has served as a municipal management consultant with the UT Municipal Technical Advisory Service (MTAS) since 2001, has retired.

Prior to coming to MTAS, Darden has had many other interesting work assignments. He served as a manager of Sears, was owner of a construction company, served two terms as a city council member, was a city administrator, a city manager and a public works director.

In retirement, Darden plans to spend time with his wife Judy of 47 years, and to enjoy his hobbies — gardening three varieties of potatoes; growing strawberries, blackberries and blueberries; fishing; reading; and politics.

"We wish Ron the best in retirement. I want to thank him for the professional and dedicated work he did for the cities in Middle Tennessee."

Dr. Mary H. Jinks, IPS Vice President

"Ron understands the potential for cities in Tennessee and, better yet, understands that informed persistence is the key to success in finding solutions and overcoming inertia."

Steve Thompson, IPS Assistant Vice President and former MTAS Executive Director

"Ron's years of experience in city management and administration served him and his MTAS town and city customers well. Ron's advice and guidance was always what his customers needed to hear … even at times when they didn't necessarily want to hear it. His service to MTAS was exemplary and it will be missed."

Jim Thomas, MTAS Executive Director

CIS Consultant Wiley Participates on National Webinar Instructor Panel

Bill Wiley

Bill Wiley, an economic development consultant with the UT Center for Industrial Services (CIS), recently served as an instructor on a webinar hosted by the U.S. Department of Agriculture.

The webinar focused on the potential of the expanding BioEconomy, which are business opportunities involving the manufacturing and sale of bio-based products.

Webinar participants also heard about federal programs to assist them with meeting their business goals.

The panel of instructors also included Lisa Wood with the Procurement Technical Assistance Centers, Holly Schick with the U.S. Small Business Administration and Ron Buckhalt with the USDA BioPreferred Program. Wiley served as a representative of the Manufacturing Extension Partnership Program. CIS is the Tennessee MEP affiliate. ■

Orange Star Award

The UT Institute for Public Service (IPS) recognizes that our best asset is our people. The HR/Diversity Strategic Planning Committee has designed a way to acknowledge your peers and say "thank you" for their work. The Orange Star Recognition form is a way to recognize your colleague for something that they have done that exemplifies outstanding service.

This recognition can be done electronically or on paper. The peer does not have to be someone from within your agency but can also recognize someone in another agency who helped or assisted you in completing a task or project. The electronic form is located on the intranet, and you can complete it online or download to your computer to keep it handy. Paper copies have been sent to each office for your convenience. Send the completed form to the executive director of the agency in which the employee works. It is a quick and easy way to say "thank you" to someone.

Staff Applause

Lori Ungurait

To: Lori Ungurait, LEIC

I did not want the weekend to come without giving you my sincere thanks for making the training go smoothly. I will send out a more formal thank you next week but I just wanted you to know that everything was great! Your patience and attention to detail was seen throughout the conference.

Monique S. McDowell-Russell, Training Specialist, Y4Y Project Foundations, Inc.

Staff Applause

Debbie Barber

To: Joe Flynn CIS

While having a giant problem with in issue with the new sam.gov program, someone was kind enough to provide me with a phone number of a person who could possibly help me. From the moment of our first conversation, **Deborah Barber** could not and would not allow herself to quit without helping me resolve my issue. She exercised unbelievable communication skills, knew what she was doing, and if a problem arose, she handled it with ease and would not quit until it was resolved.

She stayed in contact with me, even through the weekend, checking to see if we were able to get the website to stop giving us a hard time. Through her willingness not to give up, we were advised that we are now active in the sam.gov program; and in my opinion, this is due solely to the efforts of Debbie. We could not have done it without her.

Harry Pullen, Chief Financial Officer, LTA Projects

Mike Garland

To: Mike Garland and Marty Spears, CTAS

We would like to express our deep appreciation to you for the CTAS presentation on county budgeting at the 2012 Assessor Retreat. The presentation was very timely, pertinent and informative for the group. The CTAS presence and involvement at the retreat helped to make it a success.

Ken Morrell, State of Tennessee
Comptroller of the Treasury, Division of Property Assessments

Marty Spears

To: Warren Nevad, MTAS

Congratulations to you, Mayor James Talley, and the other Tennessee Renewable Energy and Economic Development Council (TREEDC) leaders on being selected to receive an impressive 2012 Governor's Environmental Stewardship Award from Excellence in Energy and Renewable Energy and Renewable Resources. TREEDC received well-deserved recognition and applause. Your fervor, hard work and leadership are vital to TREEDC's success.

Joseph E. Johnson, UT President Emeritus

Warren Nevad

Lisa Shipley

To: Lisa Shipley, MTAS

Thanks for your help and support. I appreciate your allowing us to speak at the LOGITT meeting. It was helpful to us as we get our business off the ground. The feedback and questions were valuable.

Brian Strong, Vendor Registry, Knoxville

To: Jim Thomas, MTAS

Dennis Wolf did a study of our fire department and made a presentation of his report to city council. The report was professionally done and the presentation was well received. I mentioned to council that we are fortunate in Tennessee to have MTAS as a resource. We are very appreciative of all the help we get from MTAS and the ability to call on professional assistance in folks like Dennis and Pat Hardy.

Tony Cox, City Administrator, Morristown

Dennis Wolf

IPS November Calendar of Events

♦ CIS

Nov. 7	Tennessee Entrepreneurship and Small Business Development Course, Nashville
Nov. 12	OTI 501 Trainer Course in OSHA Standards for General Industry, Knoxville

♦ CTAS

Nov. 7-9	County Officials Association of Tennessee Annual Conference, Kingsport

♦ LEIC

Nov. 12-14	Leadership and Supervision, Shelbyville
Nov. 14-16	Fundamentals of Cybercrime Investigation, Maryville

♦ MTAS

Nov. 7	Code Enforcement and Property Maintenance, Franklin
Nov. 8	Code Enforcement and Property Maintenance, Knoxville
Nov. 9	Code Enforcement and Property Maintenance, Collegedale
Nov. 14	Code Enforcement and Property Maintenance, Jackson
Nov. 15	Code Enforcement and Property Maintenance, Bartlett
Nov. 19	Court Clerk Class, Johnson City
Nov. 20	Court Clerk Class, Knoxville
Nov. 28	Court Clerk Class, Bartlett
Nov. 29	Court Clerk Class, Jackson

♦ NAIFEH CENTER

Nov. 13-15	Local Government Leadership Program, Knoxville

RECRUITMENTS

♦ **CO**
Accounting Specialist, Knoxville

♦ **MTAS**
Senior Library Associate, Knoxville

TRANSFER

♦ **MTAS**
Sherri Brown, Accounting Specialist,
(from IPS CO) Knoxville

NEW HIRE

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

RETIREMENT

♦ **MTAS**
Ron Darden,
Municipal Management Consultant

DEPARTURE

♦ **LEIC**
Mike Hill
Community Programs Program Manager

STATE SERVICE LONGEVITY

David Angerer, MTAS	11 years
Doug Brown, MTAS	6 years
Mandy Johnson, LEIC	7 years
Judie Martin, IPS CO	8 years
Paul Middlebrooks, CIS	26 years
Ann Mitchell, CIS	12 years
Earl Pomeroy, CIS	5 years
Bob Schettler, CTAS	27 years
Bill Wiley, CIS	22 years

the EXCHANGE

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
Vice President of Public Service

WWW.IPS.TENNESSEE.EDU

Follow us on Facebook

10% Total Recovered Fiber
All Post-Consumer Fiber

PRINTED WITH SOY INK

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.

The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

IPS0947 225 E13-0110-000-008-13