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MTAS, CTAS Hold ISO Public Protection Classification Grading Class

THE INSURANCE SERVICES OFFICE, The Tennessee Fire and Code Enforcement Academy, The State Fire Marshal’s Office, the Municipal Technical Advisory Service (MTAS), and County Technical Assistance Service (CTAS) announce two offerings of an 8-hour ISO Public Protection Classification (PPC) Grading overview class to be held on February 14 & 15 in Middle Tennessee. The class is being offered on a Friday and Saturday schedule to accommodate career and volunteer community stakeholders, and attendees only need to take the Friday or the Saturday class, not both.

This interactive class will provide an overview of the newly revised ISO Fire Suppression Rating Schedule, which took effect in Tennessee on July 1, 2013. The class will provide local community stakeholders in fire protection with practical methods to understand and improve their current communications capabilities, fire department capabilities, and water supply capabilities to meet the newly revised rating schedule.

The class will cover all sections of the Fire Suppression Rating Schedule in detail including emergency communications, operations consideration, water supplies, and community risk reduction.

The target audience for the class includes:
- Key city staff members
- Elected officials
- Communication/dispatch center directors/administrators
- Fire chiefs and key fire department officials
- Water department directors/administrators

ISO assigns a Public Protection Classification, more commonly called the ISO Rating, to every community in the country. Insurance companies use this rating as one of the factors considered when developing property insurance premiums. A lower ISO Rating means lower insurance premiums for property owners, so it is important that fire department officials and community leaders understand the various components that ISO evaluates when assigning the ISO Rating to the community.

This class will be taught by Brad Bain, ISO Field Analyst, and will cover the ISO Fire Suppression Rating Schedule.

Course Number FO212 - February 14, 2014, (Friday), 8 a.m. to 4 p.m., Embassy Suites, 1200 Conference Center Blvd, Murfreesboro, Class #: 7661

Course Number FO212 - February 15, 2014, (Saturday), 8:30 a.m. to 4:30 p.m., TFACA Campus Classroom 1, Class #: 7662

Pre-registration is required. Register for the class online at http://www.tn.gov/fire/tfaca/documents/Registration.pdf

These are the only two ISO classes scheduled for the state right now.

MTAS Publishes Training Catalog for 2014

Jim Thomas, executive director of the Municipal Technical Advisory Service (MTAS), recently announced the agency’s training catalog and calendar for 2014.

The publication was distributed to municipal governments and their employees across Tennessee to equip them with pertinent information regarding training and professional development opportunities for the new calendar year. The catalog can be found by visiting the MTAS website. http://mtas.tennessee.edu/Training/Catalog/2014-MTAS-TrainingCatalog.pdf
IPS Ranks Positively on Diversity in Employee Engagement Survey

ON THE EMPLOYEE engagement survey completed in May 2013, one of the areas that provided great results was in regard to the questions on diversity and dealing with discrimination. There were a total of five questions on the survey and Institute for Public Service employees rated from 69 to 75 on all of them, which according to the scale, is in the very good to exceptional category. In regard to the negative ratings, employees rated less than 10 in four of the questions and 11 on one question that put responses again in the great to exceptional category.

IPS has made progress in this category. In 2007, the institute began a series of diversity training programs for all employees. The first course helped employees define diversity as any dimension that differentiates people and groups from one another. Bridging the Generations was another training session. The diversity survey showed that employees wanted to know more about different cultures and how to work with different groups.

Below are the questions that appeared on the employee engagement survey, and employees’ responses to them.

<table>
<thead>
<tr>
<th>Positive Response</th>
<th>Negative Response</th>
</tr>
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<tbody>
<tr>
<td>41. At this institute, people are supportive of their colleagues regardless of their heritage or background.</td>
<td>75</td>
</tr>
<tr>
<td>46. This institute places sufficient emphasis on having diverse administration and staff.</td>
<td>69</td>
</tr>
<tr>
<td>49. This institute has clear and effective procedures for dealing with discrimination.</td>
<td>73</td>
</tr>
<tr>
<td>61. This institute has taken steps to enhance the climate for racial/ethnic minority administrators and administrative staff.</td>
<td>70</td>
</tr>
<tr>
<td>62. I would rate my institute as a very good place for individuals from an underrepresented (non-majority) identity group.</td>
<td>70</td>
</tr>
</tbody>
</table>

Criminal investigators with the Tennessee Bureau of Investigation search for remains and clues at the Law Enforcement Innovation Center’s outdoor training facility located at the UT Arboretum. LEIC will have remains recovery and identification training as well as post-blast investigation classes at the facility.

Well Wishes.....

“Although John was only with us for seven years, he made all of them count. His background in manufacturing was a true asset to CIS. I know CIS and John’s customers are going to miss him.”

Vice President Mary H. Jinks

“John has played an important role for CIS in delivering lean solutions to Tennessee manufacturers and developing significant customer relationships in Middle Tennessee. He brought valuable manufacturing experience and insight to the job, as well as a passion for helping companies improve performance. We greatly appreciate his contributions to our customers, university, and state.”

CIS Executive Director Paul Jennings

“I have really enjoyed working with John over the last few years. John shared my passion for helping manufacturers, and his strengths complemented my weaknesses in the work environment. John is a genuine guy who truly cares for people and a true gentleman. I will miss working with him.”

Solutions Consultant Misty DePriest
Meet the New Administrative Assistant in Jackson

CHRISTINE ANDERSON is a graduate of the University of Tennessee at Martin, with a bachelor of science degree in business administration, with a concentration in office information systems. She is a member of the Alpha Kappa Psi Professional Business Fraternity.

She previously worked for nine years in the legal profession with progressive responsibilities, most lately filling the role of a paralegal and office manager with a local law firm.

Prior to working in the legal field, after graduating from UT, she worked in human resources and in accounting in an industrial setting.

Her unique skill set and experience combine to make her well qualified for her current role as the Jackson IPS office administrative assistant.

IPS Employees Get by Giving during the Holidays

EMPLOYEES IN THE UT Institute for Public Service Central Office donated money and toys to fulfill the wish lists of four children, ranging in age from six months to 14 years old, as part of the Helen Ross McNabb Center’s Dear Santa project. The Helen Ross McNabb Center receives the lists from area service organizations.

The UT County Technical Assistance Service employees donated more than $1,100 worth of toys to the Toys for Tots campaign. Employees also donated money to be able to help three Nashville organizations – Room in the Inn, Second Harvest Food Bank and the Nashville Rescue Mission.

Online Training Specialist Joins MTAS

CYNDY EDMONDS is no stranger to the Institute for Public Service (IPS). Having been an employee at the University of Tennessee for more than 23 years, she started her career as a production assistant in the Center for Telecommunications and Video (CTV) at IPS.

During this season of her career, she took the opportunity to learn graphics and computer programming when CTV was branching out into the area of developing interactive CD-ROMs for agencies and other customers. Over the past 13 years, she has been at UT’s Office of Information of Technology (OIT) helping faculty members use technology on campus for the enhancement of classroom instruction. In addition to this, she developed some excellent online courses and training for adult learners. As a trainer, she has taught faculty software applications such as Adobe Captivate, Audacity and Apple iMovie.

“With Cyndy’s hiring, an important component in strengthening our online training capabilities is now available to us,” said MTAS Executive Director Jim Thomas.

As the online training specialist, Edmonds will work with MTAS Training Program Manager Macel Ely to determine how online learning might benefit the educational experience and professional development of Tennessee municipalities and their employees. Outside of work you can usually find her on the lake in her favorite kayak or at Market Square Farmer’s market selling her beautiful pottery.

To: Dr. Macel Ely, MTAS

Thank you so much for agreeing to participate on The Match Game that Really Counts: Person/Organizational Fit through Training panel at the Tennessee Chapter of the American Society of Public Administration (TN-ASPA) Annual Fall Symposium. Our panel – and symposium – was a great success and the information you shared on the training provided by the Municipal Technical Advisory Service (MTAS), and the exposure you gave attendees to the response card technology greatly helped make it so.

Nneka Norman-Gordon, TN-ASPA Council Member
Higher Education Resource Officer, Tennessee Comptroller of the Treasury
THE ORANGE STAR recognition is a way to quickly thank and reward an employee that exemplifies outstanding service. Any employee can be recognized at any time and there is no limit to the number of times a person can be recognized. The nominations can be within your own agency or across agency lines. The peer-to-peer recognition form is available in all the IPS offices or can be found online at http://intranet.ips.tennessee.edu/EmployeeRecognition.asp.

To recognize an employee, complete the form (paper or electronically) and send to the agency director of the employee you are recognizing. x

### RECRUITMENTS

**CIS**
- Consultant III (Solutions), West TN

**LEIC**
- Coordinator II, Nashville (Limited Duration)

### NEW HIRES

Karen Blake, MTAS as an IPS Specialist, Training (Municipal Court Program), Nashville

### ANNIVERSARIES

- Thaddeus Grace: 27 years
- Sandy Selvage: 27 years
- Bryan Lane: 16 years
- John Erdmann: 15 years
- Lori Ungurait: 14 years
- Margaret Norris: 13 years
- Kevin Lauer: 11 years
- Rick Whitehead: 10 years
- Kristy Godsey Brown: 7 years

### MTAS

- Planning and Organizing, Collegetdale
- Motivating your Workforce, Sevierville
- Making Effective Decisions, Cleveland
- Customer Service, Morristown
- Municipal Budgeting, Memphis
- Municipal Budgeting, Jackson
- Municipal Budgeting, Martin
- Municipal Budgeting, Nashville
- Conflict Management, Franklin
- Performance Management and Positive Discipline, Collegetdale
- Municipal Budgeting, Kingsport
- Municipal Budgeting, Knoxville
- Municipal Budgeting, Chattanooga
- Developing Teamwork, Cleveland

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**Orange Star Program Recognizes IPS Employees for Outstanding Service**

The Orange Star Program Recognizes IPS Employees for Outstanding Service. The Orange Star Program is a way to quickly thank and reward an employee that exemplifies outstanding service. Any employee can be recognized at any time and there is no limit to the number of times a person can be recognized. The nominations can be within your own agency or across agency lines. The peer-to-peer recognition form is available in all the IPS offices or can be found online at http://intranet.ips.tennessee.edu/EmployeeRecognition.asp.

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