



the EXCHANGE

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A newsletter of The University of Tennessee Institute for Public Service

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University expertise for community and workplace needs



Exchange "Going Digital" for IPS Employees

Beginning in February 2009, employees of the UT Institute for Public Service (IPS) will receive The Exchange as a monthly e-newsletter instead of a paper copy.

An IPS employee recommended a switch to an e-news format to save printing expenses and to reduce paper waste. One of many cost-saving suggestions solicited by the IPS Employee Relations Committee, the recommendation will cut nearly half the printing costs of The Exchange and will save IPS \$6,000-\$7,000 annually. In addition, the change saves nearly 19,200 sheets of paper each year.

National public service colleagues, IPS stakeholders and IPS retirees will continue to receive a printed copy of The Exchange, and the newsletter will continue to be available on the IPS Web site for easy reference. ■

National Organization Lauds Economic Development Projects

Two agencies within the University of Tennessee Institute for Public Service (IPS) have been recognized by the University Economic Development Association (UEDA) for economic development projects.

The UT Municipal Technical Advisory Service (MTAS) received top honors for Excellence in Community Development for its comprehensive management report for the Gallatin Economic Development Agency (EDA). In the Excellence in Public Policy category, the UT County Technical Assistance Service (CTAS) was honored for a project about the regional importance of Reelfoot Lake. That project was done in collaboration with the UT Knoxville Center for Transportation Research (CTR), U.S. Rep. John Tanner and state Rep. Phillip Pinion.

The UEDA, a 134-member organization of higher education institutions and their economic development affiliates across the U.S., honored national projects in business assistance, technology commercialization, community development, economic development research, partnership development and public policy. The awards were presented at UEDA's annual summit in November.

In the Gallatin project, Don Darden, MTAS municipal management consultant, and Beth Phillips, IPS economic development specialist, studied Gallatin's demographics and resources and worked with the Gallatin EDA to identify what was needed to ensure the agency had the staff, resources, organization and relationships necessary to build a foundation for job creation.

Darden and Phillips advised the Gallatin EDA to develop a formal marketing plan and to promote greater use of alternative financing plans. Their review also validated Gallatin's efforts to redesign its Web site (www.gallatintn-eda.com), negotiate the purchase of an expansion of the industrial park, study the long-term effects of retiree relocations and launch a pilot program to provide local incentives to businesses interested in relocating to Gallatin.

IPS Assistant Vice President Charles Shoopman presented the Gallatin project at the summit.

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New Google Group — A Resource for Fire and Emergency Service Personnel

Fire management consultants Kevin Lauer, Ray Crouch and Gary West have created the Tennessee Fire Service Google Group as a communications tool for fire and emergency service officials.

The site contains topic discussions, photos, files and useful Web links. Subscribers receive an e-mail notification of each new site posting and have access to more than 700 archived discussions. Topics include grant opportunities, upcoming training statewide and nationwide, legal issues and legislative updates, job postings, and changes in regulations and codes. The group currently has more than 1,100 subscribers, ranging from fire service personnel to Emergency Management Services and Emergency Management Agency directors and state officials.

State and local emergency officials have submitted most of the information.

Recently, the International Association of Fire Chiefs asked to link to the Google group from the association's Web site as well.

In addition to the Tennessee Fire Service Google Group, four groups formed to communicate with specific areas within fire services. Three are dedicated to mutual aid: executive team members, district coordinators and county coordinators. The fourth is a user group for fire department management software assistance. This group allows users to post questions and solutions to software issues as they manage their fire department data.

The site creators represent different agencies of the statewide UT Institute for Public Service. West and Crouch are with the UT Municipal Technical Advisory Service, and Lauer is with the UT County Technical Assistance Service.

To view the Tennessee Fire Service Google Group site, visit <http://groups.google.com/group/tennesseefireservice?hl=en>. ■

National Organization Lauds Economic Development Projects

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In the Reelfoot Lake project, CTAS financed an economic impact study of the Reelfoot Lake area and studied the contributions recreation activities make to the regional economy. Reelfoot Lake is a shallow natural lake located in the northwest corner of Tennessee in Lake and Obion counties. The spillway is difficult to operate and is leaking badly. A spillway failure would turn Reelfoot Lake into a mud flat and destroy the bridge on State Route 21, the most convenient route from the east into Tiptonville in Lake County. Research by CTR showed that loss of the spillway would result in lost visitation, income, jobs and tax revenue associated with recreational activity. Property values in both Lake and Obion counties also would decline.

The findings raised awareness about the spillway's need for repair and, and by March 2008, \$13 million in federal funding was appropriated to begin the work.

Larry Bray of the UT Knoxville Center for Transportation Research presented the project at the summit. Bray, along with Mark Burton, CTR director of transportation economics, and Luke

Jones, graduate research associate, compiled the data for the research.

Lynne Holliday, CTAS finance consultant and author of the UEDA award submission, said the Reelfoot Lake project combined the strengths of CTAS and the Center for Transportation Research.

"Together, we were able to provide an accurate regional economic analysis and forecast of the environmental impacts of a potential spillway failure and also translate those impacts into the potential service losses for residents of Obion and Lake counties," she said.

Mary Jinks, UT vice president of public service, said both projects point to IPS' impact in the state.

"The university's work in economic development makes a real difference, especially when we connect with cities like Gallatin or county and state leaders to pool our resources, research a problem, and recommend tailored solutions that can sustain a community," she said. ■

Entrepreneurship Report Shows Importance of Small Business to Tennessee's Economy

by Beth Phillips, IPS CO

Entrepreneurs have been playing an important role in Tennessee's economy, generating more than \$23 billion, or 12 percent of total personal income, in 2006. In addition, firms with fewer than 20 employees constituted 84 percent of all firms in Tennessee and made up nearly 20 percent of Tennessee's 3.7 million-plus total jobs.

These findings were outlined in the report, "Entrepreneurship in Tennessee: Striving for Success," by Michael Wilcox and Dayton Lambert, assistant professors of agricultural economics with the University of Tennessee Institute of Agriculture. The researchers say this study will help develop baseline statistics on entrepreneurship. Also, because it looks closely at rural areas, the data will help state officials determine what can be done to assist entrepreneurs.

The report, which was supported by the UT Institute for Public Service and the Tennessee Department of Economic and Community Development, was released during Global Entrepreneurship Week in November. The initiative was sponsored by the Kauffman Foundation to promote the entrepreneurial aspirations of young people worldwide. More than 30 different organizations hosted events for small business owners and aspiring entrepreneurs in all regions of

the state with the goal to inspire young people to embrace innovation, imagination and creativity.

"Tennessee appears to enjoy a comparative advantage with respect to growth in its stock of entrepreneurs relative to the Southeastern region," Lambert said. "But a single answer as to the state of entrepreneurial growth in Tennessee is difficult to discern because the evidence is mixed, and depends on where one looks and what measure is used."

There is a strong relationship between entrepreneurship, the creative class and economic growth. "Overall, the results indicate clearly that, on average, counties with more entrepreneurs and with more members of the creative class experienced larger gains in total employment and business establishment growth per job, especially in the non-metropolitan counties of the Southeastern region," according to Wilcox.

"Using university resources and expertise to foster entrepreneurship and innovation is a key focus of the University of Tennessee's efforts to advance the economic well-being of Tennesseans," said Beth Phillips, IPS economic development specialist.

To access the report, visit www.ips.tennessee.edu/economicdevelopment. ■

Goodlettsville Class Completes Level I of the Municipal Management Academy

The city of Goodlettsville had a graduation lunch for its class of the Municipal Management Academy (MMA) in November following the students' completion of Level 1.

The UT Municipal Technical Advisory Service administers the academy, and according to MTAS' Human Resources Consultant Bonnie Curran, this class "gave all the trainers a run for our money!" The group was very lively and everyone enjoyed their sessions and the chance to complete the courses.

The Academy is designed for experienced managers and supervisors who want to become more effective, as well as those who have been recently appointed to

supervisory positions in municipal government. The course sessions are easily adapted for groups of different sizes and levels of experience and skill. The program serves as basic management training for the new manager or as a refresher course for the experienced manager.

MMA courses have met International Association for Continuing Education and Training (IACET) criteria for continuing education credits (CEUs), and certificates are awarded to participants after the completion of each level.

For more information on the Academy, contact Gary Petree for East Tennessee at (865) 974-9830 or Ken Cox for Middle and West Tennessee at (865) 974-9844. ■



Chris Payne

CTAS' Payne Receives GISP Certification

Chris Payne, geographical information systems consultant for the UT County Technical Assistance Service (CTAS), recently received the Geographic Information Systems Professional (GISP) certification.

The Geographic Information Systems Certification Institute (GISCI) presents the GISP title and is a part of the Urban and Regional Information Systems Association (URISA). To receive the certification, an applicant must demonstrate ongoing work of several years in the GIS field, as well as documentation of education, achievements and contributions to the profession.

Payne has been with CTAS since July 1999 and previously worked in the GIS industry with Camber Corporation and Intergraph Corporation in Huntsville, Ala. He received his bachelor's degree in geography from the University of Alabama in 1993. ■

Forensic Symposium Draws Attendees from 28 States

Whether police are trying to catch a serial killer or solve a home burglary case, law enforcement can help their investigations by keeping up with trends in forensic science.

The University of Tennessee National Forensic Science Institute (NFSI) hosted a symposium on advances in crime scene management, evidence collection and case studies Dec. 3-5 in Nashville, drawing nearly 300 attendees from 28 states, Washington D.C., Ireland and Canada.

The sessions addressed emerging trends in forensic science and their implications for forensic investigations. The symposium was open only to law enforcement personnel and criminal justice practitioners, including officers, crime scene technicians, investigators, laboratory personnel, prosecutors, judges and medical examiners.

"Law enforcement personnel are held to high standards of accountability, so it's important that they know the latest capabilities in forensic technology that are available to help them solve crimes," said Don Green, NFSI program manager.

The symposium offered sessions on DNA, deployable labs, ethics, digital image management, grant opportunities, latent fingerprinting on metals, Macro-Raman imaging and entomology. Speakers included representatives of the National Institute of Justice; the National Forensic Science Training Center; the International Association of Chiefs of Police; Georgia Bureau of Investigation and the state of Georgia; SciLaw Forensics Ltd.; Foray Technologies; the Northamptonshire, United Kingdom, Police Department; Oak Ridge National Laboratories; and Saint Joseph's College.

"Officers must keep current on forensic technologies. They should know to collect DNA evidence in property crimes — not just homicides — to dramatically increase the chance of identifying a suspect. They need to know about forensic laboratories that can be set up in less than an hour. They need to know the technical standards for managing digital evidence, and they must understand the ethics concepts that guide everything they do," said Green.

Three officials from Arizona participated in a panel discussion on the Baseline Killer investigation. Mark Goudeau was convicted and sentenced in 2007 to more than 400 years for one of the Baseline rapes. Unique aspects of the investigation and prosecution were presented by a panel that included attorney William Clayton, Maricopa County Attorney's Office; Sgt. James Markey, Phoenix Police Department; and Allison Sedowski, forensic scientist with the Phoenix Police Department Laboratory. Markey was supervisor of the Baseline Killer Task Force.

"Symposium registrants represented both large and small law enforcement departments, and we were pleased with the national and international interest and registration for the symposium. These personnel can better serve justice, particularly to victims and their families, with the knowledge and expertise they gained at the symposium," said Green.

The symposium was funded by the U.S. Bureau of Justice Assistance. ■

Officials Successfully Complete Three-Day Local Government Leadership Training at IPS

Twenty-two county and municipal government leaders have successfully completed the 16th annual Local Government Leadership Program (LGLP) at the University of Tennessee Institute for Public Service (IPS).

UT faculty and private consultants led the three-day, invitation-only program that focused on personal leadership, etiquette, ethics, public education and state budget practices in Tennessee. The program concluded Nov. 14.

"LGLP gives elected and appointed government officials the opportunity to examine the best practices in leadership and to learn from their colleagues and counterparts across the state," said Tom Kohntopp, manager of the Center for Effective Leadership at IPS. "By coming together, we find that common issues face officials in East, Middle and West Tennessee. LGLP participants share ideas, and their conversations and advice can lead to new solutions for their communities."

For more than four decades, IPS has offered leadership programs that promote effective government through

creative leadership, managerial effectiveness, professional skills enhancement and lifelong development for leaders and their organizations. With custom-designed programs for both local and state leaders, IPS helps Tennessee's government

professionals meet the challenges of public service.

LGLP participants are nominated by their peers, LGLP alumni or IPS staff. This year, five IPS personnel were invited to participate because of their daily involvement with representatives of municipal and county governments and industries.

"The university is committed to reaching across the state to help elected and appointed officials better serve

citizens. Our consultants need to be well-informed of current trends affecting our state in order to provide that outreach," Kohntopp said.

Since its inception in 1991, more than 400 people have completed the Local Government Leadership Program.

For more about IPS' leadership development programs, call (865)974-6621 or visit <http://www.leadership.ips.tennessee.edu>. ■



Front row, left to right: Thomas Rosseel, Betty Partin, Margaret Norris, Kristy Godsey-Brown, Mary Ann Tremblay and Greg Johnson; second row, left to right: James Talley, Annette Sisk, Tabettha Glenn, Harry McKee, Col. Patrick Shull, Melanie Purcell and Connie Green; third row, left to right: David Davenport, Marty Spears, John Graham, Charles Shoopman, Michael Lester, Lieven Cox, Brian Thompson and Charles Jenkins.



Debra Dupree, second from left, was among eight participants who completed TACHE leadership training.

Dupree Completes Higher Education Leadership Academy

Debra Dupree, a waste reduction consultant with the UT Center for Industrial Services (CIS), recently completed the inaugural session of the Tennessee Alliance for Continuing and Higher Education (TACHE) Leadership Academy.

The academy is a professional development program aimed at developing leadership potential in higher education in Tennessee. The program uses self-evaluation, group discussions and interactions, and knowledgeable guest speakers and mentoring to provide a challenging professional and personal growth experience.

The academy began in 2007 at the TACHE conference in Nashville. Throughout the year, Dupree attended leadership meetings across the state. The program ended at the TACHE annual conference in Memphis.

"We had to log a minimum of 34 hours of participation in these five sessions," Dupree said. "We were the inaugural class and I believe it was very successful. I made a lot of good contacts and hope to capitalize on some of them with future CIS projects."

In addition to those 34 hours, participants had to spend at least six hours with a mentor over the course of the program. The goal of the mentoring sessions was to broaden their understanding of issues affecting higher education.

"We were provided with a list of mentors to choose from and we had to initiate contact with the ones we chose to discuss various topics, including their challenges and accomplishments as an educator and leader," Dupree said.

The class of eight participants from across the state included representatives from the University of Memphis, Dyersburg State Community College, Middle Tennessee State University, Tennessee Tech University, and the University of Tennessee at Knoxville and Martin. ■

MTAS Consultants Complete Certification for Association of Governmental Accountants

Congratulations to four finance and accounting consultants at the UT Municipal Technical Advisory Service (MTAS) — Ralph Cross, William Haston, Alan Major and Dick Phebus — for successfully completing the requirements to obtain the Certified Government Financial Manager (CGFM) designation from the Association of Governmental Accountants (AGA).



Ralph Cross



William Haston



Alan Major



Dick Phebus

Since its inception in 1994, the designation has become the standard by which government financial management professionals are measured. The education, experience and ethics requirements have elevated the most seasoned financial professionals.

The certification requires passage of a series of three exams administered by the association.

The MTAS consultants received their award letters in November. ■

Reduce, Reuse and Recycle Gift Wrap This Year

While many New Year's Resolutions help us better ourselves, why not make one that helps sustain the environment? Make it a point to recycle holiday wrapping paper this year, or better yet wrap gifts using recycled paper. Non-metallic wrapping paper, tissue paper and Christmas cards can all be recycled. Don't forget to include 2008 calendars, catalogs and those egg nog cartons. ■

Staff Applause



Lynne Holliday



Mike Meyers



Rex Barton



Don Darden



Andre Temple

TO: LYNNE HOLLIDAY, CTAS MIKE MEYERS, CTAS

Thank you both so much for your help with my presentation for fiscal review on county economic conditions. It seemed to be very well received and several people, including news media, asked for copies of the presentation (including the maps). Your work really helps me do my job better and helps get an important message out to the Legislature and even the public.

David Connor, Executive Director
Tennessee County
Commissioners Association



TO: REX BARTON, MTAS

Thanks so much Rex for coming to speak to my Public Management class last week. I really appreciate it. Your presentation was informative AND entertaining and the students uniformly enjoyed it!

Dr. David H. Folz, Professor
and Faculty Associate
Howard Baker Jr. Center for Policy
UT Department of Political Science



TO: DON DARDEN, MTAS

Thanks Don for the resolution. I did complete the infrastructure survey. We have a \$5,669,865 project ready to bid now. All engineering and design completed but just no money. Thanks for all you do! All cities (especially ours) benefit greatly from your time, concern and efforts.

Zeda Hillis, City Recorder
Town of Spencer



TO: ANDRE TEMPLE, IPS

On behalf of the UT Martin REED Center, I would like to personally thank you for your assistance with the center's annual customer satisfaction survey. The online survey was the way to go. Thank you for making it happen. I also appreciate your taking the time to compile the results. The narrative was especially helpful, and seeing the specific results for each question put everything into perspective. I want you to know how pleased I am with the outstanding service you have given us. We are fortunate to have a UT IPS economic development specialist in our area.

Hollie Holt, UT Martin
Regional Entrepreneurship and
Economic Deveopment Center



SERVICE ANNIVERSARIES

Harding Aslinger, CIS	6 years
Jane Basham, CIS	12 years
Doug Bodary, MTAS	6 years
Patricia Burke, CTAS	16 years
Ray Crouch, MTAS	36 years
Scott Gordy, IPS CO.	8 years
Rick Hall, CTAS	17 years
Jim Hart, CTAS	1 year
Mike Hill, LEIC	11 years
Queena Jones, IPS CO.	3 years
Steve Lobertini, MTAS	21 years
Al Major, MTAS	23 years
Claire Marsalis, CTAS	1 year
Sabrina Rhodes, LEIC	5 years
Susan Robertson, IPS CO	1 year
Jim Slizewski, CIS	14 years
Vicki South, MTAS	3 years
Marty Spears, CTAS	10 years
Patty Wells, CIS	1 year
Linda Winstead, MTAS	24 years
Dale Wolfe, CTAS	1 year

RECRUITMENTS

◆ CTAS

Environmental Consultant, Cookeville
Administrative Intern, Nashville
(Limited Duration)

◆ IPS

Development Director, Knoxville

◆ LEIC

IT Administrator, Oak Ridge

◆ MTAS

Coordinator (Management Intern), Knoxville

IPS January Calendar of Events

◆ CIS

- Jan. 6-13 Leadership Training for Metro Ready Mix, Nashville
- Jan. 12 8-Hour Site Worker Refresher, Knoxville
- Jan. 13 8-Hour DOT Refresher, Knoxville
- Jan. 14 Hazardous Waste Annual Report, Memphis
- Jan. 14 Tier II Workshop, Memphis
- Jan. 15 Hazardous Waste Annual Report, Jackson
- Jan. 15 Tier II Workshop, Jackson
- Jan. 20 Recordkeeping, Nashville
- Jan. 21 Hazardous Waste Annual Report, Murfreesboro
- Jan. 21 Tier II Workshop, Murfreesboro
- Jan. 22 Hazardous Waste Annual Report, Cookeville
- Jan. 22 Recordkeeping, Knoxville
- Jan. 22 Tier II Workshop, Cookeville
- Jan. 26 8-Hour DOT Refresher, Bartlett
- Jan. 27 Hazardous Waste Annual Report, Johnson City
- Jan. 27 Tier II Workshop, Johnson City
- Jan. 27-28 16-Hour DOT, Knoxville
- Jan. 27-30 OTI 500 Trainer Course in OSHA Standards for Construction, Knoxville
- Jan. 27-30 OTI 501 Trainer Course in OSHA Standards for General Industry, Knoxville
- Jan. 28 Hazardous Waste Annual Report, Knoxville
- Jan. 28 Tier II Workshop, Knoxville
- Jan. 29 8-Hour Site Worker Refresher, Bartlett
- Jan. 29 Hazardous Waste Annual Report, Chattanooga
- Jan. 29 Tier II Workshop, Chattanooga
- Jan. 29 Training Within the Industry — Job Instruction, Nashville

◆ Leadership Programs

- Jan. 8-9 Newly Elected Legislators Conference, Knoxville
- Jan. 16-18 Newly Elected State House Speakers Conference, Knoxville
- Jan. 21 TELA Graduation, Nashville

◆ LEIC

- Jan. 6 – 8 Transit Terrorist Tools & Tactics (T4), Prince George's County, Md.
- Jan. 13–15 T4, Los Angeles, Calif.
- Jan. 20–22 T4, Dover, Del.

◆ MTAS

- Jan. 7 Open Records, Johnson City
- Jan. 7-8 Communicating, Coaching and Counseling, Johnson City
- Jan. 9 Open Records, Knoxville
- Jan. 9 Customer Service, Livingston
- Jan. 13 Open Records, Collegdale
- Jan. 13 Interviewing, Selecting and Retaining Employees, Maryville

HOLIDAY OFFICE CLOSINGS

◆ NEW YEAR'S DAY

Thursday, Jan. 1

◆ MARTIN LUTHER KING JR. BIRTHDAY OBSERVED

Monday, Jan. 19



DR. JOHN PETERSEN
President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

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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.

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