



Forum Focuses on Performance Excellence

More than 40 state, city and county employees participated in a Baldrige Forum sponsored by the Naifeh Center for Effective Leadership and the Tennessee Center for Performance Excellence (TNCPE). The forum, held in Oak Ridge, discussed how Excellent Performance Maximizes Taxpayer Investment.



Patrick Lawton, city administrator in Germantown, speaks to Session II participants.



Katie Rawls, president and chief executive officer for TNCPE, opened the forum by presenting an overview of the Baldrige process and quality awards. During the first session, Patricia Weiland, chief executive officer for the Tennessee Rehabilitative Initiative in Correction
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CIS Course Trains Students to Handle Unexploded Weapons



It was a scene that easily could have caused concern to the unsuspecting passerby: Men in white hazmat suits and respirator masks Thursday tending to what appeared to be some sort of dangerous chemical spill outside the University of Tennessee building on Middlebrook Pike.

Fortunately, the scene was part of an exercise during the first week of an unexploded ordnance training course being offered by the university for the first time.

The UT Center for Industrial Services (CIS) is partnering with Maryville-based company Relyant, whose contractors help dispose of dangerous materials across the globe, to teach the seven-week, non-credit course that will prepare students to clear domestic military bases and test sites, as well as battle-torn regions worldwide.

Students will leave the course as Level I technicians — qualified to handle and dispose of unexploded weapons as well as other related tasks such as hazardous waste clean-up.

There are seven students enrolled in the 40-hour-per-week course. Nearly all have a military background.

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CTAS, Associations Gather in Nashville for Annual County Government Day

The County Officials Association of Tennessee (COAT) and the Tennessee County Services Association (TCSA) held their annual COAT/TCSA County Government Day conference April 10-11 in Nashville. This conference included board meetings and full membership meetings for all county associations and their affiliates. UT County Technical Assistance Service (CTAS) staff was on hand to answer questions from county and state officials.

This annual meeting provides CTAS employees an opportunity to discuss issues of legislative importance that could have an impact on county government. This year's conference was topped off by a general session and breakfast honoring the members of the 107th General Assembly. Tennessee's constitutional officers were on hand to hear Speaker of the House Beth Harwell, Lieutenant Governor Ron Ramsey and Governor Bill Haslam address the group of more than 400 county officials and guests. ■

Forum Focuses on Performance Excellence

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(TRICOR), discussed her department's participation in the Baldrige program and how important it is to involve all of the people in an organization in the process. David Hart and Rip Young, also from TRICOR, talked about the entire process and how it helped to improve the performance of their organization.

Patrick Lawton, city administrator in Germantown, led session two and told attendees about the broad improvements in a thriving municipality. He discussed his city and how going through Baldrige has led to improved processes in Germantown. The third session was conducted by Jim Ford with the Quality Adult Education Initiative for TNCPE.

"We were very pleased with the strong turnout," said Tom Kohntopp, program manager for the Naifeh Center. "All of the presenters have experienced Baldrige and are able to share with attendees how it has led to more streamlined and improved processes in their organizations." ■

CIS Course Trains Students to Handle Unexploded Weapons

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Chad Reep of Claxton served in the Marine Corps five years until he was honorably discharged in September.

Unhappy hanging house gutters upon his arrival home stateside, Reep learned of the unexploded ordinance course at a veteran's job fair and signed up that day.

"I loved the military so I figured getting into this field would give me an opportunity to still travel and maybe even work with the military again," said Reep.

There are only two other similar, university-affiliated programs in the U.S. — Texas A&M University and Colorado State University.

UT and Relyant wanted to make their program the most comprehensive in giving students all the necessary training and certification to prepare them for the job market, according to Tammi Croteau, a course director from Relyant who also has a background in explosive ordinance disposal through the Washington National Guard.

"That was our plan with all the certifications that we include," said Croteau. "These guys are going to come out as the complete package — ready to go on day one — and in today's economy they need every competitive advantage they can get."

Upon course completion, students will have their HAZWOPER certification, or Heavy Machinery Certification, and International Mine Action Standards, which allows graduates to work in de-mining efforts in areas like Afghanistan, where Relyant deploys many of its contractors. ■

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Ely, Moon Present at Continuing Education Symposium

Naifeh Center for Effective Leadership Training Specialist Macel Ely and UT County Technical Assistance Service (CTAS) e-Learning Specialist Mary Ann Moon recently spoke at the International Association for Continuing Education and Training (IACET) Symposium held in Atlanta. The symposium highlighted some of the "best practices" of continuing education across the country. Other presenters included the Georgia Department of Labor, ESI University, and Emory Healthcare.

Last year the UT Institute for Public Service (IPS) was granted an additional five years as an Authorized Provider for IACET accreditation. IACET is a top-quality entity that strives to "promote and enhance quality in continuing education and training (CE/T) through research, education and the development and continuous improvement of criteria, principles and standards." The organization was the first to develop the original Continuing Education Unit (CEU) along with the creation of the ANSI/IACET Standard for Continuing Education and Training.

During their session, Ely and Moon shared stories and insight on going through the accreditation process for IPS. They concluded by showing the audience the recently developed IPS CEU Approver's Sharepoint Site that IT Administrator Scott Gordy helped to create. The site has streamlined the process by which all IPS agencies submit courses for CEU approval; and as a result, the new method of approving courses has enhanced the level of effectiveness and efficiency for training departments. The session was well received by those in the audience.

For those not aware, each IPS agency has individuals on the overall IPS CEU Approval Committee. Once a course has been submitted for CEU, it must then be approved by three committee members and then receives a fourth approval by the overall IPS CEU Administrator. Below are the individuals who work diligently to ensure that courses meet the IACET standard and provide IPS agencies with a competitive edge over others in the area of adult learning.

Macel Ely, CEU Administrator
Bryan Lane, CIS
Mary Ann Moon, CTAS
Emily Miller, LEIC
Kurt Frederick, MTAS
PJ Snodgrass, MTAS

Martha Kelley, CIS
Kimberly Clark-Carney, CTAS
Chris Payne, CTAS
Lori Ungurait, LEIC
Gary Petree, MTAS



Macel Ely



Mary Ann Moon

Applications Being Accepted for Scholarships

Applications are now being accepted for two scholarships benefitting UT Institute for Public Service (IPS) employees and members of the County Officials Association of Tennessee (COAT).

MARY AND JACK JINKS INSTITUTE FOR PUBLIC SERVICE SCHOLARSHIP

Named for Vice President of Public Service Mary Jinks and her husband, Jack, endowment earnings fund an academic scholarship for a child or grandchild of an IPS employee or retiree. Eligible participants must be enrolled full-time for the fall 2012 semester and attend any UT campus including Chattanooga, Knoxville, Martin, Memphis and Tullahoma.

JIM AND MARIE MURPHY ENDOWED SCHOLARSHIP

The Jim and Marie Murphy Endowed Scholarship will provide scholarships for children and grandchildren of COAT members or County Technical Assistance Service (CTAS) employees. Eligible participants may attend any UT campus including Chattanooga, Knoxville, Martin, Memphis, Tullahoma and online. The scholarship recipient for the Murphy scholarship may be attending part-time.

For more information about either scholarship, contact Rhonda Campbell, IPS development director, at rhonda.campbell@tennessee.edu or (865) 974-6587. ■

IPS Leadership Academy Class Visits Nashville

The UT Institute for Public Service (IPS) Leadership Academy held its sixth session at the end of March in Nashville.

Participants received a Government Relations 101 briefing from Anthony Haynes, UT associate vice president and director of state relations. They also attended Tennessee House and Senate sessions, as well as the Senate local government committee meeting and the House education committee meeting.

The inaugural class wraps up its two-year program in August.

IPS currently is accepting nominations for employees to fill the second class. There

are three ways to be nominated: by an agency director or supervisor, by another IPS employee or through a self-nomination. Nominations are to be sent to Judie Martin, and the closing date is May 15. ■



Anthony Haynes discusses Government Relations 101.



Governor Bill Haslam took time to pose for a class picture with the IPS Leadership Academy class.



The Leadership Academy class attended the opening night session of the House of Representatives.

Stay Informed at IPS

The UT Institute for Public Service (IPS) has several outlets to keep employees and customers informed. They are listed below:

- The Exchange is mailed to customers and sent electronically to employees.
- The Mid-Month Update is sent to employees monthly.
- The IPS intranet is updated with news of importance for employees.
- Dr. Mary Jinks writes a blog that is posted twice a week.
Here is a link:
<http://ut-institute-for-public-service.blogspot.com/2012/04/annual-performance-reviews.html>
- Dr. Jinks communicates news to employees through e-mails.
- She also held brown bag lunch meetings last year in IPS offices across the state and met with each supervisor during the fall to share supervisor survey results.
- IPS maintains a Facebook page.
- The IPS Annual Conference is scheduled this year Aug. 8-10 in Chattanooga.



MTAS Staff, City Leaders Peak Interest in Benchmarking at Municipal Managers Conference

UT Municipal Technical Advisory Service (MTAS) staff who facilitate the Tennessee Municipal Benchmarking Project (TMBP), headed to Nashville on April 11-12 to promote performance management at the Spring Conference of the Tennessee City Managers Association.

Frances Adams-O'Brien and Sarah Young joined John Crawford to present on the TMBP, a comparative performance management project coordinated by MTAS for a decade. The project currently boasts 10 participating cities across the state of Tennessee. MTAS staff is focused on making fiscal year 2012 the biggest year yet for the project with plans to add even more cities.

MTAS staff briefed the audience on essentials of benchmarking, a timeline for the fiscal year 2012 project cycle and sample measures calculated in its annual report. Then they spotlighted the expertise of city leaders who have participated in the TMBP for the past 10 years with a panel discussion about the positive impact of the project in their localities.



Frances Adams-O'Brien

Cleveland City Manager Janice Casteel, Brentwood Assistant City Manager Kirk Bednar and Collierville Assistant to the City Manager Janet Geyer comprised the panel. Casteel celebrated the improved collaboration that occurred among city staff in the process of the project's data cleansing exercises, while Geyer emphasized how data generated by the project can aid in public relations. Bednar stressed the critical need for direction

from the city manager to insure buy-in among the staff in collecting the data, given the big commitment of work time and effort it entails. Panelists cited numerous examples of the positive impact of benchmarking including improved fire response times and verification of productivity levels in residential refuse collection.

The presentation generated a buzz among conference attendees and several cities expressed interest in joining the project as a result. "Performance measurement should ultimately be a tool for performance management," Adams-O'Brien relayed in the presentation. City leaders who have participated in this project confirm the powerful impact it has made in improving and monitoring their own city service delivery. ■



IPS ANNUAL CONFERENCE
AUGUST 8-10
CHATTANOOGA

Two Golf Tournaments to Benefit Muscatello/Rodgers Internship Endowment

The UT Institute for Public Service (IPS) is holding two golf tournaments this year to benefit the Paula Muscatello/Bill Rodgers Local Government Internship Endowment, which supports UT students studying public administration, finance, communications, engineering or other related fields who are interested in pursuing a career in local government.

The first tournament will be held June 5 in association with the Tennessee County Services Association Annual Conference. The tournament will be at the Sevierville Golf Club. It is a four-person scramble (\$400 per team or \$100 per golfer) with a shotgun start at 1 p.m. Lunch begins at 11:30 a.m. Sponsorships are also available at

\$125 hole sponsor, \$750 lunch sponsor and \$1,000 major sponsor.

The second tournament will be June 10 in association with the Tennessee Municipal League annual conference. It will be held at the Knoxville Municipal Golf Course. It also is a four-person scramble (\$400 per team or \$100 per golfer) with a shotgun start at 8 a.m. Sponsorships are also available at \$125 hole sponsor and \$1,000 major sponsor.

For questions or to register, contact IPS Director of Development Rhonda Campbell at (865) 974-6587 or rhonda.campbell@tennessee.edu. ■

Stokes Assists in Developing New Public Sector HR Certificate Program



Richard Stokes

Richard Stokes, a human resources consultant with the UT Municipal Technical Advisory Service (MTAS), recently received approval for the new Human Resources (HR) Certificate Training, The Three Pillars of Human Resources.

Stokes was instrumental in the creation of the new public HR state certificate program. With the leadership of Tennessee Department of Human Resources Commissioner Rebecca Hunter and her team, a committee was organized to develop a pilot program. The committee looked at a variety of options for the new program and aimed to provide a broad-based approach to public sector HR, ultimately deciding to offer the certificate

program. Members of the committee included: Alan Jones, Metro Knoxville Airport Authority; Celeste Taylor, city of Martin; Connie Etzkin, city of Columbia; Janet Curry, city of Farragut; George Dalton, The Pool; Gary Petree, MTAS; Terri Kinloch, UT County Technical Assistance Service (CTAS); and Trish Pulley and Lisa Spencer, Tennessee Department of Human Resources.

Stokes, along with Bonnie Jones and Josh Jones from MTAS, also recently completed the new Tennessee-sponsored HR certificate program. The certificate training is a competency-based training initiative that involves the Role of Human Resources in Public Sector, Legal Issues in Human Resources and Human Resources Administration. ■

Staff Applause

To: Paul Jennings, CIS



Debbie Barber

A few weeks ago, I was referred to your office by an assistant at Bob Corker's office. I had asked for help in navigating the federal purchase order system as well as needing help with a Navy testing lab's logjam. I first met **Debbie Barber** and met **Joe Flynn** a few days later. Their help has been invaluable. We are still working very closely with them and will continue to as we attempt to sell our products. I appreciate the assistance we have received and continue to receive. I'll be happy to share progress as we experience it.



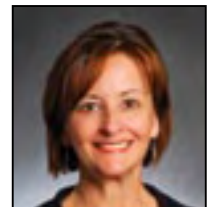
Joe Flynn

Trim Beasley, Center Star Inc.

To: Lynne Holliday, CTAS

Thanks so much for all the hard work. I appreciate the great assistance and direction that has been given by the CTAS team.

Richard S. (Rick) Copeland, Division Director
Memphis and Shelby County Division of Planning and Development



Lynne Holliday

Reminder: Nominations Due for 2012 IPS Annual Conference Awards

It is time to open the nominations for UT Institute for Public Service (IPS) employees to be recognized at the 2012 annual conference in Chattanooga. To nominate an employee, review the awards and their description. Some of the awards are for non-exempt employees, some for exempt employees and some are for either. A faculty member and a project of the year are also to be recognized. The Five Franklin Awards and the Vice Presidential Citation are chosen from those nominated for awards listed as well.

To nominate an employee, faculty member or project of the year, go to <http://intranet.ips.tennessee.edu/> and click on the "awards" category. A description of the

awards, as well as the past winners of the award, are listed. To nominate, click on the tab to nominate, and provide the name, award being nominated for and a narrative on why this person or project is deserving of this award. Then click submit. The closing date for the nominations is May 25 at the close of business. Nominations will not be accepted after that date.

If you have problems accessing the IPS intranet site or the awards site, contact your IT staff for assistance. If you have questions about the eligibility of an employee or determining the correct award, contact Judie Martin at judie.martin@tennessee.edu. ■

IPS May Calendar of Events

◆ CIS

May 2	8-Hour DOT Refresher, Nashville
May 8	Bloodborne Pathogens Workshop and Healthcare Update, Nashville
May 9	Storm Water Pollution Prevention Plan Training, Nashville
May 10	Bloodborne Pathogens Workshop and Healthcare Update, Knoxville
May 14	40-Hour HAZWOPER Hazardous Waste Site Worker, Bell Buckle
May 14	Storm Water Pollution Prevention Plan Training, Knoxville
May 15	Industrial Wastewater Workshop for Tennessee Industries, Nashville
May 22	8-Hour Site Worker Refresher (HAZWOPER), Nashville
May 22	8-Hour Emergency Response Refresher, Nashville
May 24	8-Hour Hazardous and Special Waste, Nashville

◆ CTAS

May 3	Drug Fund Overview, Franklin
May 10	Drug Fund Overview, Collegedale
May 15	Drug Fund Overview, Johnson City
May 16	Drug Fund Overview, Knoxville
May 22	Drug Fund Overview, Bartlett
May 23	Drug Fund Overview, Jackson
May 23-25	County Officials Certificate Training Program (COCTP) Capstone Event, Montgomery Bell State Park

◆ LEADERSHIP

May 6-11	Tennessee Government Management Institute, Knoxville
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◆ LEIC

May 1	Safe Schools Institute, Nashville
May 1-2	The Tennessee Innovation in Evidence-Based Program Conference, Chattanooga
May 2-3	Domestic Violence, Vernal, Utah
May 14-18	Forensic Digital Photography, Seattle

RECRUITMENTS

◆ CIS

Health/Environmental Consultant, Knoxville

◆ IPS CO

Assistant Vice President, Knoxville/Nashville

◆ MTAS

Finance/Accounting Consultant

◆ MTAS

May 2	Customer Service, Germantown
May 3	Drug Fund Overview, Franklin
May 8	Cash Management, Columbia
May 8	Cash Management, Jackson
May 8	Cash Management, Martin
May 9	Human Resource Overview, Chattanooga
May 10	Drug Fund Overview, Collegedale
May 10	Improving your ISO Rating, Franklin
May 15	Drug Fund Overview, Johnson City
May 16	Drug Fund Overview, Knoxville
May 16	Cash Management, Lebanon
May 16	Cash Management, Loudon
May 16	Cash Management, Martin
May 17	Improving Your ISO Rating, Jackson
May 18	Cash Management, Memphis
May 22	Drug Fund Overview, Bartlett
May 23	Drug Fund Overview, Jackson
May 23	Workplace Harassment and Workplace Violence, Chattanooga
May 24	Cash Management, Jackson
May 24	Cash Management, McMinnville

STATE SERVICE LONGEVITY

Elizabeth Adams, CTAS	7 years
Ralph Cross, MTAS	13 years
Pat Frost, CO	34 years
Emily Keyser, MTAS	3 years
Harry Kitchens, CIS	6 years
Tom Kohntopp, CO	5 years
Elaine Morrissey, MTAS	7 years
Ronnie Neill, MTAS	19 years
Lisa Shipley, MTAS	17 years
Mike Simmons, CIS	8 years
Robert Stooksberry, CTAS	20 years
Andre Temple, CIS	11 years

the EXCHANGE

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