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University expertise for community and workplace needs

State Grant Helps Provide Training for Elected Officials

With a grant from the Tennessee Department of Economic and Community Development, the UT Institute for Public Service (IPS) is providing training for elected officials in distressed counties and in cities where elected officials have not participated in training over a period of years.

The program, Pioneer Academy, provides training in economic development, planning and zoning, and retail development. The program also includes an Elected Officials Academy to provide training in foundations and structures of municipal government, charters, codes, open records, municipal financial overview and ethics, and open meetings. The training is provided at no cost to participants.

The first ever Pioneer Academy, conducted by the UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS), was held in January with 20 participants from Grundy, Van Buren and Bledsoe counties, and incorporated cities of Tracy City, Monteagle, Gruetli-Laager, Palmer, Spencer and Pikeville.

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Southeastern Command and Leadership Academy Graduates Ninth Class

College professors, criminologists, and law enforcement executives from across the state completed the ninth Southeastern Command and Leadership Academy (SECLA) on March 5.

Mike Hill, SECLA Program Manager at UT's Law Enforcement Innovation Center (LEIC) described the ceremony as an important occasion for the participants and for the successful partnerships created between universities, communities and law enforcement throughout the country.

"The University of Tennessee appreciates the willingness of our law enforcement, community leaders and funding agents in making this solid investment in public safety," Hill said. "This program, funded by the State of Tennessee, Office of Criminal Justice Programs, focuses on preparing law enforcement supervisors for the future of their community's quality of life, as well as the future of their profession."

The academy is a partnership between LEIC; the University of Tennessee, Chattanooga (UTC) Continuing Education Division; the UTC School of Criminal Justice; and the Tennessee Association of Chiefs of Police.

Jim Hammond, Hamilton County sheriff, was the keynote speaker. Other speakers were Dr. Helen Eigenberg, UTC chair, Department of Criminal Justice; Dr. Herbert Burhenn, dean of UTC's Arts and Sciences; Jason Starling, lieutenant for the Metro Nashville Police Department and SECLA class president; and law enforcement, university and community leaders.

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Left to right: Don Green, LEIC executive director; Deputy Chief Allen Branum, Hamilton County Sheriff's Office; Lt. Lynn Triplett, Hamilton County Sheriff's Office; Deputy Chief Ron Parson, Hamilton County Sheriff's Office; Sheriff Jim Hammond, Hamilton County; and Mike Hill, LEIC program manager.

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SECLA Graduates Ninth Class (cont'd)

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Starling told the class graduates that they are beginning a new phase of their careers.

"We begin using the knowledge we have acquired from our instruction and the knowledge and connections we have gathered from each other to move our agencies forward," he said. "To the instructors and SECLA staff, we say thank you for sharing your time and sharing your knowledge in order to help shape the future leadership of law enforcement."

Sheriff Hammond, in his keynote address, said, "On the occasion of the ninth graduation from the Southeastern Command and Leadership Academy, I was honored to participate in this noteworthy exercise in which 18 law enforcement jurisdictions graduated "Top Cops." Leadership training plays such an important role in law enforcement as we seek to influence society in the positive accomplishments of the men and women who stand in the gap between good and evil. Each of these graduates will return to their respective jurisdictions with new skills and abilities to make a positive impact for their command staff."

The course was divided into five one-week sessions in the classroom with two additional sessions presented online. The students included top law enforcement officials from Arnold Air Force Base, Chattanooga, Cleveland, Germantown, Johnson City, Knoxville, Martin, Memphis, Morristown, Nashville, Newport, Ridgetop and Waverly.

The program offers 12 undergraduate credit hours or six graduate level credit hours through UTC. Training sessions were held on the campus of UT Chattanooga.

Areas of study included leadership and management, emerging trends in law enforcement, ethics and integrity, risk management and liability, planning and budgeting, managing diversity and media relations.

With this graduation, the academy now has 250 alumni representing law enforcement agencies in seven states. Preparations are being made for the 10th session that will begin in July 2010. Applications are now being accepted, and registration is open to all law enforcement agencies. Funding for the next class is being provided by the State of Tennessee, Office of Criminal Justice Programs and the University of Tennessee.

Southeastern Command and Leadership Academy Class of 2010

Graduates of the ninth session are:

- Chief Randall T. Adcock, Ridgetop Police Department
- Lt. Tony Blakely, Tennessee State University Police Department
- Sgt. Jonathan Chambers, Chattanooga Police Department
- Sgt. John Drake, Nashville Police Department
- Capt. Grant A. Gillespie, Waverly Police Department
- Lt. Mike W. Gray, Germantown Police Department
- Major Michelle Jones, Morristown Police Department
- Lt. Edwin J. McGee, Germantown Police Department
- Major Donald Miller, Arnold Air Force Base
- Deputy Chief Ronald D. Parson, Hamilton County Sheriff's Office
- Sgt. Rodney J. Patton, Knoxville Police Department
- Sgt. Jerry A. Rogers, Bradley County Sheriff's Office
- Lt. Lambert B. Ross, Memphis Police Department
- Lt. Alan Ruhl, Memphis Police Department
- Chief Maurice J. Shults, Newport Police Department
- Assistant Chief Robert A. Spangler, Knox County Sheriff's Office
- Lt. Jason S. Starling, Nashville Police Department
- Sgt. Kelly Tanner, Knoxville Police Department
- Sgt. Landon M. Tipton, East Tennessee State University Police Department
- Lt. Lynn Triplett, Hamilton County Sheriff's Office
- Lt. Jim Underwood, University of Tennessee Police Department
- Capt. Randal G. Walker, Martin Police Department
- Sgt. Bakari D. Welles, Chattanooga Police Department

Review Committee Recommends IPS Report Directly to UT President

A committee appointed to review the organizational structure of the UT Institute for Public Service (IPS) within the University of Tennessee system has returned its findings.

The committee determined that IPS, as a statewide organization providing valuable service to the state of Tennessee, should report directly to the UT president. UT Interim President Jan Simek said the review committee, made up of Dr. Jack Britt, Dr. Joe Johnson, Dr. Jimmy Cheek, Dr. Joe DiPietro and Dr. Mary Jinks, had a strong appreciation for the IPS mission.

"I believe the study's clarification of the reporting role and its underscoring of the mission priorities will further strengthen IPS and enhance its growth and scope in the future," Simek said in an announcement. "I was particularly impressed with the strong level of interest and support among constituents across the state.

"The institute is a high quality organization with a very large and broad scope. It is a unique asset for the university and connects us with elected and appointed leaders in every county and municipality in Tennessee. The organization is functioning extremely well, with less than 5 percent of its budget going to administration."

The study offered some opportunities for improvements:

- Increase engagement with faculty in providing advice and service to constituents and in developing opportunities for scholarly efforts associated with that engagement;
- Build more synergy between IPS and UT Extension through collaborations in service and outreach; and
- Engage more students in IPS activities, particularly at the advanced undergraduate and master's levels so students can gain hands-on experiences and assist in solving real world problems.

A full report of the study available on the IPS Web site – www.ips.tennessee.edu. ■

New Members Named to CIS Advisory Council

The UT Center for Industrial Services (CIS) welcomed three new members to its advisory council at the February meeting.

The 21-member council provides advice and counsel to the CIS executive director and represents manufacturing and related organizations throughout Tennessee.

The new members are:

- **Alan Edington**, director of operations, Tennessee Bun Company, Nashville – CIS has worked with Edington on a Six Sigma faculty project. He has 20 years of experience in food manufacturing, as well as degrees from Purdue University and Indiana Wesleyan. For additional information, visit www.buncompany.com/bio_AE.html.
- **Clint Guinn**, president, Southeast Community Capital (SCC) – SCC is headquartered in Nashville and has offices in Knoxville, Kingsport and Jackson. SCC provides financing to industrial and commercial businesses across the state. Guinn has more than 11 years experience in all aspects of banking, including lending, risk management, strategic planning and operations. He has a master's degree in business administration from Vanderbilt University. For additional information, visit http://www.sccapital.org/about-us/staff/7.
- **Darrell Edwards,** vice president of operations, La-Z-Boy Tennessee in Dayton – CIS has worked with Edwards on Six Sigma and energy projects. As vice president, Edwards manages two manufacturing plants and two manufacturing supply centers. La-Z-Boy has approximately 1,600 employees working on its Dayton campus. He has 23 years management experience in manufacturing and has a master's degree in business administration from the University of Tennessee. ■

CTAS Consultant Conducts Roundtable Discussion on County Finance

County financial professionals from the Knox County region met at the UT Law Enforcement Innovation Center (LEIC) in Oak Ridge in February for roundtable presentations and discussions on county finance.

The meeting was led by UT County Technical Assistance Service (CTAS) County Government Consultant Ron Woody and attended by CTAS consultants Ben Rodgers, Marty Spears, Gary Hayes, Robin Roberts, Don Johnson and Rick Hall. Counties represented were Anderson, Blount, Campbell, Claiborne, Cumberland, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Rhea and Roane.

County Government Consultant Ron Woody discusses the new GASB Statement 54 to county financial professionals.

Loudon County Director of Accounts and Budgets Tracy Blair and Grant Administrator Julie Kleinschmidt gave a PowerPoint presentation on grant management from the initial application process to closing of the grant file. The presentation was based on a "football team approach" of getting all the players and coaches working from the same play book and fully executing the grant application and contract intent.

Woody then led a discussion on the implementation of the Governmental Accounting Standards Board (GASB) Statement 51 and GASB Statement 54. The GASB 54 discussion, or "The New Fund Balance" statement, focused on the many unanswered questions surrounding the statement. The roundtable group was charged to get a better understanding of the new fund terminology; review special revenue funds for potential closing; and continue studying, debating and considering various fund balance policies in preparation for the GASB 54 implementation scheduled for July 1, 2010.

The roundtable discussion continued after lunch as the group discussed topics related to the new debt management model policy, internal control policies for the signing of vendor checks/warrants, accounting for American Recovery and Reinvestment Act (ARRA) funds, current economy, sales tax and property tax collection rates, along with the 2011 budget and appropriation resolution language. ■

HEALTHCARE FACILITY EVACUATION TRAINING

Walter Idol, safety/emergency response consultant with the UT Center for Industrial Services (CIS), recently conducted Healthcare Facility Evacuation for Emergency Service Providers training in Knoxville.

In the training, emergency responders learn the techniques in how to transport multiple patients to another location in the event of an evacuation at hospitals, nursing homes, etc. Knoxville-area emergency responders were timed on loading stretchers on a school bus. ■

MTAS Information and Technology Team Trains Staff Using Live Meeting Software

For more than a week in March, the information and technology (IT) team from the UT Municipal Technical Advisory Service (MTAS) conducted online training webinars for the agency staff.

The IT team of Frances Adams-O'Brien, Justin O'Hara, Lisa Shipley and Becky Smeltzer trained the MTAS staff on Microsoft Office Communications Service (OCS), an online messaging and live meeting software. The hour-long class was offered five times to accommodate staff schedules. Each class was conducted via a Live Meeting webinar to both introduce the Live Meeting technology to staff and eliminate any travel costs for this training.

Topics included an overview of OCS; instant messaging (IM); personal presence and the connection to Outlook calendar; sending and receiving files; conducting video calls; sharing a desktop; using OCS for phone calls; and using OCS for conference calls. The team created a manual covering these topics and included some trouble-shooting tips and advanced features.

Gail Cook (Knoxville), Ralph Cross (Nashville) and Kay Stegall (Martin) offered real-world examples of how they have been using OCS to communicate with each other while working on the Certified Municipal Financial Officer program. The webinar was recorded and will be made available to staff to review as a refresher. This recording also will allow future new employees an opportunity to attend the class. The IT team received many positive responses from staff after the training was completed – both on the topic covered and the technology used for the training.

MTAS will continue to use Live Meeting to offer targeted training sessions to staff on topics ranging from the IT team's tech tips to project reporting procedures to overcoming travel reporting issues. ■

REGISTER NOW!

Muscatello/Rodgers Benefit Golf Tournament
Wednesday, June 9
Eagle's Landing in Sevierville

REGISTRATION DEADLINE MAY 15

For sponsorship or registration information,contact
Paul Bowman
at (865) 974-6587
or paul.bowman@tennessee.edu.

State Grant Helps Provide Training for Elected Officials

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Participants were asked to choose the locations and times for future academy training. Planning and Zoning was conducted in early February at the Gruetli-Laager Community Center. Retail Development was hosted by the town of Palmer in late February.

Pioneer Academies will be held at other locations in the state prior to June 30. ■

1-888-444-UTHR

From 865 area code, call 946-8847

Available 8 a.m. – 5 p.m. ET

Mark Your Calendars for the 2010 IPS Annual Conference

An overall awards dinner and individual agency meetings will make up the 2010 UT Institute for Public Service (IPS) Annual Conference scheduled for July 29-30 at Embassy Suites Hotel in Murfreesboro.

Each agency will be responsible for planning its meeting days and times. More information will be forthcoming from individual agency directors.

At the dinner, awards for service with IPS will be distributed and staff will be recognized for extraordinary achievements in public service and outreach. Staff members are honored through a variety of awards for customer service, teamwork, professionalism, special projects and excellence in public service. Some of the awards have monetary stipends that are made possible by a series of endowments created and funded by current and former IPS employees. Descriptions of the awards are listed below.

To nominate an employee, go to the IPS intranet site (http://intranet.ips.tennessee.edu), and click on the awards field on the left. Complete the nomination and submit via the intranet. The deadline for nominations is the close of business on Tuesday, June 2.

Nominations for the following awards are now open:

- **Horizon Award** is presented to a regular full-time or part-time non-exempt employee with less than three years of service with an IPS agency. The recipient must demonstrate positive attitude, show initiative, be a team player and exemplify excellence in performance.
- **Tom and Diane Ballard Award of Excellence** is presented to a full-time non-exempt employee who has demonstrated sustained high quality job performance, initiative, good communication skills, flexibility and commitment to the institute.
- **Public Service Achievement Award** is presented to a full-time or permanent part-time exempt public service staff member with less than three years of service with IPS. Selection is based on exceptional performance and productivity, scope of duties, degree of responsibility and extraordinary impact of work for a customer group.
- **Robert S. Hutchison Outstanding Public Service Professional Award** is presented to a full-time exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute and the university.
- **Project of the Year Award** is presented to a team of employees who must be working on an ongoing project or have completed a project that supports the IPS five-year strategic plan. A team may be in one agency, be in a cross-agency group, or be in a group made up of IPS staff and outside partners. Team selection is based on contributions promoting advancements in service quality, relationship development, entrepreneurial use of technology, approaches that advance the efficiency of customer operations or IPS (internal) operations, leadership development, exemplary use of face-to-face contacts or development of new methodologies for advancing face-to-face delivery of services, or advancement in the use of environmentally friendly technologies.
- **Faculty Excellence Award** is awarded to faculty members who have demonstrated commitment to public service, the mission of IPS and its agencies, and excellence in teaching or consulting. Additionally, the faculty member should be currently working with or have worked with IPS or its agencies within the last year.
- **Excellence in Service to IPS Customers** (formerly the Customer Service MVP award) recognizes an employee who demonstrates exceptional responsiveness to customer needs by tailoring products or services to a customer; following up with customers; developing and sustaining quality working relationships; and delivering services in a timely manner. This award is for working with external customers to IPS.
- **Excellence in Service to IPS** (formerly the Customer Team MVP award) recognizes an individual who provides behind-the-scenes support to IPS customers. The employee delivers services or products that exceed customer expectations, has an extraordinary willingness to work closely with their colleagues to achieve desired results. This award is for work that is done within the agencies.

For more information, contact Judie Martin at (865) 974-1535 or judie.martin@tennessee.edu. ■

Don't Forget the 2010 Census

Gary Jaeckel, MTAS Municipal Management Consultant

Both the UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS) will be working with Tennessee cities and counties to answer questions and provide guidance for the 2010 U.S. Census.

The census population totals will determine which states gain or lose representation in the House of Representatives. The census determines the amount of state and federal funding communities receive; and 2010 census data will directly affect how more than $3 trillion will be allocated to governments over the next 10 years. Businesses can use census data to locate supermarkets, new housing and other business facilities.

The 2010 census questionnaire will only contain 10 questions, making it one of the shortest questionnaires in history and will take approximately 10 minutes to complete. Questionnaires were mailed to households in March, and many households may receive a replacement questionnaire in early April. Census workers will be visiting households that do not return questionnaires beginning in April.

By law, the Census Bureau cannot share an individual's census responses with anyone, including other federal agencies and law enforcement agencies.

Subsequent to the initial mailing of 2010 census questionnaires, the Census Bureau will undertake an extensive campaign to take in-person counts of people living in group quarters, such as college dormitories, military barracks, nursing homes, shelters, as well as those displaced by natural disasters.

For individuals who are currently homeless, the Service Based Enumeration (SBE) operation has been created in order to ensure these individuals are counted. The SBE is designed to provide an opportunity for people experiencing some form of displacement or lack of permanent address to be included in the census by counting them at service-based locations, such as homeless shelters, soup kitchens, etc.

Census forms will be available at various community locations for use by people who either did not receive a census form in the mail or who believe they were not otherwise included on any other census form.

For additional information regarding the federal census, the Census Bureau has created a Census 2010 Web site (www.2010.census.gov) which contains helpful information regarding the census and the process being followed to ensure an accurate count is made of all cities and counties. ■

Staff Applause

William Haston

TO: WILLIAM HASTON, MTAS

It was so very nice to meet you, and on behalf of myself and City Clerk Kathy King, I'd like to express our sincere appreciation for your coming to Town Hall and providing us valuable financial information and direction. I'm confident your assistance will be a valuable tool and resource for us.

Carol A. Crook, Vice Mayor, City of Pegram

♦♦♦

Gary Petree

TO: GARY PETREE, MTAS

I thought Municipal Management Academy Level 3 was about bringing the learning from Levels 1 and 2 into the real work world, but it is so much more than that. It's about empowering employees to step up and take action. It's about helping them see that they can make a positive impact on the organization, regardless of their title or position. It's about opening their eyes to possibilities. Yesterday, one of our Level 3 folks said, "I recognized this problem in 2005 but didn't know what to do about it." I see the process that we take folks through in Level 3 as the most powerful, eye-opening, empowering experience we can give them. It is also the way we SHOULD be operating – process improvement through teamwork; team-building through focus on a shared goal/mission; employee driven initiatives (they know what is happening in the real world); adult-adult relationships with employees instead of the parent-child relationship of the hierarchy. I just wanted to say thank you for being a part of my 'Ah-Ha' moment.

April Moore, Training and Development Coordinator, City of Johnson City

♦♦♦

IPS April Calendar of Events

♦ CIS

April 6	Tennessee Environmental Regulatory Overview (TERO), Nashville
April 7	Communication, Collaboration and Teamwork, Nashville
April 12	40-Hour Site Worker, Bartlett
April 13	OSHA 10-Hour General Industry, Knoxville
April 13	Communication, Collaboration and Teamwork, Jackson
April 13	Lean Logistics Fundamentals, Nashville
April 14	Implementing the Lean Supply Chain, Nashville
April 20	OTI 500 Trainer Course in OSHA Standards for Construction, Nashville
April 20	OTI 501 Trainer Course in OSHA Standards for General Industry, Nashville
April 20	Communication, Collaboration and Teamwork, Jackson
April 22	Tennessee Environmental Regulatory Overview (TERO), Knoxville
April 26	Communication, Collaboration and Teamwork, Nashville
April 27	OSHA Safety and Health Management Programs, Jackson

♦ CTAS

April 1	Work Zone Traffic Control/Flagging Workshop, Jackson
April 8	Retail Development Workshop, Cookeville
April 8	Dealing with Difficult People Workshop, Franklin
April 19	Dealing with Difficult People Workshop, Johnson City
April 20	Dealing with Difficult People Workshop, Knoxville
April 21	Asphalt & Pavement Training for Highway Officials, Franklin
April 22	Dealing with Difficult People Workshop, Jackson
April 27-29	COCTP Capstone, Montgomery Bell State Park
April 27	Work Zone Traffic Control/Flagging Workshop, Cookeville
April 28	Work Zone Traffic Control/Flagging Workshop, Winchester

♦ LEIC

April 5	Botvin's Life Skills Training, Greeneville
April 5-9	Crime Scene Management in Correctional Institutions, Live Oak, Fla.
April 7-8	DNA Evidence Identification, Collection and Preservation, Oak Ridge
April 26-29	First Line Supervision and Management, Columbia
April 26-30	Crime Scene Management in Correctional Institutions, Crozier, Va.

♦ LEADERSHIP

April 6-8	SCUPSO (Knoxville)
April 8	Dealing with Difficult People, Franklin
April 14	Bridging the Gap, Nashville
April 16	TGMI Orientation, Nashville
April 19	Dealing with Difficult People, Johnson City
April 20	Dealing with Difficult People, Knoxville
April 22	Dealing with Difficult People, Jackson

♦ MTAS

April 9-10	Elected Officials Academy (EOA) Level I, Martin
April 14-16	Tennessee Association of Municipal Clerks and Recorders (TAMCAR) Annual Conference, Nashville
April 15	EOA Level II, Planning and Zoning, Spring Hill
April 21	EOA Level II, Personnel and Legal Issues, Monterey
April 22	EOA Level II, Council at Work, Spring Hill
April 23 -24	EOA Level I, Dyersburg

STATE SERVICE LONGEVITY

Rex Barton, MTAS	15 years
Chuck Beasley, CIS	15 years
Misty DePriest, CIS	6 years
Debra Dupree, CIS	12 years
Don Green, LEIC	2 years
Terry Hazard, CTAS	10 years
Sid Hemsley, MTAS	28 years
Bonnie Jones, MTAS	3 years
Kevin Lauer, CTAS	6 years
Armintha Loveday, MTAS	32 years
Warren Nevad, MTAS	11 years
Gary Petree, MTAS	3 years
Lynn Reed, CIS	14 years
Don Stone, CIS	14 years
Brett Ward, MTAS	14 years

RECRUITMENT

♦ MTAS

Executive Director, Knoxville

the EXCHANGE

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