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University expertise for community and workplace needs

Four IPS Agencies *to* Receive Tennessee Center *for* Performance Excellence Award

Four agencies of the UT Institute for Public Service (IPS) have earned Interest Level Recognition in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is the only statewide quality program and is patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence.

The Center for Industrial Services (CIS), Law Enforcement Innovation Center (LEIC), Municipal Technical Advisory Service (MTAS) and the Naifeh Center for Effective Leadership will accept the award at the 19th annual Excellence in Tennessee Awards Banquet on Feb. 22, 2012. The County Technical Assistance Service (CTAS) also submitted an application and is waiting for a site visit from TNCPE examiners.

Tennessee Center for Performance Excellence 2011 INTEREST AWARD

The inaugural class of the IPS Leadership Academy took on the Baldrige Performance Excellence Program application process as a group project and submitted Level I applications in August. The agencies that were already announced as Interest Award winners had site visits from examiners in the fall.

"We began the Baldrige application as a way to document the work our agencies do, because it's useful for the long term strategic direction of our agencies," said Dr. Mary H. Jinks, vice president of public service. "This process also allows for us to get outside feedback on our agencies from the examiners, and we value that."

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. This year, TNCPE has named 28 organizations as 2011 award winners. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

"Tennessee is competing not just nationally but internationally for new jobs, and each award recipient contributes to the state's success at the regional, national and international levels," Tennessee Gov. Bill Haslam said. "Tennessee is a better place to live and work because of the commitment to excellence and continuous improvement embraced by these organizations. Strong organizations such as these bring in investment and resources, playing a critical role in making Tennessee the No. 1 location in the Southeast for high quality jobs."

Organizations apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application. Since the program was

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UT Center for Industrial Services Hosts 2011 Tennessee Business Retention Course

Dr. Paul Jennings, CIS executive director, hosts a session at the 2011 Tennessee Business Retention and Expansion Course.

In an effort to help Tennessee businesses survive and grow, the UT Center for Industrial Services (CIS) hosted the 2011 Tennessee Business Retention and Expansion Course in November in Jackson.

The Tennessee Business Retention and Expansion Course was designed for community leaders and stakeholders who participate in the process and who are interested in the process of retaining and growing existing businesses in their local community and region. Workshop beneficiaries included chamber of commerce and economic and community development organization professionals, elected officials, government agency staff, community planners, utility personnel, business leaders, real estate brokers and developers, community volunteers and anyone interested in promoting a healthy and vibrant local economy.

"According to the state of Tennessee Department of Economic Development in 2009, 75 percent of all new jobs from manufacturing, distribution, headquarters and other selected services were from the expansion of existing businesses in Tennessee," said Dr. Andre Temple, economic development specialist with CIS and course director. "These statistics emphasize the importance of a comprehensive approach to economic development that includes strategies for business retention and expansion, recruitment and new business development." ■

MTAS Now Offering CLE Credits

For select courses offered by UT Municipal Technical Advisory Service (MTAS) attorneys, the agency is now offering Continuing Legal Education credits (CLEs).

MTAS legal consultants with assistance from Administrative Specialist Doug Brown, worked with the Tennessee Commission on Continuing Legal Education and Specialization and Tennessee attorneys to qualify courses for CLE accreditation and to report participant credit hours. Credit was offered for the November and December session of Administrative Hearing Officer Training. It also will be offered for Annual Legislative Updates courses scheduled for September 2012.

In order to receive credit hours, participants must register for the course and for a CLE offering for the same course in Solution Point. ■

Four IPS Agencies *to* Receive Tennessee Center *for* Performance Excellence Award

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founded in 1993, only 21 organizations have attained the excellence designation. While there will not be an Excellence Award presented this year, six organizations will be honored with the Achievement Award; 17 will be awarded a Commitment Award and five will receive Interest Recognition, which is the beginning level for organizations interested in adopting and applying performance improvement principles. A full list of winners can be found at http://www.tncpe.org/.

"This program takes a true commitment from leadership and dedication by the entire organization to refine their processes, delight the customers, engage their workforce and get real results," said TNCPE President Katie Rawls. "We are honored to work with organizations like the Institute for Public Service, as it pursues the journey toward continuous improvement and excellence."

TNCPE is a nonprofit, public-private partnership and is available to all businesses, educational institutions, health care organization, government agencies and other nonprofit entities. ■

MTAS Conducts First Administrative Hearing Officer Training Session

In November and December, 27 participants attended the first UT Municipal Technical Advisory Service (MTAS) administrative hearing officer training program for those who will be designated by their cities as administrative hearing officers.

This training program was the result of T.C.A. code 6-54-1001. Pursuant to this law, a city can, via ordinance, create an administrative hearing office with jurisdiction to hear violations of certain locally-adopted codes, including building code and property maintenance ordinances. The law also allows a city, through its administrative hearing officer, to levy fines for such violations in excess of $50.

Training participants included city managers and administrators, municipal judges, municipal attorneys, building inspectors, a fire chief, a storm water program manager and codes and planning officials. The attendees received 12 hours of instruction in the mechanics of the bill, housing and property maintenance codes, the administrative hearing process and the rules of open records and open meetings. Facilitators were from the legal team of MTAS, the Director of Codes and Building Safety for Metropolitan Davidson County, Administrative Law Judges from the Administrative Procedures Division of the Tennessee Secretary of State's office and the Open Records Counsel of the Tennessee Comptroller's office.

After their appointment as Administrative Hearing Officers, successful completion of this training authorizes participants to serve as Municipal Administrative Hearing Officers. ■

(Left) Eight employees who have joined UT Institute for Public Service agencies in the past year attended new employee orientation in November. Employees heard presentations from each agency and found out more about the institute overall. The employees are (front, left to right) Gail White (IPS Central Office), Stephanie Allen (Municipal Technical Advisory Service) and Katie Powell (Law Enforcement Innovation Center; (back row, from left) Matthew Coleman (LEIC), Martha Kelley (Center for Industrial Services), Wesley Robertson (County Technical Assistance Service), Michael Galey (CTAS) and Jim Thomas (MTAS).

New Employee Orientation

(Right) IPS employees conclude their orientation by playing "The Name Game" which consists of naming all the acronyms that have been mentioned in their training session.

The University of Tennessee Institute for Public Service

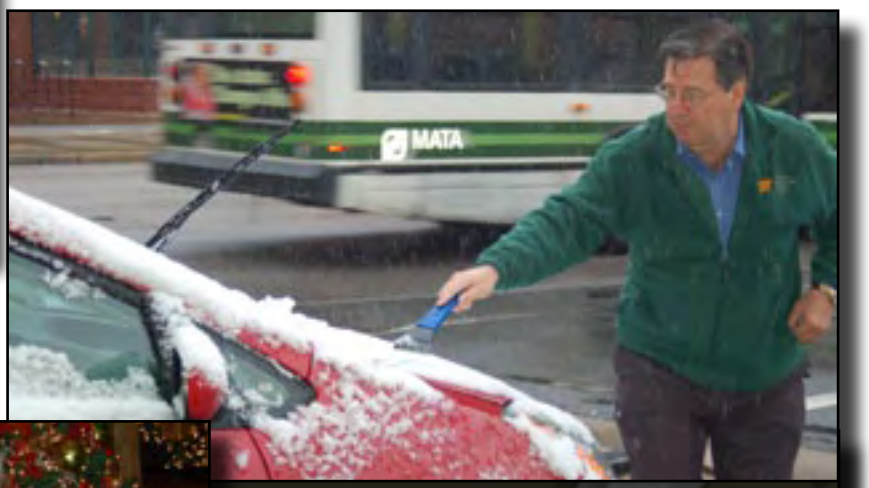
LEADERSHIP ACADEMY

The UT Institute for Public Service (IPS) Leadership Academy class visited Memphis during its most recent session.

(Above) Robin Roberts (left) and Libby McCroskey (far right) laugh at the gift Andre Temple received in the re-gift exchange.

(Below) The Leadership Academy class woke up to snow on its last day in Memphis. Lynn Reed and others had to clean their cars before heading from the hotel to the UT Health Science Center.

(Above) Dr. Charles May gave the class a tour of the compounding laboratory at the pharmacy school.



(Above) The class gathered for its group picture in front of the Christmas tree at The Peabody Hotel.

(Right) The class also toured the dental school, and Josh Jones put away his law books to try his hand at dentistry in one of the labs.

Best-Selling Crime Novelist Visits LEIC

Best-selling novelist and UT Law Enforcement Innovation Center (LEIC) supporter Patricia Cornwell visited the center in Oak Ridge in November to tape a segment for ABC's Nightline.

Nightline co-anchor Terry Moran and a film crew interviewed the novelist about her interest in the UT National Forensic Academy™ (NFA™) and forensics.

The interview aired on Dec. 6 and coincided with the release of Cornwell's new book Red Mist.

Last year Cornwell donated more than $1.2 million in rare books and collectibles to the NFA. ■

(Above) Patricia Cornwell shows Terry Moran some of the rare books she donated to the NFA.

(Right) The author talks to Moran in front of her helicopter.

(Above) Cornwell signs a copy of *Red Mist* for LEIC Executive Director Don Green.

Staff Applause

Warren Nevad

To: Warren Nevad, MTAS

Thank you once again for participating on the State Network's Success Stories panel at the Southern Bioenergy Networks meeting. We have heard nothing but positive comments about the meeting.

Sharing information on your organizations' mission, membership, work and achievements was a valuable part of the overall program and provided attendees with new ideas for working with stakeholders and pursuing policy objectives in their respected states.

As we move forward, your partnerships will be vital in keep the momentum going. We look forward to continuing this partnership and working with you all in 2012.

Brent Bailey, 25x'25 State Facilitator, Nashville

Tallent Honored with Retirement Reception

The UT Institute for Public Service (IPS) and Municipal Technical Advisory Service (MTAS) hosted a retirement reception in November for retiring Assistant Vice President Mike Tallent. Tallent's family, along with co-workers and former customers from his consultant days with MTAS, attended the reception. ■

UT President Emeritus Dr. Joe Johnson spoke at the reception

Tennessee Municipal League Executive Director Margaret Mahery presented Tallent with a retirement plaque.

MTAS retiree Sally Thierbach and current MTAS Legal Consultant Melissa Ashburn were among the many MTAS employees at the receptions.

IPS Gives to Others During the Holidays

Again this year, the UT Institute for Public Service (IPS) and several of its agencies took on service projects during the holiday season.

The UT County Technical Assistance Service (CTAS) once again adopted several LaVergne area families. Employees donated $1,600 and gifts to help the families they adopted have a Merry Christmas. More than $500 was left over after all gifts were bought and was donated to the Second Harvest Food Bank to help more families in need. For every dollar donated, four meals can be provided for those in need. More than 2,000 people will have a meal due to the generosity of CTAS employees and county association directors.

The IPS Central Office adopted three sisters from the Helen Ross McNabb Center's children's services program and donated items from the girls' special wish lists.

The UT Center for Industrial Services (CIS) held a food collection drive for the Nashville Rescue Mission.

The UT Municipal Technical Advisory Service (MTAS) is buying gifts for three Greenback children who need assistance. MTAS receives the names from the Greenback city recorder and will provide the children, all of whom live with their grandparents, with clothes, toys and a grocery store gift card. ■

Central Office elves (left to right): Mary Jinks, Jill Marling, Judy Wilhite, Gail White, Jane Davis and Tom Kohntopp.

CTAS elves (left to right): Debbie Blanchard, Patricia Burke, Claire Marsalis, Terri Kinloch, Bob Schettler and Chris Payne.

Inclement Weather Policy

With winter weather approaching, here is a look at the UT Institute for Public Service's inclement weather policy.

- Generally, inclement weather does not warrant the closing of IPS offices.

- Conditions caused by ordinary inclement weather require each employee to make a personal judgment regarding his or her ability to travel safely to and from work. Managers should allow employees to use annual leave if the employee feels it is not safe to travel. Employees who make the effort and who report within a reasonable period should not be required to use leave for that absence. Employees should notify their supervisor of their ability to travel.

- Occasionally, extraordinary emergency conditions caused by extreme inclement weather may warrant the closing of some IPS offices. When such conditions are thought to exist, the offices will follow the following guidelines on closure:

IPS Martin follows the UT Martin closing.

IPS Chattanooga follows the UT Chattanooga closing.

IPS Knoxville follows the UT Knoxville closing.

IPS Jackson follows the Ag Experiment Station closing.

IPS Oak Ridge follows the state of Tennessee closing for Anderson County.

IPS Nashville follows the state of Tennessee closing for Davidson County.

IPS Cookeville follows the state of Tennessee closing for Putnam County.

IPS Johnson City follows the state of Tennessee closing for Washington County.

Other work assignments follow the state of Tennessee closing for the county where the employee is working.

The State of Tennessee will make a decision on closing of state offices due to extreme inclement weather on a county-by-county or regional basis. Communication of any closing decision will be made as quickly as practical to public broadcast media. The decision is made by the Governor and that information is communicated to Human Resources. The means of getting notice out are: (1) HR e-mails leaders and agencies who can then notify their employees; (2) the Tennessee.gov website is updated with the latest information on closings; (3) all media are notified; and (4) TDOT has twitter and other websites that are updated.

If your home is your official duty station, you will not be closed due to inclement weather.

When an office is closed, please notify Judie Martin so Payroll is notified of the "leave by unscheduled administrative closing" and can coordinate time records with the closing. ■

(Effective Nov. 1, 2011)

IPS January Calendar of Events

♦ CTAS

Jan. 23-25	COCTP Renewal Conference, Murfreesboro

♦ LEIC

Jan. 10-12	Domestic Violence, Roswell, N.M.
Jan. 18-19	Meth Free Education in Tennessee Schools, Chattanooga
Jan. 23-28	Crime Scene Mapping, Gwinnett, Ga.
Jan. 23-28	Fundamentals of Cybercrime, West Jordan, Utah
Jan. 23-26	Survival Spanish for Law Enforcement, Roswell, N.M.
Jan. 24-25	Meth Free Education in Tennessee Schools, Germantown
Jan. 25-26	Meth Free Education in Tennessee Schools, Nashville
Jan. 26-28	DNA Evidence Identification, Collection and Preservation, Roswell, N.M.

♦ MTAS

Jan. 4	Municipal Management Academy (MMA), Communicating, Coaching and Counseling, Germantown
Jan. 5	MMA Human Resource Overview, Germantown
Jan. 10	Certified Municipal Finance Officer (CMFO), Financial Reporting I, Columbia
Jan. 10	CMFO, Financial Reporting I, Jackson
Jan. 10	CMFO, Financial Reporting I, Morristown
Jan. 18	CMFO, Financial Reporting I, Lebanon
Jan. 18	CMFO, Financial Reporting I, Loudon
Jan. 18	CMFO, Financial Reporting I, Martin
Jan. 20	CMFO, Government Financial Reporting I, Memphis
Jan. 26	CMFO, Financial Reporting I, Jackson
Jan. 26	CMFO, Financial Reporting I, McMinnville
Jan. 27	Elected Officials Academy (EOA), Foundations and Structure of Tennessee Municipal Government, Knoxville
Jan. 27	EOA, Charter, Code and Open Records, Knoxville
Jan. 28	EOA, Ethics and Open Meetings, Knoxville
Jan. 28	EOA, Municipal Finance Overview, Knoxville
Jan. 28	EOA, Council at Work, Knoxville

STATE SERVICE LONGEVITY

Harding Aslinger, CIS	9 years
Doug Bodary, CTAS	9 years
Patricia Burke, CTAS	19 years
Dana Deem, MTAS	2 years
Scott Gordy, IPS CO	11 years
Rick Hall, CTAS	20 years
Jim Hart, CTAS	4 years
Mike Hill, LEIC	14 years
Erin Ketelle, CIS	3 years
Claire Marsalis, CTAS	4 years
Susan Robertson, IPS CO	4 years
Jim Slizewski, CIS	17 years
Victoria South, MTAS	6 years
Marty Spears, CTAS	13 years
Patty Wells, CIS	4 years
Linda Winstead, MTAS	27 years
Dale Wolfe, MTAS	4 years

RECRUITMENTS

♦ **CO**
Development Director, Knoxville

♦ **CTAS**
Management Intern, Nashville

♦ **MTAS**
Administrative Support Assistant III, Nashville
Finance Consultants (3), To be determined

DEPARTURE

♦ **CIS**
Johnny Winstead, Knoxville

The IPS 40th anniversary logo appeared in the TGEI picture, upper right corner, on page 3 in the November issue of The Exchange.

Gary Jaeckel from MTAS was the December winner.

This was the final issue for finding the 40th logo contest.

the EXCHANGE

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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

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