



Nevad Assists Kingston Long-term Recovery Committee with TVA Ash Spill

Warren Nevad, a consultant with the [UT Municipal Technical Advisory Service \(MTAS\)](#), facilitated a goal-setting session with Kingston officials discussing the possible long-term implications of the December coal ash spill at the Tennessee Valley Authority's (TVA) Kingston plant.

The incident has raised national attention and concern from various environmental groups.

On Jan. 31, the city of Kingston conducted a day-long recovery workshop regarding the spill. The city asked Nevad to gather feedback from Kingston's board and prioritize goals to address the implications.

Board members discussed issues such as property value fluctuations, economic conditions and impacts on tourism. The city of Kingston complimented TVA's willingness to help the city deal with the impacts of the spill, which occurred on Dec. 22, 2008.

Kingston developed three major goals as a result of the workshop.

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Industry Workers Complete OSHA Training Institute Course

Manufacturers across Tennessee have taken an important step to ensure safe work environments by designating personnel to become Occupational Safety and Health Administration (OSHA) authorized outreach trainers through the state's only OSHA Training Institute Education Center, the [University of Tennessee Center for Industrial Services \(CIS\)](#).

Last year, OSHA chose UT CIS and North Carolina State University (NCSU) to serve as an OSHA Training Institute (OTI) Education Center for Region IV. UT and NCSU comprise the Southeastern OTI Education Center.

Fourteen individuals representing 12 organizations in Tennessee and one in North Carolina completed UT's first OTI 501 Trainer Course in OSHA Standards for General Industry in January.

Using OSHA standards as a guide, instructors taught course participants the value of effective instructional approaches and the best uses of visual aids, presentations, online resources and handouts. Instructors included John Gleason from Tennessee OSHA (TOSHA), who pointed out differences in TOSHA standards and federal standards; private consultant Jim Kirk, who is a TOSHA retiree; and Bryan Lane, UT CIS consultant.

"Manufacturing jobs can be dangerous. Employees need to 'sweat the small stuff' and always be on the lookout for safety and health hazards," said Lane.

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Class participants learn proper techniques in the event of a workplace accident.

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Tennessee Law Enforcement Executives Graduate from UT Command College

Thirty law enforcement executives from Tennessee have completed the [2009 Southeastern Command and Leadership Academy](#) (SECLA) at the University of Tennessee.

Now in its eighth year, SECLA is a leadership development program at the UT Law Enforcement Innovation Center (LEIC). Classes and graduation are held at UT Chattanooga (UTC) each year, and the now more than 200 alumni of the program represent law enforcement from seven states.

Mike Hill, SECLA program manager at UT LEIC, said the graduation is not only a special occasion for the class, but a testament to the successful partnerships created between universities, communities and law enforcement statewide.

"This academy brought together command staff officers and the region's top criminal justice scholars to prepare the officers for increased responsibilities in senior administrative positions," Hill said. "The participants have been through a process that will have both immediate and long-term impacts on their agencies and communities."

The 2009 SECLA class named Sgt. Chris Caulpetzer of the Knoxville Police Department as class president.

"One of the most valuable assets gained from attending this academy is not listed on the curriculum, and that is the level of networking which has been created between all of my classmates while being here together. The exchange of ideas and information, and the friendships that have been formed across all of the departments represented here, that will last forever," Caulpetzer said.

SECLA is divided into seven, one-week sessions that are held over seven months on the UTC campus. The flexible one-week per month training schedule minimizes the participants' extended absences from work and home.

The program offers 12 undergraduate credit hours or six graduate level credit hours through UTC. Areas of study include leadership and management, emerging trends in law enforcement, ethics and integrity, risk management and liability, planning and budgeting, managing diversity and

media relations.

"We are thrilled to continue our partnership with LEIC, which demonstrates the university's commitment to community engagement. It is our privilege to participate in a program that integrates academic research and field practice to ensure that our leaders in policing have the most current, state-of-the-art information and knowledge," said Helen Eigenberg, professor and chair of the Department of Criminal Justice at UTC.

SECLA is a partnership between the UT LEIC, UTC Continuing Education Division, UTC Department of Criminal Justice and the Tennessee Association of Chiefs of Police. The Tennessee Department of Finance and Administration provides financial support for SECLA.

Preparations are underway for 2010 SECLA, which begins in July 2009 and graduates in January 2010. The application process will open soon to all law enforcement agencies.

The 2009 SECLA graduates are from the following agencies: Germantown Police Department, Vanderbilt Police Department, Knoxville Police Department, Chattanooga Police Department, Blount County Sheriff's Office, Johnson City Police Department, Columbia Police Department, Hamilton County Sheriff's Office, Metro Nashville Police, Loudon Police Department, Jefferson County Sheriff's Office, Arnold Air Force Base, Signal Mountain Police Department and Chattanooga Housing Police.



(left to right) Sgt. Chris Caulpetzer, Knoxville Police Department, SECLA Class President receives the Gavel Award from SECLA Program Manager Mike Hill. The award is given each year to the SECLA class president.

"The University appreciates the willingness of our law enforcement chiefs and sheriffs, community leaders, and funding agents to make this solid investment in public safety. This program, funded in part by the Tennessee Office of Criminal Justice Programs, focuses on preparing law enforcement supervisors for the future of public safety, as well as the future of their profession," said Daniel Baker, UT LEIC executive director.

Industry Workers Complete OSHA Training Institute Course

(continued from page 1)

"When company managers send employees to become authorized to deliver OSHA outreach training on-site, they are demonstrating a commitment to the safety of their employees. Safer working environments are a positive to any community, and UT is privileged to help the state's manufacturers realize their goals of safer workplaces," said Lane.

The OTI offers train-the-trainer courses in general industry and construction. Completing an OTI trainer course is the only way a person can earn OSHA authorization to deliver 10- and 30-hour OSHA outreach classes in general industry or construction.

Those who enroll in the trainer course must have at least five years experience in general industry safety. During the course, participants discussed ways to help employees look out for dangers in the workplace, whether that's a faulty handrail, broken ladder, or unguarded skylight or roofline.

Electrical hazards, fall hazards, and communication and notification requirements are among the most common dangers of which employees must be aware.

The following people became OSHA authorized outreach trainers following completion of the OTI 501 Trainer Course at UT CIS:

Dean Beam, Required Training, LLC
Dennis Boone, Kysor Panel Systems
George Bowles, Bowles Health and Safety Services
Dale Dumont, Goodman Manufacturing L.P.
Alice Durham, USEC, Inc.
Chris Evans, Malibu Boats West, Inc.
H. Carlton Freeman, BIS Frucon Industrial Services
Al Gourley, Glaxo Smith Kline
Dennis Greer, Appalachian Valley Training Center
Walter Idol, UT CIS
Janet Rowe-Eikenberry, UT Medical Center
Sheri Shanks, Cintas First Aid and Safety
Ted Stolpe, Eagle Bend Manufacturing, Inc.
Joseph Stringfield, Goodman Manufacturing L.P. ■

CTAS TRAINING

CORNER

The [UT County Technical Assistance Service](#) (CTAS) kicked off its spring training schedule in January with an evening ethics class in Franklin taught by CTAS Legal Consultant Steve Austin. The night session was geared toward the schedule of county commissioners and other county officials who are unable to attend regular day classes.

In February, CTAS offered an Understanding Workstyles Workshop. This four-hour class described the different generations in the workforce and examined the different work styles of each generation. Participants learned how to improve their communication and strengthen working relationships with the people of varying generations in their offices.

Next on the agency's training agenda is a three-part series dealing with managing county finances. CTAS consultants developed the series, which includes workshops pertaining to capital budgeting, county debt management and the county operating budget. The sessions will begin in March in Franklin and Jackson and will wrap up in April with classes in Dunlap, Cookeville, Knoxville and Johnson City. ■

Nevad Assists Kingston Recovery Committee

(continued from page 1)

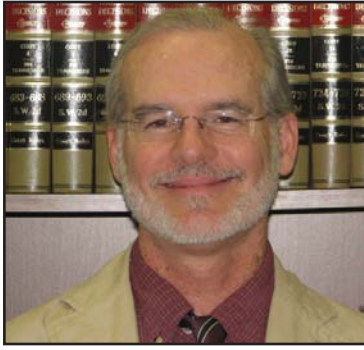
Quality Growth Issues — Expand the current Sewer plant to keep up the momentum of good quality growth

Quality of Life — Implement long-term health study — air and water quality for all

Image — Public relations campaign

- Green Kingston — Renewable energy plan and implementation
- Downtown beautification plan and implementation

Nevad will work closely with Kingston officials to help meet the goals. Kingston also hired a public relations firm to help rebuild the city's image, according to Mayor Troy Beets. ■



Steve Lobertini

Steve Lobertini Retires from MTAS

Steve Lobertini, codification consultant with the UT Municipal Technical Advisory Service (MTAS), retired from the agency at the end of February. Lobertini worked for MTAS for 17 years and was the driving force in the codification of city codes and charters.

"Steve has more than exceeded our expectations of delivering code service to cities across the state," said Mike Tallent, MTAS executive director. "Because of his leadership and those working with him, the codes department has greatly increased its production through the years."

During his tenure at MTAS, Lobertini received numerous MTAS and Institute for Public Service awards. His sense of humor and good nature made him a popular co-worker among MTAS employees. In his retirement, he plans to travel, ride his motorcycle and live life to the fullest. ■

Certified Municipal Finance Officer Program Rolled Out in February

The UT Municipal Technical Advisory Service (MTAS) presented the first in a series of classes in the [Certified Municipal Finance Officer Program](#) (CMFO) in February.

The Municipal Finance Officer Certification and Education Act of 2007 requires most cities to have a chief financial officer (CFO), who is either a CMFO or exempt from earning the certification, or a qualified contractor of these services. MTAS is charged with administering the educational program and testing those who want to achieve the CMFO designation.

With the assistance and review by staff of the Tennessee State Comptroller's Office, MTAS has developed the first in this series entitled Government Environment, which covers many of the state and federal laws, regulations and compliance issues that Tennessee municipalities must deal with on a daily basis. MTAS will offer the eight-hour class, the first of 11 topical subjects as required in the law, in a number of locations across Tennessee.

MTAS developed a database of municipal officers who have qualified to apply as candidates in this program and recently notified those individuals of the registration procedures and classroom sites. This also provided a study guide for them to review prior to attendance.

"MTAS has worked very hard in developing course material necessary to comply with requirements of the new law and at the same time make the course challenging for all levels of finance personnel in Tennessee municipalities," said Mike Tallent, MTAS executive director. "MTAS has a great working relationship with staff from the Comptroller's Office and looks forward to developing the remaining class modules. We are encouraged by the interest shown by finance officers across the state and feel that those participating will reap tremendous benefits that will be used in operating their offices and providing a higher level of service to their constituents."

Topics to be included in the complete program include governmental accounting and reporting, internal control and auditing requirements, debt administration, strategic and capital improvement planning, payroll and benefits and purchasing. Instructors for each of the 11 separate modules will be MTAS finance consultants, all of whom are certified public accountants, certified government finance managers or certified public finance officials. Each full-day class is followed by an hour of testing to verify the applicants' understanding of the course material. Upon certification as a CMFO by the Comptroller's Office, an applicant must maintain certification by earning at least 24 hours of continuing education units (CEUs) each calendar year. ■

UT CIS Touts New Solutions Approach for Tennessee Manufacturers

by Lynn Reed, UT CIS Resource Manager

Does Rapid Enterprise Solutions Work?

A company wanted to grow its business and branch into new markets, but constraints to its market penetration were multiple:

- Shop floor space (full) 24,000 sq. ft.
- Lead time 3 weeks
- Response time, defects 10 hours
- Inventory (all) \$1.6 million
- Scrap costs \$600,000
- Distance traveled per unit 2,230 ft.
- Parts per worker hour 3.5
- Downtime 65 man hours/day

The company's customer was reluctant to open new markets to the company and perceived a lack of product innovation and an inability to meet delivery promises.

After implementing RES, the company realized the following results in nine months:

- Process floor space reduced to 3,200 sq. ft.
- Lead time reduced to 1 week
- Defect time reduced to 1.5 hours
- Inventory dropped to \$1.2 million
- Annual scrap costs reduced to \$260,000
- Distance traveled reduced to 1,200 ft.
- Parts per worker hour increased to 5.5
- Downtime fell to 6.5 man hours per day

Furthermore, infrastructure and personnel changes allowed the company to add production of two new innovative products at the site. The company's economic benefit totaled about \$8.9 million. By reducing customer lead-time, the company is now an industry leader capable of addressing customers' supply concerns and opening new markets.

The University of Tennessee Center for Industrial Services (UT CIS) is moving to help manufacturers boost sales, profits, and productivity by offering the Rapid Enterprise Solutions (RES) program, which shows companies how to find and fix weaknesses on the manufacturing shop floor, in the office and in the supply chain.

The results are compelling and real. A West Tennessee steel fabricator had demonstrable success with RES, reducing customer lead time and creating opportunities for increased sales. With optimized capacity and resources, the company commercialized new products and realized profits of \$8.9 million. (See Case Study at left.)

RES benefits are simple and quick to realize. Single piece flow of product, increased value-added work, lower inventories, balanced work and reduced waste are just a few benefits.

Further, freeing assets for additional product lines and increasing capacity becomes commonplace. UT CIS leaves the company with the ability to continue this effort independently and guarantees the company can attain 20 percent cost reduction and another 20 percent of business growth.

What distinguishes Rapid Enterprise Solutions? The process starts with an organization's senior management and works to align the company's culture, strategy and operations throughout its entire supply chain and with external customer needs.

When an organization implements RES, its leadership and executives lay out a change strategy. They learn about lean accounting principles and metrics and complete a high-level implementation plan and communication strategy.

Plant areas are prioritized and the executive team identifies key value streams at which to start. A core leadership team of middle managers leads the initiative.

Plant employees undergo training and the team addresses each value stream. The plant staff takes ownership of the process and learns to replicate RES without CIS' help.

Done correctly, this again frees up capital and resources for other business and marketing opportunities.

The Rapid Enterprise Solutions program is yet another way CIS is helping manufacturers across Tennessee increase profits, expand markets and employ Tennesseans. ■

MTAS Updates Management Academy Curriculum

Since its inception almost five years ago, the [Municipal Management Academy](#) (MMA) at the UT Municipal Technical Advisory Service (MTAS) has served more than 2,000 city employees by providing a workplace training opportunity to develop or refresh leadership and management skills.

MMA is designed for those serving as first-line supervisors and mid-level managers in municipal organizations. The energy created by this professional development program has been tremendous, and the benefits that individuals and organizations gain from participating in the training continue to grow.

However, like any other employee development program that stands the test of time, maintaining the value of MMA requires vigilance for ways to maintain and improve its relevance and effectiveness. Based on observations and the constant collection and evaluation of feedback from participants, the MTAS training team completed a review, revision and update of the MMA Level I curriculum and released the new material in January 2009.

MMA provides three levels of training, with each having at least 32 contact hours facilitated by experienced and professional trainers. Level I training sessions provide the basic foundation of knowledge for successful supervision and the opportunity to develop or refresh several basic supervisory skills.

Moss Masters Part I of Lighting the Way Certification

Brenda Moss, IPS administrative secretary in Jackson, recently completed the UT Leaders: Lighting the Way Part I certification.

This 32-hour certification program prepares graduates for supervisory responsibilities and demonstrates commitment to continuing education and job enrichment. Moss and other UT employees who completed Part I were honored with a breakfast in January.

"I did this in a non-traditional manner in that all my classes were online," Moss said. "Because I'm so far from campus, I was grateful that I was given an alternative way to complete the training. It's a very broad range of classes and I'd certainly recommend it." ■



Brenda Moss

The recent effort to update the curriculum focused on re-arranging some training material to increase efficiencies between sessions.

This freed up some of the 32 contact hours in Level I for topics that participants often said needed more time and freed time to add material that participants often requested.

One change involved adding Motivating Your Workforce as the capstone session for Level I. This session started out as an MMA elective for participants in Levels II and III. However, due to recurring requests for this topic by participants in Level I, MTAS updated the material and moved it to the Level I curriculum.

MTAS will continue to offer Motivating Your Workforce as an elective for Level II and III participants. ■

New FMLA Regulations for Military Families Enacted by Congress

In 2008, Congress passed new and extensive family leave entitlements for relatives of those serving in the military. The newly-created qualifying exigency leave allows eligible employees of covered employers to take up to 12 weeks of Family Medical Leave Act (FMLA) leave if their spouse, child or parent is on active duty or has been called to active duty in the armed forces in support of a contingency operation.

The regulations clarify that under those statutes, the leave applies only to families of members of the National Guard and Reserves and certain retired members of the military, not to families of active members of the regular armed services. It also only applies to a federal call to duty or a state call under order of the president.

In addition, there is another section that applies to military caregiver leave that states that an eligible employee may take up to 26 work weeks of leave during a single 12-month period to care for a covered service member.

For further information on the FMLA as it pertains to the military leave act, contact Ashley Jones at the Office of Human Resources, Employee Relations, 974-6618. ■

Get to know ...

Terri Kinloch, training consultant, has been with the UT County Technical Assistance Service for five years. Her duties include planning, marketing, developing and delivering training courses for the County Officials Certificate Training Program (COCTP). She has a bachelor's degree in human and organizational development and a master's degree in human resource development from Vanderbilt University.



Terri Kinloch

She spends most of her free time chasing after her very energetic three-year-old son Cameron and her even more energetic Jack Russell Terrier Tucker. She enjoys walking, watching movies, enjoying the outdoors and spending time with family and friends. Kinloch said she hibernates in the winter, so she is looking forward to spring. ■

Stefanie Ellis began her career at the University of Tennessee Law Enforcement Innovation Center (LEIC) in January 2009 as a coordinator for school safety programs.



Stefanie Ellis

Ellis coordinates a variety of training programs and statewide conferences offered to Tennessee schools. LEIC offers an assortment of training programs throughout the year based on prevention research and school safety initiatives recommended by the U.S. Department of Education. These programs are a partnership with the Tennessee Department of Education School Safety Center in its statewide initiative to ensure all of Tennessee's youth have a safe and disciplined learning environment.

Ellis received her bachelor's degree in English and health and human performance with certification to teach from Austin Peay State University. She then completed her master's degree in public administration at UT. Before joining LEIC, Ellis worked as the training and membership director for the Tennessee Association of Chiefs of Police and as an associate lobbyist for the government relations firm Smith, Johnson and Carr in Nashville. ■



Frances Adams-O'Brien



Mike Hill



Deidra Phillips

Staff Applause

TO: FRANCES ADAMS-O'BRIEN, MTAS

Thank you for your help with the skateboarding ordinance. I appreciate you and how efficient you are. It is a pleasure to have a cheerful helper and you certainly fit that category.

Chuck Ziegler, Police Chief, Athens



TO: MIKE HILL, LEIC

I wanted to tell you that I enjoyed the Southeastern Command and Leadership Academy (SECLA) graduation. This is obviously a program that is put together well and we are glad to be sponsors of it. Thank you for acknowledging us. Although it wasn't necessary, it was a very nice gesture as were your kind words. I always enjoy the trip down there and your hospitality.

Bill Scollon, Assistant Director
Office of Criminal Justice Programs, Nashville



TO: SUSAN FRANT, LEIC

The police department would also like to thank **Deidra Phillips**, homeland security specialist, for her hard work in the coordination of the T-4 instruction team and registration of the participants for this important homeland security training. Phillips also attended this program delivery which shows the continued commitment level of the University of Tennessee regarding transportation safety. Thank you for the support that the UT Law Enforcement Innovation Center has given the city of Tempe Police Department and our efforts to create a safe and successful transportation system.

Mike Powell, Tempe (Arizona) Police Department



IPS March Calendar of Events

◆ CIS

- Mar. 9 8-Hour Site Worker Refresher, Knoxville
- Mar. 10 Confined Space Overview, Nashville
- Mar. 10-11 16-Hour DOT, Knoxville
- Mar. 10-11 ISO 9001:2000 Internal Auditor, Nashville
- Mar. 11 8-Hour Excavation Competent Person, Nashville
- Mar. 11-13 Clandestine Methamphetamine Lab Decontamination Contractor Class, Nashville
- Mar. 12 8-Hour Emergency Response Refresher, Nashville
- Mar. 12 Disciplined Problem Solving, Nashville
- Mar. 17-18 16-Hour DOT, Nashville
- Mar. 17-18 ISO 9001:2000 Internal Auditor, Jackson
- Mar. 17-20 OTI 511 Occupational Safety and Health Standards for General Industry, Bartlett
- Mar. 19 8-Hour Site Worker Refresher, Nashville
- Mar. 19 Disciplined Problem Solving, Jackson
- Mar. 23-27 Lean Certificate Series, Gatlinburg
- Mar. 24-25 ISO 9001:2000 Internal Auditor, Knoxville
- Mar. 24-25 OSHA 10-Hour General Industry, Nashville
- Mar. 24-26 24-Hour Emergency Response Technician, Nashville
- Mar. 26 Disciplined Program Solving, Knoxville
- Mar. 26 Industrial Hygiene Made Easy, Knoxville
- Mar. 31 8-Hour Site Worker Refresher, Johnson City
- Mar. 31 Tennessee Environmental Regulatory Overview, Nashville

◆ CTAS

- Mar. 3-4 County Government Day, Nashville
- Mar. 11-13 Local Government Corporation Resource Conference, Gatlinburg
- Mar. 17-18 County Officials Certificate Training Program (COCTP) Renewal Conference, Knoxville
- Mar. 18 Operating Budget Workshop, Franklin
- Mar. 18 Capital Budget Workshop, Franklin
- Mar. 19 Debt Management Workshop, Franklin
- Mar. 30 Operating Budget Workshop, Jackson
- Mar. 30 Capital Budget Workshop, Jackson
- Mar. 31 Debt Management Workshop, Jackson
- Mar. 31- April 1 COCTP Renewal Conference, Jackson

◆ LEIC

- Mar. 10 Building Trust Among Youth and Police, Train the Trainer, Knoxville
- Mar. 10-12 Transit, Terrorist Tools & Tactics (T4), New Haven, Conn.
- Mar. 24-26 T4, Queens, NY

◆ MTAS

- Mar. 3 Managing Projects, Maryville
- Mar. 4 Making Effective Decisions, Kingsport
- Mar. 11 Finance, Johnson City
- Mar. 11 Finance, Franklin
- Mar. 12 Finance, Knoxville
- Mar. 13 Finance, Collegedale
- Mar. 18 Workplace Harassment and Workplace Violence, Collierville
- Mar. 18 Developing Teamwork, Kingsport
- Mar. 19 Workplace Harassment and Workplace Violence, McMinnville
- Mar. 23 Finance, Jackson
- Mar. 24 Finance, Bartlett

SERVICE ANNIVERSARIES

David Angerer, MTAS	8 years
Gail Cook, MTAS	1 year
Sherri Cooper-Duru, CIS	12 years
Don Darden, MTAS	13 years
Ron Darden, MTAS	8 years
Tess Davis, MTAS	8 years
Susan Frant, LEIC	3 years
Kurt Frederick, MTAS	24 years
Tammy Gage, CIS	9 years
Robert Geiger, LEIC	1 year
Keith Groves, CIS	4 years
Pat Hardy, MTAS	20 years
William Haston, MTAS	1 year
Walter Idol, CIS	24 years
Leigh Ann Lawson, MTAS	1 year
Alan Major, MTAS	23 years
Dan Miller, CIS	1 year
Beth Phillips, IPS CO	29 years
Robin Roberts, CTAS	14 years
Marie Vesser, IPS CO	28 years
Ron Woody, CTAS	6 years

NEW HIRE

◆ IPS CO/LEIC

Andi Damewood, IT Administrator, Knoxville

DEPARTURES

◆ CIS

Becky Peterson, Business Manager, Nashville
David Doane, Consultant, Knoxville

◆ MTAS

Steve Lobertini, Consultant, Knoxville



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