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University expertise for community and workplace needs

HR Defines Inclement Weather Policy for Nashville Employees

A winter of inclement weather in the state capitol led to confusion among UT Institute for Public Service (IPS) Nashville staff as well as other UT employees in that city about weather policies. The IPS Employee Relations Committee (ERC) brought up the topic at one of its quarterly meetings, and the concern was taken from the ERC meeting to university-wide human resource officers and to the UT president's office.

The result is a clear inclement weather policy for all UT employees in Nashville.

"The concern raised was that decisions to close offices have been inconsistent, and employees felt they were treated differently depending on their unit," said UT Chief Human Resource Officer Linda Hendricks. "At the Human Resources Officer's quarterly retreat, we looked at several options including continuing different processes and following the Davidson County School schedule. We felt that different options for each unit would continue to cause confusion, and school systems (such as Davidson County) often have to close when we would not because of their school bus policy.

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CIS Uses Sevier County Theme Park for Training

The UT Center for Industrial Services (CIS) took to the air in March by conducting a five-day ropes rescue training course for the City of Pigeon Forge Fire Department.

This course is one of the many diverse offerings in the health and safety field. Participants spent the entire week doing rescue simulations at popular tourist attractions in the area such as Dollywood. Because safety is a huge concern, the class started out with a refresher of simple knots and safety procedures. After the refresher, participants took off at full speed, repelling and lowering practice victims in rescue baskets. The class turned the Tennessee Tornado into a massive jungle gym, climbing to the top of the largest inversion loop. This was no small task because climbers were required to swing themselves over the structure to switch sides on the way back down.

Although none of the simulations were meant to specifically train the firefighters for rescues at the theme park, Dollywood saw this as a win-win opportunity. Not only did the firefighters learn the ins and outs of the

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CIS Uses Sevier County Theme Park for Training

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theme park, but due to the sheer size of the equipment, they were able to simulate virtually every rescue situation the firefighters might face.

These trainings are required every two years, but the Pigeon Forge Fire Department conducts them annually due in part to the availability of CIS training.

"Any technical-level class you don't want to wait to refresh yourself on that, we think," explained Captain Chris Knutsen. "CIS always provides the highest level of training which helps us stay current on our skills. We are looking forward to Walter Idol coming back for our confined space training."

This is Captain Chad Ross's second ropes training with CIS.

"We like that they are able to come to our department to do the training. Before working with CIS, we all used to do training separately, so we rarely had the same classes. Having the whole department train together just makes sense. These are the guys I will be doing the rescues with, we should learn and practice together," Ross said. Ross also said that since the skills build upon each other, working with CIS helps them tailor the training to get the most from the class.

The week-long class wrapped up with a swift-water rescue simulation where they brought all their skills together in a very realistic rescue. Pigeon Forge firefighters serve as first responders on emergency calls, so it is imperative they be prepared for any rescue situation. ■

IPS ANNUAL CONFERENCE

JULY 21-22 • EMBASSY SUITES • MURFREESBORO

HR Defines Inclement Weather Policy for Nashville Employees

(continued from page 1)

"After speaking with Lisa Spencer, Tennessee Department of Human Resources, we recommended that university employees in the Nashville area follow the state's inclement weather process," she said.

The governor will make the decision on state government closings and share that decision with the human resources (HR) office. HR uses a number of ways to get the message to employees:

- They e-mail leaders and agencies, who then e-mail their employees. (The Human Resources Department maintains a list of alternate e-mails for those employees who do not have work e-mails.)
- The Web site is updated with the latest information on closings.
- All media are notified.
- TDOT uses Twitter and other Web sites that are also updated.

"The ERC brought the concern to one of its meetings, and the result is a clear-cut policy for inclement weather for our Nashville employees," said Dr. Mary Jinks, UT vice president of public service. "Our ERC is a valuable group, and IPS employees are always represented well by the committee." ■

CIS Guides Nashville Company through Government Contract Process

With the assistance of Procurement Technical Assistance Center Consultants Paul Middlebrooks, Debbie Barber and Russell Toone from the UT Center for Industrial Services (CIS), a Nashville company acquired a Government Services Association 899 Schedule to provide environmental services.

The contract award for AquAeTer, Inc. has an estimated budget of $2.5 million over five years with several renewal options. AquAeTer, Inc. is a multi-disciplinary engineering firm that provides scientific and technical services in projects related to energy, engineering, environmental, sustainability and risk analyses.

In 2007, the company hired a consultant to complete the GSA submittal, but the submitted material was rejected. A year later, the company decided to complete the process on its own, and that submittal also was rejected.

"AquAeTer then became aware of UT PTAC and met with Russell Toone and Debbie Barber to consult about what we needed to do to write a winning proposal," said Christy Lewis, director of marketing for the company. "Paul Middlebrooks' past experience with the GSA was extremely beneficial, as we weaved through the requirements. He was particularly good at understanding the language and terminology that was unique to the GSA."

The first proposal submitted with the assistance of the PTAC consultants also was rejected.

"Based on the rather persnickety items they listed, we knew we were getting closer to a winning proposal," Lewis said. "We also came to realize that the GSA environmental review team was highly overwhelmed and understaffed and that the rejection rate was averaging 60 percent as a result. We found that in most of the rejections, our submittal was passed off to other GSA departments for review. Just when I was about to throw in the towel, Middlebrooks lifted me up out of the mud and advised us to resubmit right away and not give up. A new refresh was in effect, but the PTAC team gathered once again to help us update the package for the new refresh and made sure that we addressed all the concerns mentioned in the previous rejections."

The company was notified in March that it would receive the contract. ■

Paul Middlebrooks

Debbie Barber

Russell Toone

The IPS 40th anniversary logo appeared on the banner in the picture on the front page in the last issue of The Exchange.

The April winner was Jane Davis from the IPS Central Office.

Can you find the logo this month? E-mail your guess to susan.robertson@tennessee.edu.

MTAS Involved in Online Roundtable Group

The UT Municipal Technical Advisory Service (MTAS) is involved in the Government Health Roundtable on Linked In.

The Government Health Roundtable (GHR) is a collaboration of government entities pursuing better management of health-related benefits within their organizations. Anyone who works for a local government and is involved in the management or administration of health benefits, safety or risk can join the group. To visit the groups' Linked In page, visit http://www.linkedin.com/groupRegistration?gid=3798979&csrfToken=ajax%3A7323302958725346103. ■

IPS to Launch New Learning Management System

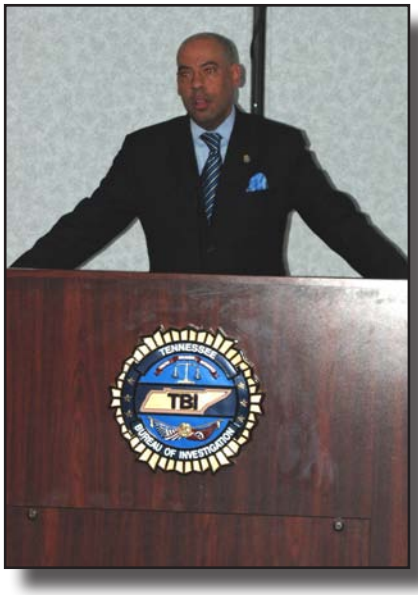
The UT Institute for Public Service (IPS) and its agencies are in the process of transitioning to a new learning management system in which customers can register for training and keep track of their continuing education units.

IPS will be working with a new software vendor to build the Solution Point learning management system. The new Solution Point will be similar to the old system, but it will have a new look and operate a little differently from the old system. Customers also will have to register for a new user name and password.

"We are looking at July 1 as a possible launch date for the new system," said Chuck Shoopman, IPS assistant vice president. "Our information technology team has put in a tremendous amount of work to identify a software that meets our customers' needs and meets our needs. We feel this new vendor will provide everything we need." ■

2011 TGMI Participants Attend Orientation

Participants in the 2011 Tennessee Government Management Institute met at Tennessee Bureau of Investigation headquarters in April for orientation. TBI Director Mark Gwyn (right) welcomed the participants, and Tom Kohntopp, program manager of the Naifeh Center for Effective Leadership, talked to participants about what they can expect from the program. Session I will be May 8-13 in Knoxville, and Session II will be June 6-10 at Montgomery Bell State Park.



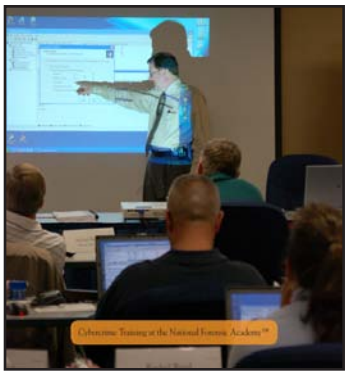
Celebrating 40 years of Public Service

Crime Scene Investigation Training
at the National Forensic Academy™

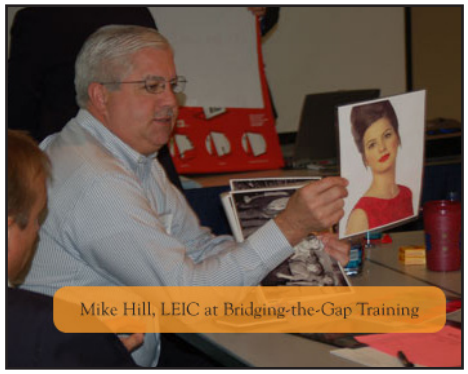
Blood Spatter Students
at the National Forensic Academy™

Arson Investigation Training
at the National Forensic Academy™

Mike Meyers, CTAS, and Chuck Shoopman, IPS CO,
and Nathan Lefebvre, LEIC, at Bridging-the-Gap Training



Cybercrime Training at the National Forensic Academy™



Mike Hill, LEIC at Bridging-the-Gap Training

Mike Garland, CTAS, at COOP

Terry Hazard, CTAS Consultant (right)

Occupational Safety and Health Administration Training

MTAS Staff at Fall Creek Falls Retreat

MTAS Completed Municipal Court Clerks Conference

The UT Municipal Technical Advisory Service (MTAS) recently completed the fifth annual Municipal Court Clerks Conference. Presented each spring, the conference provides one avenue for municipal court clerks to complete their mandated annual training. This year, 179 clerks from around the state met for two days at the Cool Springs Marriott in Franklin.

The training workshops included sessions on courtroom security, court-mandated driver improvement schools, the Tennessee open records law and the state court action reports system. The court clerks heard from representatives of the Tennessee department of safety, the state law enforcement training academy, the administrative office of the courts and consultants from MTAS.

Two of the sessions were planned in response to changes in state law and state rules during the last year. The department of safety enacted new rules governing driver improvement schools, including those offered by cities, and the legislature made substantial changes in the court action reporting system. The annual conference provides an opportunity to keep the court clerks up to date with legal and process changes.

The Administrative Office of the Courts contracts with MTAS to provide court clerks training each year. In addition to the spring conference, MTAS presents a series of training classes in seven cities across the state each fall. These basic court clerks training classes are attended by new clerks, those wanting a refresher course and clerks who were not able to attend the spring class each year. ■

Nominations Being Accepted for IPS Annual Conference Awards

This year the UT Institute for Public Service Annual Conference will be held July 21-22 at the Embassy Suites in Murfreesboro. It is time to nominate employees for the IPS Annual Conference Awards. Last year, more than 100 nominations were received, and IPS recognized 17 people with plaques and certificates and checks totaling $7,000. These awards are made possible by the earnings from endowments that are supported by employee giving and private gifts. The time period for this year's awards will be Aug. 1, 2010 through May 31, 2011. The awards eligible for nomination are:

HORIZON AWARD – Presented to a non-exempt employee with less than three years of service to IPS who exemplifies excellence in performance.

PUBLIC SERVICE ACHIEVEMENT AWARD – Presented to an exempt employee with less than three years of service to IPS based one exceptional performance and productivity.

TOM AND DIANE BALLARD AWARD OF EXCELLENCE – Presented to a non-exempt employee who has demonstrated sustained high-quality job performance and commitment to the institute.

ROBERT S. HUTCHISON OUTSTANDING PUBLIC SERVICE PROFESSIONAL AWARD – Presented to a full-time exempt staff member who has consistently shown extraordinary commitment to public service, the institute and the university.

PROJECT OF THE YEAR – A team of employees must be working on an ongoing project or has completed a project that supports the IPS five-year plan.

FACULTY EXCELLENCE AWARD – Awarded to faculty member(s) who have demonstrated commitment to public service, IPS and its agencies, and excellence in teaching or consulting.

PINNACLE AWARD (formerly the Customer Service MVP award) recognizes an employee, either exempt or non-exempt, who has demonstrated an ability to provide services that go above and beyond the normal high-quality services we all seek to provide.

BEACON AWARD (formerly the Customer Team MVP award) recognizes an individual, either exempt or non-exempt, who has demonstrated a continued capacity for providing top-notch services behind the scenes. This award is for work done within the agency.

To nominate someone, IPS employees can go to the IPS intranet site, http://intranet.ips.tennessee.edu and click on IPS awards. Please provide a good, solid narrative of why you are nominating this person/team for the award. The nomination must stand on its own merits.

All nominations must be submitted by May 31, 2011 at the close of business. This is your opportunity to recognize your peers for exceptional work and excellent projects being done through the IPS agencies. If you have any questions, contact Judie Martin at judie.martin@tennessee.edu or (865) 974-1535. ■

Melanie Purcell, Gail Cook Leave IPS

Melanie Purcell

Melanie Purcell, assistant director, and Gail Cook, a finance consultant with the UT Municipal Technical Advisory Service (MTAS), left the agency last month to take other positions.

Purcell is going to be assistant city manager for finance and administration for the city of Norfolk in Virginia, and Cook left to become the finance director for the city of Clinton. Cook had previously served as budget director for Anderson County.

Gail Cook

"We appreciate the work that both Melanie and Gail did for MTAS during their tenure," said Dr. Mary Jinks, UT vice president of public service. "We wish both the best of luck with their new positions." ■

Staff Applause

Deidra Phillips

To: Deidra Phillips, LEIC

I want to thank you for bringing the domestic violence training to the law enforcement and social services officers in the Western District of Louisiana. The training was excellent, and your instructors did a great job in presenting the material. There was a lot of dialogue from the students, and I heard many positive comments from them.

Mike Campbell, Department of Justice
Western District of Louisiana

To: Deidra Phillips, LEIC

I want to share with you how pleased we were with the class that the University of Tennessee offered at our facility last week. The instructors did a fantastic job. I have heard several excellent remarks from those who attended the class. Several times I would pop in just to make certain everything was going okay, and I found the class involved and interested in what was going on. Kudos to you and your instructors for offering a top-notch program.

Jerry Watson, Sheriff, Hall County, Nebraska

To: John Chlarson, MTAS

Thank you for the presentation on the new stormwater permit requirements! You guys did a great job, and I I think it all went well!

Nick Tuttle, PE, City Engineer
City of Gallatin

John Chlarson

To: Bonnie Jones, MTAS

This information on COBRA helps tremendously! I can't say thanks enough for helping get to the bottom of some of my questions. Thank you so much for your time and help!

Stacey Austin , City of Baxter, City Recorder

Bonnie Jones

IPS May Calendar of Events

♦ CIS

May 2 — 8-Hour Emergency Response Refresher, Nashville
May 2 — Tennessee Basic Economic Development Course, Nashville
May 3 — 8-Hour Site Worker Refresher, Nashville
May 3 — ISO 14001:2044 Internal Auditor, Vonore
May 4 — 8-Hour DOT Refresher, Nashville
May 10 — Bloodborne Pathogens Workshops and Healthcare Update, Nashville
May 11 — Hazardous and Special Waste, Nashville
May 12 — Bloodborne Pathogens Workshops and Healthcare Update, Knoxville
May 23 — 40-Hour Site Worker, Bell Buckle
May 23 — Six Sigma Black Belt, Jackson

♦ CTAS

May 24 — Negotiation Skills, Johnson City
May 26 — Negotiation Skills, Athens
May 27 — Negotiation Skills, Jackson

♦ NAIFEH CENTER

May 8-13 — Tennessee Government Management Institute, Knoxville

♦ LEIC

May 2 — Bullying: From Policy to Practice, Oak Ridge
May 3 — Bullying: From Policy to Practice, Nashville
May 2-3 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Lynchburg, Va.
May 2-4 — Survival Spanish, Citrus, Fla.
May 3-4 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, DeSoto County, Fla.
May 5-6 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Smithfield, N.C.
May 6 — Managing Student Threats Assessment, Jackson
May 6 — Bullying: From Policy to Practice, Jackson
May 9-10 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Cedar City, Utah
May 9-11 — First Line Supervision and Management, Jackson
May 9-13 — Fundamentals of Cybercrime, Wichita, Kan.
May 12-13 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, West Jordan, Utah
May 12-13 — Safe Schools Institute, Franklin
May 16-18 — Survival Spanish for Law Enforcement, Mt. Crested Butte, Colo.
May 17-18 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Humboldt
May 23-15 — First Line Supervision and Management, Tullahoma
May 23-24 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Newport
May 23-27 — Crime Scene Management Field Techniques, Boise, Ida.

May 31-June 1 — DNA Evidence Identification, Collection, and Preservation for Law Enforcement, New Orleans

♦ MTAS

May 3 — Municipal Administrators Program (MAP)/ Hot Topic Health Care Legislation Update, Johnson City
May 5 — MAP/ Hot Topic Health Care Legislation Update, Farragut
May 17 — MAP/ Hot Topic Health Care Legislation Update, Athens
May 19 — MAP/ Hot Topic Health Care Legislation Update, Franklin
May 24 — MAP/ Hot Topic Health Care Legislation Update, Jackson
May 24 — MAP/Negotiation Skills, Johnson City
May 25 — Municipal Management Academy (MMA)/ Performance Management, McMinnville
May 26 — MAP/Negotiation Skills, Athens
May 27 — MAP/Negotiation Skills, Jackson

RECRUITMENTS

♦ **CTAS**
County Government Consultant

♦ **MTAS**
Administrative Support Assistant, Nashville
Fire Management Consultant

RETIREE

♦ **MTAS**
Ray Crouch

DEPARTURES

♦ **MTAS**
Gail Cook
Melanie Purcell

STATE SERVICE LONGEVITY

Elizabeth Adams, CTAS . . . . . 6 years
Ralph Cross, MTAS . . . . . 12 years
Pat Frost, IPS CO . . . . . 33 years
Emily Keyser, MTAS . . . . . 2 years
Harry Kitchens, CIS . . . . . 5 years
Tom Kohntopp, IPS CO . . . . . 4 years
Elaine Morrisey, MTAS. . . . . 6 years
Ronnie Neill, MTAS . . . . . 18 years
Lisa Shipley, MTAS. . . . . 16 years
Mike Simmons, CIS . . . . . 11 years
Mike Stooksberry, CTAS. . . . . 19 years
Andre Temple, IPS CO . . . . . 10 years

the EXCHANGE

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