the EXCHANGE

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University expertise for community and workplace needs

e-Li Presented at International e-Learning Conference

Jon Walden

Mary Ann Moon

Jon Walden, manager of informational technology and environmental services for the UT County Technical Assistance Service (CTAS), and Mary Ann Moon, e-learning specialist, were selected to present a case study on e-Li at the e-Learning Guild's DevLearn 2012 Conference in Las Vegas. e-Li is the electronic library that houses all the information from CTAS publications. The one-hour presentation included an explanation of work performed by CTAS and how e-Li assists both CTAS staff and customers. Also included was a discussion on the software utilized for e-Li. Walden and Moon demonstrated the electronic library through short videos and by showcasing the site.

The DevLearn conference was for learning professionals responsible for the use of learning technologies. Close to 2,000 learning professionals attended the conference from more than 40 countries. Learning tracks

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Local Officials Complete Leadership Training

More than 30 county and municipal government leaders successfully completed the Local Government Leadership Program (LGLP) hosted by the University of Tennessee Institute for Public Service's (IPS) Naifeh Center for Effective Leadership.

UT faculty and private consultants led the three-day, invitation-only program that focused on personal leadership, stress management and ethics, and improving government effectiveness and efficiency. The program concluded Nov. 15.

LGLP Class of 2012

"LGLP gives elected and appointed government officials the opportunity to examine the best practices in leadership and to learn from their colleagues and counterparts across the state," said Tom Kohntopp, manager of the Naifeh Center. "By coming together, we find that common issues face officials in East, Middle and West Tennessee. LGLP participants share ideas, and their conversations and advice can lead to new solutions for their communities."

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UT Assistant Vice President to Serve as Chief of University Economic Development Association

Chuck Shoopman, assistant vice president with the UT Institute for Public Service, was elected president of the University Economic Development Association (UEDA). Shoopman took the reins of the association recently at its annual summit in Chattanooga.

Chuck Shoopman

UEDA is the cornerstone membership organization representing higher education, private sector and community economic development stakeholders. The annual gathering brought together 175 senior university officials, federal agencies, private sector firms and economic development intermediaries to take part in discussions on the future role and impact universities have on the nation's competitiveness and economic development.

"I think everyone can agree that almost all of our country's major technological advances and innovation has either resulted directly from or in partnership with higher education," said Shoopman said. "We must continue to seek out the most effective ways to leverage our research assets and human capital within our institutions of higher learning to remain competitive on a global scale."

Janet Miller, chief economic development officer with the Nashville Area Chamber of Commerce, delivered a keynote address at the summit.

Among the plenary presentations was a panel discussion of university presidents from The University of Tennessee, West Virginia University and Texas A&M University – Central Texas making the case for university driven economic development.

"From energy to advance materials and manufacturing, the University of Tennessee has developed critical partnerships with industry and federal agencies to advance not only Tennessee's economy, but the nation as a whole," said Dr. Joe DiPietro, President of University of Tennessee and the Summit's host sponsor.

ABOUT UEDA

Established in 1976, the University Economic Development Association (UEDA) is the cornerstone membership organization representing higher education, private sector and community economic development stakeholders. UEDA works to expand economic opportunity in our communities by leveraging research, community resources, campus planning, talent development, and technology commercialization. UEDA's mission is to serve its members by enhancing members' abilities to deliver economic development benefits through engagement with higher education. ■

Local Officials Complete Leadership Training

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For more than four decades, IPS has offered leadership programs that promote effective government through creative leadership, managerial effectiveness, professional skills enhancement and lifelong development for leaders and their organizations. With custom-designed programs for both local and state leaders, IPS helps Tennessee's government professionals meet the challenges of public service. LGLP participants are nominated by their peers, LGLP alumni or IPS staff.

"The university is committed to reaching across the state to help elected and appointed officials better serve citizens. Our consultants need to be well-informed of current trends affecting our state in order to provide that outreach," Kohntopp said.

Since its inception in 1991, more than 500 people have completed the Local Government Leadership Program. ■

MTAS Hosts Fall Advisory Committee Meeting

The Municipal Technical Advisory Service (MTAS) advisory committee held its third meeting of the year to hear updates and consider issues regarding the state of the agency. The MTAS advisory committee is composed of representatives from cities and related associations. The committee provides guidance and feedback from the customer perspective on both short-term and long-term strategic initiatives of the agency.

The meeting, which was held at Fall Creek Falls State Park, was led by committee chair Mike Walker, city manager in Brentwood, and Jim Thomas, MTAS executive director. Thomas presented updates on ongoing work as well as new things on the horizon for MTAS. MTAS staff provided brief updates from each program within the agency such as information technology, consulting, research and information, and training.

Also on the agenda were presentations from each of the other Institute for Public Service (IPS) agencies (the Naifeh Center for Effective Leadership, the County Technical Assistance Service, the Center for Industrial Services and the Law Enforcement Innovation Center). Advisory Committee members commented that this portion of the agenda opened their eyes to the depth and breadth of the resources available from the IPS agencies. One city manager mentioned an interest in LEAN management practices and that he would be following up with CIS on that methodology.

The committee was also treated to a presentation by Dr. David Folz, director of the master of public policy and administration (MPPA) program at UT Knoxville and longtime collaborator with MTAS on many services. Dr. Folz presented a profile of the current student and overview of the MPPA curriculum, competencies for future public administrators, as well as a look at the possible career interests of these students. Dr. Folz also discussed the MTAS contributions to MPPA through the Public Financial Management course. MTAS consultants modeled the curriculum after the Certified Municipal Financial Manager (CMFO) course. The course has been a success and will be repeated in the upcoming spring semester 2013.

MTAS Advisory Committee members are:

- Mitch Moore, City Manager, Athens
- Keith McDonald, Mayor, Bartlett
- Mike Walker (chair), City Manager, Brentwood
- Jerry Crawford, Fire Chief, Collierville
- Kim Wallace, Police Chief, Dover
- John Anderson, City Attorney, East Ridge
- Allen Barker, Mayor, Humboldt
- Pete Peterson, City Manager, Johnson City
- Jim Demming, City Recorder/CFO, Kingsport
- Curtis Hayes, Mayor, Livingston
- Jim Crumley, Assistant City Manager, Murfreesboro
- Mark Miller, Public Works Director, Pigeon Forge
- Chad Jenkins, Deputy Director, Tennessee Municipal League
- Margaret Mahery, Executive Director, Tennessee Municipal League
- Dawn Crawford, President, TML Risk Management Pool ■

e-Li Presented at International e-Learning Conference

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Brett Howell

included Conversion, Development, Instructional Design, LMS, Management, m-Learning, Serious Games, Strategy, Tools and Technologies, UI/UX Design and Virtual Classroom. Brett Howell, CTAS communications specialist, also attended the conference to learn about social media tools and brainstorm ideas about how they might be implemented to assist CTAS associations.

Entertaining keynote addresses for the conference were provided by Jon Landau, Academy Award winning producer for the movie Avatar; Brian Bushwood, Scam School creator, podcast host and author; and Jeffrey Ma, author and Blackjack expert whose life was portrayed in the movie 21.

A vendor Expo included learning stages where vendors could present new technology. Participants were able to showcase their projects at the DemoFest. The conference provided Walden, Moon and Howell with a wonderful opportunity to showcase a successful CTAS project as well as network with peers and learn about new technologies for learning and communicating. ■

Cornwell Funds NFA Class in Massachusetts

Patricia Cornwell, seated, with participants and staff of the NFA traveling class at the Cambridge (Massachusetts) Police Department.

Best-selling author Patricia Cornwell, a long-time supporter of the UT National Forensic Academy (NFA), recently funded an NFA traveling class at the Cambridge (Massachusetts) Police Department.

The training for the Cambridge, Harvard, MIT and Everett police departments was conducted by instructors from the NFA.

Cornwell is the author of the Scarpetta crime novel series, including *The Bone Bed*, which was released in October and is set in Cambridge. Cornwell most recently visited the NFA in Oak Ridge last November to promote her book *Red Mist*. She has written more than 20 number one *New York Times* best sellers. ■

CTAS Presents Better Education Program

At a recent Sumner County Commission meeting, UT County Technical Assistance Service's (CTAS) County Government Consultants Wesley Robertson and Doug Bodary, CPA, presented information on the Basic Education Program (BEP). The purpose of the presentation was to inform the county commission of a brief history of BEP funding and how the program works.

Wesley Robertson

Doug Bodary

Some of the information presented included a brief comparison between the fiscal capacity models created by the Tennessee Advisory Council on Intergovernmental Relations (TACIR) and the UT Center for Business and Economic Research (CBER). These models determine how much state BEP funding a county will receive.

Counties usually receive notification in April of their projected funding under BEP. Updated estimates of these projections are then received in May and June. These updated estimates are usually very close to the actual amount received, and therefore most counties know by June what their BEP funding will be. ■

UPCOMING

UT HOLIDAY AND ADMINISTRATIVE CLOSINGS:

Monday, Dec. 24 through Friday, Dec. 28

Tuesday, Jan. 1

http://humanresources.tennessee.edu/closing_schedules.html

Tennessee Municipal Benchmarking Project

Lakeland Joins MTAS Benchmarking Project

Sarah Young

As a part of its ongoing expansion efforts, the Tennessee Municipal Benchmarking Project (TMBP), a project of the UT Municipal Technical Advisory Service (MTAS), has added a fourth new city this year to its list of participants. With the entry of the city of Lakeland, TMBP is bigger than it has ever been in its 11-year history. It now boasts a membership of 14 participating municipalities.

TMBP Project Coordinator Sarah Young conducted an onboarding session in Lakeland to orient the city's staff to the project. She briefed participants on the project timeline, measures collected in the project and forms used to collect the data. MTAS staff plan to arrange additional follow-up calls to assist Lakeland's staff with its first year of TMBP data collection.

Lakeland is no stranger to performance measurement initiatives, having participated in the nationwide International City Managers Association (ICMA) project earlier this year. Joining the TMBP will give the city a chance to compare its performance to Tennessee cities, specifically.

"In our mission to deliver Lakeland residents the highest quality services at the best possible value, the city is participating in the MTAS benchmarking program," said Executive Coordinator Thad Jablonski. "This continues the city's ongoing efforts to identify key performance benchmarks and measure performance over time. We look forward to working with MTAS and other cities in the project to share information on service area performance and local practices." ■

CTAS Hosts Training for County Property Assessors

Tennessee Association of Assessing Officials (TAAO) recently conducted the first set of sessions of an annual training series for county assessors of property.

The UT County Technical Assistance Service (CTAS) presented the topic at its Fundamentals of Reappraisal training. Assessors from Bradley, Davidson and Sumner counties provided instruction during the sessions due to the highly technical nature of the topic featured.

This highly successful training was held at six locations: Franklin, Jackson, Manchester, Cookeville, Knoxville and Johnson City and averaged 35 attendees per site, including several officials from remote counties.

Each future training event in this series will feature a different topic. ■

Inclement Weather Policy

With winter weather approaching, here is a look at the 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:
  a. **IPS Martin** – follows the UT Martin closing
  b. **IPS Chattanooga** – follows the UT Chattanooga closing
  c. **IPS Knoxville** – follows the UT Knoxville closing
  d. **IPS Jackson** – follows the Ag Experiment Station closing
  e. **IPS Oak Ridge** – follows the state of Tennessee closing for Anderson County
  f. **IPS Nashville** – follows the state of Tennessee inclement weather policy
  g. **IPS Cookeville** – follows the Tennessee Tech University closing
  h. **IPS Johnson City** – follows the East Tennessee State University closing
  i. **IPS Memphis** – follows the UTHSC closing
  j. **IPS Columbia** – follows the State of Tennessee closing for Maury County
  k. **Other work assignments** – follows 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 basis. Communication of any closing decision will be made as quickly as possible to public broadcast media. The governor will make the decision on state government closings and share that decision with the human resources office. The Human Resources (HR) Department uses a number of ways to get the message to employees:

- They e-mail leaders and agencies, who then e-mail their employees. (HR maintains a list of alternate e-mails for those employees who do not have work e-mails.)

- The website is updated with the latest information on closings.

- All media are notified.

TDOT uses Twitter and other websites that are also updated. ■

Staff Applause

Gary Jaeckel

Dana Deem

Sharon Rollins

Rex Barton

Richard Stokes

Dennis Wolf

John Chlarson

To: Dr. Mary H. Jinks, IPS

I just wanted to take a moment to commend the staff of the UT Municipal Technical Advisory Service. Over the past 30 months, the city of Goodlettsville has used their services for a variety of tasks including:

- Comprehensive Management Reviews (CMR) of our police, fire and public works departments;
- Evaluation and Assessment panels for two department head positions – director of public services and chief of police;
- Assistance in creation of a comprehensive employee evaluation program and the training of supervisors; and
- Technical assistance with our stormwater program.

Gary Jaeckel, Dana Deem, Sharon Rollins, Rex Barton, Richard Stokes, Dennis Wolf and John Chlarson all have been a major asset to us as we have undertaken the aforementioned. Their skills have proven invaluable to the city, and above that, their dedication in providing the utmost level of service is evident.

Tim Ellis, City Manager, Goodlettsville

To: Richard Stokes and Bonnie Jones, MTAS

Bonnie Jones

Thank you for the informative and entertaining presentations you made to the Public Management class. The human resources topics and issues that you explained were exactly what the students needed to know about. Your contribution to the training of the next generation of public servants is indeed appreciated!

Dr. David Folz, Professor, Howard Baker Center for Public Policy, , University of Tennessee, Knoxville

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To: Bonnie Jones, MTAS

I am working on a community health initiative aimed at increasing employer awareness and the need to support nursing families. While researching the Tennessee law related to accommodating breast-feeding mothers in the workplace, I came across the Technical Bulletin from September 2011 in which you outline current and past laws. We have found this to be a useful guide.

Janet McAlister, Director, Giles County Health Department

To: John Chlarson, MTAS

I just attended the Code Enforcement and Property Maintenance class in Franklin that you and Karen Blake conducted. Both of you did a great job of presenting lots of very useful information and engaging the class in a short period of time for the amount of material covered. This course really hits the heart of what our cities need to know and accomplish to provide a successful code enforcement program. Thanks to MTAS for providing this course across Tennessee. I hope it becomes one that is repeated. Also, in my opinion, the Tennessee Building Officials Association should be using this in continuing education for Certified Building Officials.

Randy Williams, Tennessee Municipal League Risk Management Pool

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IPS December Calendar of Events

♦ CTAS

Dec. 5-7	Association of County Mayors Strategic Leadership Conference, Nashville
Dec. 10-12	Nashville COCTP Renewal Conference, Franklin

♦ LEIC

Dec. 3-7	Crime Scene Management, Memphis
Dec. 10-12	Leadership and Supervision, Sullivan County
Dec. 12-14	NFA Symposium, Nashville

♦ MTAS

Dec. 1	Elected Officials Academy (EOA) Ethics and Open Meeting, Jackson
Dec. 1	EOA Finance, Jackson
Dec. 1	EOA Council at Work, Jackson
Dec. 5	CMFO Purchasing, Lebanon
Dec. 5	CMFO Purchasing, Loudon
Dec. 5	CMFO Purchasing, Martin
Dec. 6	Administrative Hearing Officer, Nashville
Dec. 7	CMFO Purchasing, Memphis
Dec. 12	Performance Measurement, Germantown
Dec. 13	Conflict Management, Germantown
Dec. 13	CMFO Purchasing, Jackson
Dec. 13	CMFO Purchasing, McMinnville

RECRUITMENTS

♦ **CO**
Accounting Specialist, Knoxville

♦ **MTAS**
Senior Library Associate, Knoxville

DEPARTURE

♦ **LEIC**
Mandy Johnson
Training Specialist, Oak Ridge

STATE SERVICE LONGEVITY

Melissa Ashburn, MTAS	11 years
Kimberly Clark, CTAS	14 years
Terry Hazard, CTAS	14 years
Josh Jones, MTAS	6 years
Tom Kohntopp, IPS CO	25 years
Justin O'Hara, MTAS	12 years
Russell Toone, CIS	18 years
Jon Walden, CTAS	23 years

IPS Reaches UT Campus Chest Goal

Once again, the UT Institute for Public Service has not only met, but surpassed its UT Campus Chest fund-raising goal.

"The goal for this year was $28,000 and thanks to the kindness and generosity of employees, we were able to raise $30,513.05," said Dr. Mary Jinks, vice president of public service. "This type of support reinforces that we are dedicated to public service, even in our personal lives."

As the major fund-raising activity for the UT community, the UT Campus Chest campaign focuses attention on the health and social needs of the area, and unites efforts in providing assistance to those less fortunate. Because IPS is statewide, employees had the opportunity to designate their contributions to local services in the communities where they live and work.

the EXCHANGE

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