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December 2010 A newsletter of The University of Tennessee Institute for Public Service Vol. 5 No. 12

University expertise for community and workplace needs

CTAS Receives Award at Annual COAT Conference

The County Officials Association of Tennessee (COAT) honored the entire staff of the UT County Technical Assistance Service (CTAS) with the 2010 Outstanding Public Service Professional award at its annual conference in Chattanooga.

COAT is a non-profit association comprised of county clerks, state court clerks, registers of deeds and trustees. The organization traditionally presents the award to an individual who has demonstrated exemplary service to Tennessee county officials, but this year it chose to bestow the honor on the entire CTAS agency.

Outgoing COAT president Pam Whitaker and COAT Executive Director Jay West presented the award, thanking the CTAS staff for its dedicated assistance to Tennessee counties. ■

State Leaders Graduate from Tennessee Government Institutes

The University of Tennessee Naifeh Center for Effective Leadership held its first-ever combined graduation ceremony for participants of the 2010 Tennessee Government Management Institute (TGMI) and Tennessee Government Executive Institute (TGEI) at the War Memorial Auditorium in Nashville.

TGMI and TGEI prepare Tennessee's leaders to meet the challenges of public service and stewardship.

Tom Kohntopp, Ph.D., manager of the Naifeh Center, ensures the participants will experience both interpersonal and team interaction while receiving instruction on topics such as teambuilding, systems thinking, assertive leadership and communications.

"The 2010 TGMI and TGEI participants were some of the most dedicated and hard-working individuals in recent memory," Kohntopp said. "To the last individual, the personal energy and active participation made for lively and stimulating sessions during the two weeks of each institute. I have high expectations for the future because of the leaders who will guide Tennessee's state government."

Dr. Tom Kohntopp prepares to address the TGMI and TGEI graduates, along with Phyllis Hodges, a TGMI Alumni Association officer.

Vice President of Public Service Dr. Mary H. Jinks gave the welcoming address. She noted that TGEI, which is approaching its 30-year anniversary, is an award-winning program that has remained through four state government administrations.

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"In these tough economic times, an easy fix is to cut training; however, the state recognizes that these programs are an investment in Tennessee's future," Jinks said. "They have shown great vision in creating and sustaining both of these programs."

She commended the groups for their participation as well as their dedication to state service as they make the transition to the next administration and continue the road to economic recovery. Jinks pledged to continue to help these programs thrive and grow.

> "I have high expectations for the future because of the leaders who will guide Tennessee's state government."
> Dr. Tom Kohntopp

TGMI Class President Victor Barnes, Department of Human Services, and TGEI Class President Sharmila Patel, Department of Corrections, addressed their peers, challenging them to make great accomplishments while serving the citizens of Tennessee.

The Honorable Gerald Nicely, Deputy to the Governor, was the keynote speaker. Commissioner Deborah E. Story, Department of Human Resources, closed the ceremony. Both noted the remarkable commitment of this group and encouraged them to move forward together as they guide Tennessee into the future.

The 2010 TGMI and TGEI programs graduated a combined total of 61 participants. This new network of alumni will join with previous attendees to nurture their relationships and provide a forum for open communication among state agencies, resulting in a more effective and productive Tennessee government. ■

CIS PTAC Customer Recognized with National Award

A long-time customer of the UT Center for Industrial Services (CIS) Procurement Technical Assistance Center (PTAC) was recently awarded with the Defense Logistics Agency & Maritime Bronze Award of Excellence.

Sherry Willliams and Alloy Sling Chains, Inc. have been customers of CIS' PTAC since 2007. They were honored at the Defense Logistics Agency Enterprise Suppliers Conference and Exhibition. The award winners were recognized based on evaluations of their timeliness and quality of product based on the Defense Logistics Agency's Automated Best Value System for performance during 2009. The awards ceremony was held as part of the conference's opening afternoon program.

"Sherry is a real performer," said Russell Toone, West Tennessee PTAC counselor.

"I wish all my clients were such good listeners."

Williams was instrumental in obtaining her company's General Services Administration (GSA) schedule contract, and recently was counseled on how to market it. In two months after counseling, she reported the company had already received enough orders to satisfy the two-year minimum to remain a vendor for GSA. ■

Homicide Re-enactments All in a Day's Work for NFA Staff

A monkey wrench, bloody floors and simulated murders are all in a day's work for the forensic training staff at the UT Law Enforcement Innovation Center (LEIC). One week of the 10-week National Forensic Academy (NFA) curriculum is devoted to bloodstain pattern analysis. In addition to classroom instruction, controlled experiments in the NFA laboratory and experiment rooms, NFA participants work a crime scene from start to finish using only the bloodstain patterns to determine what occurred. In order to make the scenes as realistic as possible, NFA staff members Jennifer Benson, Robert Geiger, Mandy Johnson and Nathan Lefebvre assist bloodstain pattern analysis instructor Jeff Gurvis with setting up the crime scene.

On this particular day, Benson, Geiger and Johnson, under the direction of Gurvis, spent an afternoon at the former UT married student housing apartments off of Sutherland Avenue in Knoxville.

Carefully suited up in necessary personal protective equipment — tyvek coveralls, shoe covers, gloves, masks, face shields and head covers — Geiger, Johnson and Gurvis created multi-room scenes in three of the old apartments using real blood and their imagination. Each scene, depicting home invasion and domestic violence homicides, was carefully acted out by Geiger and Johnson with instruction from Gurvis. Benson videotaped the scenes.

"Unlike a lot of people, our jobs allow us to get out from behind the desk and participate in something fun and little unusual," Johnson said. "But at the same time, we take it seriously because we know the investigators are here to learn techniques and skills that will help them solve real-world crimes."

The following day, NFA participants were on the scene to investigate the bloodstain patterns to try to determine what type of incident had occurred. When they returned to the NFA classroom that afternoon, they presented their findings and were then allowed to watch the videotaped scenes to determine if their investigation had led to the correct conclusion. ■

Retreat Helps Officials Set, Prioritize Goals

The UT Municipal Technical Advisory Service (MTAS) recently helped officials with the city of Oak Hill develop a strategic plan.

"Ronald Reagan once said 'to grasp and hold a vision, that is the very essence of successful leadership, not only on the movie set where I learned it, but everywhere,'" said Oak Hill Mayor Austin McMullen. "Articulating and implementing a vision is critical to the success of any organization and the city of Oak Hill is no different."

McMullen said because the city has two new commissioners, this seemed like the appropriate time to "adopt a common vision for our community and to identify specific steps for putting that vision into action." ■

CTAS Helps Provide Training to New Sheriffs in Tennessee

Thirty-four new sheriffs from across the state gathered in Nashville this fall to learn more about the duties of their new position and discuss the key issues they will be facing in their new roles.

Newly-elected sheriffs in Tennessee are required to attend a New Sheriff's School that provides an overview and orientation to the duties of the office of sheriff in Tennessee. Under T.C.A. § 8-8-102(c), persons elected to the office of sheriff after Aug. 1, 2006, must successfully complete the New Sheriff's School, regardless of previous law enforcement experience.

This year, the academy opened the school to chief deputies and jail administrators. During the first week of the New Sheriff's School, the sheriffs were encouraged to bring their chief deputies in an effort to have continuity in the administrative aspects of operating a sheriff's office. The UT County Technical Assistance Service (CTAS), Tennessee Law Enforcement Academy and Tennessee Sheriff's Association conducted the first week of training Aug. 16-20, 2010.

Due to past New Sheriff's School class critiques, a second week of training was conducted Sept. 20-24, 2010, in which instructors from the U.S. Department of Justice's National Institute of Corrections conducted a Jail Management class covering topics including risk management, jail staffing, action planning, core jail standards, policies and procedures, managing the jail workforce, inmate behavior management, fire, safety, and sanitation issues, as well as what to expect during a state jail inspection. The second week ended with the Tennessee Corrections Institute and CTAS connecting the training to Tennessee specific jail issues.

Both weeks of training were conducted at the Tennessee Law Enforcement Training Academy. ■

MTAS Consultant Receives Service Award

John Chlarson

UT Municipal Technical Advisory Service (MTAS) Public Works Consultant John Chlarson was recently recognized by the Tennessee Chapter of the American Public Works Association (TCAPWA). Chlarson was awarded the Frank Kirk Meritorious Service Award at TCAPWA's Annual Conference in Nashville on Oct. 25.

The Frank Kirk Meritorious Service Award acknowledges the important role that APWA members play in providing public works facilities and services in both private enterprise and academic institutions. This award is based on a member's outstanding dedication to the enhancement of the quality, efficiency and cost-effectiveness of services provided by public agencies.

Chlarson has worked with MTAS as a consultant for more than 12 years and was honored to accept the award on behalf of his work and the contributions of the Institute of Public Service and MTAS. ■

The UT Institute for Public Service (IPS) held its annual New Employee Orientation Nov. 11 at the UT Conference Center. The orientation included presentations on each of the IPS agencies and their roles within the institute. Attending the orientation were Development Director Paul Bowman from the Central Office; Program Coordinator Suzanne Griffin and Program Manager Donna Kelley from the Law Enforcement Innovation Center (LEIC); and Municipal Management Consultant Dana Deem and Executive Director Steve Thompson from the Municipal Technical Advisory Service (MTAS).

CIS Lean Consultants Increase Productivity at Nashville Turn-Key Card Company

The University of Tennessee Center for Industrial Services (CIS) has been training and assisting EFT Source with project implementation for many years. Starting in 1999, CIS led a project that resulted in EFT Source implementing ISO practices in its documentation process. Also along the way, CIS has helped with facility layout projects, supervisory training and even did a competitive review study.

The most recent project with CIS and EFT Source resulted in the company increasing its rush order accuracy by nearly 100 percent.

Sheree Felix, EFT Source human resource manager, contacted Dan Miller, a CIS consultant, and wanted to discuss furthering its Lean Manufacturing implementation. A meeting including Misty DePriest and John Collier, CIS Lean consultants and several EFT supervisors followed.

"During the next few months, Misty and John met with teams of EFT Source employees and lead Lean Manufacturing 5-S events and process improvement events," said Jim Purvis, EFT Source's production manager. "The training and project implementation events led to improvements in two key areas. In the Special Handling area, labor was reduced by 25 percent and rush order accuracy increased to 99.997 percent. In another key area, new client implementation lead times were reduced by 50 percent and new card programs were able to get into production much faster as a result."

EFT Source has been providing turn-key card programs since 1977. It leads the way from conceptual art to creative fulfillment services for financial institutions. The company has continuously invested in the latest technology to deliver products that will make the client stand out from the competition. EFT Source delivers new and innovative products that will maximize its client's bottom line and offer personalized, convenient and secure services to customers.

In addition to its corporate office in Nashville, EFT Source has an alternative site in Colorado Springs, Colo. which allows it to better serve the western U.S. and multi-state financial institutions.

EFT Source is proud to have passed the strict standards required for certification by Visa, MasterCard and Discover, and is SAS70 Type II certified. In today's competitive marketplace, strategic partnerships can play a pivotal role in the success of companies. EFT Source clients enjoy the multiple benefits of complete turn-key card production and management, from the initial card design to the logistics of final distribution. ■

Flexible Benefits Enrollment Ongoing

It is time to take advantage of the medical and/or dependent care flexible benefits program.

This program allows you to set aside dollars on a pre-tax basis to pay for out-of-pocket medical expenses or to set aside funds for day care expenses. Both allow up to $5,000 and must be spent during the calendar year 2011. You must re-enroll each year to take advantage of this benefit. The deadline to submit your application is Dec. 15. There are some changes; so be sure to read the materials before deciding how much to set aside.

A new benefit using pre-tax dollars is for transportation and parking associated with getting back and forth between home and work. This does not apply to deductions made from employee's paychecks for parking on university property as these are currently made on a pre-tax basis. However, if you use public mass transit systems, taxi service, shuttle service or a van pool, you may set aside up to $230 a month as pre-tax dollars in a reimbursement fund. If you pay for parking (Nashville downtown), you may set aside up to $230 a month in a reimbursement account. There is not a specific deadline for the parking and transportation benefits, and you can add them, delete them or change the amounts anytime.

You should have already received your 2011 Medical and Dependent Care Flexible Benefit Plan booklet (orange cover) and the Transportation and Parking Flexible Benefits Plan booklet (mustard color). The deadline on the medical and/or dependent care is Dec. 15, and must be returned to the UT Payroll Office, P115 Andy Holt Tower. ■

NFA Staff and Students Have a Blast

The UT National Forensic Academy™ (NFA™) spent an afternoon at the UT Arboretum studying explosives. The blast demonstration saw the detonation of a Buick Century.

Following the explosion, class members canvassed the area to find clues as to what caused the blast. Session XXVII of the National Forensic Academy concluded with graduation on Nov. 19. Some 471 crime scene investigators from 47 states and one country (Iceland) have completed the NFA since its first class in 2001.

Staff Applause

Keith Groves

Chuck Beasley

Harry Kitchens

To: Keith Groves, Chuck Beasley, Harry Kitchens, CIS
I absolutely enjoyed the (Lean Certificate) class!! I have already suggested it would be a great class for the rest of our Business Unit managers. As I mentioned, the last day we are combining two of our plants into one, and I believe the next several months will present some unique short-term challenges for our team. That said, I intend to continue to push our team to your training class. It came highly recommended, and having now attended the Lean Certificate Class I know why — outstanding information and presentation.

Roger Sankey, Chromalloy Corp.
Four Lake Regional Industrial Development Authority

Warren Nevad

To: Steve Thompson, MTAS
Members of the Kinston City Council and I would like to take this opportunity to express our gratitude for the assistance and leadership of Municipal Management Consultant **Warren Nevad** during a recent special-called work session in Kingston. This is the second time he has given up his Saturday in helping us set objectives during Kingston's recovery effort from the TVA ash spill, and his assistance was invaluable.

W. Troy Beets, Mayor, City of Kingston

Libby McCroskey

To: Libby McCroskey, CTAS
Last night, I finally had the opportunity to read the new personnel manual in full. Wow! I regret that I did not find the time sooner. You all are to be commended for the fabulous job! Thank you for the great work. I appreciate the efforts to help us.

Leah May Dennen, Sumner County Law Director

Nathan Lefebvre

To: Nathan Lefebvre, LEIC
Just wanted to thank you and express how much we enjoyed your visit to the Birmingham Big Orange Meeting Thursday night! The big clues and info you gave us on the National Forensic Academy™ were eye-opening and fascinating for us all. Again, you are a great rep for the university, and we are so glad you are on our team. Keep up the good work you are doing! Come and visit us again sometime at the Birmingham Big Orange Club. GO VOLS!!!!

Bill and Linda Kent

Ron Darden

To: Ron Darden, MTAS
I wanted to send a note to tell you how very much I appreciated you taking your valuable time to come and go over all policies and the charter with us. That helped me so much! I have a lot to learn, so I'm sure you will hear from me often.

Carolyn S. Thompson, Mayor, Elkton

Bonnie Jones

To: Warren Nevad, MTAS
Bonnie Jones (MTAS Human Resource Consultant) has ALWAYS been very helpful with anything I throw at her. She breaks it down so even I can understand it. I am so glad we have people like Bonnie working with MTAS.

Angie Skidmore, City Clerk, Harriman

IPS December Calendar of Events

♦ CIS

Dec. 1	8-Hour DOT Refresher, Nashville
Dec. 1	Business Retention and Expansion, Knoxville
Dec. 7	OTI 500 Trainer Course in OSHA Standards for Construction, Nashville
Dec. 7	OTI 501 Trainer Course in OSHA Standards for General Industry, Nashville
Dec. 13	Clandestine Meth Lab Decontamination, Nashville
Dec. 14	Zodiak for Industry, Nashville

♦ CTAS

Dec. 1 – 3	County Officials Certificate Training Program (COCTP) Annual Renewal Conference, Franklin

♦ LEIC

Dec. 1	Meth Free Education in Tennessee Schools, Jackson
Dec. 2-3	DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Louisville, Ky.
Dec. 2-3	Domestic Violence, Topeka, Kan.
Dec. 6	Meth Free Education in Tennessee Schools, Knoxville
Dec. 8-10	NFA Symposium, Nashville
Dec. 10	Meth Free Education in Tennessee Schools
Dec. 13-15	First Line Supervision and Management, Mountain City
Dec. 16-17	DNA Evidence Identification, Collection, and Preservation for Law Enforcement (Rural), Salem, Ore.

RECRUITMENTS

♦ **CTAS**
Consultant, Nashville

♦ **LEIC**
Coordinator II, Nashville

♦ **NAIFEH CENTER**
Coordinator II, Knoxville

STATE SERVICE LONGEVITY

Melissa Ashburn, MTAS	10 years
Sherri Brown, IPS CO	4 years
Kimberly Clark-Carney, CTAS	12 years
Terry Hazard, CTAS	12 years
Josh Jones, MTAS	4 years
Justin O'Hara, MTAS	10 years
Beth Paton, CIS	10 years
Mike Tallent, IPS CO	31 years
Russell Toone, CIS	16 years
Jon Walden, CTAS	21 years

2011 Holiday Calendar

New Year's Day	Saturday, Jan. 1 (observed Dec. 31, 2010)
Martin Luther King Jr. Day	Monday, Jan. 17
Spring Holiday	Friday, April 22
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day	Monday, Sept. 5
Thanksgiving	Thursday and Friday, Nov. 24-25
Winter Holiday	Monday, Dec. 26 through Friday, Dec.30
New Year's Day	Sunday, Jan. 1 (observed Jan. 2, 2012)

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The EXCHANGE is a newsletter
of The University of Tennessee
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Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

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