

CIS Provides OSHA Training for National Park Service Staff

Twenty-six people from various national parks attended the Occupational Safety and Health Administration (OSHA) Training Institute Course 511 taught by the **UT Center for Industrial Services (CIS)** and held at a facility within the Great Smoky Mountains National Park.



Bryan Lane and Walter Idol of CIS conducted the course that covers OSHA policies, procedures and standards as well as general industry safety and health principles with special emphasis placed on the areas that are the most hazardous.

"You can rest assured that the participants gained a good deal of useful information that can now be applied in their daily operations," said Charles Daniels, occupational health, safety and environmental manager for the Great Smoky Mountains National Park. "I received only positive comments and compliments. Bryan and Walter provided professional and quality instruction." ■

First Certified Municipal Finance Officer Certificates Awarded

The first group of Certified Municipal Finance Officers (CMFO) was presented with its certificates during a graduation ceremony held Jan. 27 in Nashville.

The graduating class included 97 individuals representing 86 cities and one utility district. These individuals completed a two-year program that consisted of 11 courses covering eight different topics, and they passed an exam for each course.

The CMFO certification was awarded to each individual by the Comptroller of the Treasury. Speakers at the ceremony included Comptroller of the Treasury Justin P. Wilson; Director of Municipal Audit Dennis Dycus; UT Vice President of Public Service Mary Jinks, Ed.D.; and MTAS Finance and Accounting Consultant Dick Phebus.

The CMFO program was developed after the state legislature passed a law that required certain municipal finance officers to be certified.

MTAS worked with assistance from and review by the State of Tennessee Comptroller's Office to develop the program objectives and content. This certification program is at the forefront of programs nationwide that focus on the role of the municipal finance officer.

"MTAS would like to express our sincere congratulations to the first class of Certified Municipal Finance Officers (CMFOs)," said MTAS Executive Director Steve Thompson. "We applaud each individual's commitment to the program and are very proud of their achievements. The purpose of this program is to advance the knowledge and skills required of municipal finance officers in today's complex financial environment." ■

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Employees Express Satisfaction on Supervisors' Annual Survey

About 120 [UT Institute for Public Service \(IPS\)](#) employees replied to the annual Supervisor Development survey, and the majority of them continue to be satisfied with the job performance of their supervisors.

Nearly 77 percent of the respondents said they are satisfied or very satisfied with their supervisor understanding what they do, and 78 percent say their supervisors give clear directions and are encouraging and optimistic.

IPS started the Supervisor Development survey in 2006 as a recommendation from the IPS Employee Relations Council. In the five years since the survey began, employees have responded that they are generally satisfied with their supervisors.

"We've looked at the data from all five years of the survey and are pleased that employees seem to be happy with their supervisors," said Mary Jinks, vice president of public service. "There are some areas that need work. We will look at those areas and include them as topics in our supervisor's training for 2011." ■

"We've looked at the data from all five years of the survey and are pleased that employees seem to be happy with their supervisors."

Mary Jinks, Vice President of Public Service

New Loudon Mayor Calls on MTAS for Strategic Planning Direction

Shortly after being elected mayor of Loudon, Judy McGill Keller reached out to the [UT Municipal Technical Advisory Service \(MTAS\)](#) to find the best method to get all of city council to work together and toward the same goals. The answer was strategic planning.

Mayor Keller swiftly shifted into action and scheduled a two-day retreat for the council, which had three of five seats filled by newly-elected officials, shortly after the new council was sworn in. The retreat agenda included creating a mission statement; examining the influences, internally and externally, that have an impact on the city government; then developing a vision statement and crafting goals and objectives to achieve that vision while staying true to the mission.



Seated from left to right are Mayor Judy M. Keller, Councilmember Michael Cartwright, City Manager Lynn Mills, Vice-Mayor Lynn Millsaps, Councilmember Judy Sampson Jones and Councilmember Jimmy Parks.

MTAS Municipal Management Consultant Margaret Norris facilitated the meeting and wrote a summary report that she submitted to the council. At the January council meeting, the governing body accepted the report and began taking steps to ensure the plan got underway. The council is eager to begin accomplishing its newly set goals and providing a better quality of life for the residents and businesses of Loudon. ■

Three IPS Employees Receive Certified Professional Secretary Designation

Nancy Gibson of the UT Municipal Technical Advisory Service (MTAS), Beth Paton of the Center for Industrial Services and Judy Wilhite in the IPS Central Office received the Certified Professional Secretary (CPS) title after passing the exam in late 2010.

The CPS is sponsored by the International Association of Administrative Professionals (IAAP), which is the world's largest association for administrative support staff. The IAAP has been in operation for more than 60 years and provides up-to-date research on office trends, cutting-edge publications, outstanding seminars and conferences and top-notch resources to help administrative professionals enhance their skills and become more effective contributors to their employers.



Nancy Gibson



Beth Paton



Judy Wilhite

The employees of IPS took classes to help prepare them for the exam. Gibson has been with an administrative specialist with MTAS since 2006 and works with the codes section. Paton is an accounting specialist with CIS and has been there since 2000. She handles human resources paperwork and accounting. Wilhite has been with the university since 1978 and serves as the publications assistant for IPS.

IPS congratulates these three employees for taking the time and making the effort to pass this program. ■



When Blair Composites, LLC, wanted to diversify its customer base, it called upon the UT Center for Industrial Services (CIS).

Blair Composites, LLC, located in Greeneville, is a custom fiberglass fabricator serving the commercial, industrial, automotive, military and metal fabrication markets. Blair Composites LLC, was experiencing volatile sales patterns in the retail signage business, which had become the primary customer base for the business. The company wanted to move back toward a more diversified customer base by re-entering the aerospace and military industry, where it had sizeable contracts in the past. In order to bid on projects in these industries, companies are now required to have ISO-9001 and AS-9100 certification. So, Blair Composites requested the assistance of CIS with the preparation for ISO Certification. The assistance was made-up of ISO System

Training, coaching and project management, over a six-month period. The Blair Composites staff was fully engaged during the implementation of the ISO Quality System.

The team reached its goal of becoming ISO-9001:2008 registered a month ahead of schedule. Since achieving the ISO Certification, the company has pursued many new contracts that require ISO Certification. So far, it has been awarded a couple of ISO contingent projects valued at approximately 10 times its investment in becoming ISO Certified.

"The UT Center for Industrial Services was instrumental in Blair Composites' achievement of ISO-9001:2008 registration," said Blair Composites Vice President, Mike Carlton. "The consultant led our team in a very organized and efficient manner, to the development of a system that helps Blair Composites improve and grow." ■

IPS and CIS Offer SBIR Training

By Beth Phillips

More than 70 participants from across the state participated in Small Business Innovation Research workshops offered by the UT Institute for Public Service (IPS) and the Center for Industrial Services (CIS). The SBIR/STTR (Small Business Innovation Research/Small Business Technology Transfer) program is a multi-phase federal government initiative designed to provide funding for new and innovative "high-risk" technologies. The training offered by IPS was designed to assist small businesses and entrepreneurs in navigating the SBIR/STTR process from designing a proposal to product commercialization.

IPS provides SBIR and STTR support to customers through using the University's colleges to identify faculty to participate in proposals for SBIR/STTR awards and helping award winning companies that are ready for commercialization market their product, service or idea to the government. Taught by national expert Jim Greenwood, the courses addressed a variety of topics of interest to those seeking contracts or grants to support their innovations. Courses were held in Oak Ridge, Franklin and Memphis and participants included

small business persons, entrepreneurs and representatives from economic development support organizations.

The training is designed to stimulate technological innovation in the private sector, strengthen the role of small business concerns in meeting federal research and development needs and encourage participation of socially and economically disadvantaged persons and women-owned businesses.

"The SBIR/STTR programs are immensely important to small businesses and entrepreneurs" said IPS Assistant Vice President Chuck Shoopman. "Especially in these challenging economic times, it is important to do all we can to encourage and grow small businesses."

More SBIR classes will be scheduled for 2011. For more information on the SBIR/STTR programs, see <http://www.zyn.com/sbir/> or contact Chuck Shoopman at chuck.shoopman@tennessee.edu. ■



CTAS Elves Deliver a Merry Christmas to Families in Need

Four LaVergne area families had a Merry Christmas this year thanks to employees from the [UT County Technical Assistance Service \(CTAS\)](#).

For their annual Christmas project, CTAS employees donated money and gifts to help the families they adopted for the holidays. County association directors also contributed to the effort. More than \$2,000 was collected to buy the gifts. The families included a total of 13 children, students and siblings of students at LaVergne Primary School where Cindy Roberts (wife of CTAS Field Services Administrator Robin Roberts) is a librarian.

"Each child received two sets of new clothing and several toys," said CTAS Lead Legal Consultant Libby McCroskey, who led the fund drive along with CTAS Program Resource Specialist Debbie Blanchard. "Two of the kids asked for and received new bicycles. Shoes and coats were provided for the children who needed them. The families also received gift cards to enable them to buy food for Christmas."

Money left over after all gifts were bought was donated to the Second Harvest Food Bank to help more families in need. ■

Celebrating of Public Service

The following briefs are from the first annual report produced by the UT Institute for Public Service:

- The myriad of problems associated with implementing the federal Occupational Safety and Health Act (OSHA) of 1970 challenged industry leaders throughout Tennessee. To help answer some of these questions, the Center for Industrial Services (CIS) and UT Nashville developed programs for businessmen. CIS prepared a comprehensive 135-page management handbook regarding the act and conducted one- and two-day seminars across the state.
- Cities have varying needs for assistance in personnel administration. The Municipal Technical Advisory Service (MTAS) recently completed major studies to help governmental officials develop retirement compensation plans, employee merit rating reports, attitude surveys, model personnel merit system ordinances and model affirmative action programs.
- A small packing plant needed to develop a solid and liquid waste disposal facility which would conform to state water pollution standards and which was attainable from the standpoint of capital outlay. Through the services of a field engineer from the Center for Industrial Services, the technical requirements were compiled, and a system was designed to meet both the company's needs and state requirements. ■



A.C. Lock, Mike Pentecost and Harold Youngmeyer



Elwyn Bembry (left) and Frank Kirk



Gene Puett and Ann Lowe



T.C. Parsons (left) and Tom Ballard (center)

New State Legislators Attend Workshop

About 12 newly elected and mid-term Tennessee legislators took part in the Newly Elected Tennessee Legislators workshop hosted by the UT Institute for Public Service (IPS) in partnership with the Howard Baker Jr. Center for Public Policy.

The workshop covered such topics as Transitioning from Campaigning to Governing, the economy and the Tennessee state budget. To close out the workshop, Speaker of the House Beth Harwell and Lieutenant Governor Ron Ramsey spoke to the new members of the General Assembly about life as a public servant.

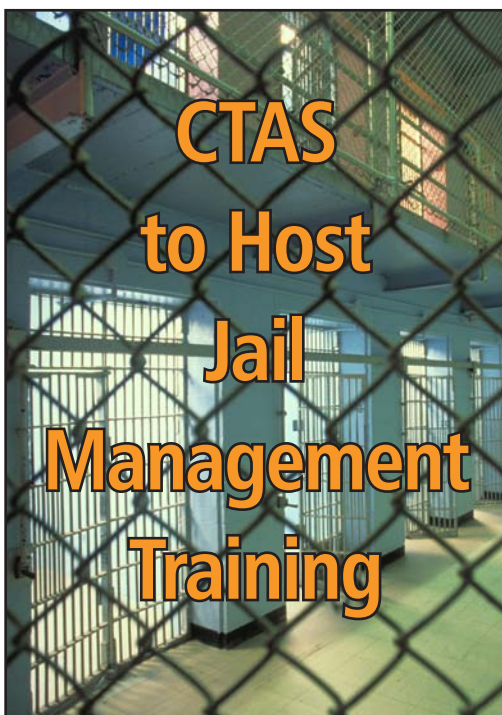
The UT Office of Public and Government Relations hosted a dinner one night for the attendees with a behind the scenes tour of Neyland Stadium. Reception guests included Bob Kesling and former UT quarterback Condredge Holloway as well as UT athletic directors Joan Cronan and Mike Hamilton. ■



(Above) Condredge Holloway has reception attendees recite Gen. Robert Neyland's game maxims.



(Left) Lieutenant Governor Ron Ramsey and Speaker of the House Beth Harwell address new legislative members.



Starting this month, the UT County Technical Assistance Service (CTAS) will offer a series of state-wide workshops entitled "Managing the Jail through Effective Staffing." This course will discuss the challenges that jail administrators are faced with in staffing their facilities. It will look at the symptoms versus causes in the overuse of compensatory time and overtime.

The workshop will briefly cover the staffing analysis process and describe when they should be conducted. Participants will explore the benefits of managing the jail through effective staffing and discuss the characteristics of the jail setting that impact staffing.

Ideas on basic data collection, establishing daily routines and managing both internal and external jail activities as they relate to jail staffing will be discussed. The class also will look at the topic of net annual work hours and address the importance of monitoring these hours and how they can be managed.

This training is strictly for jail administrators, personnel in leadership positions in jails (not a line officer), chief deputies and sheriffs. The class size will be limited to 30 participants. ■

Staff Applause



Bill Stetar

To: Bill Stetar, CIS

You got absolute rave reviews and great comments on the presenter evaluations. You have set the standard for the year and got our year off with a rousing start. Thank you so much for coming and presenting an outstanding program.

Dick Prince, Vice President Human Resource Development
First Volunteer Bank (Chattanooga)

To: The Staff and Friends of CTAS

Thank you so much for your generosity in providing a wonderful Christmas to four families at our school. As you know, this has been a difficult year for so many. More people are turning to us for help, and it is reassuring to be able to depend on good and caring people and organizations to help us provide what is needed. We appreciate your continued involvement and support of LaVergne Primary School.

The Faculty & Staff
LaVergne Primary School

To: Mary Jinks, Ed.D., Vice President of Public Service

The International Association of Administrative Professionals (IAAP) through its Institute for Certification, is pleased to inform you that **Judy Wilhite** has been awarded the Certified Professional Secretary rating. Since 1942, IAAP has set the standard for all administrative professionals everywhere. In 1951, IAAP initiated the Certified Professional Secretary program. Since that time, more than 67,000 individuals have earned the CPS rating with more than 27,000 remaining active. You are to be commended on your support of your employee in achieving this recognition and enhancing her skills and abilities. We appreciate your commitment to continuing education.

Donald W. Bretthauer, Executive Director

To: Nathan Lefebvre, LEIC

I wanted to give you a quick update about our two guys, Jeff Steele and Ken Taylor. Since returning from the National Forensic Academy, these guys have made a huge impact on this agencies ability to process crime scenes. As a matter of fact, they are right now processing a death scene with a victim who in now frozen from our cold weather. (They learned this last February in your cold!) We have not had to call SLED since the guys got on the job and that has pleased the Sheriff tremendously. Our next step was obvious. We formed our own Forensics unit which I made up of our two CSI guys, our Evidence Tech and we placed them under a Lieutenant who has investigative background and a Chemistry degree. We are also planning to build a 'Stand Alone' facility that will house our evidence, contain a lab for some of our work and will also have ample space for our guys to bring in evidence and process it in a controlled environment. This is all stemming from the training you provided. We are proud to have them here! Thanks for the opportunity that allowed this to happen.



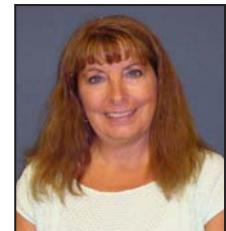
Nathan Lefebvre

Major J. David Belk, Undersheriff
Lancaster County Sheriff's Office
Lancaster, South Carolina



The IPS 40th anniversary logo appeared on the Hilton hotel podium in the last issue of The Exchange.

The winner was
Norma Wilcox from
the Center for
Industrial Services.



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

IPS February Calendar of Events

◆ CIS

Feb. 1	PTAC 101, Brownsville
Feb. 2	Hazardous Waste Annual Report, Memphis
Feb. 2	Tier II Reporting, Memphis
Feb. 3	Hazardous Waste Annual Report, Jackson
Feb. 3	Tier II Reporting, Jackson
Feb. 8	PTAC 101, Memphis
Feb. 9	Written & Training Program Requirements, Nashville
Feb. 10	PTAC 101, Knoxville
Feb. 11	Written & Training Program Requirements, Knoxville
Feb. 15-18	OTI 511-General Industry, Nashville
Feb. 21-25	40-Hour Site Worker, Gatlinburg
Feb. 22-24	OTI 502-TtT Construction Update, Knoxville
Feb. 24	PTAC 101, Clarksville
Feb. 28	Congressman Phil Roe Small Business Procurement Conference, Kingsport

◆ CTAS

Feb. 1	Incident Command for Local Officials, Franklin
Feb. 8	Education Funding & Reform, Athens
Feb. 9	Education Funding & Reform, Knoxville
Feb. 10	County Budgeting Workshop, Athens
Feb. 14	County Budgeting Workshop, Jackson
Feb. 17	GASB Statement 54 Workshop, Athens
Feb. 17	Education Funding & Reform, Jackson
Feb. 18	Managing the Jail through Effective Staffing, Knoxville
Feb. 22	Managing the Jail through Effective Staffing, Murfreesboro
Feb. 23	GASB Statement 54 Workshop, Jackson
Feb. 24	GASB Statement 54 Workshop, Franklin

◆ NAIFEH CENTER

Feb. 1	CIS Leadership Training, Montgomery Bell State Park
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◆ LEIC

Feb. 7-11	Fundamentals of Cybercrime Investigation, Kona, Hawaii
Feb. 8-9	DNA Evidence Identification, Collection and Preservation for Law Enforcement, Ruston, La.
Feb. 14-18	Fundamentals of Cybercrime Investigation, Kauai, Hawaii
Feb. 14-18	Photography, Hamilton, N.J.
Feb. 22-23	DNA Evidence Identification, Collection and Preservation for Law Enforcement, Seattle, Wash.
Feb. 22-24	Survival Spanish, Omaha, Neb.
Feb. 24-25	DNA Evidence Identification, Collection and Preservation for Law Enforcement, Portland, Ore.

◆ MTAS

Feb. 1	Incident Command for Local Officials, Franklin
Feb. 4-5	Elected Officials Academy I, Cookeville
Feb. 8	CMFO Session 1, Morristown, Jackson, Columbia
Feb. 10	Municipal Management Academy 01 Municipal Management Overview, Chattanooga
Feb. 16	Municipal Management Academy 02 Communication Skills and Work Styles, Germantown
Feb. 16	CMFO Session 1, Lenoir City, Martin, Lebanon
Feb. 17	Municipal Management Academy 02 Communication Skills and Work Styles, Chattanooga
Feb. 18-19	Elected Officials Academy I, Knoxville
Feb. 23	Municipal Management Academy 13 Customer Service, McMinnville
Feb. 24	Municipal Management Academy 03 Planning and Organizing, Chattanooga
Feb. 24	CMFO Session 1, McMinnville
Feb. 25-26	Elected Officials Academy I, Goodlettsville

DEPARTURE

◆ MTAS

Sarah Holley, Nashville

RECRUITMENTS

◆ CTAS

County Government Consultant, Martin
County Government Consultant, Oak Ridge

◆ MTAS

Administrative Specialist, Knoxville (part-time)
Administrative Support Assistant, Nashville

STATE SERVICE LONGEVITY

Debbie Barber, CIS	4 years
John Erdmann, CIS	12 years
Kristy Godsey-Brown, CTAS	4 years
Thaddeus Grace, IPS CO	24 years
Bryan Lane, CIS	13 years
Kevin Lauer, CTAS	8 years
Margaret Norris, MTAS	10 years
Sandy Selvage, MTAS	24 years
Lori Ungurait, LEIC	11 years
Rick Whitehead, MTAS	7 years
Johnny Winstead, CIS	17 years

the EXCHANGE

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