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University expertise for community and workplace needs

National Forensic Academy Collegiate Program completing its second class

The National Forensic Academy (NFA) Collegiate Program began in 2012 as the result of collaboration by the UT Law Enforcement Innovation Center (LEIC) and Dr. Brian Donavant, assistant professor of criminal justice at UT Martin, and now the second session of the three-week course is coming to a close.

The 2013 class of 26 students will graduate on August 2 and head back to various universities across the United States. Students traveled to the Oak Ridge facility from as far away as California, Kansas and Colorado. For completion of the class Donavant requires an assemblage of a large portfolio of students' field work and assigns a research paper. Students receive nine undergraduate credit hours for their efforts.



Students learn how to cast shoeprints with dental stone.
Credit: T. Hamlin, Hamlin Photography

The students spent half of their classes

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Local Municipal Government Leaders Attend Level I of MTAS Program

Chattanooga city council members and staff, along with other municipal government officials participated in Level I of the Elected Officials Academy in late June.

The Elected Officials Academy is a UT Municipal Technical Advisory Service (MTAS) program designed for the elected official. The curriculum designed for the academy was developed to give the municipal official an overview of the varied aspects of their role as a municipal leader.

The academy is a component of the comprehensive municipal training program provided by MTAS.

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in lecture and half completing hands-on practical exercises in every aspect of crime scene investigations from photography to blood pattern analysis. Instructors also presented several case studies from their own investigations.

"Wanting to go into homicide investigations, now I understand how to document evidence the right way, which will help me put the whole scene together," said Jessica Rupp, a UT Martin senior. "And now I can show my Mom how to use her new camera."

Other students were using the program as a springboard toward a new career while earning their degree. "Because of my age, I feel like I'm out of the job market, so this is definitely going to give me an edge on the competition. It was very important for me to be here," said Jenifer Anderson, a junior at UT Martin who returned to school at age 39.

The three-week course was certainly not all work and no play. Participants took advantage of East Tennessee's vast number of extracurricular activities, spending time hiking, kayaking and trekking down to Dollywood for a day. Alyson Hill, a student from Regis University in Denver, Colo. said, "We went white water rafting on the Ocoee River, which was a blast and we spent time downtown doing a ghost hunt and at the Saturday market. Knoxville is a really cool place!"

The students will graduate with certificates of completion, which will assist in their search for a job in the criminal justice field post-graduation. LEIC Executive Director Don Green agrees that having this certificate of completion will do a great deal to help recent graduates find top-notch positions. "With the Tennessee Chief's Association's endorsement of this program, members have agreed to give consideration to graduates should they apply for law enforcement careers within Tennessee. We greatly appreciate their support of our programs." ■

Local Municipal Government Leaders Attend Level I of MTAS Program

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The purpose of the academy, to provide municipal officials a comprehensive outline of municipal leadership responsibilities, also offers networking opportunities with other local officials to share ideas and to gain new insight from other city officials. Topics covered in Level I of the academy included the following: foundations and structures of municipal government; an overview of charters, codes and open records; municipal finance; ethics and open meetings; and how to be an effective councilmember. Participants completed 10 hours of training over two days. ■



CIS Employee Named Veteran's Small Business Champion of the Year



Russell Toone

Russell Toone, a consultant with Center for Industrial Services' Procurement Technical Assistance Center (PTAC), was selected as the Tennessee 2013 Veteran's Small Business Champion of the Year by the U.S. Small Business Administration.

The Veterans Small Business Champion Award is presented annually in each state to individuals who have fulfilled a commitment to advancing small business opportunities for veterans of the U.S. armed forces. Toone was selected because of his role in working with veteran-owned businesses across the state.

"Our PTAC group does a tremendous job assisting small businesses and veteran-owned business across the state, and I'm pleased that the Small Business Administration has recognized Russell for his role and his dedication," said CIS Executive Director Paul Jennings. ■

Session 13 of Southeastern Command and Leadership Academy Begins

Twenty-nine law enforcement professionals began Session 13 of the Southeastern Command and Leadership Academy at the end of July.

This training program, a collaboration between the UT Law Enforcement Innovation Center and the UT Chattanooga criminal justice program, provides leadership and supervision training to officers yearly. Attendees this year come from across Tennessee from Germantown to Johnson City and from Clarksville to Chattanooga. They represent a variety of law enforcement agencies from municipal, county, campus, state and corrections.



The program, which is partially funded by the Tennessee Office of Criminal Justice Programs, provides seven weeks of training over a span of nine months and covers topics such as policy, budgets, problem employees, crisis events, legal issues and of course leadership. Involving lecture, online training, and independent study, it is designed to provide professional development that provides aspiring senior law enforcement supervisors the tools to be successful in this challenging profession. Graduation is scheduled for March 2014. ■

Tennessee Center for Performance Excellence Board of Examiners



Dr. Paul Jennings



Erin Ketelle



Chuck Shoopman

UT Center for Industrial Services (CIS) Executive Director Dr. Paul Jennings, CIS Economic Development Specialist Erin Ketelle and Institute for Public Service Assistant Vice President Chuck Shoopman were appointed by the Tennessee Center for Performance Excellence (TNCPE) board of directors to the 2013 Board of Examiners. Every year, the TNCPE award program recognizes organizations demonstrating excellence in business operations and results.

Examiners are responsible for reviewing and evaluating organizations that apply for the TNCPE Award. The Board of Examiners comprises experts from all sectors of the regional economy, including health care, service, non-profit, manufacturing, education and government. All members of the Board of Examiners must complete extensive training in the Baldrige Criteria for Performance Excellence. Examiners take the skills developed during training and the assessment process back to their own jobs, benefiting and improving their own organizations in the process. Each year, the TNCPE Board of Examiners contributes more than 10,000 hours of volunteer service to organizations across Tennessee.

Established in 1993 as a public-private partnership, the Tennessee Center for Performance Excellence strives to promote economic development and drive organizational excellence by helping companies and organizations grow more competitive in today's global marketplace through affordable, in-depth assessments. A statewide non-profit, TNCPE is patterned after the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. More than 1,200 organizations have participated in and benefited from the TNCPE program. Four Tennessee businesses—Caterpillar Financial Services, Pal's Sudden Service, Eastman Chemical Company and Federal Express—have received both the prestigious Baldrige National Quality Award and the TNCPE Excellence Award.

For more information, visit www.tncpe.org. ■

CTAS' Rick Hall Presents to State ECD and First Tennessee Development District

County Technical Assistance Service County Government Consultant Rick Hall recently delivered a presentation on "how to form an audit committee" at a regional meeting of the Tennessee Department of Economic and Community Development and the First Tennessee Development District.

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Some area county mayors, finance directors, and economic development directors also were present at the meeting. Hall's presentation covered the purpose, establishment, membership, duties, and meetings of an audit committee as well as the process for forming such a committee. Part of his presentation included important adjustments to ECD's Three Star grant applicant/ grantee program (as it relates to the audit committee establishment, membership, duties, and meetings) as of March 12, 2013. The Three Star Program is dedicated to assisting communities develop economic programs throughout Tennessee. ■

MTAS is now on Twitter

In addition to its Facebook and LinkedIn accounts, The Municipal Technical Advisory Service (MTAS) now has a Twitter feed where to post updates and notifications about what's going on within the agency, as well as news of general interest to Tennessee local governments. The address is https://twitter.com/UT_MTAS.
(You do not need a Twitter account to read the feed but if you want to Tweet (post) or Retweet (share) something you see on our Twitter feed, you will need to set up an account.) ■

IT News for IPS Staff

Qualtrics for Web-Based Survey

Qualtrics is web-based survey software available for use by all UT faculty and staff to support teaching and research at the university. Surveys can be created and distributed by anyone with a NetID account.

Qualtrics offers the same functionality as Survey Monkey and Survey Gizmo, but has additional functionality such as target mailings of surveys and project sharing. Qualtrics can be used for customer satisfaction surveys, marketing research, or product feedback.

Please talk with your IT Team members about how to get access to Qualtrics. ■

Adobe Enterprise Licenses for IPS Staff

UT's recent Enterprise Term License Agreement with Adobe allows IPS staff to use Adobe software for use on university-owned computers through May 2016. Acrobat Professional XI for Windows is available now. Creative Cloud for Windows (32 & 64 bit) should be available soon, followed by Acrobat and Creative Cloud for Mac.

The use of Adobe Acrobat Pro XI and the Creative Suite should not interfere with Adobe products you currently have on your computer, but will reside in conjunction with those products. Your IT team members will be best able to advise you as to how to acquire and install these products. ■

MTAS to Conduct Planning Session for Recreation Area

The Doe Mountain Recreation Authority (DMRA) has selected the UT Municipal Technical Advisory Service (MTAS) to conduct a visioning session for it. Municipal Management Consultant Pat Hardy will facilitate the session for the authority

(DMRA) was created by the Tennessee General Assembly via passage of the Doe Mountain Recreation Authority Act of 2012. Doe Mountain, located in Johnson County, is a new type of "state" park, but it is not officially designated as a state park. It is governed by a board of directors comprised of appointed state officials and local/regional citizenry. The intent of the legislation is economic development through conservation and recreation tourism. The Nature Conservancy played a key role in the effort. The land was purchased by the State of Tennessee. The park is proposed to contain various outdoor recreation activities, including Off Highway Vehicles (OHV), mountain biking, and hiking. ■

Staff Applause


Rex Barton


David Angerer


Dana Deem


Richard Stokes


Ralph Cross


Ronnie Neill

To: Rex Barton, MTAS

I want to thank you so much for all of your help in the selection of our new police chief. The work that you and the MTAS team (David Angerer, Dana Deem, Richard Stokes, Ralph Cross and Ronnie Neill) did, and the time that you spent gathering information for the job analysis and the assessment center was invaluable to us, and I truly believe you helped us do everything we possibly could to ensure that a very fair and consistent process had been used to select the best person for this position.

As you probably heard the McKenzie city council elected Craig Moates. I would certainly recommend the process to others who are hiring a chief, and feel the evaluations we received on the candidates would be equal or surpass what we would have received if we hired an independent firm to conduct the assessment center and job analysis.

Jill Holland, Mayor
Town of McKenzie

To: Mike Garland, CTAS


Terri Kinloch

It is Karen Paris', chief deputy trustee, and my goal to have all seven full-time staff members attain the CTAS Certified Public Administrator certification. Three of our Williamson County Trustee staff members have experienced some minor delay in getting course materials. This morning I telephoned Terri Kinloch on her cell phone. Much to my surprise she answered the phone from Mexico. I am so sorry I disturbed her on vacation. Everyone deserves to get away from the office without interruptions. I told Terri what I wanted was not important and it could wait until she returned to the office. Within three or four minutes I received a call from Chris Payne in your office. He said Terri phoned him and asked him to phone me to see what we need from CTAS. I was very surprised and elated to realize and know that CTAS staff members consider us as their valued customer. I explained to Chris the course materials our staff members needed. He asked me what time we closed, and said he would personally deliver the six manuals to our office before we closed for the day.

CTAS provides elected offices many opportunities to better themselves and their staff members. We have the opportunity to take quality courses taught by outstanding professionals to help make all of us better serve both our internal and our external customers. I find it very refreshing to

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Staff Applause



Chris Payne

see that CTAS staff members go above and beyond the call of duty to practice what they preach. 1) Terri took the call and took action on her vacation. What more can we ask of those who work with us to serve our customers. 2) Chris, by the tone of his voice and simply speaking with him, willingly and happily brought the materials directly to our office. 3) There are many, many management lessons to be learned from the behavior and actions of your staff members.

Please convey to Terri and Chris how much we appreciate their loyalty and dedication to their organization "in going above and beyond the call of duty" to provide us with outstanding customer service. I hope I have the opportunity to return this level of service to you and to your staff members.

Walter J. "Joey" Davis, Trustee
Williamson County

To: Macel Ely, MTAS



Macel Ely

Thank you so much for doing the ice breakers segment of our conference. It was awesome! What I want to know is where have you been hiding? It really was great. I have lots of positive comments about it. It got us away from the norm of our work. It was relaxing and fun. Again, thanks so much!

Janice A Butler, President
Tennessee Association of County Clerks

To: Bonnie Jones, MTAS



Bonnie Jones

Thank you so much for training our supervisors on the intersection of ADA (ADAAA), FMLA, and Workers' Compensation. Those are tough areas to do training in, but you made it fun to learn. We enjoyed and learned so much.

Curtis Hayes, Mayor
Livingston

IPS August Calendar and Posts

♦ CIS

Aug. 5	Lean Certificate Series, Nashville
Aug. 6	OTI511 Occupational Safety and Health Standards for General Industry, Knoxville
Aug. 7	8-Hour Excavation Competent Person/Trench Safety, Germantown
Aug. 8	8-Hour Confined Space Overview, Germantown
Aug. 13	Strategic Planning for Economic Development Course, Jackson
Aug. 19	8-Hour DOT Refresher, Jackson
Aug. 20	16-Hour DOT, Jackson
Aug. 21	Tennessee Environmental Regulatory Overview (TERO), Jackson
Aug. 22	8-Hour Site Worker Refresher (HAZWOPER), Jackson
Aug. 22	Industrial Air Regulations, Germantown
Aug. 22	8-Hour Emergency Response Refresher, Jackson
Aug. 29	5-S: Workplace Organization and Standardization, Germantown

♦ LEIC

Aug. 2	Tactical Response to Traffic Stops, Cookeville
Aug. 21-22	Tactical Response to an Active Shooter, Trenton
Aug. 30	Tactical Response to Traffic Stops, Cookeville

♦ MTAS

Aug. 6	Legislative Update, Nashville
Aug. 7	Communication Skills and Behavioral Styles, Sevierville
Aug. 7	Legislative Update, Jackson
Aug. 13	Motivating your Workforce, Spring Hill
Aug. 22	Legislative Update, Knoxville
Aug. 28	Legislative Update, Kingsport
Aug. 28	Cash Management, Knoxville
Aug. 28	Cash Management, Jackson

RECRUITMENT

♦ **IPS CO**
Communications Specialist III, Knoxville

♦ **MTAS**
Administrator Coordinator II, Knoxville
IPS Specialist II, Knoxville

DEPARTURE

♦ **IPS CO**
Tammie Brewster, Accounting Assistant

STATE SERVICE LONGEVITY

Macel Ely, MTAS . . . . . 10 years
Gary Hayes, CTAS . . . . . 33 years
Brett Howell, CTAS . . . . . 18 years
Don Johnson, CTAS . . . . . 24 years
Donna Kelley, LEIC . . . . . 3 years
Keith Ridley, CIS . . . . . 14 years
Ben Rodgers, CTAS . . . . . 8 years
Dennis Wolf, MTAS . . . . . 2 years

IPS Annual Conference
August 14-16
Marriott Hotel
Cool Springs
Franklin

the EXCHANGE

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