

More than 100 Gather
for NFA Symposium

Two IPS Employees Complete
Leading at UT Certification

Discovering Diversity
Profile Survey

EXCHANGE

Creative, Trusted and Valued Solutions for Tennessee

WWW.IPS.TENNESSEE.EDU

March 2015 A newsletter of The University of Tennessee Institute for Public Service Vol. 10 No. 3



New Office Holders Complete UT Legislative Workshop

FIRST TERM TENNESSEE LEGISLATORS participated in a workshop offered by The University of Tennessee Institute for Public Service's (IPS) Naifeh Center for Effective Leadership and the Howard H. Baker Jr. Center for Public Policy.

The workshop, held at the Baker Center on the UT campus, briefed the new lawmakers on elements of governing at the state level. Sessions included: transitioning from campaigning to governing; policy choices, conflicts and decisions; a briefing on the state budget process and an update on Tennessee's revenue structure; and information on economic development. The new legislators heard from Lieutenant Governor Ron Ramsey and House Speaker Beth Harwell; while also meeting with UT leaders including UT President Dr. Joe DiPietro, and UT Knoxville Chancellor Dr. Jimmy Cheek.

▲ *Lieutenant Governor Ron Ramsey greets new Tennessee legislators.*



More than 100 Gather for NFA Symposium

THE LAW ENFORCEMENT INNOVATION CENTER hosted its biennial (once every 2 years) National Forensic Academy Symposium January 26-28 in Nashville. This educational symposium brought together 120 law enforcement and crime scene professionals from all over the United States to one location where they learned about forensic-related subjects, and were introduced to the newest techniques and technology available for processing crime scenes.

The symposium included topics on: shiftwork and fatigue management, stable isotopes analysis in forensic investigations, pathology of gunshot wounds, handling large scenes (such as the attack on the Pentagon and flight 77 during 9/11), documentation and analysis of human rights abuse cases, Target corporation's forensic services and capabilities, working with critical care staff to preserve evidence on living victims, 3D scanning of clandestine gravesites, and the optimal temperature for Cyanoacrylate fuming latent fingerprints. Several vendors contributed and demonstrated the newest 3D scanning technology available, and aerial drones with cameras mounted to assist in crime scene documentation.

The event was highly successful and individuals praised the quality of the symposium and the topics presented. This symposium also provided an opportunity for alumni of the National Forensic Academy to reunite and connect while at the symposium. X

NFA Symposium

(Legislative continued)

The Newly Elected Tennessee Legislators Workshop is part of the Tennessee Legislative Leaders Academy, a joint venture with the Naifeh Center and the Baker Center. The academy will offer courses of interest to state lawmakers throughout the year. X



▲ **Former Senator Bill Clabough, Speaker Emeritus Jimmy Naifeh and former Senator Jo Ann Graves.**



Two IPS Employees Complete Leading at UT Certification

MTAS ONLINE TRAINING SPECIALIST Cyndy Edmonds and IPS Administration Office Business Manager Thaddeus Grace both were honored for their recent completion of the UT Employee and Organizational Development Leading at UT certificate program.

The Leading at UT certificate was designed for managers, directors, and department heads both new to the organization and those who hold a supervisory or managerial position. The certificate is achieved after 33 hours of training. The training includes courses related to leadership of the self, the department, and the university. Participants start the certificate process by taking the initial class, Leading at UT. ✕



Edmonds



Grace



Wolf

MTAS Fire Management Consultant Completes Professional Designation

MTAS FIRE MANAGEMENT CONSULTANT Dennis Wolf completed the process that awards him the professional designation of Chief Fire Officer (CFO). The Commission on Professional

Credentialing conferred the re-designation upon Wolf, who is one of only 1,017 CFO's worldwide.

The Chief Fire Officer Designation program is a voluntary program designed to recognize individuals who demonstrate their excellence in seven measured components: experience, education, professional development, professional contributions, association membership, community involvement, and technical competencies. Wolf received his original designation in

February 2003. To maintain the designation, individuals need to show they have continued to develop as a CFO in four areas: professional development, professional contributions, active association membership and community involvement.

A board of review consisting of members of the fire and emergency services profession, academia, and municipal agencies review each application and recommends successful candidates for designation to the commission

Wolf has been an active member of the Tennessee Fire Service since 1974, and has served as the fire management consultant for MTAS since August 2011. He is a state certified firefighter and fire officer, and a peer reviewer for the designations of Chief Fire Officer and Chief Emergency Medical Services Officer. ✕



Discovering Diversity Profile Survey

IN SEPTEMBER 2014, IPS employees completed the Discovering Diversity Profile. This same profile was administered in the spring of 2011 and was a baseline for developing diversity training for the past several years. Training included a program on Valuing Diversity, Managing the Generations, Religion in the Workplace, Respect in the Workplace and Community



Consensus. In the 2014 survey, the group report will help to focus diversity efforts based on the needs of the group or organization. The rate of return on the survey was 83 percent with the high being 93 percent of employees in an agency completing the survey to a low of 69 percent of the employees completing the survey.

The information in this report moves through the four key areas of diversity: knowledge, understanding, acceptance and behavior. Each area is important in shaping attitudes toward diversity.

The results were given for each individual who returned the survey. Employees were able to print their results with explanations and suggestions on how to improve in each of the four areas. From the individual results, the totals were compiled into cumulative data by each of the five agencies in IPS (MTAS, CTAS, CIS, LEIC, and Administration, which included the Naifeh Center). From the agency reports, a cumulative report was prepared for IPS. All of the information gathered from the individuals who completed the survey is anonymous and no individual scores are revealed.

The charts show the cumulative totals for IPS in 2011 and 2014 for each of the four general areas and the two attributes in each area. Each reflects the group mean and the level of the responses.

2014 Survey Results

	IPS	CIS	MTAS	CTAS	LEIC	Admin.
<i>Stereotypes</i>	31.9	31.2	31.8	32.4	32	32.7
<i>Information</i>	27.8	27.4	27.9	27.8	27	28.9
<i>Awareness</i>	31.7	31.1	31.9	31.2	31.8	32.8
<i>Empathy</i>	32.3	32	32.7	31.8	32.8	32.34
<i>Receptiveness</i>	33.1	32.5	33.2	32.6	34.7	34.7
<i>Respect</i>	35.6	35.5	35.7	35	36	37
<i>Self-Awareness</i>	36.2	36.3	36.2	34.9	38.5	37.9
<i>Interpersonal Skills</i>	34.8	35	34.5	34	37	36.2

2011 Survey Results

	IPS	CIS	MTAS	CTAS	LEIC	Admin.
<i>Stereotypes</i>	30.8	30.1	30.9	31.1	31.5	30.9
<i>Information</i>	27.4	27.5	26.9	27.2	27.7	27.9
<i>Awareness</i>	31.1	30.3	31.2	31.1	31.7	32.1
<i>Empathy</i>	32	31.5	31.7	32.6	32.2	32.4
<i>Receptiveness</i>	32.5	31.9	32.5	32.6	33.3	33.3
<i>Respect</i>	34.8	34.2	35.2	35.1	35.2	34.1
<i>Self-Awareness</i>	35.7	35.7	35	35.3	36.2	36.9
<i>Interpersonal Skills</i>	34.4	34.6	33.8	34	34.7	35

Each of the executive directors has a copy of his agency results and will be sharing these with each employee. The Workforce Development Strategic Planning Committee will also take the overall results and develop some additional training to be offered for all IPS employees to help understand diversity and how they can improve attitudes and interpersonal relations in working with fellow co-workers and the communities and customers they serve daily. X

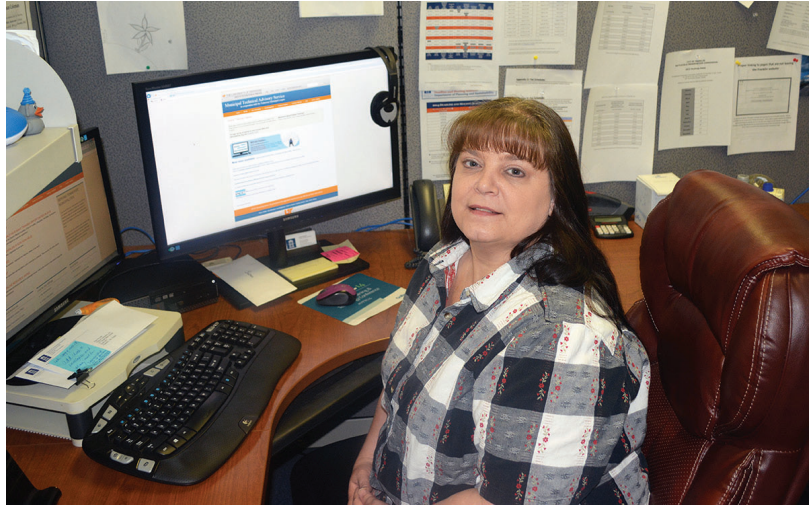
First Municipal Employees Completes all Three Levels of MTAS Online Training Certificate Program

THE UT MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) congratulates Susan Coleman of the city of Franklin, for being the first municipal employee to complete all three levels of the new Administrative Professional Online Training Certificate Program. A technical support specialist in the department of planning & sustainability, Coleman has been with Franklin for nine years. She is a past graduate of the MTAS Municipal Administration Program's (MAP) Public Administrator program.

"MTAS is a great resource for me by providing informative and technical advice on a variety of subject matters," Coleman said. "I am so glad MTAS now offers the online classes and certificate programs, since this a convenient way to stay up to date and provides continued training."

Prior to Coleman becoming the first city employee in Tennessee to complete all three levels of the Administrative Professional Online Training Certificate, Coleman completed 30 online courses, a total of 28 hours of instruction. Coleman says she plans to continue her training by enrolling in the Managerial Essentials Online Certificate Program for the new fiscal year.

"Our heartfelt congratulations go out to both Susan and the city of Franklin for seeing the value in utilizing online training for professional development," said MTAS Program Manager Dr. Macel Ely. "We believe these online courses are beneficial for municipal employees and their respective cities. By equipping our municipal employees



with additional knowledge, job skills and insight, everyone reaps the benefit: our employees, our cities and our citizens."

▲ **Susan Coleman**

MTAS has three online certificate programs available. They are: Administrative Professional Online Certificate, Human Resources Essentials Online Certificate and the Managerial Essentials Online Certificate. Visit <http://online.mtas.tennessee.edu> to read more about the programs. ✕



kudos



To: *Jim Thomas*
MTAS Executive Director

A year ago, I came to Lebanon with a background in federal government. It is an understatement to say there is a huge difference in managing in federal government and a municipality in the state of Tennessee. However, I quickly learned that the greatest resource a municipal department head could have is MTAS.

I cannot begin to express to you what a tremendous resource Ralph Cross, Rex Barton, Dennis Wolf and Richard Stokes have been to the city of Lebanon and me, personally. All of these gentlemen are outstanding professionals in their field and are such a tremendous resource to our entire state. I appreciate what they do every day to help municipalities.

I have recently completed the CMFO classes and it was through those classes I learned of the wide range of resources available through MTAS. Someone somewhere had great vision to establish the MTAS program and hire professionals, like these gentlemen, to assist cities across our state.

I just wanted to take this opportunity to not only thank them, but to let you know how valuable each of them are to those of us who come into Tennessee and are not familiar with the state's requirements for municipalities. Every one of them have helped our city this past year function as a better government for our citizens. Thank you.

Robert Springer, Commissioner of Finance and Revenue
City of Lebanon

To: *Don Green and*
Emily Miller, LEIC

Thank you for including Lt. Burns and me in the Community Policing work group effort. I really enjoyed spending time with you both and learning about LEIC as well as about my peers' departments and experiences. I found the time both enjoyable and productive. I am looking forward to more similar experiences in the future. Lt. Burns was particularly effusive about how much he valued the opportunity to be a fly on the wall as we discussed leadership experiences and issues. I have thought for some time that we need to find more ways – formal and informal – to give our future leaders exposure to executive leadership activity. Please do not hesitate if I or CPD can do anything for you or your department.

Fred Fletcher, Chief of Police
Chattanooga Police Department

IPS Inclement Weather Policy

IN THE EVENT OF SEVERE INCLEMENT WEATHER conditions (snow, flooding, tornados, etc.), employees should use their best judgment on whether to report, or travel to and from work. Supervisors should allow employees to use annual leave if the employees feel it is not safe to travel. Employees should notify their supervisor if they do not expect to report to work, or report on time.

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:

- Chattanooga – follows the UT Chattanooga closing (offices are on the campus)
- Cookeville – follows the Putnam County Courthouse closing as announced by the County Mayor
- Jackson – follows the West Tennessee Research and Education Center closing
- Johnson City – follows the Washington County Courthouse closing as announced by the County Mayor

To: Jim Thomas
MTAS Executive Director

Ralph Cross and Sharon Rollins provided excellent data to back up their findings. The presentation they gave to our board of mayor and alderman was the best I've seen in my 30 years in government. I would highly recommend Ralph and Sharon to all government agencies that need assistance - a very, very, very good analysis and presentation. Kudos to both of them for a job well done!!!

Joe Moss, Public Works Director
City of White House

To: Don Green, LEIC

Just wanted to take a moment and express my thanks and appreciation for the work and effort displayed by the LEIC/NFA staff in making the NFA Symposium a success this year. This was my first year to attend since I graduated from NFA Session 29, and I was not disappointed. I was able to renew old friendships, make new ones, and stay abreast of innovations and opportunities in the field, as well as refreshing and expanding my own knowledge base.

In particular, I enjoyed the broad perspective of the various speakers and subjects and hope that future symposiums will continue that effort, especially in the area of crime scene processing. Among the staff, Melanie Wolfenbarger was especially helpful with sorting out a registration issue. It was good to see Donna Kelley, Dan Anselment, and the others continuing the work. I hope you will share my comments with all of the staff and let them know their efforts were valued.

Eric M. Pendleton,
Detective, Forensic Unit
Charlottesville (Va.) Police Department

To: Kevin Lauer
CTAS

I would like to express my appreciation to you and the members of the Tennessee Mutual Fire Aid who stepped in to assist the city of Nashville during the recent water main break in the Elm Hill Pike and McGavock Pike area of town. Unfortunately I don't have a list with specific names of those who responded; however, I am hopeful that you have an avenue for easily contacting them to share with them my gratitude. It's great teamwork; reaching across multiple departments and counties, that reminds us what public safety is truly about. On behalf of the members of the Nashville Fire Department, we thank each of you for your role played in keeping our citizens safe during our time of need.

Rick T. White, Director-Chief
Nashville Fire Department

- Knoxville – follows the UT Knoxville closing (offices are on the campus)
- Martin – follows the UT Martin closing (offices are on the campus)
- Memphis – follows the Shelby County Courthouse closing as announced by the County Mayor
- Nashville – follows the Nashville/Davidson County Courthouse closing as announced by the Metro Mayor
- Oak Ridge – follows the Anderson County Courthouse closing as announced by the County Mayor
- Other work assignments – In the event an employee is in a location other than his or her work headquarters (i.e., a multi-day training requiring overnight stays), and

inclement weather results in the closure of county government offices preventing program participants from attending the class, administrative closing hours may be approved by your agency director, an assistant vice president or the vice president.*

**If your home is your official duty station, you are not eligible for administrative closing hours due to inclement weather.*

calendar

CIS

March 2	8-Hour Site Worker Refresher (HAZWOPER), Knoxville
March 3	8-Hour DOT Refresher, Knoxville
March 4	16-Hour DOT, Knoxville
March 10	OSHA 511 Occupational Safety and Health Standards for General Industry, Nashville
March 16	OSHA 510 Occupational Safety and Health Standards for Construction, Knoxville
March 24	8-Hour Site Worker Refresher (HAZWOPER), Memphis
March 25	First Aid, CPR & AED Workshop, Memphis
March 25	Tennessee Economic Development Finance Course, Murfreesboro
March 26	16-Hour DOT, Memphis
March 30	First Aid, CPR & AED Workshop, Knoxville

CTAS

March 3	Operating Budget, Cookeville
March 4	Operating Budget, Franklin
March 5	Operating Budget, Jackson
March 10-11	County Government Days, Nashville
March 17	Operating Budget, Johnson City
March 18	Operating Budget, Knoxville

March 19	Operating Budget, Athens
March 24	Operating Budget, Manchester

LEIC

March 9-May 15	NFA Session XXXVIII, Oak Ridge
March 16-20	SRO Basic Training, Franklin

MTAS

March 10	Planning and Zoning and Board of Zoning Appeals, Johnson City
March 11	Planning and Zoning and Board of Zoning Appeals, Knoxville
March 12	Planning and Zoning and Board of Zoning Appeals, Red Bank
March 20	(EOA) Foundations and Structures of Municipal Government, McKenzie
March 21	(EOA) Charter, Codes and Open Records, McKenzie
March 21	(EOA) Finance for Elected Officials, McKenzie
March 21	(EOA) Council at Work, McKenzie
March 21	(EOA) Ethics and Open Meetings, McKenzie
March 24	Planning and Zoning and Board of Zoning Appeals, Franklin
March 25	Planning and Zoning and Board of Zoning Appeals, Jackson
March 26	Planning and Zoning and Board of Zoning Appeals, Bartlett

announcements

RECRUITMENTS

CIS	Solutions Consultant III, Chattanooga
CIS/Admin. Office	Administrative Support Assistant III, LDA

NEW HIRES

MTAS	John Grubbs, IPS Consultant, HR
CIS	Debbie Barber, IPS Consultant, PTAC

RETIREMENTS

CIS	Jim Slizewski
	Harding Aslinger
	Bill Wiley

DEPARTURES

CIS/Admin. Office	Paula Heiss
-------------------	-------------

MARCH SERVICE ANNIVERSARIES*

Gail White, IPS Administration	Kay Stegall, MTAS
Michael Codega, CIS	Richard Stokes, MTAS
Sherri Cooper-Duru, CIS	Dennis Wolf, MTAS
Tammy Gage, CIS	Michael Galey, CTAS
Keith Groves, CIS	Robin Roberts, CTAS
Rod Kirk, CIS	
David Angerer, MTAS	
Doug Brown, MTAS	
Pat Hardy, MTAS	
Armintha Loveday, MTAS	
Al Major, MTAS	
Lisa Shipley, MTAS	

*Reflects the month of current hire date.

The *EXCHANGE* is a newsletter of
The University of Tennessee
Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974.6621 • Fax: (865) 974.1528
WWW.IPS.TENNESSEE.EDU

DR. JOSEPH DIPIETRO
President
DR. HERB BYRD, III
Interim Vice President of Public Service
CHARLES E. SHOOPMAN
Assistant Vice President
STEVEN T. THOMPSON
Assistant Vice President



10% Total Recovered Fiber
All Post-Consumer Fiber



The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.
The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.
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.