

the EXCHANGE
WWW.IPS.TENNESSEE.EDU
July 2011 A newsletter of The University of Tennessee Institute for Public Service Vol. 6 No. 7
University expertise for community and workplace needs

CTAS, Office of Local Government Provide Re-districting Training

Once every 10 years in conjunction with the decennial census, local governments are required to re-district and re-apportion their legislative bodies according to Tennessee state law. The UT County Technical Assistance Service (CTAS) and the State Comptroller's Office of Local Government (OLG) will be providing re-apportionment assistance to 94 of the 95 counties, with Metropolitan Davidson County being the only exception.



CTAS County Government Consultant Gary Hayes and Director of Local Government Tom Fleming address the crowd while Local Government GIS Manager David Tirpak demonstrates new re-districting software.

The remaining 94 counties have been divided into two groups: (1) limited assistance counties and (2) detailed assistance counties. Counties that fall into category one are those counties that have their own professional staff and the

(continued on page 2)



Five of the nine graduate students who comprise the inaugural Tennessee Public Service Intern Program.

Statewide Public Service Internship Draws Students from Six Universities

In the first year of the UT Institute for Public Service's (IPS) Tennessee Public Service Intern Program, nine graduate students have been placed with communities around the state.

The intern program, which was formally announced in the spring, is open to graduate, undergraduate and post-graduate students from six universities within Tennessee. After they express interest with their individual schools, the UT Municipal Technical Advisory Service (MTAS) and the UT County Technical Assistance Service (CTAS) will work with cities and counties to place the students.

The first group of public service interns includes:

- Aris Walker, Tennessee State University, who will work with the city of Franklin under the supervision of MTAS Consultant Dana Deem.
- Andrea Barber, University of Memphis, who will work with the city of Brownsville under the supervision of MTAS Consultant Rick Whitehead.
- Jafar Ware, UT Chattanooga, who will work in economic development with the UT Center for Industrial Services. He will be supervised by MTAS Consultant Ron Darden.

(continued on page 2)

IN THIS ISSUE

IPS Customers Once Again Pleased with IPS Services, Staff
State Office of Criminal Justice Remains Strong Supporter of LEIC
CIS Provides Firemen Hands-on Experience in Collapsed Building Rescue Class

Statewide Public Service Internship Draws Students from Six Universities

(continued from page 1)

- Laura Bowman, East Tennessee State University, Milligan College and the University of Alabama-Birmingham, who will be working in Johnson City with MTAS Consultant Pat Hardy.
- Michael Thompson, Tennessee State University, who will be working with Deem in the city of LaVergne.
- Jeremy Johnston, UT Knoxville School of Law, who will be working in Oak Ridge under the supervision of MTAS Consultant Margaret Norris.
- Thaddeus Jablonski, East Tennessee State University, who will spend the summer working with Hardy.
- Jeremy Michel, Middle Tennessee State University, who will work in Rutherford County under the supervision of CTAS Consultant Doug Bodary.
- April Ransom, University of Memphis, who will work in Shelby County with CTAS Consultant Michael Galey.

The first group of interns will work through the summer, and other groups will work fall and spring semesters.

"When we started out, I thought we might have interest from two or three places," said MTAS Executive Director Steve Thompson, who is the point of contact for the program. "But we had interest from six campuses, 11 candidates and 13 communities. We are very pleased with the first year. Moving forward, we'll make some adjustments to the program, but all in all, I would say the first year is a success." ■

New Learning Management System Now Online

All UT Institute for Public Service (IPS) agencies are now using a new software system to offer training to customers. The improved system will still be called Solution Point as it is still the training solution point for our customers.

Upgrades make it easier to login to Solution Point, find a course, register and pay for it in a matter of minutes. Soon, many more online (or Web-based) courses will be offered. With these courses, customers don't have to travel, they can take them on their schedules and can start a course, stop it and come back later and complete it.

For some customers, printing a transcript of courses is important. The upgraded Solution Point will let them print a transcript at any time. It is continuously updated, so it will be up-to-date on all courses and credits. Each agency will have a link to Solution Point from its Web site. Soon, short instructional videos will be posted on the Web sites. ■



CTAS County Government Consultant Gary Hayes talks with Hamilton County Commissioner Warren Mackey about re-districting.

CTAS, Office of Local Government Provide Re-districting Training

(continued from page 1)

required software (Arc View 10) to prepare their own plans. Counties who fall into category two are just the opposite and will need detailed assistance from CTAS and OLG. Under either scenario, CTAS will be providing assistance to approximately 70-75 counties and OLG to 19-25 counties.

In preparation for this process, staff of both CTAS and OLG provided a two-hour presentation on re-apportionment at the Summer Legislative Conference hosted by the Tennessee County Services Association in Gatlinburg last month.

The presentation highlighted the procedural aspects of re-apportionment and also provided a demonstration of the new re-districting software. The session drew a packed crowd of nearly 200 county officials and their employees. Staff from both CTAS and OLG spent a significant amount of time after the class answering questions and providing additional training to the limited assistance counties represented.

County governments are required to re-apportion by Jan. 1, 2012. ■

Customers Once Again Pleased with IPS Services, Staff



It's clear from customer satisfaction surveys from the last 10 years that customers of the UT Institute for Public Service (IPS) and its agencies are pleased with the services they are receiving.

In the most recent results, nearly 70 percent of customers view the quality of service they receive as excellent. That figure is up 10 percent from a decade ago. More than 70 percent of customers also say that IPS personnel are very knowledgeable, and 25 percent say consultants are knowledgeable.

Almost 75 percent of customers also say the usefulness of services offered is a very decisive factor in choosing to use the agencies. That is up more than 11 percent from a decade ago.

"By collecting this data for 10-plus years, we are able to measure the satisfaction with the services we offer," said Dr. Mary Jinks, vice president of public service. "We compile the results for IPS as a whole, and each agency measures its own customers. By looking at agency results, we're able to evaluate the quality of services and decide whether customers are looking for more from us. Each year, we're pleased with the results we see and are happy to see that customers are overall satisfied with IPS and our agencies."

More than 95 percent of respondents in the most recent survey said the effort to assist is either extraordinary or reasonable. And an overall 93.8 percent of customers said the timeliness of service is either excellent or good. ■



The IPS 40th anniversary logo appeared on a lanyard in the picture on the front page in the June issue of The Exchange.

The June winner was Andi Damewood from the LEIC Knoxville Office.



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



Elaine Morrisey

Elaine Morrisey Completes Level I Star Achievement Training

Elaine Morrisey, administrative specialist with the UT Municipal Technical Advisory Service (MTAS), recently completed Level I Star Achievement training.

This three-part series of training modules is designed to assist administrative professionals in building skills, attitudes, teamwork and personal development strategies that increase productivity and job satisfaction. ■

CIS Provides Firemen Hands-On Experience in Collapsed Building Rescue Class



This is a view from outside of the gas station showing the collapsed garage area.

Members of the Knoxville Fire Department spent three days learning what to do in the event of a building collapse in a Structural Collapse Rescue II class hosted by the UT Center for Industrial Services (CIS).

CIS Safety/Emergency Response Consultant Walter Idol led the training, which had the students in classroom training for half a day and on the site of an actual collapse the rest of the time. The City of Knoxville Public Works Department allows CIS to use an abandoned building that is going to be demolished to make the training more realistic. To prepare for this class, a bulldozer pushed in the garage bay of an old gas station. Before the building was pushed in, several Tyvek suits were placed inside to serve as victims of the collapse. These images chronicle steps of the training.



(Left) One of the teams tunnels into the collapsed structure and use 2x4s to support the roof.



(Right) Another team uses taller posts to shore up another side of the structure.



Walter Idol, right, instructs the group that has tunneled in how to add posts near the back of the collapsed building.



After securing the structure and lifting a large metal beam, the firemen free a "victim" from the destruction.

Tennessee State Office of Criminal Justice Remains Strong Supporter of LEIC Training



Don Green

The UT Law Enforcement Innovation Center (LEIC) has maintained astrong partnership with the Tennessee Office of Criminal Justice Programs (TNOCJP) for more than 12 years. Initially under the leadership of Pat Dishman and now with Bill Scollon as the director, TNOCJP has provided funding enabling LEIC to continue its service outreach by providing quality training and technical assistance across the state of Tennessee.

As agency heads and training officers seek educational opportunities that have a positive impact on law enforcement best practices, community outreach and leadership, LEIC is able to accommodate such requests in a cost-effective manner because of TNOCJP's confidence and support. This outreach may be initiated from local municipalities, county sheriff's offices, campus law enforcement or state agencies.

"Due to the reputation of our training programs we also continue to offer our training to agency heads through the Tennessee Association of Chiefs of Police and the Tennessee Sheriff's Association," said LEIC Executive Director Don Green.

Programs funded in the FY 2011 year include the Southeastern Command and Leadership Academy (SECLA) for aspiring leaders and supervisors, specialized training in community policing practices, gang training, leadership and supervision and many others.

For the upcoming year, TNOCJP has provided funding once again for the 11th Session of SECLA. Having already graduated 275 attendees, an additional 24 participants will start the program on July 18. ■

CIS and Congressman Chuck Fleischmann Co-Host Small Business Conference

Earlier this month the UT Center for Industrial Services (CIS) co-hosted a conference with Congressman Chuck Fleischmann in Clinton.

The conference, which attracted more than 145 participants, provided information to small business owners regarding how to do business with the federal, state and local governments.

There were representatives from federal agencies and large prime contractors including the Department of Energy, Oak Ridge National Laboratory, Y-12 National Security Complex and the Tennessee Valley Authority. Topics discussed included how to do business with Tennessee Valley Authority and TVA prime contractors, Oak Ridge Department of Energy National Nuclear Security Administration prime contractors and regional power utilities.



Guests had the opportunity to attended one-on-one sessions regarding doing business with prime contractors. During the breakout sessions, participants had a variety of educational and networking opportunities. Rick Ferguson of Restoration Services, Inc. of Oak Ridge shared his small business success story with participants. He discussed how his company was successful in doing business with the federal government. He shared his approach to marketing and business philosophies that made him successful. Participants left with a wealth of information and new resources to better prepare them to do business with the government. ■

Golfers Tee Off to Raise Money for Endowment



MTAS Consultant Margaret Norris practices her drive before the Muscatello/Rodgers Benefit Golf Tournament.



Former MTAS Consultant Joe Muscatello welcomes golfers to the Muscatello/Rodgers Benefit Golf Tournament.

The annual Muscatello/Rodgers Benefit Golf Tournament attracted almost 50 golfers to the Sevierville Golf Club recently.

The Paula Muscatello/Bill Rogers Local Government Internship Endowment supports students with studies in public administration, finance, communications, engineering or other related areas and are pursuing a career in local government.

The endowment is named in memory of Paula Muscatello, the late wife of former UT Municipal Technical Advisory Service (MTAS) Consultant Joe Muscatello; and for former County Technical Assistance Service (CTAS) Consultant Billy Rodgers.

More than $8,000 was raised through the tournament to benefit the endowment.

The team of Chad Owenby, Greg Patterson, Matt Penland and Brent Shults came in first place with a collective 56.

The team of Don Johnson, Wesley Robertson and Terry Smith won second place with 59, and three teams tied for third place with a collective 60.

Harry Mansfield won the Closest-to-the-Hole Contest, and Mark Mulloy won the Longest Drive Contest. ■



David Seivers (left), executive director of the Tennessee County Services Association, and Larry Waters (right), Sevier County mayor.



(Left to right) Jack Jinks, Chuck Shoopman (IPS CO), Harding Aslinger (CIS) and Kim Raia (CTAS) pose for a team picture before hitting the links.

Staff Applause



Andre Temple

To: Andre Temple, CIS

I want to take a moment to sincerely thank and congratulate you for the exceptional job you did with this year's Tennessee Basic Economic Development Course (TBEDC). Even with six years of economic development experience, I walked away with new and relevant information, skills and data from the program you prepared for our class.

Christina Drones, Director, Economic Development
Greater Memphis Chamber



Jennifer Benson

To: Jennifer Benson, LEIC

I would like to thank you and your professional staff of forensic instructors for allowing the Boise Police Department to host your five-day Crime Scene Management Course. The instruction, course content/ presentation and organization of practical exercises were outstanding. Our department has brought in several related courses in the past, and your course was without a doubt the best and most appreciated by the participants. I typically have to seek out participants to receive feedback about the quality of the courses we host. In the case of your Crime Scene Management course, I was sought out by our personnel with comments of the high level of instruction. Our department sent sworn CSI's, civilian lab technicians and civilian community service specialists. All reported learning new skills that they will use on a daily basis. Your program offers an invaluable training resource to the law enforcement community. We are looking forward to working with your UT staff for the cybercrimes course in October.

Dick McKenna, Planning and Training Unit Supervisor
Boise Police Department



Mandy Johnson

To: Mandy Johnson, LEIC

I just wanted you to know, all the students at the seminar in Humboldt for the DNA two-day classes thought the instructors, class materials and hands-on presentations were top notch. I personally learned a lot, as did the other students. A special thank you to you and all your staff for the outstanding training presented.

Lt. Phillip Andy Gibson, Union City Police

To: Don Green, LEIC



Don Green

Thank you so much for the marvelous tour and presentations by your staff when I visited as part of the FBI's Citizens' Police Academy. They are dynamite in their knowledge, professionalism and thoroughly fun educators. Please tell them how much not only I but the other attendees learned and enjoyed our evening. I respect and admire, from an educated perspective and personal perspective, what you do and how much you contribute to the improvement of our world using the scientific method. I am so proud of you and your team and facility.

Sharon Murphree, Knoxville

To: John Chlarson, MTAS



John Chlarson

Thank you for coming to Hamilton County for the presentation on our program's new National Pollutant Discharge Elimination System (NPDES) Phase II permit. The presentation provided a good introduction to the new requirements for several of our stakeholders in the county. I am glad you were here for one of our permit issue meetings, too.

Tim McDonald, Program Manager
Hamilton County Water Quality Program

To: Lisa Shipley, MTAS



Lisa Shipley

Thanks so much for the quick turnaround. We needed to double-check what the charter said relating to the rights of non-resident citizens to cast votes in municipal elections and have now been able to do that.

Jim Herrin, Deputy Clerk
Putnam County Election Commission

IPS July Calendar of Events

♦ CIS

July 11	40-Hour Site Worker, Bell Buckle
July 20	Tennessee Environmental Regulatory Overview, Nashville
July 25	Clandestine Methamphetamine Lab Decontamination Contractor Class, Nashville

♦ CTAS

July 15 – 19	National Association of Counties (NACo) Annual Conference, Portland, Ore.

♦ IPS CO

July 21 – 22	2011 Annual Conference, Murfreesboro

♦ LEIC

July 11	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Redlands, Calif.
July 11	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Seattle
July 13	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Anchorage, Alaska
July 13	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, National City, Calif.
July 13	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Seattle
July 25	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Key West, Fla.
July 26	East Tennessee Prescription Drug Summit, Knoxville
July 28	DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Key Largo, Fla.

♦ MTAS

July 14	Municipal Management Academy (MMA): Planning and Organizing, Bristol
July 28	Municipal Management Academy (MMA): Positive Discipline, Bristol
July 27	Needs Assessment Workshop, Chattanooga

♦ NAIFEH CENTER

July 12	TGEI Orientation, Nashville

RECRUITMENTS

♦ **MTAS**
Administrative Support Assistant, Nashville
Assistant Director, Knoxville
Finance/Accounting Consultant, Knoxville
Fire Consultant, Knoxville

IPS ANNUAL CONFERENCE
JULY 21-22

EMBASSY SUITES MURFREESBORO

STATE SERVICE LONGEVITY

John Collier, CIS. . . . . 4 years
Wendy Eddy, CIS. . . . . 2 years
Janet Hails, LEIC . . . . . 6 years
Jeff Metzger, CTAS. . . . . 4 years
Chris Payne, CTAS . . . . . 12 years
Dwaine Raper, CIS. . . . . 4 years
Chuck Shoopman, IPS CO . . . . . 20 years
Kay Stegall, MTAS . . . . . 8 years
Steve Thompson, MTAS . . . . . 1 year
Judy Wilhite, IPS CO . . . . . 33 years

the EXCHANGE

The EXCHANGE is a newsletter
of The University of Tennessee
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IPS0903 235 E13-0110-000-026-11