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June 2009 A newsletter of The University of Tennessee Institute for Public Service Vol. 4 No. 6
University expertise for community and workplace needs

Post-Graduate Interns Learn Realities of City Management

Jennifer Ward and Tracy Baker are learning all about municipal management in Middle and East Tennessee cities as part of their post-graduate internships at the UT [Municipal Technical Advisory Service \(MTAS\)](#).



Jennifer Ward



Tracy Baker

Since February 2006, MTAS has partnered with cities, development districts, a utility, and the Tennessee Municipal League (TML) to develop and offer a post-graduate internship program. Inter-local agreements allow MTAS to recruit and hire a recent master's of public administration graduate to work for up to 24 months in the cities, spending one to three months in each city on a rotating basis. Since the intern is an MTAS employee, each city or agency pays MTAS for the time the intern spends in their location.

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Neighborhood activist Jeff Ockerman led TBEDC participants on a walking tour of the Five Points neighborhood in East Nashville, showcasing economic redevelopment tools, strategies and successes that have impacted the area.

UT Shares Economic Development Principles with Local Leaders

Thirty-seven economic development practitioners and community leaders have completed the [Tennessee Basic Economic Development Course \(TBEDC\)](#) sponsored by the University of Tennessee Institute for Public Service (IPS).

The course, now in its third year, is an International Economic Development Council-accredited course in the fundamentals and emerging concepts of economic development. Classes were held May 4-8 in Nashville.

UT has partnered with the Tennessee Department of Economic and Community Development (ECD) for the past couple of years to develop and deploy the course. In just three years, the course has provided training to more than 140 community leaders from Tennessee and other states on the concepts, tools and practices needed to succeed in a complex global economic environment.

"We are confident the resources and leadership of the University of Tennessee along with the TBEDC Advisory Board and other statewide partners have advanced the reputation of the program and will continue to equip economic developers across Tennessee for success," said Hank Dye, UT vice president of public and government relations.

Sponsors for the 2009 course included Tennessee Valley Authority, U.S. Department of Agriculture Rural Development, Tennessee's Development Districts, and local and regional economic development organizations.

IPS Assistant Vice President Charles Shoopman and IPS Economic Development Specialist Beth Phillips led the program. Both are TBEDC Advisory Board members

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CTAS Assists in Delivery of Federal Stimulus Training

The UT County Technical Assistance Service (CTAS) and the state Comptroller's Division of County Audit offered Accounting for Federal Stimulus Money training sessions across the state during May.

Since many counties in Tennessee are receiving funding from the American Recovery and Reinvestment Act (ARRA), the two agencies wanted county officials to fully understand the requirements with which they must comply in order to receive and use federal grants. The four-hour class focused on three documents released by the state Comptroller's Division of County Audit that deal with the procedures, internal controls and accounting principles to be used in accounting for the ARRA funds.

CTAS encouraged county officials responsible for the accounting, reporting and overseeing of ARRA funds to attend the sessions to gain a better understanding of the compliance issues. Counties that fail to comply with ARRA provisions may be required to repay the grants. ■



IPS Award Nominations, Scholarship Applications Due in July

Plans are underway for the UT Institute for Public Service (IPS) annual conference. Due to budget constraints, the conference format is changing to half-day events and luncheons in Knoxville and Nashville this year. Dates have not been determined.

IPS employees may nominate co-workers for awards that will be announced during the September event. Nominations can be made at <http://intranet.ips.tennessee.edu/awards>, where award definitions and past winners are listed. The deadline for award nominations is **July 6**.

Also, children, grandchildren and legal dependents of IPS employees and retirees may now apply for the **Mary and Jack Jinks Scholarship**. Students attending or who have been accepted and plan to attend a UT campus in 2010 may apply.

Scholarship applicants should download the application from <http://intranet.ips.tennessee.edu/awards> and return the signed, completed application and supporting materials to Jill Marling, 105 Student Services Building, Knoxville, Tenn. 37996-0213 by **July 31**. ■

Post-Graduate Interns Learn Realities of City Management

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The intern reports to a city manager, development district director, or executive director but actually works through each functional area of city government on a pre-planned and coordinated basis. The city gets the benefit of a bright and eager worker who views issues with a fresh pair of eyes, in addition to projects that are well-researched, well-written, and typically more time-consuming than a city manager or department head can tackle. After two years in the program, the interns are poised to enter local government as city managers or assistant city managers. Honna Rogers, the program's first intern, is now the city manager of Signal Mountain.

Ward and Baker are the second and third participants in the program. Since July 2008, Ward has worked with the cities of Brentwood, Columbia, Murfreesboro and White House and with TML.

Baker began her internship in January 2009 and will work with the cities of Cleveland, Collegedale, Dayton, East Ridge, Etowah, Signal Mountain and Soddy-Daisy, as well as Cleveland Utilities and the Southeast Tennessee Development District.

The program allows cities to work together and employ a full-time intern, something they could not do individually. MTAS is always looking for other cities within workable geographical boundaries that would like to establish another internship. For information, contact MTAS Executive Director Mike Tallent at mike.tallent@tennessee.edu or call him at (865) 974-0411. ■

UT Shares Economic Development Principles with Local Leaders

(continued from page 1)

and each has more than 25 years of experience in economic and community development. IPS Coordinator Kasey Draney procured registrations and logistics for the course.

The course — designed for those who participate in economic development at local, state and federal levels — focused on the fundamental concepts, tools and practices needed to succeed in today's complex economic environment.

"The instructional blend of academics and practitioners, participants from Memphis to Wartburg, and topics from community development to industrial recruiting made this an engaging, stimulating and productive week," said Dye.

Course topics included trends in economic development; marketing and business attraction; business retention and expansion;

workforce development; entrepreneurial and small business development; strategic planning; community development; economic development finance; real estate development; and managing economic development organizations.

"This program means so much to building our state's capacity to capitalize on its economic and community development potential. We're convinced the continuing success of the TBEDC will help our state continue to develop strong economic partnerships and attract higher skilled, better paying jobs for all Tennesseans," said Matt Kisber, commissioner of the Tennessee Department of Economic and Community Development.

Those who completed the 2009 Tennessee Basic Economic Development Course are: William Baird, mayor of Campbell County; Tony Barnes, city manager of Maynardville; Douglas Bodary, finance and budget consultant, UT County Technical Assistance Service, Columbia; Paul Bowles, executive director of Abbeville County, S.C., Development Services; Alan Bridwell, director of marketing and technical services, Johnson City/Jonesborough/Washington County Economic Development Board; Karen Brown, regional economic development specialist, ECD, Cookeville; Shelia Carroll, administrative assistant, Hohenwald/Lewis County Economic

and Community Development, Hohenwald; Vance Coleman, mayor of Medina; Scott Collins, Newport city administrator; Melissa Cox, executive director, Crockett County Chamber of Commerce; Kendrick Curtis, community planner, ECD, Knoxville; Leigh Anne Downes, director, Life Science Business Development, Greater Memphis Chamber of Commerce; Wells Dunlap, economic development project manager, Anderson County, S.C.; Andrea Fanta, international project specialist, ECD, Nashville; Bobby Franklin, city manager of Lakewood; David Gordon, mayor of Covington; Julie Graham, president and chief executive officer, Union County Chamber of Commerce; Melia Hix, business recruitment coordinator, Nashville Area Chamber of Commerce; Michael Hudson, county executive, Sequatchie County; Lee Johnston, executive

director, Covington-Tipton County Chamber; Kathy Knight, assistant director, Loudon County Economic Development Agency; Kelvin Kolheim, existing business consultant, Greater Memphis Chamber of Commerce; Amanda Mainord, community development planner, Upper Cumberland Development District, Cookeville; J. Ed Marston, vice president of marketing



Economic development specialists from around the state attended the Tennessee Basic Economic Development Course conducted by the UT Institute for Public Service.

and communications, Chattanooga Area Chamber of Commerce; James McKinney, owner of McKinney Properties, Evansville, Ind.; Tracey Prince, owner of B D T Housing Services Enterprise, Memphis; Rena Purdy, director, Wayne County Chamber of Commerce; Bess Rickman, economic development specialist, Rutherford County Chamber of Commerce; Gregory Ridley, mayor of Bledsoe County; Becky Ruppe, county executive, Morgan County; Teresa Sanders, executive administrative assistant and special projects coordinator, Southwest Tennessee Development District, Jackson; Candace Sneed, BERO enterprise specialist, ECD, Memphis; Marty Spears, finance and budget consultant, UT County Technical Assistance Service, Nashville; Willie Spencer, mayor of Hardeman County; Paul Van Hoesen, director, cTechnology, Inc., Nashville; Anne Williams, finance director of Cocke County; and Mike Wiles, director, Joint Economic and Community Development Board, Lewisburg. ■

National Forensic Academy Covers 8,000 Miles to Deliver Courses in Four States

by Jennifer Benson

Staff of the UT Law Enforcement Innovation Center's National Forensic Academy (NFA) traveled to four states in April to conduct 40-hour on-site courses. Three members of the NFA staff traveled more than 8,000 miles during the month to deliver the courses.

Two bloodstain pattern analysis courses took NFA staff to Austin, Texas and Grand Rapids, Mich. In Austin, the Texas Department of Public Safety hosted the course for 26 Texas Rangers, who worked mock crime scenes in abandoned apartments. The Grand Rapids Police Department hosted 21 Michigan investigators who worked mock scenes and learned to evaluate cast-off patterns. During both bloodstain courses, investigators learned to photograph, document and measure stains and to properly calculate the angle of impact for stains and the direction of travel.



LEIC traveling courses included two bloodstain pattern analysis classes.

In the western U.S., the Phoenix, Ariz., Police Department hosted a forensic photography course, where crime scene technicians and detectives representing three agencies endured the 90-plus-degree weather for outdoor practical exercises. The course was held at the Phoenix Police Department's 110,000-square-foot crime laboratory, which opened about a year and a half ago.



Hot desert weather in Phoenix didn't hinder the participants in the forensic photography class.

Back East, the Gulfport, Miss., Police Department hosted a forensic mapping course at the Willie Locke Community Center. Thirteen investigators from Mississippi and Louisiana learned how to properly create drawings of a crime scene or traffic accident using a comprehensive CAD tool, AutoSketch. Nearly four years after Hurricane Katrina, the community is still working to recover from the storm.

In total, the NFA trained more than 80 law enforcement officers and investigators in April. ■

MTAS Aids City in Recruiting City Administrator

Two UT Municipal Technical Advisory Service (MTAS) consultants are assisting the city of Spring Hill with the recruitment of a new city administrator.

Management Consultant Ron Darden and Personnel Consultant Bonnie Curran helped the city advertise the position, prepare a job description, compile a salary survey of comparable cities, develop an interview manual and a matrix of qualifications, and receive applications.

The city received 106 applications and pared the list to 13 applicants who met the qualifications. The selected applications are being reviewed by the city's board of mayor and aldermen. ■



Ron Darden



Bonnie Curran



Level I Graduation Standing left to right: Wayne Jessie, Tazewell; Tim Hester, Norris; Jack Black, Norris; and Chris Mitchell, Norris. Seated left to right: Sheila Buckner, Luttrell; Vickie Heatherly, Caryville; Loy Johnson, Norris; and Joy Wilson, Norris.



Level II Graduation Standing left to right: Joe Gallagher, Louisville; Chris Mitchell, Norris; Jack Black, Norris; and Wayne Jessie, Tazewell. Seated left to right: Joy Wilson, Norris; Vickie Heatherly, Caryville; and Loy Johnson, Norris.

Elected Officials Learn Basics of City Government

by Margaret Norris

A group of elected officials gathered at Norris City Hall for the UT **Municipal Technical Advisory Service's** (MTAS) Elected Officials Academy to learn about the basics of city government and their roles in leading their municipalities.

Representatives from the cities of Norris, Tazewell, Caryville and Luttrell completed the first level of the Elected Officials Academy on April 9 after meeting for five consecutive Thursday evenings. They learned about the foundations and structures of local government, city charters, codes, ordinances and open records, local government finance, ethics, open meetings and economic development.

Most of the first group was willing and able to return for the second level of the academy. One city representative had to decline attending, but Joe Gallagher, an alderman in Louisville, was eager to fill that slot. The participants attended courses on risk management, personnel, parks and recreation, police, fire, planning and zoning, public works and a capstone course on resources and tools available to elected officials.

These public servants sacrificed a Friday afternoon and evening and 12 hours on a spring Saturday to complete Level II. They gave their time and demonstrated their devotion to doing the best job they can for their communities.

"This course is invaluable to all municipal leaders. The context was relevant, stimulating and highly applicable to my job in the city government," said Joy Wilson, who serves on the city council in Norris. "Without question this course should be required for all municipal officials. Fulfilling your responsibilities in city government is impossible to do intelligently without being exposed to this course." ■

Cities Glean New Ideas from Alliance for Innovation Network

The UT Municipal Technical Advisory Service (MTAS) is partnering with the Alliance for Innovation to bring new ideas to Tennessee cities.

The alliance is a unique partnership among the International City/County Management Association, Arizona State University and its School of Public Affairs, and the former Innovation Groups. The three organizations work to transform local government and advance community excellence through the discovery and application of leading ideas and practices.

Through the alliance's partnership with MTAS, Tennessee local governments gain exposure to innovations nationwide and have the opportunity to join a network that fosters creativity and innovation. Knowing and understanding the progressive ideas of other local governments enables Tennessee cities to bring that innovation home and better serve citizens. The alliance engages members by initiating timely information sharing, including studies, research, learning opportunities, publications, wikis, webinars and more.

Additionally, MTAS' new lineup of Hot Topic webinars brings hundreds of local government professionals together every month to explore subjects such as sustainability, managing in tough economic times, alternative work schedules and much more.

To learn more about the alliance, contact Toni Shope at (800) 777-2509 or tshope@transformgov.org or visit <http://www.transformgov.org/>. ■

Union, Trousdale Counties Have First Certified Public Administrators

For the first time since the UT County Technical Assistance Service (CTAS) started its [County Officials Certificate Training Program](#) (COCTP), representatives from Trousdale and Union counties have completed the training.

A total of 54 county officials gathered at Montgomery Bell State Park in April and May for Capstone, a three-day forum designed to provide an opportunity to demonstrate the administration, leadership and management skills gained through COCTP.

This spring's Capstone sessions marked a special milestone for participants from Union and Trousdale counties as they

became the first officials from their counties to complete the program. Bob Schettler, CTAS training manager, commended those officials for their trailblazing efforts and encouraged them to inspire others from their counties to begin the training program.

CTAS invites county employees to Capstone after they complete 60 hours of training and pass an exam on the Tennessee County Government Handbook. At the conclusion of the forum, UT designates the participants as certified public administrators. Of Tennessee's 95 counties, 85 have at least one certified public administrator. ■



April Capstone participants Front row, left to right: Nancy Evans, Crockett County; Brenda Lane, Hickman County; Andrea Totty, Hickman County; Misty Rosson, Hickman County; Patricia Primm, Hickman County; Robert Baggett, Franklin County; Beth Johnson, Roane County.

Middle row: Ronnie Price, McNairy County; Renee Whitaker, Hickman County; Freida Smith, Roane County; Bill Boner, Rutherford County; Emma Boynton, Bledsoe County; Brandy Hudson, Hickman County; Mike Nichols, Madison County; Beverly Templeton, White County.

Back row: Tracy Wright, Hickman County; Pam Ailor, Union County; Marci Floyd, Weakley County; D.W. Weaver, Marshall County; Gary Rhodes, Perry County; Heather Adams, Weakley County.

Ease Your Pain at the Pump

Tire Pressure: Driving a car with underinflated tires is like running laps with five-pound weights strapped to each leg. Underinflated tires can take 4 to 10 percent out of a car's potential gas mileage. The correct tire pressure is usually listed in the vehicle's owner's manual.

Economical Driving Habits: Trying to squeeze through an intersection on a yellow light can use more gas than just stopping for the light. Drivers press the accelerator to try to make it through the light, causing them to use more gas than if they'd stopped and idled.

Tuning Up: Cars run more efficiently when they are maintained. Vehicle owners can do some of the work themselves, such as changing the spark plugs or oil.

Use the highest grade of oil recommended by the vehicle's manufacturer. A multi-viscosity oil such as 5W30 can save gas compared with regular 30-weight because it creates less friction and the engine doesn't have to work as hard. ■

Staff Applause

TO: BOB SCHETTLER, CTAS

Thank you and the CTAS training staff for your time and efforts at the recent Capstone event. It was a unique way to mix fun and learning. A great combination! I appreciate the experience.

Ronnie Price
McNairy County Clerk



TO: DON DARDEN, MTAS

I want to express the appreciation of our department for your speaking to our municipal government class. A person with the experience and resources that you represent is a valuable addition to our student's educational experience. I understand that your presentation on the challenges facing the cities and towns of our state was very insightful and informative.

Dr. Clyde Willis, Interim Chair
Political Science
Middle Tennessee State University



Bob Schettler



Don Darden



Gary Petree



Gary West



Melissa Ashburn

TO: GARY PETREE, MTAS

I thoroughly enjoyed the Municipal Management Level III classes. It was a great learning experience and I appreciate the opportunity I had to participate. Thank you for all the hard work you put into the preparation and presentations. I believe the class was a tremendous success due to the determination of the members and from the guidance we received from you.

Liz Henley
311 Call Center Coordinator
City of Chattanooga



TO: DR. MARY JINKS, IPS CO

On April 2, a number of emergency responders and medical personnel participated in a tabletop exercise emphasizing the response to a terrorism incident involving a shooter and an improvised explosive device at the University of Tennessee. The exercise was conducted with the assistance of the Municipal Technical Advisory Service (MTAS), the Knoxville office of the Federal Bureau of Investigation and Homeland Security District 2. Feedback from participants in the exercise was unanimously positive and complimentary and the cooperation and assistance of MTAS was instrumental in making this a successful exercise. In particular, I would like to express appreciation for the assistance of **Gary West** of MTAS, who facilitated the exercise. His experience and professionalism, along with this creative abilities and facilitating skills, make him an invaluable part of these programs for our counties.

David W. Purkey, Hamblen County Mayor
and Tennessee Homeland Security
District 2 Chairman



TO: MELISSA ASHBURN, MTAS

On behalf of the Tennessee Personnel Management Association (TPMA) Board of Directors and the Conference Planning Committee, I would like to thank you again for presenting a session at our April conference. Your update was extremely beneficial to our conference attendees, and I hope you enjoyed your time with us.

Vicki Hatfield
TPMA Conference Chair
City of Knoxville

Get to know ...

Andi Damewood joined the UT Institute for Public Service (IPS) Central Office staff as an information technology (IT) administrator in March. She assists IT Administrator Scott Gordy in the central office with hardware and software issues, and she serves as the IT administrator for the UT Law Enforcement Innovation Center in Oak Ridge.

Damewood came to IPS from the UT Knoxville Innovative Technology Center, where she worked as an IT specialist. She also has worked in the Distance Education and Independent Study office as an IT specialist and as an instructional media developer. With both departments, she built and coordinated the LiveOnline@UT program.

The Knoxville native received her bachelor's degree from Furman University in Greenville, S.C., and her master's degree in communications from UT Knoxville.

Damewood enjoys hiking, camping and traveling, and she's always eager to learn, having just completed an introduction to German class. She and her husband also enjoy going to car shows. ■



Andi Damewood

IPS June Calendar of Events

◆ CIS

June 1-5	40-Hour Site Worker, Gatlinburg
June 9	Lean Office Event, Knoxville
June 10	Hazardous and Special Waste, Knoxville
June 18	Tennessee Environmental Regulatory Overview (TERO), Memphis
June 23	Accident Investigation Basics, Nashville
June 24	Bloodborne Pathogens Workshop and Healthcare Update, Knoxville
June 30	Accident Investigation Basics, Jackson

◆ CTAS

June 1-5	Tennessee Registers Association Spring Conference, Hendersonville
June 2-3	Tennessee County Services Association (TCSA) Post Legislative Conference, Gatlinburg
June 3	Sheriff's Association Meeting, Nashville

◆ LEIC

June 1-5	NFA Latent Print Processing, Oak Ridge
June 1-30	NFA Session XXIV, Oak Ridge
June 2	Life Skills Training, Madisonville
June 8-12	NFA Bloodstain Pattern Analysis, Allentown, Pa.
June 9-11	Transit Terrorist Tools and Tactics (T4), Knoxville
June 15-17	Tennessee School Resource Officer Conference, Nashville
June 16	Life Skills Training, Lebanon
June 17	Life Skills Training, Nashville
June 18	Life Skills Training, Oak Ridge
June 22-26	NFA Crime Scene Management Corrections, Bowling Green, Ky.
June 23-25	Transit Terrorist Tools and Tactics (T4), San Francisco, Calif.

◆ MTAS

June 2	Certified Municipal Finance Officer Program, Governmental Accounting II, Spring Hill
June 10	Certified Municipal Finance Officer Program, Governmental Accounting II, Athens
June 10	Certified Municipal Finance Officer Program, Governmental Accounting II, Jackson
June 10	Certified Municipal Finance Officer Program, Governmental Accounting II, McMinnville
June 17	Certified Municipal Finance Officer Program, Governmental Accounting II, Morristown
June 17	Certified Municipal Finance Officer Program, Governmental Accounting II, White House
June 18	Certified Municipal Finance Officer Program, Governmental Accounting II, Jackson

RECRUITMENTS

◆ CIS

Executive Director, Nashville
Business Manager, Nashville

◆ CTAS

Legal Consultant, Nashville

◆ IPS CO

Development Director, Knoxville

SERVICE ANNIVERSARIES

Donna Bridges, CIS	6 years
John Chlarson, MTAS	11 years
Ken Cox, MTAS	6 years
Andi Damewood, IPS CO	10 years
Nancy Gibson, MTAS	13 years
Lynne Holliday, CTAS	25 years
Emily Masonick, LEIC	1 year
Libby McCroskey, CTAS	18 years
Pam Peters, CTAS	37 years
Deidra Phillips, LEIC	3 years
Sharon Rollins, MTAS	24 years
Becky Smeltzer, MTAS	11 years
Bill Stetar, CIS	10 years
Norma Wilcox, CIS	18 years

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