

Institute Selects Next Class
of Leadership Academy

Three IPS Employees Appointed
to TNCPE Board of Examiners

2014 IPS Annual Conference
Wrap-Up

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MTAS & CTAS Internship Programs Receive Endowment

THE UT INSTITUTE FOR PUBLIC SERVICE (IPS) is the recipient of a generous \$100,000 endowment from the Tennessee Municipal Bond Fund and the Tennessee County Services Loan Program. The endowment is earmarked for the internship programs at the Municipal Technical Advisory Service (MTAS) and the County Technical Assistance Service (CTAS).

“We are so appreciative of this gift from these organizations,” said IPS Vice President Dr. Mary Jinks. “They clearly see the importance of developing public servants for the future.”

The Public Service Internship was created in 2011 for the purpose of giving students, interested in a career in public service, the opportunity to gain real-world experience. Internships are arranged for the fall, spring or summer semester. Since it was established, students from 10 different universities have served as interns with city and county governments across the state in a variety of departments. Several have gone on to full-time



CTAS Gearing Up to Present to Newly Elected County Officials

IN COOPERATION with the Tennessee County Services Association (TCSA) and the County Officials Association of Tennessee (COAT), the UT County Technical Assistance Service (CTAS)



(Internship continued)

employment with the city or county in which they worked.

"I have been in local government for 52 years and I have supported and worked with MTAS the entire time, and I have worked with CTAS since 1990," said Charles "Bones" Seivers, president and CEO of the Tennessee Municipal Bond Fund. "When I was city manager in Clinton, I worked with MTAS to develop a comprehensive management review plan to improve government services. So, I know first-hand how the cities and counties across this state benefit from the services both MTAS and CTAS provide to local governments. I have wanted to do something for MTAS and CTAS for some time. This endowment will make it possible for both organizations to continue and possibly grow their internship programs."

John David Clark is in the accelerated program at UT Knoxville working on his bachelor's degree in political science and his master's degree in policy and public administration. He is serving an internship with Dr. David Folz, a professor in the UTK political science department. His project is updating the Fire Mortality Study

conducted in 2011 by Folz, a graduate student, MTAS, CTAS, the state fire marshal's office and area fire departments. Clark is working with Folz and CTAS GIS Consultant Mike Meyers to update the data gathered in the initial study.

“*This endowment will make it possible for both organizations to continue and possibly grow their internship programs.*”

Charles "Bones" Seivers,
president and CEO of the
Tennessee Municipal Bond Fund

"This requires me to use several different computer programs including Excel, Access, and ArcGIS," Clark said. "I was given data on each incident and each death, and had to attach these to census tracts which are the level of analysis for the study. Each incident and death had an address where it occurred. Using this information I was able to input the values into ArcGIS and it geocoded each

point. During my internship I've learned a lot about the computer programs and statistical analysis that this study is using."

Clark is slated to receive his bachelor's degree in August and complete his master's program in summer 2015.

Courtney McNeal, a student at the University of Memphis, is working as an intern this summer in the city of Memphis traffic engineering department. Her primary duty is working on the city's Complete Streets Policy, which was adopted by Memphis last year in a move to show that the city is committed to building safer, more accessible streets for all users.

"I hope to actively be a part of the public engagement component of the (Complete Streets) movement, specifically the public engagement component of the movement," McNeal said. "As part of this I will contact partner agencies, coalition members, as well as the public to coordinate public meetings in an effort to inform and educate residents on this new policy. I also will inform the public through informational flyers and blog posts (at bikepedmemphis.com)."

kudos

To: Erin Ketelle, CIS

Great job on the (Economic Development) Attraction and Marketing Course! As usual, your group did a great job and the presenters were awesome! I learned a lot. Thanks again for all you do.

*Jeff Martin
Projects Administrator
Town of White Bluff*

To: Erin Ketelle, CIS

I really enjoy the Tennessee Basic Economic Development classes, but most of all I enjoy getting to know my fellow classmates and the UT staff. It has been a pleasure to get to know you; and thank you for all the help you have given to me and my fellow classmates. Thanks!

*Richard Driver
Lafayette City Mayor*

(COOP continued)

is conducting a County Officials Orientation Program (COOP) for newly elected officials on the following days:

- County Mayors/Executives, Commissioners & Highway Officials beginning at 1 pm Aug. 26 and running through 12 noon Aug. 27
- Clerks of Court, County Clerks, Registers of Deeds, & Trustees beginning at 1 pm Aug. 27 and running through 12 noon Aug. 28

Information newly-elected officials should know before assuming office on Sept. 1 will be presented at the sessions, held at the Embassy Suites in Murfreesboro. Both general information and office-specific training will be provided, along with County Officials Certificate Training Program (COCTP) information.

Officials not commuting in to Rutherford County should plan for a single night at the Embassy Suites. CTAS will provide breakfast. Participants are responsible for additional personal expenses.

This orientation program is free for newly elected officials. Incumbents planning to attend will be asked to pay a \$100 registration fee to CTAS.

Elected officials will receive program agendas and COOP registration information after the August general election. Information and registration for COOP will be available at the CTAS website www.ctas.tennessee.edu and through the CTAS Facebook page. X

Institute Selects Next Class of Leadership Academy

THE UT INSTITUTE FOR PUBLIC SERVICE has selected the employees who will be participating in the third session of the IPS Leadership Academy.

The Leadership Academy was established in 2010 to promote the development of the institute's leaders. During the two-year program, participants will visit each of the UT system campuses and meet members of the administration. They will participate in facilitator-led learning sessions on leadership, teambuilding activities and will be assigned a class project.

The third class will begin its program with a week-long session held at the end of September at the Whitestone Inn in Kingston. X



Michael Codega, CIS



Don Green, LEIC



Jennifer Hagan-Dier, CIS



Brett Howell, CTAS



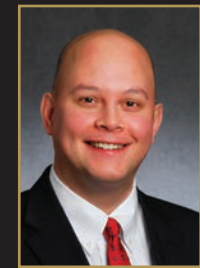
Don Johnson, CTAS



Rod Kirk, CIS



Stefani Mundy Naifeh Center



Wesley Robertson CTAS



Honna Rogers, MTAS



Gail White Central Office



Rick Whitehead MTAS



Norma Wilcox, CIS



THE UNIVERSITY of TENNESSEE
INSTITUTE for PUBLIC SERVICE

**LEADERSHIP
ACADEMY**

MTAS Program Manager Completes TBI Citizens Academy

WHAT DO A STATE REPRESENTATIVE, an assistant commissioner, and a UT Municipal Technical Advisory Service (MTAS) employee have in common? All three individuals were inducted into this year's Tennessee Bureau of Investigation (TBI) Citizens Alumni group.

MTAS Training Program Manager Dr. Macel Ely was recently nominated to the 2014 Tennessee Bureau of Investigation's (TBI) Citizens Academy. Ely was one of 24 participants across the state selected for the program. Hosted by the bureau to inform the citizenry of the services and training offered in Tennessee, the four-week academy was offered in May. The program afforded participants an insider's peak into investigations of homicides/crime scenes, cyber-crime as well as seeing firsthand the TBI Fusion Center, which tracks terrorism information and criminal activity related to Tennessee. Participants were required to work a mock crime scene, participate in the bureau's firing range and watched firsthand how a polygraph test is administered.



TBI Director Mark Gwyn presents MTAS Training Manager Macel Ely with an award for his participation at the 2014 TBI Citizens Academy.

The TBI Citizens Academy concluded with a graduation where Ely was selected by the bureau staff to speak at the ceremony about his experience and the importance of providing quality training for the citizens of Tennessee.

"Dr. Macel Ely is an excellent example of the relationships TBI wants to forge through the TBI Citizens' Academy," said TBI Special Agent in Charge Kim Harmon. "He sacrificed personal time to learn more about how TBI fulfills the agency's mission 'That Guilt Shall Not Escape, Nor Innocence Suffer'. He has been and will continue to be an ally of TBI and law enforcement." ✕

Three IPS Employees Appointed to TNCPE Board of Examiners

DON GREEN, executive director for the UT Law Enforcement Innovation Center, Paul Jennings, executive director of the Center for Industrial Services (CIS) and Erin Ketelle, an economic development specialist with CIS were appointed by the board of directors of the Tennessee Center for Performance Excellence (TNCPE) to the 2014 board of examiners. Each year, the TNCPE award program recognizes local, regional, and statewide organizations that demonstrate excellence in business operations and results.

As examiners, they 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, nonprofit, 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 and expertise 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 TNCPE 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 nonprofit, TNCPE is grounded in the Baldrige Criteria for Performance Excellence—a holistic framework used by organizations across multiple industries to

improve their performance and achieve sustainable results. Nearly 1,300 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 been honored with the prestigious Baldrige National Quality Award and the TNCPE Excellence Award. ✕

TREEDC to Hold Renewable Energy Summit

THE TENNESSEE RENEWABLE ENERGY AND ECONOMIC COUNCIL (TREEDC) will hold an International Renewable Energy Summit Oct. 12-14 in Cookeville. This conference will feature a wide selection of renewable energy approaches and dialogue for networking and fellowship among TREEDC supporters in Tennessee and the rest of the world. It also will



showcase Tennessee’s and The Philippines’ renewable energy technologies, leaders and local governments and university best.

A number of registration options are available. The conference also will include a golf outing and walking tour. To register go to https://epay.tntech.edu/C20205_ustores/web/product_detail.jsp?PRODUCTID=610&SINGLESTORE=true. ✕

Agencies Submit Level III TNCPE Applications

Several years ago, the Institute for Public Service (IPS) made it a priority to strive for continuous improvement by participating in the Tennessee Center for Performance Excellence’s (TNCPE) program to measure excellence through a methodology based on the Baldrige Performance Excellence Program.

Each of the IPS agencies worked throughout 2013 and 2014 to complete a Level III application. The applications, which document the agencies’ processes and measures the results, are reviewed by the TNCPE board of examiners and the agencies will receive feedback on areas that are excellent and those that need improvement.

“We began this effort several years ago with each of our agencies submitting an organizational profile to TNCPE,” said Dr. Mary Jinks, UT vice president for public service. “We made changes based on feedback from the profiles and then decided to submit Level III applications. Our employees diligently worked on the latest applications and submitted them by the July 15 deadline. This process is an excellent way for us to become an institute of excellence through continuous improvement.” ✕

MTAS Honors Employees

DURING ITS INDIVIDUAL MEETINGS at the Institute for Public Service (IPS) annual conference, the Municipal Technical Advisory Service (MTAS) honored several of its employees with awards for their efforts in being a valuable resource for Tennessee’s cities and towns. ✕

The employees who were recognized are:



- Doug Brown & Michelle Buckner – MTAS Customer Service Award
- Jeff Broughton – MTAS Trailblazer Award
- Al Major – MTAS Victor Hobday Award



MTAS Agency group shot taken at IPS Annual Conference at the Doubletree Park Vista in Gatlinburg.

2014 IPS ANNUAL CONFERENCE WRAP-UP



Henry Cho

Team #11 rearing up to go!



Team group shot

Eagle scouts, Stefani Mundy and Donna Bridges, complete a scavenger hunt challenge.



UT INSTITUTE FOR PUBLIC SERVICE (IPS) EMPLOYEES headed to Gatlinburg recently for their 2014 annual conference. This is the only time of the year that all 140 employees statewide gather.

Several of the institute's agencies started agency-wide meetings a day early, and all employees began the conference the next day. They started the first full day of the conference at Dollywood where they were entertained by comedian Henry Cho in a session on diversity and participated in a team-building scavenger hunt at the theme park until late afternoon. The day wrapped up with a dinner and awards program at the Park Vista Hotel in Gatlinburg.

The second day of the conference started with individual agency meetings, included a talk from UT President Dr. Joe DiPietro and concluded with a session from the IPS senior leadership team. X

Terry Hazard, Lisa Shipley, Paul Middlebrooks and John Erdmann of Team #10 try on a few hats.



Tie-dye making a comeback!



Team #14 takes a break from the hunt and opts to go swinging.



Dr. DiPietro



Team #6 harmonizes.



High-five your Central Office employee!

announcements

RECRUITMENTS

Central Office Administrative Support Assistant III, Knoxville
MTAS Benchmarking Coordinator I, Knoxville
Legal Consultant I, Nashville or Knoxville

TRANSFERS/DEPARTURES

CTAS Debra Blanchard

IPS SERVICE LONGEVITY

Sharee Brewer	2 Years
Donna Bridges	9 Years
Jane Davis	30 Years
Wendy Eddy	5 Years
John Erdmann	18 Years
Jeff Metzger	7 Years
Chris Payne	15 Years
Gary Peevely	1 Year
Dwaine Raper	7 Years
Chuck Shoopman	7 Years

calendar

CIS

August 4 ISO 14001 & 9000 Combination Class & Auditor Training, Nashville
August 5 OSHA 511 Occupational Safety & Health Standards for General Industry Knoxville
August 12 Workplace Safety & Security, Knoxville
August 12 Toyota Kata: A Management System for Sustaining Lean/Continuous Improvement Chattanooga
August 15 Tennessee Environmental Regulatory Overview (TERO), Spring Hill
August 18 16-Hour DOT, Nashville
August 21 Eight-Hour Emergency Response Refresher Nashville
August 25 TERO, Memphis
August 26 Tennessee Entrepreneurship & Small Business Development Course, Jackson
August 26 TERO, Jackson
August 28 TERO, Knoxville

August 29 TERO-K (Simulcast), Kingsport
August 29 TERO-N (Broadcast), Nashville
August 29 TERO-M (Simulcast), Martin

CTAS

August 7 Bridging the Generational Gap in the Workplace, Kingsport
August 8 Bridging the Generational Gap in the Workplace, Knoxville
August 12 Bridging the Generational Gap in the Workplace, Memphis
August 13 Bridging the Generational Gap in the Workplace, Jackson
August 14 Bridging the Generational Gap in the Workplace, Nashville
August 15 Bridging the Generational Gap in the Workplace, Chattanooga
August 26-28 County Officials Orientation Program Murfreesboro

MTAS

August 7 Bridging the Generational Gap in the Workplace, Kingsport
August 8 Bridging the Generational Gap in the Workplace, Knoxville
August 12 Bridging the Generational Gap in the Workplace, Germantown
August 13 Bridging the Generational Gap in the Workplace, Jackson
August 14 Bridging the Generational Gap in the Workplace, Nashville
August 15 Bridging the Generational Gap in the Workplace, Chattanooga

NAIFEH CENTER

August 18 Tennessee Government Management Institute (TGMI) Graduation, Nashville
August 18 Tennessee Government Executive Institute (TGEI) Orientation, Nashville

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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.