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CTAS Develops New Tool to Connect County Office Holders

The UT County Technical Advisory Service has developed a new website that will allow county officials, grouped by office, to connect with each other on trending issues.

CTAS Connect is a place where county mayors, highway officials, sheriff's, assessors, registers, county clerks, clerks of court, trustees, county attorneys and purchasing agents can log in to ask questions of their peers from other counties. They can discuss issues important to their offices, share documents, find answers to questions and exchange information.



County officials can visit CTAS Connect at <http://ctas-connect.ctas.tennessee.edu/> and register for an account. Once confirmed, they will be added to the group and will receive a username and password.

CTAS does not monitor or control content of this site. The site is designed to be used as a private forum for particular groups of county officials, however confidentiality is not guaranteed and messages are subject to public records requests. X

Meeting Highlights Annual Report, Storytelling with Benchmarking Data

The Tennessee Municipal Benchmarking Project (TMBP) completed its FY 2013 project cycle on March 27, marking the project's 12th cycle of data gathering and comparative analysis.

The end of this year's project cycle was marked by the release of the FY2013 Annual Report at a statewide video conference meeting with 25 representatives from 17 participating cities along with 10 MTAS staff and two UT scholars in attendance across the four locations. Sarah Young, the TMBP project coordinator provided an overview of this year's report with highlights of service area trends and success stories.

Highlighted cities shared the successful practices behind their performance improvements, such as how Chattanooga's



(continued from cover)

We have moved from simply measuring the data to the threshold of using data to manage and report.

Russell Truell, Chief Finance Officer
for the City of Franklin
First-time Participant



speed reduction efforts have reduced the percent of traffic accidents with injuries. Franklin also shared how is using software to improve internal processes to

increase the number of applications processed per HR employee without increasing departmental costs. Sevierville shared how it is able to divert high levels of waste while maintaining below-average refuse costs per capita.

Positive results like these as well as improving trends will continue to be further analyzed and highlighted for best practices within the project. Sharing and learning from best practices and processes among cities is a key benefit of the benchmarking project. Tracy Baker, Assistant City Manager for the City of Sevierville, highlighted the value of such sharing between cities, saying, “As a first-year participant, we were pleased to share the background of the efficiency in our solid waste operation but were even more interested in hearing about the successes in other cities,” said Tracy Baker, assistant city manager with Sevierville.

Russell Truell, Chief Finance Officer for the City of Franklin, commented on the continued growth of the project while keeping an eye on the potential for greater improvement.

“I am very pleased with expansion of the program and its potential for growth,” Truell said. “A critical mass has been reached that can be leveraged to broaden and deepen the program. We have moved from simply measuring the data to the threshold of using data to manage and report. The benchmarking program and the steering committee have done the crawling and the walking; it’s time to run.”

As the project strives to improve further, MTAS hopes to learn from other cities using data to drive management decisions and improve performance. This year Julie Steenson, a senior analyst with the Performance Management Program in Kansas City, Mo., was guest speaker at the meeting. She shared her city’s journey of data collection and analysis and highlighted the city performance dashboard site KCStat.

Steenson shared examples of how data has driven positive change in the city’s public infrastructure, economic development, and neighborhood preservation efforts. She also offered advice from her city’s experience on several major themes such as data evolution, collaboration, and being performance-driven. Through KCStat, Kansas City makes its data open to the public and intuitively presents information on the city’s performance. Kansas City is using its data to investiate and to celebrate, as well as to share stories of improvement and succss with citizens. X

CMFO Program Continues to Educate Municipal Finance Employees

THE CERTIFIED MUNICIPAL MANAGEMENT OFFICER (CMFO) program offered by the UT Municipal Technical Advisory Service (MTAS) is in its sixth year and is going strong.

The program came about as a result of the Municipal Finance Officer Certification Act of 2007, which requires certain municipalities to have a chief finance officer employed who is either a Certified Municipal Finance Officer or an individual who is exempt from the educational requirements as specified in T.C.A. § 6-56-400 et al. Working with the Tennessee Comptroller of the Treasury as the certification and compliance authority, MTAS has developed a comprehensive program to provide material to individuals from municipalities across the state.

The CMFO program consists of 11 courses that cover a range of municipal finance topics and cities references covering more complex accounting and finance issues. These courses are designed to ensure that every municipal finance officer is capable of carrying out fundamental tasks common to the position and to allow CMFOs to learn the

more advanced skills required to adequately perform their official duties.

The program has been highly esteemed by current participants, alumni members and members of the Tennessee Comptroller's Office.

"On a scale of 1 to 10, I gave it a 1 when I learned I had to participate in the program. Now I give it a 10 plus," said Melody Lewis of White Bluff. "I have come away with more knowledge and self-confidence. I highly recommend the program to any of the office staff even if you are not a CMFO designee."

The CMFO program boasts 373 graduates across the state and more than 80 students enrolled in the current class. Classes are being offered monthly across the



▶ **MTAS Finance Consultant Al Major teaches a recent CMFO class on Internal Control and Auditing.**

state at five different locations: Jackson, Nashville, Knoxville, Chattanooga and Kingsport. To find more information regarding dates and times of these classes visit the MTAS website www.mtas.tennessee.edu. X



Committee Evaluates Curriculum of LEIC Leadership Program



THE UT LAW ENFORCEMENT INNOVATION CENTER (LEIC) recently conducted a curriculum review of its Southeast Command and Leadership Academy (SECLA) program.

The review committee recommended modifications to the coursework to include some new trends, technologies, and leadership methods. Members also ensured professional accreditation standards are

being met. LEIC continues to examine and evaluate each of its programs to ensure they are meeting the pressing needs of today's law enforcement professionals.

The curriculum review committee consisted of representatives who had either attended SECLA, supervised participants who graduated from SECLA, and Donna Kelley (LEIC program manager), Emily Miller (LEIC curriculum

specialist) and Dr. Vic Bumphus (UT Chattanooga partner, faculty liaison). Each member of the review committee represented a different law enforcement agency. This committee was charged with evaluating the program's content, structure, and learning outcomes. X



Maritime Academy Becomes Renewable Energy Partners

THE MARITIME ACADEMY OF ASIA AND THE PACIFIC (MAAP) founded and established by the Associated Marine Officers and Seamen's Union of the Philippines recently signed a memorandum of agreement with Tennessee Renewable Energy & Economic Development Council (TREEDC). The MOA leads to MAAP becoming a partner of regional and international cooperation on renewable energy. MTAS Management Consultant and TREEDC Director Warren Nevad (fourth from left) participated in the signing. X

CLEAN AIR Excellence Awards

*TREEDC President/Ducktown
Mayor James Talley receives
the Clean Air Excellence
Award from EPA Assistant
Administrator Janet McCabe*

Ducktown Receives Clean Air Award from EPA

WITH THE ASSISTANCE OF the UT Municipal Technical Advisory Service (MTAS) and the Tennessee Renewable Energy and Economic Development Council (TREEDC), the city of Ducktown was recently recognized by the Environmental Protection Agency (EPA) with a 2014 Clean Air Excellence Award.

The award recognizes innovative programs that protect Americans' health and the environment, educate the public, serve their communities and stimulate the economy. Ducktown won a Community Action Award for its development of a 28 Kilowatt Solar Array.

Located in southeast Tennessee, Ducktown, a TREEDC member, is a small rural community of 475 citizens. After years of environmental devastation caused by ore mining and its processing through open pit roasting, the community has undergone a complete transformation.



Over the past five decades, the area has been rejuvenated through reclamation and reforestation provided by public and private partnerships. More than 500,000 visitors from nearby metropolitan areas now come to enjoy the natural amenities annually. Building on these environmental improvements and continuing to invest in economic development, city leaders chose to pursue renewable energy projects.

In partnership with TREEDC, city leaders have attended multiple classes and conferences, learning about renewable energy sources and alternative fuels. ✕



Scholarship Applications are Now Available

APPLICATIONS ARE NOW BEING ACCEPTED for two scholarships benefitting IPS employees and members of the County Officials Association of Tennessee (COAT).

Mary and Jack Jinks Institute for Public Service Scholarship

Named for Vice President of Public Service Mary Jinks and her husband, Jack, endowment earnings fund an academic scholarship for a child or grandchild of an IPS employee or retiree. Eligible participants must be enrolled full-time for the fall 2014 semester and attend any UT campus including Chattanooga, Knoxville, Martin, Memphis and Tullahoma.

Jim and Marie Murphy Endowed Scholarship

The Jim and Marie Murphy Endowed Scholarship will provide scholarships for children and grandchildren of County Officials Association of Tennessee (COAT) members or County Technical Assistance Service (CTAS) employees. Eligible participants may attend any UT campus including Chattanooga, Knoxville, Martin, Memphis, Tullahoma and online. The scholarship recipient for the Murphy scholarship may be attending part-time.

For more information about either scholarship please contact Rhonda Campbell, development director, Institute for Public Service at **rhonda.campbell@tennessee.edu** or (865) 974-6587. Applications may be downloaded from the IPS intranet and the IPS website.

**SCHOLARSHIP APPLICATION
DEADLINE: JUNE 6, 2014**

kudos

To: Bonnie Jones, MTAS

I do hope this finds you well. I am attaching the latest issue of Public Risk Journal that contains an article on HR & Social media I penned. I referenced your work on the subject in the piece. Many thanks for your efforts in educating public employees in this and other matters.

*Joe Jarret Esq., Lecturer
UT Knoxville, Department of
Political Science*

To: Karen Blake, MTAS

Thanks again for your visit this. I truly loved getting to know you better. Your time and the information you shared with me is so helpful. When I am not sure of the right or wrong things to do it absolutely scares me to death, only adding to the stress of any job. I value all of the MTAS staff and the knowledgebase you all have developed for the cities throughout the state of Tennessee. I could not and would not want to do this job without you.

*Jan Larius, Court Clerk
Goodlettsville*

2013's Project of the Year winners, Mike Stooksberry and Jeff Metzger, both of CTAS, pose with Vice President Mary Jinks. Their project was entitled, Waste Tire Disposal Fee Bill.

To: Chuck Gluck, CIS

Our team -- along with everyone at Austin Powder -- genuinely appreciates the professionalism and enthusiasm you and Walter (Idol) bring to the table every day. Our employees are the better for it. I hope our paths cross during one of my frequent visits to Greeneville. If there is anything the USN team or I can do for you in the meantime, please do not hesitate to let us know.

*Jim Boldt
Austin Powder*

To: Josh Jones, MTAS

On behalf of the government's division, I'd like to thank you for participating in the review process of the Individual State Descriptions 2012. We appreciate the time and effort you took to review the descriptions; your comments and suggestions were extremely valuable in ensuring accurate descriptions of state and local governments.

The Individual State Descriptions is a product of the Organizational Component of the Census of Governments. As you saw with your state's description, it describes in detail how each state is organized into each different type of government. The descriptions define the scope of what is covered in the employment and finance components of the Census of Governments and is considered to be an essential resource in understanding the data from the Census of Governments; Employment and Census of Governments and Finance. Your participation in this review was an integral part in improving the quality of these descriptions.

*Shirin Ahmed, Acting Chief, Governments Division
U.S. Census Bureau*



Nominate Your Co-Workers for an IPS Annual Award

IT IS TIME TO MAKE NOMINATIONS for IPS employees to be recognized at the annual conference in Gatlinburg. The dates for the conference are July 10-11; however some agencies will start on July 9.

To nominate an employee, please review the awards and their descriptions. Some of the awards are for non-exempt employees, some for exempt employees, and some are for both. We also recognize a project of the year and a faculty member from within the UT system. In addition, we have one new award this year called the Collaboration Award.

To nominate an employee, faculty member, or project, go to the IPS intranet, <https://staff.ips.tennessee.edu> and click on the nominate tab in the block under the rotating pictures. Once on the nomination page, provide the name, for which award the person is being nominated, and a narrative on why this person or project is deserving of this award. Your narrative must provide enough detail on why this person/project is deserving of the award so that the committee can judge it on the written information. The **closing date for the nominations is May 2** at the close of business. X

announcements

RECRUITMENT

CTAS – Executive Director

IPS SERVICE LONGEVITY

Elizabeth Adams	9 Years
Ralph Cross	15 Years
Brent Lackey	1 Year
Ronnie Neill	21 Years
Wesley Robertson	3 Years
Mike Stooksberry	22 Years

calendar

CIS

May 2	Quality Assurance for Federal Government Contracting, Knoxville
May 6	16-Hour DOT, Nashville
May 7	Quality Assurance for Federal Government Contracting, Nashville
May 8	Quality Assurance for Federal Government Contracting, Jackson
May 8	Introduction to Process Improvement Nashville
May 12	OSHA510 Occupational Safety and Health Standards for Construction, Knoxville
May 12	8-Hour Emergency Response Refresher Knoxville
May 13	8-Hour Site Worker Refresher (HAZWOPER) Knoxville
May 13	Tennessee Environmental Regulatory Overview, Knoxville
May 14	Form R, Chattanooga
May 15	Form R, Knoxville
May 15	Applied Industrial Ergonomics Course Jackson
May 16	Form R, Nashville
May 16	Form R (Simulcast), Martin

May 16	Form R (Simulcast), Kingsport
May 19	OSHA 30-Hour General Industry, Nashville
May 20	Toyota Kata: A Management System for Sustaining Lean/Continuous Improvement Johnson City
May 21	8-Hour DOT Refresher, Jackson
May 22	16-Hour DOT, Jackson

CTAS

May 7	Workplace Safety, Johnson City
May 8	Workplace Safety, Knoxville
May 21-23	COCTP Capstone, Montgomery Bell State Park
May 27	Workplace Safety, Franklin
May 28	Workplace Safety, Jackson

LEIC

May 21-22	Latent Print Processing, Oak Ridge
May 27-28	Introduction to Leadership, Clarksville

MTAS

May 1	Capital Assets, Franklin
May 7	Delegation Skills, Cleveland
May 7	Workplace Safety, Johnson City
May 7	Making Effective Decisions, Cleveland
May 8	Workplace Safety, Knoxville
May 13	Governmental Accounting II, Jackson
May 13	Governmental Accounting II, Knoxville
May 14	Municipal Court Clerk Conference, Murfreesboro
May 16	Conflict Management, Greeneville
May 21	Making Effective Decisions, Cleveland
May 27	Workplace Safety, Franklin
May 28	Governmental Accounting II, Nashville
May 28	Governmental Accounting II, Kingsport

NAIFEH CENTER

May 4-9	Tennessee Government Management Institute, Knoxville
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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.