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The Exchange Newsletter

Institute for Public Service (IPS)

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Institute for Public Service

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the EXCHANGE

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July 2008

A newsletter of The University of Tennessee Institute for Public Service

Vol. 3 No. 7

University expertise for community and workplace needs

National Forensic Academy Begins 21st Session

Seventeen participants make up the 21st session of the National Forensic Academy™ (NFA™), the first held in the new classroom and laboratory space at the UT Law Enforcement Innovation Center's (LEIC) Oak Ridge facility.

The session, which began May 12, includes law enforcement professionals from as far away as Oregon and Alaska, and for the first time a participant from Wyoming. Unfortunately, Erin Green, an officer from the Brevard County (Fla.) Sheriff's Office had to leave the session due to the death of her husband Jeremy in a May 22 car accident. Earlier in the year, Green was recognized as the Brevard County Sheriff's Office employee of the year. The NFA extends its thoughts to officer Green and her family.

In July, staff of the National Forensic Science Institute (NFSI) will

(continued on page 2)



More than 40 people made up the second annual Tennessee Basic Economic Development Course held in Nashville.

IPS Supports Tennessee Basic Economic Development Course

The Institute for Public Service collaborated with the Tennessee Leadership Center to sponsor, design and implement the second annual Tennessee Basic Economic Development Course (TBEDC) held in May.

The TBEDC is one of 24 Basic Economic Development Courses accredited by the International Economic Development Council (IEDC). The five-day course provided training to 44 economic and community development practitioners and community leaders on the concepts, tools and practices needed to be successful in today's complex economic environment.

IPS employees who participated in the TBEDC were Gary Hayes (County Technical Assistance Service), Ben Rodgers (CTAS), Keith Ridley (Center for Industrial Services) and Dr. Andre Temple (IPS Central Office). Margaret Norris and David Angerer of UT Municipal Technical Advisory Service (MTAS) completed the inaugural TBEDC last year. Chuck Shoopman (IPS Central Office) and Beth Phillips (IPS Central Office) are on the advisory board of the TBEDC and served as course instructors and moderators. ■

IN THIS ISSUE

What's Behind the New Look of the Exchange

Hart Participates in NPREC Presentation

CIS Sponsors Study to Determine Effectiveness of Educational Product

SAVE THIS DATE

**2008
IPS Annual Conference
Sept. 29 - Oct. 1
Chattanooga Choo Choo**

MTAS' Stokes Receives Recognition

Richard Stokes, PHR, IPMA-CP, UT Municipal Technical Advisory Service (MTAS) Human Resource (HR) Consultant, was recently honored by the Southern Region of the International Public Management Association for Human Resources (SRIPMA-HR) with the Edwin L. Swain Award for a distinguished HR career.

The Edwin L. Swain Award is given to an HR professional to recognize and encourage high standards in Human Resources Management (HRM), and to provide an opportunity for individuals to receive recognition and support from their peers.

Stokes was nominated by the president of the Tennessee chapter (TPMA) of the International Public Management Association for Human Resources (IPMA)

for his career dedication and work with the association and Tennessee cities. He serves as executive director of TPMA. Stokes has worked with MTAS for the past 22 years where he provides technical human resource assistance, training and support to city officials across the state of Tennessee on a wide range of HR issues.

Stokes serves on the governing board of the

SRIPMA-HR as the executive council representative to the IPMA-HR executive board. He also sits on the board for the IPMA-HR certification council, which certifies public HR professionals internationally. He is certified as a Professional in Human Resources (PHR) by the Society of Human Resource Management, and a Certified Professional (IPMA-CP) by the International Public Management Association. ■



Richard Stokes



Jim Hart

CTAS' Hart, Panel Discuss Sexual Abuse in Prisons

Jim Hart, UT County Technical Assistance Service (CTAS) Jail Management Consultant, was part of an American Jail Association (AJA) team to take part in a recent discussion on how to eliminate the problem of sexual abuse in correctional facilities nationwide.

The National Prison Rape Elimination Commission conducted a roundtable meeting at the American Correctional Association's national headquarters in Alexandria, Va. Representatives from the National Sheriff's Association and the AJA were asked to appear before the commission at the May meeting. The purpose of the presentation was to express some initial feedback, concerns and suggestions on proposed standards in the Prison Rape Elimination Act (PREA). Comments focused on the need to work together to address sexual abuse in jail facilities; the need for clarification of the definitions and standards; the excessive number of standards; unfunded mandates; and the difficulty small jails, in particular, will have in meeting the proposed standards.

In 2003, U.S. Congress recognized the seriousness of prison rape by enacting PREA. The Act included the creation of a bipartisan panel charged with studying government policies and practices related to sexual abuse in corrections and detention facilities. This panel recently released the Standards for the Prevention, Detection, Response, and Monitoring of Sexual Abuse in Adult Prisons and Jails for a 60-day public comment period. ■



NFA attendees study mapping a crime scene in the new interactive classroom at LEIC.

NFA Begins 21st Session

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attend the International Association of Forensic Science Conference in New Orleans to promote the NFA and the 40-hour, stand-alone classes. Staff members will evaluate the speakers to determine their potential involvement in the NFSI Symposium scheduled for later this year. This opportunity will allow the institute to provide outreach not only to law enforcement specialists and forensic practitioners on a national level, but to provide information about NFSI programs on an international scale. ■

CIS Sponsors Study to Determine Effectiveness of Educational Product

The UT Center for Industrial Services (CIS) instrumented the partnership between one of its customers, Edamar, Inc., and UT researchers to study the effectiveness of the Edamar-produced *Electric Circuits Kitbook*.

The study, conducted by Dr. Mehmet Aydeniz of the department of Theory and Practice in Education, finds that students who learn the concepts of electricity and electric circuits using the *Electric Circuits Kitbook* perform considerably better on standards-based tests than students who do not use Kitbooks. KitBooks combine hands-on features of a science kit with the text of a book in a single self-contained curriculum supplement. With KitBooks, students build actual working electric circuits on a page in the book.

"This was an appealing project as something we could do, although small, that could improve the education system," said Bill Wiley program manager of the UT CIS Manufacturing Research Development Institute. "The current education level of potential workers is a primary concern of manufacturers." ■



Sherri Brown

Two IPS Employees Receive Certifications

Sherri Brown, principal secretary for IPS in the central office, was recognized in May for completion of the Communication Certification. This course requires 32 hours of training classes that focus on both written and oral communication skills.



Brenda Moss

Brenda Moss, administrative secretary for IPS in the Jackson office, received her certificate for completing Part 1 Certification for UT Leaders: Lighting the Way. Part 1 is a program planned for staff members who desire to become supervisors. The training focuses on self knowledge, communication skills, and supervisory responsibilities and requires 32 hours of training courses. ■

IPS Shares Results of Tennessee Youth Development Forums at Regional Conference

What do Tennessee and other southern states need to do to develop our youth, the real future of the South?

This subject was explored at the annual Southern Growth Policies Board (SGPB) Conference held in Little Rock in June. IPS Economic Development Specialist Beth Phillips shared the results of 21 statewide community forums, which engaged the input of more than 500 participants, including more than 230 youth. For many youth, these forums were their first experience in public participation.

"We asked for input and it is our obligation to listen to what they and others have said, and turn these discussions into actions," Phillips said.

Forum results showed that a large sector of youth are not reached through conventional programs and communications, and that barriers that keep youth from engaging need to be removed. Statewide partners, including the UT Institute of Agriculture, will reconvene this summer to discuss findings and to develop coordinated strategies to address youth development issues and opportunities. ■



Notice Something Different?

Beginning with this issue, *Exchange* has a new look.

It has been redesigned to be printed on a smaller press, which costs less and takes less preparation time. The new format will allow IPS to be more efficient in delivering the news of the institute while improving its timeliness.

Tell us what you think about the changes by e-mailing susan.robertson@tennessee.edu. ■

Nominate an IPS Colleague for a 2008 Award

The 2008 Institute for Public Service (IPS) Annual Conference is rapidly approaching, and now is the time for staff to nominate fellow IPS employees for their good work during the past fiscal year. The awards are funded by past gifts from staff, retirees and friends.

- **HORIZON AWARD**
Presented to a regular full-time or part-time non-exempt employee with less than three years of service with an IPS agency. The recipient must demonstrate a positive attitude, show initiative, be a team player and exemplify excellence in performance.
- **TOM AND DIANE BALLARD AWARD OF EXCELLENCE**
Presented to a full-time, non-exempt employee who has demonstrated sustained high-quality job performance, initiative, good communication skills, flexibility and commitment to the institute.

- **PUBLIC SERVICE ACHIEVEMENT AWARD**
Presented to a full-time or permanent part-time exempt public service staff member with less than three years of service with IPS. Selection is based on exceptional performance and productivity, scope of duties, degree of responsibility and extraordinary impact of work for a customer group.

- **ROBERT S. HUTCHISON OUTSTANDING PUBLIC SERVICE PROFESSIONAL AWARD**
Presented to a full-time exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute and the university.

- **PROJECT OF THE YEAR**
To be considered, a team of employees must be working on an ongoing project or have completed a project that supports the IPS five-year plan. Teams may consist of staff of one agency, staff of multiple agencies, or IPS staff and outside partners. Team selection is based on contributions promoting advancements in service quality, relationship development, entrepreneurial use of

technology, approaches that advance the efficiency of customer operations or IPS internal operations, leadership development, exemplary use of face-to-face contacts or development of new methodologies for advancing face-to-face delivery of services, or advancement in the use of environmentally-friendly technologies.

- **FACULTY EXCELLENCE AWARD**
Awarded to faculty members who have demonstrated commitment to public service, the mission of IPS and its agencies, and excellence in teaching or consulting. Additionally, the faculty member shall be working with IPS currently, or shall have worked with IPS or its agencies within the past year.

- **CUSTOMER SERVICE MVP AWARD**
Recognizes an employee who demonstrates exceptional responsiveness to customer needs by

tailoring products or services to a customer, following up with customers, developing and sustaining quality working relationships and delivering services in a timely manner.

- **CUSTOMER TEAM MVP AWARD**
Recognizes an individual who provides behind-the-scenes support to IPS customers. This employee delivers services or products that exceed customer expectations and has an extraordinary willingness to work closely with the customer to achieve results.

After considering the award categories and reflecting on a year of accomplishments and successful projects, take a few minutes to nominate a colleague for well-deserved recognition at the Annual Conference. To nominate an employee, go to <http://intranet.ips.tennessee.edu>. The deadline for nominations is Friday, Aug. 1, 2008, at the close of business.

If you have a question about the awards, contact Judie Martin at (865) 974-1535 or judie.martin@tennessee.edu. ■

LEIC's Rhodes Graduates from Knoxville Police Department Citizens Academy



Sabrina Rhodes

Sabrina Rhodes, a training coordinator with the UT Law Enforcement Innovation Center's (LEIC) Center for Cybercrime Investigation Training was one of 13 citizens who recently graduated from the Knoxville Police Department (KPD) Citizens Police Academy.

During the academy, participants spend 12 weeks learning about the functions and departments within the police department, including how and why KPD officers do what they do each day. They visit various departments throughout KPD, including forensics, criminal investigations, organized crime and crisis negotiations. The academy also includes a tour of the 911 center, KPD headquarters and the firearms range. At the range, citizens witness K-9 and bomb demonstrations, and are given the opportunity to use various firearms and participate in a driving demo led by KPD officers.

"The Citizens Police Academy operates on the premise that informed, educated citizens will be more supportive of police officers and the department," said Knoxville Police Chief Sterling Owen. "Additionally, those completing the program have the potential of becoming more productive within their own neighborhoods and communities."

Rhodes attended the academy on her own time, after work hours, as a part of the required personal and professional development. By learning more about the ins and outs of the police department, she said she is better equipped to work with the police population through her job at LEIC. ■

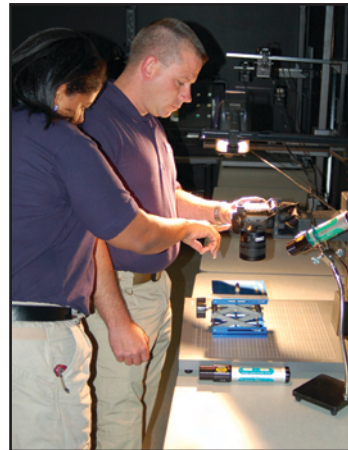
CTAS TRAINING

CORNER

The UT County Technical Assistance Service (CTAS) offered a training session at the spring meeting of the Tennessee County Trustees on May 27 and 28 in Franklin.

The class, led by speaker Ollie Mannino, was entitled "Wearing Many Hats" and focused on the many functions of county office holders. In addition to the training, CTAS Training Manager Bob Schettler informed participants of the new IPS learning management system, Solution Point, and the benefits and changes it will bring to the County Officials Training Program (COCTP) when the system is implemented. ■

THE UNIVERSITY of TENNESSEE LAW ENFORCEMENT INNOVATION CENTER



With the National Forensic Academy space nearly completed, participants in the 21st session of the academy study evidence in the new photography lab. Once the building is complete, an open house will be held for UT employees and area law enforcement personnel.

Student Workers Contribute to IPS Central Office

Although they work mostly behind the scenes, the duties of UT Institute for Public Service (IPS) student workers Kristina Novikova and Halie Shell are no less important.

Student assistant Novikova works with Scott Gordy, information technology administrator for IPS. She conducts inventories of equipment, collects computer and internet data from around the central office, installs software and hardware, registers computers and assists with updating the IPS Web site. A native of Russia, Novikova is entering her senior year at UT and is majoring in civil engineering.

Shell is a graduate assistant with the Leadership and Executive Development program at IPS. The Knoxville native is due to graduate in December from the master's of public administration program at UT. She hopes to one day become a city manager in East Tennessee. Shell received her undergraduate degree in philosophy from UT. She assists the Leadership and Executive Development team with compiling evaluation statistics, researching program materials and assisting with the program's events held throughout the year. ■

Get to know ...



Emily T. Masonick, LEIC

Emily Masonick is a curriculum specialist with the UT Law Enforcement Innovation Center (LEIC). She joins LEIC in June after completing her master's degree in international training and education at American University in Washington, D.C.

Masonick hails from Chicago, and received her bachelor's degree in secondary education and English from DePaul University. After completing her bachelor's degree she relocated to South Florida where she worked for the national leadership organization, *LeadAmerica*, as a program coordinator and leadership specialist.

Masonick is the co-developer of *LeadAmerica's* college-accredited personal development curriculum. She facilitated experiential learning training to more than 4,000 high school and college students throughout the United States.

During her graduate studies she was program coordinator to the Women & Politics Institute at American University.

She is excited to be living in such a beautiful area of the country and looks forward to being a part of the LEIC team. ■

Bob Iannacone is the newest member of the IPS economic development team, bringing with him a distinguished background in economic development. In his new role, Iannacone will focus on developing economic development opportunities in Middle Tennessee.

Before his retirement in 2007, Iannacone was the director of economic development for Williamson County. He was appointed to the position in 1991 and was responsible for strategic planning and quality development and economic growth for the county. He was directly involved or assisted in corporate relocations and expansions valued at an estimated billion dollars.

Earlier this year upon his retirement, he was recognized by a Tennessee Senate resolution for honorable and astute service to the people of Tennessee. Other honors he has received include being named among Williamson County's most influential people in 2003 and 2005 by the Nashville Business Journal, and he has received national awards from the International Economic Development Council for marketing materials developed for Williamson County.

Iannacone worked as a corporate manager from February 1964 until January 1990. During that time he held positions with Bell Systems' Western Electric manufacturing unit in Baltimore, Dresser Tool Group in Chicago and Textron in Nashville. His areas of responsibility included corporate communications, public relations, community relations, marketing and human resources.

He is a graduate of the University of Maryland with a bachelor's degree in journalism and public relations. He received his master's degree from Johns Hopkins University.

Iannacone and his wife Pat have four children and six grandchildren. In his spare time he enjoys photography and collecting classic toy trains. ■



Bob Iannacone, IPS CO

COMING SOON

IPS' new way to register, track and train

SOLUTION POINT



Beth Phillips



Macel Ely



Bonnie Curran



Ray Crouch



Steve Austin



Sandy Selvage



Sarah Holley

Staff Applause

TO: BETH PHILLIPS, IPS CO

Thank you again for being a part of our annual conference in Little Rock. We appreciate your willingness to share information about Tennessee's forums as part of the opening session of the conference. And, of course, we're also thankful for all the hard work you put in to organizing and conducting the forums in the first place! We have had nothing but positive feedback on the conference, and your involvement helped contribute to this success.

Linda Hoke, Southern Growth Policies Board



TO: BETH PHILLIPS, IPS CO

On behalf of the steering committee for the Great Smoky Mountains Sustainable Tourism Summit, thank you for speaking at this inaugural event. You are the best! I cannot thank you enough for all you did to make this such a success. Your participation contributed to an outstanding educational platform for sustainable tourism and provided an environment of learning in this fast emerging topic for more than 500 delegates, making it a huge success.

Susan Whitaker, Commissioner, Tennessee Department of Tourist Development



TO: MACEL ELY, IPS CO

I didn't really know what to expect when TELA 2007 started, but after completing the program, I can say with 100 percent certainty that TELA was the single most significant experience of my professional life. It is clear that those responsible for this program are dedicated to its success.

While my initial expectations were vaguely defined, I did expect a lot from the program. My expectations were met and exceeded. I have you, Kasey (Draney), the speakers and my classmates to thank for that.

Gale Wagner, Tennessee Department of Transportation



TO: BONNIE CURRAN, MTAS

I want to express my sincere thanks to you for spending a day with us interviewing for our IT specialist position. Our new employee will start this month. You did a great job and if we can ever return the favor please let us know.

Earlene M. Teaster, City Manager, Pigeon Forge



TO: RAY CROUCH, MTAS

On behalf of the City of Harrogate, I want to thank you for the help you gave to us while you were our fire consultant, and for the help I know you continue to give to folks in West Tennessee. We really do appreciate you. And we thank you, especially, for your commitment to all firefighters in Tennessee.

Bill Fultz, Mayor of Harrogate



TO: DAN BAKER, LEIC

What a pleasure it was to host a LEIC training class at the Maryville Police Department. LEIC is very organized, thus making it easy to be a host to one of your training sessions. The Crime Prevention through Environmental Design (CPTED) course fit exactly what our agency and surrounding agencies need. Three officers from Maryville Police Department attended the class and I received great feedback from all of them about how much they enjoyed it. It opened their minds to many new ideas on how to reduce and also prevent crime in our community. They said the hands-on training conducted in the area really reinforced what was taught in the classroom.

Chief Tony Crisp, Maryville Police Department



TO: STEVE AUSTIN, CTAS

On behalf of the Tennessee Clerks of Court Conference and the Administrative Office of the Courts, I would like to extend my sincere thanks to you for your participation in the May seminar. The Ethics Program was well received, and I appreciate you taking the time out of your schedule to be with us.

Wendy Borthwick, Conference Coordinator Supreme Court of Tennessee, Administrative Office of the Courts



TO: GARY PETREE, MTAS

I want you to know how impressed I am with **Sandy Selvage** and **Sarah Holley**. Each and every time I have a question, concern, or need of any kind, they respond promptly and professionally. I felt really bad having to bother them so much this week. But each response from them made me feel like I was talking to the right people, and reinforces how I already felt about MTAS.

April Moore, Training and Development Specialist, Department of Human Services, City of Johnson City



SERVICE ANNIVERSARIES

John Collier, CIS	1 year
Jennifer Hicks, MTAS	7 years
Tom Looney, IPS CO	15 years
Jeff Metzger, CTAS	1 year
Chris Payne, CTAS	9 years
Dwaine Raper, CIS	1 year
Chuck Shoopman, IPS CO	17 years
Izetta Slade, MTAS	9 years
Albert Tieche, CIS	16 years
Judy Wilhite, IPS CO	30 years

RECRUITMENTS

- ◆ **CTAS**
Environmental Consultant, Cookeville
- ◆ **IPS CO**
Economic Development Specialist, Nashville
Assistant Vice President, Knoxville or Nashville
- ◆ **LEIC**
Administrative Support Assistant, Oak Ridge
- ◆ **MTAS**
Executive Director, Knoxville
Municipal Management Consultant, Knoxville

NEW HIRE

- ◆ **LEIC**
Janet Hails
Administrative Specialist, Oak Ridge

IPS July Calendar of Events

◆ CIS

- July 16 Hazardous and Special Wastes, Nashville
- July 22-24 Environmental Compliance Train the Trainer Program, Memphis

◆ CTAS

- July 2 Economic Development Workshop, Jackson
- July 9 Economic Development Workshop, Knoxville
- July 11 NACo Annual Conference, Kansas City, Mo.
- July 16 Economic Development Workshop, Franklin
- July 18 Elected Officials Academy Economic Development Training, Morristown
- July 20 37th Annual TSA Family Conference, Gatlinburg

◆ Leadership Programs

- July 13-18 TGMI A, Montgomery Bell
- July 17 TELA Forum, Knoxville
- July 27-Aug. 1 TGEI, Knoxville

◆ LEIC

- July 1-18 National Forensic Academy, Knoxville
- July 14-18 Fundamentals of Cybercrime Investigation, Santa Fe, N.M.
- July 14-18 Southeastern Command and Leadership Academy (SECLA) Course, Chattanooga
- July 14-16 Transit Terrorist Tools and Tactics (T4) Salt Lake City, Utah
- July 17-18 Transit Oriented Screening of Passengers by Observational Techniques (TO-SPOT), Salt Lake City, Utah
- July 28-Aug. 1 Fundamentals of Cybercrime Investigation, Nashville
- July 28-Aug. 1 Crime Scene Blood Stain Analysis Course, Reading, Pa.
- July 28-Aug. 1 Crime Scene Photography Course, Duluth, Minn.

◆ MTAS

- July 8 Public Acts, Bartlett
- July 9 Public Acts, Jackson
- July 10 Workplace Harassment and Workplace Violence, Brentwood
- July 10 Public Acts, Franklin
- July 16 Public Acts, Collegedale
- July 16 Motivating Your Workforce, Signal Mountain, Soddy-Daisy, Collegedale, East Ridge, Red Bank
- July 22 Public Acts, Knoxville
- July 23 Public Acts, Johnson City
- July 30 Managing Change, Signal Mountain, Soddy-Daisy, Collegedale, East Ridge, Red Bank

DR. JOHN PETERSEN
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HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

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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.

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