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Institute for Public Service (IPS)

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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.

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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 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.

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 Begins 21st Session

(continued from page 1) NFA attendees study mapping a crime scene in the new interactive classroom at LEIC. Attendees study mapping a crime scene in the new interactive classroom at LEIC.

(continued from page 1) 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.”

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, 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 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, 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

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.

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.
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.
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: 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: 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

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: 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
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 Tietche, CIS ..............................16 years
Judy Wilhite, IPS CO ............................30 years

RECRUITMENTS

♦ CTAS
   Environmental Consultant, Cookeville

♦ IPS CO
   Economic Development Specialist, Nashville 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  Investigation, Nashville
   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, Colledagle
   July 16  Motivating Your Workforce, Signal Mountain, Soddy-Daisy, Colledagle, East Ridge, Red Bank
   July 22 Public Acts, Knoxville
   July 23 Public Acts, Johnson City
   July 30  Managing Change, Signal Mountain, Soddy-Daisy, Colledagle, East Ridge, Red Bank

The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service
105 Student Services Building • Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528
WWW.IPS.TENNESSEE.EDU