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The Exchange Newsletter

Institute for Public Service (IPS)

8-2008

Exchange August 2008

Institute for Public Service

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Recommended Citation

Institute for Public Service, "Exchange August 2008" (2008). *The Exchange Newsletter*.
https://trace.tennessee.edu/utk_exchange/16

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the EXCHANGE

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August 2008

A newsletter of The University of Tennessee Institute for Public Service

Vol. 3 No. 8

University expertise for community and workplace needs

Planners Announce 2008 IPS Annual Conference Details

The final morning of the 2008 IPS Annual Conference will feature a half day system to institute visit where IPS employees can share public service success stories with University of Tennessee President Dr. John Petersen and members of his staff.

This year's conference will take place Sept. 29 through Oct. 1 at the historic Chattanooga Choo Choo Holiday Inn.

Conference registration is from 4-8 p.m. on Monday, Sept. 29. If employees are unable to register during those hours, they should make arrangements for someone to pick up their registration materials. A poolside welcoming reception featuring heavy hors d'oeuvres is scheduled for Monday from 6-8 p.m., and the hospitality suite (also poolside) will be open during the reception. Employees will not be reimbursed for meals for the evening of Sept. 29. The

(continued on page 2)



Russell Toone (left) with CIS' Procurement Technical Assistance Center guided U.S. Army veteran Jerry Bechel through the process of securing government contracts.

Army Veteran Launches Successful Business in Energy Management

Entrepreneurs have long appreciated the merits of networking, but one new business owner can tag the value of his recent networking efforts at \$1.2 million.

Jerry Bechel is a U.S. Army veteran who served in the Vietnam War, then worked for more than 30 years in the construction industry. In 2007, Bechel decided to pursue the formation of his own business, Veterans National Contracting, LLC. While he was comfortable with his knowledge of the construction industry, he was uncertain of how to navigate the processes and paperwork to open a business — especially a business that eventually would do work for government agencies.

"I didn't know where to start, but I knew I had to do everything right from the beginning," Bechel said. Bechel asked counselors with the Procurement Technical Assistance Center (PTAC) at the UT Center for Industrial Services for help. PTAC staff Debbie Barber, Russell Toone and Joe Flynn helped Bechel prepare documentation and meet registration requirements necessary to start his business and become an LLC (Limited Liability Company).

"They helped me at every turn," said Bechel. "They have had an answer for every problem or question I have had along the way."

As advised by the PTAC counselors, Bechel began to attend conferences and

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CTAS Participates in TCSA Post-Legislative Conference

LEIC's Command Academy Opens Eighth Session

Three IPS Employees Reach 30-Year Milestone

SAVE THIS DATE

NATIONAL FORENSIC ACADEMY OPEN HOUSE
Aug. 18, 2008 • 1:15 p.m.
1201 Oak Ridge Turnpike

IPS Annual Conference

(continued from page 1)

conference committee has coordinated with organizers of the Muscatello-Rodgers Golf tournament to make sure those who participate, either at the links or the putt-putt course, will finish in time to register and come to the reception.

This year's conference does not have a specific theme; however, the break-out sessions on Tuesday, Sept. 30 are designed to impart practical and useful information for work and personal lives. Session topics include:

- retirement
- managing physical and mental stress
- communication skills inside and outside of the workplace ■

2008 IPS ANNUAL CONFERENCE
Sept. 29 - Oct. 1 at the Chattanooga Choo Choo

National Forensic Academy to Open New Space



The staff and alumni of the Law Enforcement Innovation Center invite you to celebrate the expansion of the University of Tennessee National Forensic Academy on Aug. 18 at 1:15 p.m.

The new facility is located at 1201 Oak Ridge Turnpike in Oak Ridge. Visitors can tour the facility and see forensic demonstrations. Please RSVP to Jill Marling at (865) 974-4946 or jill.marling@tennessee.edu. ■

Army Veteran Launches Successful Business

(continued from page 1)

started to meet contract officers, build relationships and learn government contracting requirements. In just a few months, Bechel's hard work led to the award of a \$1.2 million contract with the U.S. Department of Veterans Affairs (VA).

Veterans National Contracting will replace nearly 3,000 aging light fixtures at the Memphis VA Medical Center with more energy-efficient lighting. To remove a single fixture, install a new light and clean the area takes more than an hour. Then, each old fixture must be disassembled off-site and packaged for proper disposal.

With hospitals, schools and government buildings facing similar needs of updating their energy systems, Bechel anticipates a growing demand for his services. With help from PTAC counselors, he has structured and registered his business so he can meet the demands.

"He has worked hard, done a great job of networking and listened to the counsel we've provided at PTAC," said Toone. "He always completes the tasks we recommend, and his diligence has paid off."

Similar to the conferences that introduced Bechel to government contracting and registrations, the UT Center for Industrial Services PTAC is offering two conferences in August to increase business opportunities for all businesses, including service-disabled veteran and veteran-owned small businesses. The conferences offer sessions on conducting business with

NASA; understanding the basics of government contracting; getting on the General Services Administration (GSA) Schedule; and financing options for small businesses, including the Patriot Loan Program for veterans.

Other sessions will describe franchise options for small businesses, technology transfer, emerging business opportunities and business planning for small businesses.

Conference attendees will have the opportunity to meet with buyers, contractors and other representatives from federal, state and local government agencies such as the U.S. Department of Veterans Affairs, the Department of Energy and others. At the conferences, attendees can schedule one-on-one appointments with buyers and other government agency representatives.

In partnership with the Y-12 National Security Complex, UT CIS PTAC will offer the East Tennessee Veterans Business Conference Aug. 5 in Oak Ridge. The conference will be at the New Hope Center, 602 Scarboro Rd., from 7:30 a.m. to 5 p.m. Tennessee Commissioner John Keys, Department of Veterans Affairs, is honorary chair of the conference. UT CIS PTAC is also partnering with U.S. Congressman Lincoln Davis to offer the Federal Funding Seminar Aug. 11-12 at the Coffee County Convention Center in Manchester. For more information on the UT CIS PTAC or conferences, visit www.cis.tennessee.edu/government/contracts. (See page 5 for more information on another upcoming PTAC conference.) ■

Three IPS Employees Receive 30-Year Service Award

Becky Peterson of the UT Center for Industrial Services, Armintha Loveday of the UT Municipal Technical Advisory Service and Pat Frost from the Institute for Public Service Central Office received service awards from UT President Dr. John Petersen and Vice President of Public Service Dr. Mary Jinks at a luncheon in June.

All three employees were recognized for 30 years of service with the University of Tennessee. ■



Becky Peterson, center



Armintha Loveday, center



Pat Frost, center



Members of the eighth session of the Southeastern Command and Leadership Academy started class on July 14.

Southeastern Command and Leadership Academy Opens Eighth Session

The Southeastern Command and Leadership Academy (SECLA), an initiative of the UT Law Enforcement Innovation Center, opened its eighth session July 14 at the University of Tennessee at Chattanooga with more than 30 participants from across Tennessee.

SECLA is a seven-week law enforcement leadership program designed for managers who show high potential for leadership roles. Areas of study include leadership and management, emerging trends in law enforcement, community-oriented policing, organizational skills, risk management and liability, planning and budgeting, managing diversity and media relations.

Mike Hill, manager of community programs for LEIC, said the course is divided into one-week sessions, held over a seven-month period. The 31 students in this session include top law enforcement officers from Chattanooga, Columbia, Dandridge, Germantown, Johnson City, Knoxville, Loudon, Maryville, Nashville, Pittman Center and Signal Mountain.

The program offers 12 undergraduate credits or six graduate level credits through UT Chattanooga, Hill said. The students also can transfer the credit hours to another university or college and apply them toward a degree in criminal justice.

The students in this session will graduate on Jan. 16, 2009, bringing the total number of SECLA graduates to 201.

Hill said the program's faculty members are among the most renowned criminologists in the nation. They include Dr. Vic Kappeler, criminal justice professor, Eastern Kentucky University, author and founding editor of *Police Forum* and *Police Liability*; Dr. Janet Kelly, finance and accounting consultant for the UT Municipal Technical Advisory Service; Dr. Charles Corley, associate professor of criminal justice, Michigan State University; and Dr. Vic Bumphus, UT Chattanooga Criminal Justice Department.

The academy is a partnership between LEIC, the State of Tennessee Office of Criminal Justice Programs, UT Chattanooga Continuing Education Division, UT Chattanooga School of Criminal Justice and the Tennessee Association of Chiefs of Police. ■

Georgia Corrections Officers Hone Crime Scene Management Skills

The Georgia Public Safety Training Center (GPSTC) in Forsyth, Ga., was the setting for a mock crime scene where corrections officers honed their investigative skills at the National Forensic Science Institute's™ (NFSI™) crime scene management in correctional institutions course.

The course, held June 16-20, was funded by a grant from the U.S. Department of Justice Bureau of Justice Assistance. The training was hosted by the Georgia Department of Corrections and GPSTC, which provided a classroom and laboratory, as well as a mock jail for participants to use. More than 20 corrections professionals from Georgia gathered to learn about fingerprinting, bloodstain, DNA, evidence collection and packaging, photography and more.



The participants wrapped up the week by investigating a mock crime scene in the GPSTC mock jail. Each group gave a presentation of their investigations, which included collected evidence and photographs.

One participant said this was "the best and most informative class I've ever had." ■

Georgia investigators examine evidence in a National Forensic Science Institute crime scene management course.



Jane Basham



John Erdmann



Scott Gordy



Lisa Shipley



Justin O'Hara



Jon Walden

Temporary Employee Is No Stranger to MTAS Office

When the UT Municipal Technical Advisory Service needed a temporary employee recently, Mike Tallent, interim executive director, wanted someone who could come in and hit the ground running. That someone was Ann Lowe, who had retired from MTAS in August 1998 after more than 40 years of service.

So what has Lowe been up to in the 10 years since she left MTAS, and how does she think the agency has changed in the last decade?

During her retirement, Lowe and her husband Junior have been traveling, gardening, doing volunteer work and going to all of their grandchildren's sports activities. Lowe has been happy in her retirement but she was glad for the opportunity to come back for a few months and visit with some old friends. She said the worst things about working again are getting up early in the morning and dealing with traffic.

"Time changes a lot of things but there are some things that remain pretty much the same. When MTAS asked me if I would like to come back to work for a few weeks, I was unsure. After all, I had been retired 10 years and almost all of the staff had changed, the new technology was totally alien to me and I had forgotten most of what little I knew about the computer," Lowe said. "But then I thought this would give me a change in routine and an opportunity to work with a few friends, meet new people, learn something new and of course earn a little "pin" money.

"I found that the MTAS mission of providing information and assistance to our cities remains the same, only the way in which we deliver the information to the clients has changed due to faster, updated and more sophisticated technology," she said. ■



Ann Lowe, who retired from MTAS 10 years ago, recently returned as a temporary employee.

Team Updates Wireless Connectivity Policy

The IPS Wireless Connectivity Policy and list of supported devices has been updated effective July 1.

The policy is posted on the IPS Intranet under policies and procedures, information technology. To find out more, employees may also contact their agency representatives who serve on the IPS information technologies strategic planning team (Jane Basham, John Erdmann, Scott Gordy, Lisa Shipley, Justin O'Hara and Jon Walden) or their agency director. ■

Procurement Seminar to Assist Small Businesses in Building Strong Foundations

Before a business can ever satisfy the needs of its customers it must build a strong foundation for itself.

The UT Center for Industrial Services Procurement Technical Assistance Center (PTAC) will provide an all-day seminar that will assist small businesses in building that strong foundation on the way to becoming successful and prosperous. The seminar is scheduled for Aug. 20 at the Williamson County Complex in Franklin.

The seminar will offer advice to small business owners on working capital, long-term benefits and succession planning, having a strong relationship with an attorney who is experienced in government contracting policy and having an accountant who is qualified in government and defense contracting guidelines.

"The main purpose of this first, in a series of five yearly seminars will be to instruct all attendees on the importance of building a business that is designed for profitability and success," said Joe Flynn, PTAC program manager for CIS. "We will be bringing in four experts in the topics."

Speaking at the seminar will be Amy Bunton, senior vice president of Southeast Community Capital; Stuart Lang, a financial advisor with AIG Retirement; Darwin A. (Skip) Hindman III, an attorney with Baker, Donelson, Bearman, Caldwell & Berkowitz, PC; and Jimmy Rodefer, CPA, FPS, CCIFP, chief executive officer with Rodefer Moss & Company certified public accountants, business advisors and technology consultants.

The August event will be limited to 30 people, two from each of 15 businesses. For more information on the UT CIS PTAC or conferences visit www.cis.tennessee.edu/government/contracts or contact Debbie Barber at (615) 532-4916 or debbie.barber@tennessee.edu. ■



Steve Austin



Jim Hart



Terry Hazard

CTAS Participates in TCSA Post-Legislative Conference

Staff members from the UT County Technical Assistance Service (CTAS) were on hand to assist with conference registration, facilitation and training at the Tennessee County Services Association (TCSA) Post-Legislative Conference June 3-4 in Gatlinburg. CTAS consultants Steve Austin, Jim Hart and Terry Hazard joined forces to lead a County Officials Certificate Training Program (COCTP) session on county jail management issues.

In addition to the COCTP class, the conference agenda included membership meetings of affiliate associations and Tennessee County Highway Officials Association training. The conference concluded with a legislative overview given by Lieutenant Governor/Senate Speaker Ron Ramsey and State Representative Charlie Curtiss. ■

IPS Accepting Jinks Scholarship Applications

The Mary and Jack Jinks Institute for Public Service Scholarship will be awarded at IPS Annual Conference this fall to a University of Tennessee student who is a child, grandchild or legal dependent of an IPS employee or retiree. Applications for spring and fall semesters of 2009 will be accepted until Aug. 8. A committee representing all IPS agencies and the central office will meet in early September to review applications.

To apply, complete the online application found under news and announcements at www.ips.tennessee.edu and return to Jill Marling at 105 Student Services Building, Knoxville, TN 37996-0213. ■

Muscatello/ Rodgers Benefit Golf Tournament Set for Sept. 29

The Muscatello/Rodgers Benefit Golf Tournament has been set for Monday, Sept. 29 at Black Creek Golf Club in Chattanooga. Lunch will begin at 11:30 a.m. followed by a shotgun start at 1 p.m.

Tournament proceeds benefit the Muscatello/Rodgers Local Government Internship Endowment at the University of Tennessee.

Earnings from the endowment will be used to support a student with an interest in local government. The internship focuses on encouraging cooperation by city and county governments on a variety of issues.

To register for the tournament, or to become a sponsor, find the forms under news and announcements at www.ips.tennessee.edu. ■

Get to know ...

THE UNIVERSITY of TENNESSEE **UT**

LAW ENFORCEMENT INNOVATION CENTER

Janet Hails joined the **UT Law Enforcement Innovation Center (LEIC)** in June 2008. She came to LEIC from the office of the chancellor, the chief executive officer for UT Knoxville, where she was employed since 2005 after moving to Knoxville from Birmingham, Ala.

In the chancellor's office, her duties included preparing appointment letters for new faculty, providing support to several search committees, preparing travel reimbursements and other financial transactions using the IRIS System. In Birmingham, Hails held positions at the University of Alabama in Birmingham Medical Center as secretary to the director of gastrointestinal surgery and later as secretary to the dean of nutrition sciences.



Janet Hails, LEIC

In 1998, she accepted a position at Cumberland School of Law at Samford University. As assistant to the director of student records at Cumberland, she was responsible for maintaining student files and helping students in matters having to do with grades, bar applications and course registration.

Hails attended the University of Tennessee where she majored in music (voice). ■

THE UNIVERSITY of TENNESSEE **UT**

COUNTY TECHNICAL ASSISTANCE SERVICE



Mike Garland, CTAS

Mike Garland began working for the **UT County Technical Assistance Service (CTAS)** in June 1977, serving as a county government consultant for northeastern Tennessee. In 1994 Garland was promoted to the position of assistant director. He served in this capacity until 2002, when he began his current role as executive director.

Before joining CTAS, Garland worked for the Tennessee State Planning Office.

He has a bachelor's degree in political science and a master's degree in city management from East Tennessee State University. His professional certifications include certified financial planner and certified government financial manager.

Garland has been married to his wife Leesa for 14 years. He is an avid Tennessee Titans football fan and enjoys golfing in his spare time. ■

Meet Owen



Congratulations to UT Municipal Technical Advisory Service consultants Bonnie Curran and Josh Jones on the birth of their son, Owen Henry Jones, July 3. Owen weighed 8 lbs. and 2.9 oz. and was 20.5 inches long. Owen and his parents are doing well. ■



Bobby Phillips



Ron Woody



Mike Hill



Ray Crouch



Rex Barton

Staff Applause

TO: BOBBY PHILLIPS, CTAS
 Tremendous presentation! Great information! That was the overwhelming opinion of the 75 county highway officials, highway employees, and other interested county officials who attended your presentation on the Hardeman County Asphalt Manufacturing Facility in conjunction with the Tennessee County Highway Officials Association (TCHOA) Annual Legislative Conference. Thanks to you and **Ron Woody**, the Hardeman County facility is the first county government-owned and operated asphalt manufacturing facility established in Tennessee since 1976. TCHOA appreciates your time and professional efforts expended to provide Tennessee county highway officials and others with accurate, detailed and documented information.

J. Rodney Carmical,
 Tennessee County Highway
 Officials Association
 ◆ ◆ ◆

TO: MIKE HILL, LEIC
 Just a quick note to express my thanks for the outstanding job facilitating the supervision and management course in Collierville. The material was very up-to-date and your (instructors') method of imparting the information to the class was first rate.

David Tillner,
 Collierville Police Department
 ◆ ◆ ◆

TO: RAY CROUCH, MTAS
 Many thanks for the enlightening presentation and information that you bestowed upon us at Estill Springs Fire Department. You are a gift from heaven! Your patience is appreciated as you gently guide our group through the decisions that must be made on our infrastructure.

Alderman Jack Axt,
 Town of Estill Springs
 ◆ ◆ ◆

TO: MIKE TALLENT, MTAS
 Members of the Kingston City Council and I would like to take this opportunity to express our gratitude for the assistance of Municipal Police Consultant **Rex Barton** in his review of the Kingston Police Department. He met with our police review committee on at least three occasions as well as meeting with the police chief and selected officers individually.

Mayor W. Troy Beets,
 City of Kingston
 ◆ ◆ ◆

Beverly Erwin Named SGMP Secretary



Beverly Erwin

Beverly Erwin, UT Center for Industrial Services' coordinator for training and logistics, was recently installed as an officer of the Board of the Tennessee Chapter of the Society of Government Meeting Professionals (SGMP) at its July meeting in Nashville.

She will serve as secretary of the association for a two-year term. SGMP is comprised of government meeting planners and suppliers who make up hotels, Convention and Visitors Bureaus and other related industry services. It is the only national organization dedicated to improving the knowledge and expertise of individuals in the planning and management of government meetings through education, training, and industry relationships, and to improve the quality and increase the cost effectiveness of government meetings.

Erwin also is serving in her second year of a two-year term as a director planner of the Board of the East Tennessee Meeting Professionals (ETMP) based in Knoxville.

ETMP is an organization similar to SGMP committed to education, career development and developing business contacts for meeting and event professionals in East Tennessee. ■

SERVICE ANNIVERSARIES

Al Cash, CIS	18 years
Macel Ely, IPS CO	5 years
Gina Guinn, LEIC	6 years
Gary Hayes, CTAS	28 years
Lynn Heer, CIS	22 years
Brett Howell, CTAS	13 years
Don Johnson, CTAS	10 years
Romeo Morrisey, LEIC	5 years
Brenda Moss, IPS CO	34 years
Keith Ridley, CIS	9 years
Ben Rodgers, CTAS	3 years
Matt Weaver, CIS	4 years
Gary West, MTAS	3 years

RECRUITMENTS

◆ CTAS

Environmental Consultant, Cookeville

◆ IPS

Assistant Vice President, Knoxville or Nashville

◆ MTAS

Executive Director, Knoxville

Municipal Management Consultant, Knoxville

NEW HIRE

◆ MTAS

Jennifer Ward
Coordinator, Nashville

DEPARTURE

◆ CIS

Bob Dowd
Information Specialist, Nashville

IPS August Calendar of Events

◆ CIS

- Aug. 5 East Tennessee Veterans Business Conference, Oak Ridge
- Aug. 7 Air Regulations, Nashville
- Aug. 11 Congressman Lincoln Davis Procurement/ Grants Conference, Manchester
- Aug. 12 Tennessee Environmental Regulatory Overview (TERO), Knoxville
- Aug. 12 8-Hour Site Worker Refresher, Bartlett
- Aug. 13 8-Hour Emergency Response Refresher, Bartlett
- Aug. 18-22 Lean Certificate Program, Gatlinburg
- Aug. 19 TACP Cybercrime Training Classes, Nashville
- Aug. 19-22 OSHA 30-Hour General Industry, Knoxville
- Aug. 25 Six Sigma Green Belt, Knoxville
- Aug. 27 8-Hour Site Worker Refresher, Nashville
- Aug. 27 16-Hour DOT, Nashville
- Aug. 29 8-Hour DOT Refresher, Nashville

◆ CTAS

- Aug. 25-27 Tennessee Association of Assessing Officers Summer conference, Pickwick Landing State Park

◆ Leadership Programs

- Aug. 14 TELA Forum, Nashville
- Aug. 17-22 TGM B, Montgomery Bell

◆ LEIC

- Aug. 1 Fundamentals of Cybercrime Investigation, Nashville

- Aug. 4-6 Survival Spanish for Law Enforcement, Murfreesboro
- Aug. 11-15 Southeastern Command and Leadership Course, UT Chattanooga
- Aug. 11-15 Introduction to Cybercrime Investigation, Salem, Ore.
- Aug. 19-21 Transit Terrorist Tools and Tactics (T4), Orlando, Fla.
- Aug. 25-29 Fundamentals of Cybercrime Investigations, Watertown, Mass.
- Aug. 25-27 Survival Spanish for Law Enforcement, Murfreesboro
- Aug. 25-28 Tennessee Gang Investigator's Training Conference, Gatlinburg
- Aug. 25-29 Forensic Digital Photography, Rapid City, S.D.
- Aug. 26-28 Transit Terrorist Tools and Tactics (T4), San Francisco, Calif.

◆ MTAS

- Aug. 12 Development and Maintaining Discipline, Newport
- Aug. 13 Public Acts, Johnson City
- Aug. 13 Interviewing, Selecting and Retaining Employees, Signal Mountain, Soddy-Daisy, Collegedale, East Ridge, Red Bank
- Aug. 14 Public Acts, Knoxville
- Aug. 15 Public Acts, Collegedale
- Aug. 18 Public Acts, Franklin
- Aug. 19 Public Acts, Jackson
- Aug. 20 Public Acts, Bartlett
- Aug. 26 Workplace Harassment and Workplace Violence, Newport
- Aug. 27 Interviewing, Selecting and Retaining Employees, Signal Mountain, Soddy-Daisy, Collegedale, East Ridge, Red Bank

DR. JOHN PETERSEN
President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

The EXCHANGE is a newsletter of The University of Tennessee Institute for 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 974-2460. 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. IPS0692 450 E13-0110-000-001-09

