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Institute for Public Service

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IPS Staff, Customers Celebrate ‘09 Successes

In fiscal year 2009, the statewide UT Institute for Public Service (IPS) answered more than 24,000 requests for assistance from government, law enforcement and business officials in Tennessee. The economic impact of these activities exceeded $872 million as local governments and industries increased revenue, won contracts or reduced operating costs.

IPS-enabled employers provided training and consultation to create or retain more than 10,900 jobs for Tennesseans, and nearly 23,000 individuals participated in IPS training in 2009.

The IPS staff celebrated these accomplishments and more at Annual Conference sessions in Norris and Nashville in early September. The conference is the one time the entire IPS staff of about 185 employees gathers each year. Historically the purpose of the conference is to provide a training opportunity for all IPS staff and to recognize top performers. All award money comes from fully-funded employee gift endowments. Employee service anniversaries (continuous service at IPS) also are recognized during the conference.

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Recovery Act Funds Will Expand Law Enforcement Training Nationwide

The U.S. Department of Justice Office of Justice Programs has awarded more than $1.8 million in Recovery Act funds to the UT Law Enforcement Innovation Center (LEIC), enabling the UT LEIC to work with rural states and areas to prevent and combat crime and to provide training and technical assistance nationwide.

The funding will pay scholarships for rural law enforcement agencies to receive no-cost training and technical assistance from the UT LEIC for two years. The UT LEIC will offer programs in areas such as: 1) evidence collection and forensic investigations, 2) methamphetamine production and abuse, 3) cybercrime investigations, 4) multi-cultural training, 5) leadership training, 6) gang reduction strategies and 7) using community partnerships and resources to combat and investigate violent crime and homicide.

With the funding, the UT LEIC also will purchase and deliver mobile computer labs in several rural states; develop web-based leadership training materials; and distribute a resource DVD and training materials to inform law enforcement on pharmacy robbery protection.

In addition, the UT LEIC has received $382,500 from the Tennessee Office of Criminal Justice Programs to train legal professionals and law enforcement leaders. The American Recovery and Reinvestment Act of 2009 includes more than $2.76 billion for state and local law enforcement and for criminal justice activities that prevent and control crime and improve the criminal justice system. The Tennessee Office of Criminal Justice Programs is the state agency responsible for administering a portion of these funds.

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This year, IPS staff and guests also had the opportunity to hear real stories of accomplishment and impact from IPS customers.

Sgt. Savannah Ayub of the Knoxville Police Department talked about her impressions of the UT Law Enforcement Innovation Center (LEIC), particularly its leadership development programs. “All of us learned not only what we could take back to our agencies, but how we could incorporate this education into the community,” she said. Ayub also talked about her work as an LEIC instructor teaching “street Spanish” to law enforcement personnel, providing a basic communication skill so officers can assist victims of crime.

Dr. Don Dareing, professor in mechanical engineering at UT Knoxville, talked about the numerous capstone design projects he facilitates with the UT Center for Industrial Services (CIS) each year. He mentioned recent projects with Denso, PetSafe, Accu-Router, Homesteader, Eastman and others across the state. These projects prepare students for the workplace, challenge their engineering creativity, and provide businesses in Tennessee with classroom expertise and research. “The nice thing about it, the students know there’s a good chance that what they design and what they build is going to be implemented and make an impact on that company,” Dareing said.

Scott County Mayor Rick Keeton talked about the benefits of having experienced, trusted advice from the UT County Technical Assistance Service (CTAS). Scott County recently turned to CTAS and IPS consultants for assistance on what to do with two century-old, vacant buildings — a courthouse and a jail. “We really believe it is the focus and center point to help redesign and develop downtown Huntsville,” Keeton said, emphasizing his appreciation for the guidance IPS and CTAS have provided to turn the buildings into assets and economic opportunities for the community.

Sparta Mayor Tommy Pedigo praised the UT Municipal Technical Advisory Service (MTAS) for its value to cities in Tennessee, particularly small and mid-size municipalities. “Because of you, we’ve got the same expertise available to us that the cities of Knoxville and Nashville have, we depend on you,” Pedigo said of MTAS. On behalf of all the small communities in Tennessee, Pedigo thanked MTAS for listening and responding to the unique needs of small towns. In particular, Pedigo referenced a solid waste study MTAS completed for Sparta that led to new collection procedures, a cleaner city and safer work for garbage collectors. The new process saved the 5,000 residents of Sparta $300,000 annually, helping the city be frugal and efficient during a slow economy.

The customer testimonials, along with award photos and highlights from the Annual Conference sessions, are available on the IPS Intranet (http://intranet.ips.tennessee.edu).
**MTAS Helps Parks and Recreation Staff Work Together**

The city of Knoxville’s Parks and Recreation Department held a retreat to help staff perform better together and better understand and work with partners and supporters.

Margaret Norris, municipal management consultant with the UT Municipal Technical Advisory Service (MTAS), facilitated the August retreat for upper and middle management staff. Participants worked on communication skills, learned about their co-workers, and confirmed they are more productive when they work together instead of individually. In addition, the group spent time discussing partnerships they have with external agencies. They focused on identifying a plethora of organizations and how to enhance the relationships they have with them.

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**Gov. Bredesen Appoints Jinks to Community Services Board**

Dr. Mary Jinks, vice president of public service for the UT Institute for Public Service (IPS), will serve on the board of directors for the Tennessee Community Services Agency following an appointment from Governor Phil Bredesen. The Community Services Agency Act of 1996 established the Community Services Agency, which has centralized offices throughout Tennessee. These offices oversee the needs of Tennessee citizens who use the state’s community services. The board of directors has such duties as approving the hiring of an executive director for each local agency and approving each office’s operating plan.

“I’m honored to have been appointed by the governor to the board of such a worthwhile service to the state’s citizens,” said Jinks, who will represent Loudon County on the board. “Many of our state’s citizens, especially children, benefit from the services provided by their community services agencies, and I’m pleased to be able to be a part of this.”

Twelve members, who serve staggered four-year terms, make up the board of directors. The Women’s Economic Council recommended Jinks to serve on the board.

“It is very important to me that our state boards and commissions are filled with the most dedicated citizens,” Bredesen said in his letter to Jinks. “I believe that your participation is certain to leave a positive impact on this board and its achievements.”

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**Recovery Act Funds Will Expand Law Enforcement Training Nationwide**

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Through a two-year initiative with the UT LEIC, about 450 law enforcement personnel across Tennessee will participate in law enforcement leadership, crime mapping analysis and community policing programs.

More individuals will be reached through Web-based drug court training that the UT LEIC will develop. Tennessee has 54 operating drug courts and three in process. As counties in Tennessee are tasked to provide resources and services for these drug court programs, a common framework of operation and management best practices is needed.

The UT LEIC will develop training using content from the Tennessee Drug Court Conference, which covers effective operations and new trends and technologies. The online drug court training will give prosecutors, judiciary, probation and parole officers, and mental health and medical professionals an easily accessible resource from which to learn best practices for managing or operating a drug court program.
County Officials Take Advantage of CTAS Autumn Training

The UT County Technical Assistance Service (CTAS) is offering a variety of training opportunities to county officials this fall. The schedule began in August with a series of workshops on the Family Medical Leave Act (FMLA) and the Fair Labor Standards Act (FLSA). Over 150 county officials attended the classes that were led by the U.S. Department of Labor, Employment Standards Administration (ESA). The workshops sought to promote compliance with federal labor standards by covering such topics as recordkeeping, enforcement of minimum wage and overtime pay.

In September, and equally well-attended, was the Five Essentials of Leadership course. This workshop involved a simple, direct and applicable approach to cutting through the volume and complexity of leadership and working with one’s own personality, skills and background to maximize potential. The course provided county employees with practical take-home skills while also being fun and enlightening.

October’s training topic is Giving Employee Feedback. CTAS will offer the workshop in Jackson, Franklin and Knoxville and will cover the importance of giving specific performance feedback to employees using a simple and practical, yet powerful feedback tool.

MTAS to Celebrate 60th Anniversary with Open House in October

To celebrate its 60th anniversary, the UT Municipal Technical Advisory Service (MTAS) will host open houses throughout October. The open houses will be in Knoxville on Oct. 2 from 2 to 4 p.m. at the MTAS office; in Nashville on Oct. 9 from 2 to 4 p.m. in the first floor conference room at 226 Capitol Blvd.; and in Jackson on Oct. 14 from 1 to 3 p.m. at the UT West Tennessee Research and Education Center. Refreshments and materials highlighting MTAS’ history will be available.

New Development Director Joins IPS Staff

Paul Bowman joined the UT Institute for Public Service (IPS) as the new development director September 1. Bowman came to IPS from the College of Architecture and Design at UT Knoxville, bringing nearly 12 years of development experience to help generate private funding support for IPS programs.

Bowman’s extensive history includes work in higher education and non-profit organizations, including Carson-Newman College, the Salvation Army and Emerald Youth Foundation. He earned his bachelor’s degree at Lee University in Cleveland and his master’s degree at the University of Memphis.

As development director, Bowman will raise money for IPS grants and endowments.

“I enjoy connecting people’s passions to the mission of non-profits as they accomplish noble goals in local communities,” he said. “I do see the need for private support to increase because of the state of the budget. I believe we have the opportunity to do that at IPS with the communities we serve.”

Bowman is a Knoxville native. He and his wife Eileen have three children. He enjoys spending time with his family, being active with his church, coaching soccer and camping.
The UT IPS environmental strategic planning team continues to look for ways to reduce and use resources smarter, and to be a source of information and support on green issues.

The team of Dr. Karen Holt, Dr. Richard Buggeln, Jon Walden, Ron Darden, Debra Dupree, Kim Raia and Sharon Rollins will serve as advocates for continuing and adopting green practices across IPS. In doing so, they came up with a list to remind employees how to live green in the office.

1) Remember to turn the lights out when leaving your office or any unused room for any length of time, not just at the end of the day.
2) Look for vendors that are green when planning for events, and try to reduce waste and use of non-recyclable materials as much as possible.
3) Please remember to use the recycling bins located in your office.
4) Look for Energy Star devices when purchasing any type of equipment.
5) Encourage customers to adopt the same practices.

Environmental Team Encourages IPS to Be Green

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3) Please remember to use the recycling bins located in your office.
4) Look for Energy Star devices when purchasing any type of equipment.
5) Encourage customers to adopt the same practices.
TO: BILL HICKS, CIS
Wanted to say thank you again for a great class. I already have masking tape on order and wastes are dropping like flies. Kaizen events here we come! You really put on a well developed class and I look forward to working with you on a distribution chapter class some day.

Jacob Owen
MotoSport, Inc.

TO: DON GREEN AND MIKE HILL, LEIC
During 2008 and 2009, as you know, I had an opportunity to provide threat/mental health assessment training to school, law enforcement and mental health professionals from across the state. Those experiences were among my most gratifying in over 25 years as a psychologist, and the feedback and questions I’ve received confirm that folks are putting the information to good use.

As an experienced curmudgeon, I’ve come to expect the worst when it comes to planning, organizing and conducting on-the-road training. From the start, however, this whole experience was different because of the guidance and support of your staff – particularly Lori Ungurait. She handled everything from soup to nuts with aplomb. I was particularly appreciative in the planning stage, as Lori maintained her composure while managing both my anxiety and the constant changes I made to all of the training materials, the Powerpoint and the evaluation, etc. She juggled multiple schedules in booking dates, training locations and lodging while always considering the cost. In every case, the training facilities were good and the lodging comfortable. Her ability to anticipate, prepare for and manage problems while never losing her cool was remarkable.

Because no good deed goes unpunished, I think Lori was surprised and maybe even a little concerned when I recently asked for her boss’ e-mail address. As you can see, she had nothing to worry about, because she didn’t know I had become a born-again optimist. Thank you for providing me with such professional and able support.

Dr. Ken C. Strong
Licensed Counseling Psychologist
supervising Psychologist
Threat Assessment Team
Memphis City Schools

TO: NATHAN LEEFEBVRE AND ROBERT GEIGER, LEIC
I just wanted to drop you a short line to say a big thank you for all the kindness you showed me in Tennessee. You have reinforced the fact that the National Forensic Academy is a model of excellence in regards to training. It is always a pleasure to meet enthusiastic and motivated individuals who are passionate about what they do and I class you as one of the few I have met. The kindness and thought that you put into my visit will long stay with me and I am actively promoting the good work you do to anyone and everyone who will listen.

Hazel Biggs
Scenes of Crime Instructor
National Policing Improvement Agency
Forensic Centre
County Durham, England

TO: MACEL ELY, IPS
On behalf of the Tennessee Department of Transportation’s Executive Leadership Academy Class of 2009, we would like to thank you for your dedication and expertise in preparing us for the future, not only professionally but also personally.

Your educational skills and values will be a constant reminder for each and every one of us to continue to lead and excel throughout our life’s many endeavors. Thanks again!

Brandon Darks on behalf of the TDOT Executive Leadership Academy

TO: DORIS ELY, IPS
For providing me with such professional and able support.

Dr. Ken C. Strong
Licensed Counseling Psychologist
supervising Psychologist
Threat Assessment Team
Memphis City Schools
TO: DANNY GLEN,TOPP, AND RICHARD STOKES
I just wanted to drop a note to you, letting you know how much I appreciate Richard Stokes and Bonnie Curran. I have been new to municipal government from private industry, and I have made more knowledge of how HR works within a municipality than I realized. My learning curve would have been drastically slower without the advice, help and guidance of these two consultants. Never have I been left hanging when I needed questions addressed. Their assistance has always been thoughtful, timely and very informative, with follow through to make sure my needs have been met. I am very grateful for their help.

John Grubbs
Human Resource Director
White House

TO: SHARON ROLLINS, MTAS
I just wanted to drop a line to you letting you know how much I appreciate Bonnie Curran. I have come to municipal government from private industry, lacking more knowledge of how HR works within a municipality than I realized. My learning curve would have been drastically slower without the help and guidance of Bonnie Curran. Never have I been left hanging when I needed questions addressed. Their assistance has always been thoughtful, timely and very informative, with follow through to make sure my needs have been met. I am very grateful for her help.

John Grubbs
Human Resource Director
White House

TO: DON GREEN, NATHAN LEFEBVRE
AND ROBERT GEIGER, LEIC
I wanted to thank you for allowing me to be a part of the National Forensic Academy’s latest session. The information and training received over the past 10 weeks is real life and I have already begun to apply it to a recent homicide. The instructors are excellent in every respect and brought their disciplines together from the basic to the in-depth in an extremely effective manner. While 10 weeks is a long time to be away from family and career, I have no doubt that it will be well worth the sacrifice.

Ken Arnold, Sergeant
Palm Bay (Florida) Police Department

TO: NATHAN LEFEBVRE, LEIC
People have asked me to express what I felt about the NFA and what I learned. This is my standard answer: “It was a life changing experience, and I would get on a plane right now to go do it all over again.” I have even had a call from the district attorney asking about it. I gave the same answer. Nathan, you are great at your job, but besides that you are a great person to be around.

Heidi Hebert
San Diego Police Department
Certified Crime Scene Investigator
(Session XXIV graduate and Dr. William Bass Award recipient)

TO: MIKE TALLENT, MTAS
Wanted to let you know that Izetta Slade, Sarah Holley and Elaine Morrissey have been fantastic to work with. With all the changes in Tennessee Government Finance Officers Association (TGFOA), conference registration and other things happening, they have been all over it and willing to do whatever we needed. And, Dick Phebus is a great board member and asset to the association. Sometimes we forget to acknowledge the hard work of others but these guys have been great.

Mark Brown
Finance Director
Bartlett

TO: RON DARDEN AND BONNIE CURRAN, MTAS
I just wanted to follow up with you after the interviews for the Spring Hill city administrator. The process was excellent and the interviews could not have been more informative. Many thanks to you and your staff for helping make this happen.

Eliot Mitchell
Alderman, Spring Hill

TO: NATHAN LEFEBVRE, LEIC
People have asked me to express what I felt about the NFA and what I learned. This is my standard answer: “It was a life changing experience, and I would get on a plane right now to go do it all over again.” I have even had a call from the district attorney asking about it. I gave the same answer. Nathan, you are great at your job, but besides that you are a great person to be around.

Heidi Hebert
San Diego Police Department
Certified Crime Scene Investigator
(Session XXIV graduate and Dr. William Bass Award recipient)
IPS October Calendar of Events

♦ CIS
- Oct. 6: 8-Hour Site Worker Refresher, Nashville
- Oct. 7: 8-Hour DOT Refresher, Nashville
- Oct. 8: Hazardous and Special Waste, Memphis
- Oct. 8: Safety Committee Strategies, Knoxville
- Oct. 13: Hazardous and Special Waste, Nashville
- Oct. 13: Safety Committee Strategies, Jackson
- Oct. 14: Safety Committee Strategies, Nashville
- Oct. 15-16: Occupational Safety and Health Administration 10-Hour General Industry, Knoxville
- Oct. 19-23: 40-Hour Site Worker, Nashville
- Oct. 26: 8-Hour Site Worker Refresher, Bartlett
- Oct. 27: 8-Hour DOT Refresher, Bartlett
- Oct. 27: Ergonomic Basics for Manufacturing, Nashville
- Oct. 28-29: 16-Hour DOT, Bartlett
- Oct. 29: Ergonomic Basics for Manufacturing, Knoxville

♦ CTAS
- Oct. 7-9: Tennessee County Services Association (TCSA) Annual Fall Conference, Chattanooga
- Oct. 14: Giving Employee Feedback, Jackson
- Oct. 14: Sheriff’s Association, Nashville
- Oct. 15: Giving Employee Feedback, Franklin
- Oct. 20: Giving Employee Feedback, Knoxville
- Oct. 22-23: Association of Tennessee Valley Governments, Gatlinburg

♦ LEIC
- Oct. 3: Annual Conference of the International Association of Chiefs of Police, Denver
- Oct. 13: Meth Free Education in Tennessee Schools, Chattanooga
- Oct. 13: Transit Terrorist Tools & Tactics (T4), Newark, N.J.
- Oct. 14: Bullying Policy and SAVE Act Meetings, Chattanooga
- Oct. 21: Meth Free Education in Tennessee Schools, Morristown
- Oct. 22: Bullying Policy and SAVE Act Meetings, Morristown
- Oct. 26: Bullying Policy and SAVE Act Meetings, Nashville
- Oct. 27: Meth Free Education in Tennessee Schools, Nashville

♦ MTAS
- Oct. 7: Workplace Harassment and Violence, Lakeland
- Oct. 8: Workplace Harassment and Violence, Jackson
- Oct. 14: Basic Municipal Court Clerk Class, Smyrna
- Oct. 15: Basic Municipal Court Clerk Class, Cookeville
- Oct. 15: Workplace Harassment and Violence, Johnson City
- Oct. 21: Basic Municipal Court Clerk Class, Bartlett
- Oct. 22: Basic Municipal Court Clerk Class, Jackson
- Oct. 22: Workplace Harassment and Violence, Knoxville
- Oct. 23: Workplace Harassment and Violence, Collegedale
- Oct. 27: Basic Municipal Court Clerk Class, Collegedale
- Oct. 28: Basic Municipal Court Clerk Class, Knoxville
- Oct. 29: Basic Municipal Court Clerk Class, Johnson City
- Oct. 29: Workplace Harassment and Violence, Franklin

♦ NAIFEH CENTER FOR LEADERSHIP
- Oct. 1: Southeastern Conference on Public Administration (SECOPA), Louisville, Ky.
- Oct. 5-9: TGEI, Natchez Trace State Park
- Oct. 14: Generations Class, Knoxville
- Oct. 16: Generations Class, Nashville
- Oct. 26-30: TGEI, Montgomery Bell State Park
- Oct. 27-30: LGLP, Nashville

RECRUITMENTS
- ♦ CIS: PTAC Consultant, Nashville
- ♦ MTAS: Two Training Consultants, Knoxville/Nashville
- ♦ LEIC: Municipal Management Consultant, Knoxville
- ♦ NAIFEH CENTER FOR LEADERSHIP: Generations Class, Knoxville
- ♦ CTAS: Sheriff’s Association, Nashville
- ♦ LEIC: Giving Employee Feedback, Franklin
- ♦ CTAS: Giving Employee Feedback, Knoxville

DEPARTURE
- ♦ IPS CO: Queena Jones, Knoxville

STATE SERVICE LONGEVITY

- Frances Adams-O’Brien, MTAS ........... 10 years
- Misty Bean, LEIC .......................... 6 years
- Michelle Buckner, MTAS ............... 2 years
- Jane Davis, IPS CO ...................... 36 years
- Joe Flynn, CIS ............................. 5 years
- David Hall, IPS CO ...................... 18 years
- Bill Hicks, CIS ............................. 9 years
- Carolyn Keith, CTAS ................... 28 years
- Terri Kinloch, CTAS .................... 8 years
- Mary Ann Moon, CTAS ................. 18 years
- Richard Stokes, MTAS ................. 25 years