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The Exchange Newsletter

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the EXCHANGE

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University expertise for community and workplace needs

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Available 8 a.m. - 6 p.m. ET

Until January 4, 2010, please call 865-974-8170.

Shared Human Resources Model Rolls Out to Employees in January

Human Resources across the UT system will be undergoing changes effective Jan. 4, 2010. The re-design of human resources is moving to a shared-services model that will make HR services more accessible to employees, simplify processes and increase the effectiveness of HR across the system and state.

The new structure consists of three tiers: Systemwide Administration, Regional Service Centers, and Human Resource Officers (HRO) for each campus and institute. Each campus and Institute will retain its HRO and walk-in offices. Judie Martin will remain the HRO for the Institute for Public Service and will continue to process all hiring paperwork and other related issues for IPS.

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UT Coaches Tutoring Tennessee Government Leaders

When the UT Institute for Public Service holds state government leadership and manager courses, some unlikely guests are called in to give the participants a pep talk.

For several years, IPS has worked with the UT athletic department to bring in women's athletic director Joan Cronan, athletic trainer Jenny Moshak, softball coaches Ralph and Karen Weekly and men's head basketball coach Bruce Pearl. They speak to attendees in the Tennessee Government Executive Institute



UT Basketball Head Coach Bruce Pearl recently spoke to officials attending the Tennessee Government Executive Institute.

(TGEI) and the Tennessee Government Management Institute (TGMI).

"Besides their notoriety, it's effective to have members of the athletic department come to speak to our participants," said Dr. Tom Kohntopp of the Jimmy Naifeh Center for Effective Leadership. "They convey a message compatible with what we are teaching. One of the people who has helped us the most is Joan Cronan. One of our facilitators credits her with being one of the top leaders within UT. She is a wonderful ambassador and really supports our programs."

Most recently, Pearl was a surprise speaker at TGEI held at Natchez Trace State Park.

"We didn't tell anyone he was going to be there, and we brought him in, they were stunned," Kohntopp said. "He is smart and a great motivator. The neat thing about him is he has a few notes, but he doesn't give a speech. He uses anecdotes and tells stories. That fits in perfectly with what we were going to talk about in the next day's class, which was how to communicate to employees." ■

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LEIC Participates in IACP Annual Conference

The UT Law Enforcement Innovation Center (LEIC) had an audience of more than 14,000 law enforcement professionals at the 116th International Association of Chiefs of Police (IACP) Annual Conference held at the Colorado Convention Center in Denver Oct. 3-8.

This is the first year LEIC hosted a booth at the conference, which is one of the largest training and exhibit events offered.



Nathan Lefebvre, forensic specialist with the UT National Forensic Academy answers questions at the IACP annual conference.

LEIC provided information on and showcased all of the programs it offers.

Whether investigators were focused on crime scene training, supervisors on management and ethics training, or officers on school safety, homeland security or community policing tactics, LEIC was able to respond to their questions and offer suggestions on how best to use their training funds.

"A huge benefit for LEIC, was our ability

Shared Human Resources Model Rolls Out to Employees in January

(continued from page 1)

As a part of the re-design, starting Jan. 4, 2010, there will be a new toll-free hotline answered by staff during business hours for employee inquiries about HR issues such as benefits, policies, and training and employment opportunities. The toll-free hotline number will be 1-888-444-UTHR. The Regional Service Centers will reduce duplication of work across the system and allow HRO's to have more interaction with employees. Staff at the centers will respond to questions from the hotline number, maintain records, process transactions and provide training.

The System Administration tier will coordinate HR functions for the four campuses and three institutes including workforce development and planning, talent management, total rewards, and health and safety.

You will become more familiar with these terms as the HR committees begin to define these functions and set priorities for HR.

The shared-services model for human resources is used by many corporations (FedEx), government (ORNL), and other universities (Johns Hopkins, Wake Forest). UT officials believe moving to this structure will help plan for the future and provide improved services to employees. ■

to meet face-to-face with senior executives and explain the positive aspects of attending our national programs, while introducing them to others who have made that choice and seen the increased potential gained by their employees' participation," said Don Green, interim executive director of LEIC. "Another beneficial aspect of attending such a well known and respected conference is the ability to visit a wide range of vendors offering the latest in technical, tactical and training needs."

During the event, national and international chiefs, sheriffs and their representatives have the opportunity to attend more than 150 workshops and forums covering every aspect of law enforcement.

As a part of the conference, IACP presents the August Vollmer Award to an agency or agencies that have contributed to excellence in forensic science. As the initial winner of the award in 2007, LEIC's National Forensic Academy has partnered with IACP to award each succeeding year's winners a tuition-free scholarship to the NFA.

This year's recipients were the Santa Ana (Calif.) Police Department for Innovation in Forensic Technology, the Houston Police Department for Significant Investigative Value in a Major Crime and the Georgia Bureau of Investigation for Enhancement of Forensic Capability by a Forensic Science Provider.

The U.S. Army Criminal Investigative Division and the National Forensic Science Technology Center also received the Vollmer Award, but because they are federally funded and private, respectively, they are not eligible to receive the NFA scholarship. ■

UT Report Connects Energy Efficiency to Economic Growth

Tennesseans have a general sense of what should be done to capitalize on the economic opportunities associated with energy, according to a new report from The University of Tennessee.

"The Business of Southern Energy: Making Choices for Your Community" summarizes information UT collected during community forums in early 2009. About 130 Tennesseans, including researchers and farmers, participated in the forums and discussed how to capitalize on energy-related opportunities, build a green economy and encourage local energy savings.

Each year, the Southern Growth Policies Board (SGPB) engages communities throughout the South in discussions on issues related to economic development. This year, the conversations centered on energy-related economic development, from bioenergy to sustainable design to green collar job development. Forums were held in Memphis, Martin, Jackson, Murfreesboro, Crossville and Blountville in

partnership with the University of Tennessee (UT) Institute for Public Service (IPS), UT Extension, a unit of the UT Institute of Agriculture, and state, regional and local partners.

"The university has a responsibility to research and develop sustainable energy sources, then use those new energy technologies for economic benefit," said Mary Jinks, UT vice president of public service. "Forum participants across the state reiterated the ideas of using energy-related opportunities to attract and grow new business, strengthen our competitive advantage, and prepare workers for the green jobs of the future."

The UT report details key themes from the forums that include connecting energy efficiency to economic and environmental sustainability, preparing Tennessee's workforce for emerging occupations, and realizing savings through conservation. The summary of findings is posted online at: www.ips.tennessee.edu/userfiles/file/SGPB%20FINAL.pdf. ■

CTAS Announces New Solid Waste Certificate Program

The **UT County Technical Assistance Service (CTAS)** recently began the administration of a new training certificate program in conjunction with the Solid Waste Association of North America (SWANA) and the Tennessee Solid Waste Directors Association (TSWDA). The new Solid Waste Professionals Certificate Program (SWPCP) provides sound principles and practices in the planning, management and operation of an integrated solid waste system.

Participants reap many benefits from the SWPCP, including having a comprehensive training program with courses specifically designed for their role as solid waste professionals; learning the latest approaches in the solid waste field of study; networking with leaders and innovative colleagues in solid waste management; and becoming recognized by the University of Tennessee as a Certified Solid Waste Professional.

The program requires the completion of a combination of both SWANA and CTAS courses, some of which require the participant to successfully complete a corresponding exam. Once certified, the solid waste professionals must earn 42 hours of approved training credit within a three-year cycle to maintain their professional designation.

In October, CTAS presented the first SWPCP certificate to Randy Etheridge, the solid waste director from Hardin County.

For more information on the SWPCP, contact CTAS Training Manager Bob Schettler. ■

MTAS Celebrates 60 Years of Service

The UT Municipal Technical Advisory Service (MTAS) recently celebrate its 60th anniversary with open house gatherings in Knoxville, Nashville and Jackson.



Melanie Purcell, assistant director of MTAS, prepares to cut the 60th anniversary cake.



UT President Emeritus Dr. Joe Johnson spoke to visitors at the MTAS Open House in Knoxville.



MTAS Consultant Margaret Norris; Amy Fitzgerald of Oak Ridge; IPS Assistant Vice President Dr. Karen Holt; Dr. Mike Fitzgerald of the UT political science department and senior teaching fellow at the Howard H. Baker Jr. Center for Public Policy; and MTAS Assistant Director Melanie Purcell attended the anniversary open house in Knoxville.



MTAS Executive Director Mike Tallent visited with Janice Casteel from the city of Cleveland.

Elected Officials Complete Level II of MTAS Training Academy

Fourteen officials in the Upper Cumberland Region were the latest to complete Level II of the [UT Municipal Technical Advisory Service \(MTAS\) Elected Officials Academy \(EOA\)](#).

The EOA Level II program consists of 16 hours of municipal courses taught by MTAS and independent consultants. The graduates completed courses in: police administration taught by Rex Barton, police consultant; fire administration taught by Gary West, fire consultant; wastewater utility issues taught by Brett Ward, wastewater consultant; municipal personnel taught by human resources consultant Bonnie Curran; legislative issues taught by Dennis Huger, legal consultant; public works taught by consulting services director Sharon Rollins; city council at work taught by Warren Nevad, management consultant; and parks and recreation taught by independent consultant Mack Reagan.

The participants met in Livingston once a month for two hour classes from June through September.

In addition to valuable applied information, the class provided an opportunity for fellow elected officials in the Cumberland Plateau area to share tips, stories and camaraderie among colleagues facing similar issues. MTAS would like to thank the city of Livingston for use of its facility for the training. ■

CTAS, TDOT Improve Litter Grant Program

The Tennessee Department of Transportation (TDOT) Litter Grant program got a huge boost thanks to a new automated monthly cost report developed by the [UT County Technical Assistance Service \(CTAS\)](#).

For many years, counties and residents in Tennessee benefitted from the litter grant program. With the assistance of this state grant funding, county governments in Tennessee have been able to provide litter pickup and recycling programs as well as litter education. However, the monthly cost reporting forms for the grant were manual, making the process time-consuming and creating the opportunity for numerous accounting and reporting errors. Counties were leaving thousands of dollars of needed grant funds unrequested due to the outdated reports.

At the request of TDOT, CTAS developed a Microsoft Excel-based monthly cost report that accurately captured the cost of the county litter program. CTAS and TDOT then presented training for the new program changes statewide as well as one-on-one to county officials and litter program employees across the state. Tennessee counties should see less time spent on monthly reporting, less reporting errors and enhanced grant revenue with the new reporting forms and training that CTAS developed and delivered. ■

UT Now Using E-Verify System on All Federal Contracts

All federal contractors, including the University of Tennessee, must now use an Internet-based system operated by the Department of Homeland Security, U.S. Citizenship and Immigration Services to verify all employees who are working on the contract.

The Federal Acquisition Regulation (FAR) clause took effect in September. Any organization working under a federal contract, which contains the clause, must verify the employment of all people hired to work under that contract.

The research office on each UT campus will review all federal contracts to determine if they contain the FAR clause. If research finds that a contract contains the clause, then it will immediately notify the campus business office and human resources officer. The business officer will enter the information into the new financial IRIS table requiring E-Verification. The human resource officer will E-Verify the employees and will enter into the IRIS system the date that each employee is verified. ■

MTAS Consultant Finds There Is No Place Like Home

Richard Stokes
MTAS Municipal Human Resources Consultant

I've often wondered what it would be like to live in another country. I've visited numerous foreign countries (including England, Belgium, the Netherlands, Canada, the Bahamas and Mexico) either on business or for pleasure, but none seemed to replace home. As an African-American man, I've often dreamed of visiting and possibly living in what I consider "the Mother Land," "the cradle of life," the continent of Africa. However, after a short visit I can truly say, 'there's no place like home.'

I recently had the opportunity to represent the International Public Management Association for Human Resources (IPMA-HR), the UT Municipal Technical Advisory Service (MTAS) and the U.S. as the keynote speaker at the Institute of Municipal Personnel Practitioners of South Africa (IPMSA) conference. The IPMSA Annual Conference was held at the Mmabatho Convention Center in Mmabatho/Mafikeng, South Africa, and IPMA-HR asked me if I would travel in place of current President Joe Lunt and speak to the group. The theme of the conference was *Work-life and Beyond — Balancing the Total Package*.

The journey took me from Nashville to Atlanta to Johannesburg to Mmabatho, South Africa, over the course of three days. The travel involved overnight layovers in Atlanta and Johannesburg due to re-routing and missed flights. Unfortunately, this left me with little time to explore the African countryside. During my travel, however, from the Johannesburg Airport to my final destination at the Mmabatho Palms Hotel, I was immediately struck by the extreme security not only in the airports but also along the travel route to the hotel facilities. What else can one expect when unemployment eclipses 30 percent in a metropolitan area with a population of 763,000?

Mafikeng, originally named Mahikeng, literally means place among the rocks. It refers to volcanic rocks that provided temporary shelter to Stone Age humans in order to easily hunt

animals drinking water in the Molopo River. After centuries of tribal wars (Bophuthatswana and BaRolong) and more recently the effects of apartheid (the Colonials), the region is presently faced with the challenge of uniting Mmabatho (Bophuthatswana heritage), Mafikeng (BaRolong) and Mafeking (the Colonials), into a major metropolitan area.

While there was little time for outside activities, I did have an opportunity to visit a local game reserve, the Mafikeng Game Reserve, home of the white rhino and take a short tour of the city of Mafikeng. I met with former Executive Mayor of the Ngaka

Modiri Molema District Municipality Thema Gwabeni and current Executive Mayor Cllr P Mokatoand. I also had an opportunity to visit with Tribal Chief Barolong Boora Tshidi. Ironically, the executive mayor was removed from office by the ruling national political party the day of my arrival. Current Executive Mayor Cllr P Mokatoand was appointed the day of the IPMSA gala. The executive mayor literally made her first public appearance and gave her inaugural address at the IPMSA Conference.

My presentation, *Employee Wellness in the Workplace — A U.S. Perspective*, was an overview of current U.S. workplace wellness initiatives. Specifically I discussed the current debate involving healthcare

reform and its impact on wellness programs. I also provided a detailed listing of state government initiatives including those efforts in Tennessee.

Other presenters at the program included Dr. David Molapo, national chairman of the Scouts Association of South Africa (*Juggling it All: Work, Life and Family*); Dr. John Tibane, diplomat in business management and executive development (*Mastering Workload Balance*); Dr. Samantha Naidoo, senior manager of business development and corporate communications, The Careway Group (*Employee Wellness Programs — The Driver of an Integrated Wellness Programme at Work*); Dr. Lee Adonis, specialist consultant for Vitality Wellness; and Hein Wagner, owner, Visiontree (*A Practical Toolkit to Implement Employee Wellness in your Organization*). ■



Richard Stokes (center) was the keynote speaker at the Institute of Municipal Personnel Practitioners of South Africa (IPMSA) conference.

Staff Applause



Don Stone



Ron Woody



Deidra Phillips



Pat Hardy

TO: DON STONE, CIS

Your class was a pleasure yesterday! I have to compliment UT for its staff and the format for the classes. The staff is extremely professional and kind. They make the classes more enjoyable with the smiles and upbeat demeanor. Lunch was delicious too!

I wanted to see if you could quote for me a visit of a couple of hours to HORN USA, just to look at our current environmental program and make sure we are doing things correct? Also, please check your schedule and let me know when you could fit us in. We have an upcoming ISO Audit (internal) in Jan. 2010. Thank you so much.

Sebrina Carter
Marketing Manager
Horn USA, Inc.



TO: RON WOODY, CTAS

Our office appreciates you very much. You always respond quickly and with the right information. You are so valuable to people like me. Thank you so much and let me know if I can ever return the assistance.

Diane Woods
Senior Buyer
Knox County Government



TO: DON GREEN, LEIC

The Tempe (Ariz.) Police Department would like to thank Homeland Security Specialist **Deidra Phillips** for her hard work in the coordination of the T4 (Transit Terrorist Tool and Tactics) instruction team and registration of all of the participants for this important Homeland Security Training.

Thank you for the support that that UT Law Enforcement Innovation Center has given the Tempe Police Department Homeland Defense Bureau in our continuing efforts to provide a safe and successful transportation system.

Mike Powell
Sergeant Transit and Facility Security
Tempe Police Department
Homeland Defense Bureau



TO: MIKE TALLENT, MTAS

Please let this letter serve to commend **Pat Hardy** for his excellent presentation and facilitation of the 2009 Bristol senior staff training retreat on September 24.

Thirty senior staff members participated in the highly interactive and informative Lincoln on Leadership program over the course of a full-day. All of the feedback that I have received has been very positive as to both the content of the presentation and the delivery of the material. Not only did Pat understand the subject matter, but he was able to provide real life examples that brought them down to the local government level — making the lessons more meaningful and understandable to the participants.

Of the many MTAS presentations that I have enjoyed over the years, this one was without question the finest to date.

Thank you for the support provided by Pat and the UT Municipal Technical Advisory Service on this important training project.

Jeffrey J. Broughton
Bristol City Manager



IPS November Calendar of Events

◆ CIS

- Nov. 2-6 40-Hour Site Worker, Gatlinburg
- Nov. 11-12 OSHA 10-Hour General Industry, Jackson
- Nov. 17-19 24-Hour Emergency Response Technician, Nashville
- Nov. 17-20 OTI 500 Trainer Course in OSHA Standards for Construction, Knoxville
- Nov. 17-20 OTI 501 Trainer Course in OSHA Standards for General Industry, Knoxville

◆ CTAS

- Nov. 4 Business Tax Seminar, Collegedale
- Nov. 4-5 Occupational Safety and Health Administration (OSHA) Training, Greeneville
- Nov. 5 Business Tax Seminar, Johnson City
- Nov. 6 Business Tax Seminar, Knoxville
- Nov. 9-10 OSHA Training, Williamson County
- Nov. 12 Business Tax Seminar, Franklin
- Nov. 12-13 OSHA Training, Robertson County
- Nov. 15-19 County Officials Assoc. of Tennessee (COAT) Annual Conference, Nashville
- Nov. 19 Business Tax Seminar, Jackson

◆ LEIC

- Nov. 3 Meth Free Education in Tennessee Schools, Jackson
- Nov. 4 Bullying Policy and SAVE Act Meeting, Jackson
- Nov. 3-5 Transit Terrorist Tools and Tactics (T4), St. Louis, Mo.
- Nov. 9-13 Forensic Digital Photography, Pelham, Ala.
- Nov. 10-12 Transit Terrorist Tools and Tactics (T4), Dallas, Tex.
- Nov. 16-20 Crime Scene Management in Correctional Institutions, Jefferson City, Mo.
- Nov. 17-19 Transit Terrorist Tools and Tactics (T4), Rock Island County, Ill.
- Nov. 18-20 Survival Spanish for Law Enforcement, Murfreesboro

◆ MTAS

- Nov. 3 Certified Municipal Financial Officer Program (CMFOP), Financial Reporting I, Spring Hill
- Nov. 4 Municipal Administration Program (MAP), Business Tax, Collegedale
- Nov. 5 Business Tax, Johnson City
- Nov. 6 Business Tax, Knoxville
- Nov. 10 Financial Reporting I, McMinnville
- Nov. 10 Financial Reporting I, Athens
- Nov. 10 Financial Reporting I, Jackson
- Nov. 12 Business Tax, Franklin
- Nov. 16 Financial Reporting I, Jackson
- Nov. 18 Business Tax, Lakeland
- Nov. 18 Financial Reporting I, White House
- Nov. 18 Financial Reporting I, Morristown
- Nov. 19 Business Tax, Jackson

◆ NAIFEH CENTER FOR LEADERSHIP

- Nov. 16 Generations Training, Nashville
- Nov. 18 Generations Training, Knoxville

PROMOTIONS

◆ CIS

Debbie Barber, Consultant II, Nashville

◆ MTAS

Gary Petree, Program Manager, Knoxville

RECRUITMENTS

◆ LEIC

Executive Director, Oak Ridge

◆ MTAS

Training Consultant, Knoxville/Nashville
Municipal Management Consultant, Knoxville
Legal Consultant, Nashville

DEPARTURE

◆ MTAS

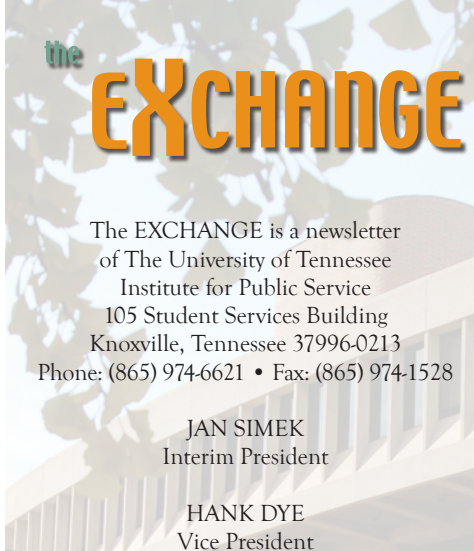
Izetta Slade, Knoxville

◆ NAIFEH CENTER

Kasey Draney, Knoxville

STATE SERVICE LONGEVITY

- Doug Brown, MTAS. 3 years
- Mandy Johnson, LEIC 4 years
- Judie Martin, IPS CO 3 years
- Gregg McAlister, LEIC 2 years
- Paul Middlebrooks, CIS 23 years
- Ann Mitchell, CIS. 9 years
- Earl Pomeroy, CIS 2 years
- Bob Schettler, CIS 24 years
- Bill Wiley, CIS 19 years




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105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528

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