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The Exchange Newsletter

Institute for Public Service (IPS)

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7-2010

## Exchange July 2010

Institute for Public Service

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## CIS Helps Clayton Homes Realize \$7.4 M in Savings

When Rusty Turbyfill with Clayton Homes, Inc., attended a Lean Manufacturing course hosted by the North Carolina Manufacturing Extension Program (MEP) he commented to some of the instructors there that he "...wished Tennessee had such a program." The North Carolina MEP pointed him in the direction of the [UT Center for Industrial Services](#), and the Tennessee MEP, along with that encounter at a Lean course, opened the door for Clayton Homes, Inc. to realize \$7.4 million in savings and impact.

Headquartered in Maryville, Clayton Homes, Inc. manufactures, sells, finances and insures modular homes as well as commercial and educational buildings.

Clayton team members approached the situation with the objective to grow without adding additional resources. Working with six teams that comprise the financial processes (sales order processing, accounts receivable processing, retail

(continued on page 2)



Steve Thompson

## MTAS Names New Executive Director

The [UT Institute for Public Service \(IPS\)](#) has named Steve Thompson as the new executive director for the [UT Municipal Technical Advisory Service \(MTAS\)](#). Thompson will join MTAS near the end of July.

Thompson comes to MTAS from Marco Island, Fla., where he has served as city manager since 2008. He has held city manager and assistant city manager roles in Deltona, Fla.; Virginia Beach, Va.; Greenville, S.C.; and Aiken, S.C.

"Steve Thompson has a sound understanding of city management and municipal operations in cities of different sizes and a range of cultures," said Dr. Mary Jinks, vice president of public service for UT. "His new perspective blended with the knowledge and experience of the existing MTAS staff and advisory board means a bright future for the agency and a continuation of its professional service to Tennessee's municipalities."

Thompson was hired from a pool of six candidates who went through a rigorous interviewing process with representatives from MTAS advisory board, Tennessee Municipal League, IPS leadership team, UT Knoxville faculty and MTAS staff.

"MTAS has a long history of professional service to the cities of Tennessee, and I'm both honored and looking forward to working with the professionals of MTAS and the institute to continue this service," Thompson said.

Thompson holds a bachelor's degree in political science from the College of Charleston (S.C.) and a master's in public administration from the University of South Carolina. He also has attended the Menninger Institute for Local Government Managers in Topeka, Kan., and the Senior Executive Institute at the University of Virginia. He is an International City Manager's Association Certified Local Government Manager, and he is a national board member of the Governmental Accounting Standards Advisory Committee.

MTAS Assistant Director Melanie Purcell is serving as interim executive director and will continue to do so until Thompson fills the role later in July. ■

### IN THIS ISSUE

IPS Staff Assists Scott County Planning Committee

Las Vegas Hosts LEIC Correctional Institutions Course

CTAS Concludes COCTP Event with Capstone

Renewable Energy Council Meeting Offers Educational, Networking Opportunities



# IPS Staff Assists Scott County Planning Committee

Two years ago, Scott County officials requested the assistance of the University of Tennessee Institute for Public Service (IPS) in facilitating a broad based community planning process to explore options for the future use of the county's old jail and courthouse.

At an April public forum, the committee researching the re-use project reviewed designs by Perry Childress and Leslie Fawaz from the East Tennessee Community Design Center. Their project boards illustrated the opportunities for enhancing the historical buildings while preserving their original integrity. The next steps for the project will be to distribute a request for proposal to groups who may be interested in leasing the building.

Since beginning the process, the county, a planning committee and consultants with IPS have held community forums, consulted with the UT College of Architecture and Design as well as the East Tennessee Community Design Center and evaluated re-use opportunities for the facilities. The project committee includes IPS consultants Beth Phillips (Center for Industrial Services), Warren Nevad (Municipal Technical Advisory Service) and Ron Woody (County Technical Assistance Service), Scott County Mayor Rick Keeton, Trustee Jimmy D. Byrd and UT Trustee Don Stansberry, Jr.

The jail and courthouse were both constructed in 1904, and the goal of Scott County is to keep the two historic structures, both of which are key components of the downtown square in Huntsville. Much of the jail can be salvaged, but will require updating for codes approval. The three-story, solid sandstone structure is listed on the National Register of Historical Places. It was left empty in 2008 when the jail was re-located to the new justice center. The courthouse suffered fire damage in the 1940's. When repairs were made, the original sandstone exterior was covered with bricks. The committee has discussed taking the building back to its original look. ■



*Old Scott County Courthouse*



*Old Scott County Jail*

## CIS Helps Clayton Homes Realize \$7.4 M in Savings

(continued from page 1)

payroll, legal release, retail sales and direct lending) the CIS team led the groups through training on Lean techniques and value stream mapping.

The CIS team (Chuck Beasley, Jim Slizewski, Bill Hicks and John Collier), in collaboration with a highly motivated and dedicated staff from Clayton, identified and implemented changes to their financial processes using a Lean model, which resulted in more than \$7.4 million in savings and impact.

"If I don't get at least a 10-fold return, then the client needs someone else because I'm not doing a good job" said CIS industrial engineer, Chuck Beasley.

Clayton Homes, Inc. team members were pleased with the results in savings and impact.

"The TMEP assisted us with seven Kaizen events with different financial processes over the course of six months. They were obviously successful with their objective as shown by our significant cost savings results. They also transferred their process skills to our group enabling us to handle another event on our own in with additional improvement to our bottom line" said Ralph Warchol, vice president and chief information officer for Clayton Homes, Inc. ■



*Clayton Homes Commercial Building*

# Las Vegas Hosts LEIC Correctional Institutions Course

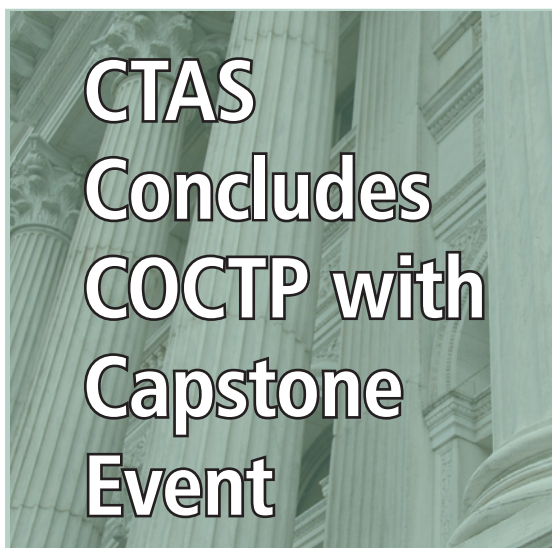
The [UT Law Enforcement Innovation Center \(LEIC\)](#) took its Crime Scene Management in Correctional Institutions on the road once again.

LEIC Training Coordinator Jennifer Benson and instructors traveled to Las Vegas to conduct the training for Las Vegas Metro Police Department employees. The department has approximately 800 commissioned correctional officers at the Clark County Detention Center (CCDC), and LEIC was able to train 29 of those officers during this week-long course. The participants ranged from supervisors to first responders. The course was held at the North Valley Complex, a brand new facility for CCDC not yet receiving inmates.

The 40-hour class taught correctional facility employees crime scene photography and documentation, evidence collection techniques, bloodstain pattern analysis and more. The training will be beneficial to officers investigating correctional facility crimes such as when an inmate attacks either a correctional officer or another inmate.

The course was very well received by all of the participants, who commented throughout the week that the information they received would benefit their agency as they move forward, regardless of each person's rank and actual duties. The instructors said each participant walked away with greater knowledge as to how to secure and process a crime scene within a correctional setting.

One participant wrote in the course evaluation "This was one of the best classes I've had in my almost 15 years..." ■



More than 40 county participants from across the state gathered at Montgomery Bell State Park in April and May for Capstone, a three-day forum designed to provide an opportunity to demonstrate the administration, leadership and management skills gained through the UT County Technical Assistance Service's (CTAS) [County Officials Certificate Training Program \(COCTP\)](#).

County employees are invited to Capstone after completing 60 hours of CTAS training and passing an exit exam on the *Tennessee County Government Handbook*.

At the conclusion of the forum, the participants are designated by the University of Tennessee as Certified Public Administrators. ■



# Renewable Energy Council Meeting Offers Educational, Networking Opportunities

by Warren Nevad, MTAS Municipal Management Consultant

More than 130 attendees attended the first membership meeting of the Tennessee Renewable Energy and Economic Development Council (TREEDC) in June at the Factory in Franklin. Attendees from 48 cities, 25 counties and six states took advantage of educational and networking opportunities that focused on growing the renewable energy industry in Tennessee. Panel discussions ranged from cellulosic ethanol, biodiesel, electric cars, municipal and county best practices, gasification, solar energy and state and economic development and planning.

Franklin Alderman and TREEDC Middle Tennessee Coordinator Ken Moore and TREEDC Director Warren Nevad, a management consultant with the UT Municipal Technical Advisory Service (MTAS) organized the workshop. UT President Emeritus Dr. Joe Johnson praised the visionary leadership and grassroots approach demonstrated by mayors of TREEDC and MTAS. He also announced that TREEDC had collaborated with McBee Bailey & Associates to assist in bringing more than \$1.9 million in energy economic impact to Tennessee. He added that TREEDC has become a national model since it was created through a partnership between a major university, mayors and a small innovative firm. Dr. Johnson also announced plans for a fall 2010 TREEDC forum to be organized by MTAS and the Roane County Alliance.

Presentations at the meeting included:

- **Tracy Woodard**, director of government affairs for Nissan, advised the audience that Nissan officials were working closely with state and local officials in the Nashville, Knoxville and Chattanooga areas to build adequate infrastructure to support the marketplace entry of the Nissan Leaf.
- **Dr. Sam Jackson**, a Genera Energy vice president and faculty member of the UT Institute of Agriculture discussed the cellulosic ethanol opportunities associated with the joint venture with Dupont Danisco.
- **David Lindon**, fleet management director for Hoover, Ala. and East Ridge City Manager William Whitson gave updates about their biodiesel programs.
- **Brent Bailey** with the 25 x'25 Initiative and **Leah Berry** with Strata-G discussed agricultural feedstock opportunities for energy crops.
- TREEDC Advisory Board Member/Legal Advisor **Ernest T. Brooks II** and **Cortney Piper** with the Tennessee Business Leaders for a Clean Economy discussed key legislative policy initiatives.

TREEDC President and Pikeville Mayor Greg Johnson gave leadership awards to city of Franklin officials, L.K. Browning & Associates, Tennessee Department of Agriculture Biofuels Coordinator Kyle Holmberg and Penny Judd with the Tennessee Valley Authority (TVA).

Attendees also were treated to presentations by, Flex Fuel U.S, Frazier, Barnes & Associates, Crossville Sustainability, Strata-G, Efficient Energy of Tennessee, Diversified Renewable Energy Systems and Knoxville Solar City Program. ■



Standing, left to right: Emanuel Bailey; TREEDC Executive Director Warren Nevad; Pikeville Mayor Greg Johnson; Gainesboro Mayor John Fox; TREEDC Legal Affairs/Board Member Ernest T. Brooks II.

Seated, left to right: Ducktown Mayor James Talley; Crossville Mayor J.H. Graham III; University of Tennessee President Emeritus Dr. Joe Johnson; TVA Valley Relations Manager Penny Judd; and Graysville Commissioner Andy Beene.



UT President Emeritus Dr. Joe Johnson delivers the keynote address to TREEDC attendees.

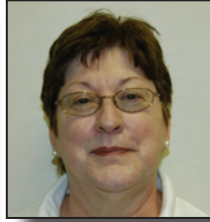
# Six Employees Complete Star Achiever Program



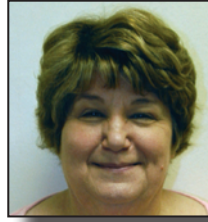
*Tammy Gage*



*Donna Bridges*



*Beth Paton*



*Ann Mitchell*



*Elizabeth Adams*



*Brian Spears*

Six UT Institute for Public Service (IPS) employees were recognized in June as Star Achievers after completing the 32-hour course over a five-month period in Nashville.

Tammy Gage, Donna Bridges, Beth Paton and Ann Mitchell from the Center for Industrial Services (CIS) and Elizabeth Adams and Brian Spears from the County Technical Assistance Service (CTAS) reached the achievement that is built on steps to help them learn both in the working world and their personal lives.

The Star Achievement philosophy says that to be a star achiever, it takes a combination of skill of learning or enhancing new business skills, maintaining a positive attitude while working, team building in the organization and strategy for developing goals.

While each segment is separate, they build on each other so at the end it all fits together.

The program was founded by Joan Burge of Office Dynamics. ■

## State Pharmacy Plan to Change July 1

Over the last several weeks, UT Institute for Public Service and other state employees have received information from the state Office of Benefits Administration regarding changes to the state's pharmacy network.

Starting July 1, 2010, CVS Caremark will become the pharmacy benefits manager for all employees participating in the State of Tennessee Group Health Insurance Program. All participating employees should have received the welcome packet and prescription cards in the mail in June. If employees did not receive the information cards, they can call the CVS Caremark Call Center, open 24/7, at (877) 522-8679.

A document provided by the State of Tennessee Office of Benefits Administration summarizing changes to the pharmacy network can be found at [insurance.tennessee.edu/pharmacyqa.pdf](http://insurance.tennessee.edu/pharmacyqa.pdf).

Plan members will have access to more than 1,400 pharmacies across Tennessee. A listing of pharmacies participating in the retail pharmacy network (30-day supply) and the mail order network (90-day supply) can be found at [www.caremark.com/stateoftn/](http://www.caremark.com/stateoftn/).

This is important information. With questions or concerns, call CVS Caremark or visit the Web sites referenced above. ■

# IPS's Oldest Agency Has Served Tennessee Cities for 60 Years

*(In the next several issues of The Exchange, we will be taking a look at the agencies of the UT Institute for Public Service to reacquaint everyone with the services they offer.)*

An agency of the UT Institute for Public Service (IPS), the Municipal Technical Advisory Service (MTAS) provides technical assistance to cities and towns across the state — their governing bodies, mayors, city managers, city recorders and city department heads. MTAS consultants assist in the development of practical and individual solutions for any incorporated municipality in Tennessee.

Established in 1949 by the Tennessee General Assembly, MTAS is funded by a direct state appropriation and a portion of the local share of the statewide sales tax. In 2010, the legislature officially added MTAS to Tennessee state code. Almost all of MTAS's services are prepaid; the cities served do not get a bill. As the name implies, MTAS is a technical assistance provider with consultants who specialize in most areas of municipal operations. MTAS annually completes more than 1,000 major municipal management projects and provides an average of 6,000 other services each year.

The mission — "to be the primary source of information and assistance for Tennessee cities through a high performance and effective organization" — is met through consultants working in city halls throughout the state.

MTAS consultants, all with prior extensive experience and knowledge in local government, provide suggestions, ideas and information through direct field visits or telephone conversations with city officials. This personal touch is an important part of the total effort to provide

practical assistance when it is needed. MTAS consults in the areas of finance and accounting, human resources, information technology, legal, municipal management, fire services, police services, water and wastewater services, and public works.

MTAS also produces publications on a wide range of municipal topics, provides research and information services and serves as a clearinghouse for information on a broad range of municipal issues. MTAS partners with the Tennessee Municipal League, an organization providing Tennessee cities with unified representation at the legislative level.

For more information, visit the MTAS Web site at [www.mtas.tennessee.edu](http://www.mtas.tennessee.edu). ■

## MTAS's Brown Receives Communication Certification

Doug Brown, administrative specialist II with the UT Municipal Technical Advisory Service (MTAS), completed all the requirements for the communication certification program offered by the Office of Employment and Organizational Development.



Doug Brown

This program involves taking 32 hours of course work in areas related to communication in the workplace. The communication certification assists employees in improving their communication skills and demonstrates commitment to continuing education and job enrichment. ■

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**1-888-444-HR**

From 865 area code, call 946-8847

Available 8 a.m. – 5 p.m. ET

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# State Links to MTAS Web Site for City Info

The UT Municipal Technical Advisory Service (MTAS) and the state of Tennessee have partnered on an informational Web project that is available to all Tennesseans. MTAS now provides all city information that is available via the state's Web site ([www.tennesseeanytime.org](http://www.tennesseeanytime.org)). When an end user clicks

Tennessee Counties and Cities under the Government tab, they have the ability to select a county from a state map. Once the county is selected, the city links go directly to the MTAS Web site.

The state, instead of recreating all of the city data and information, worked with MTAS to create the links because the city information was already available through the agency. ■

## Staff Applause

### TO: MELISSA ASHBURN AND SID HEMSLEY, MTAS

Do you know who makes my day every time I call MTAS for help? Melissa Ashburn and Sid Hemsley! I'm the only in-house attorney for Johnson City, but I'm not complaining. It's exciting. You can imagine the effort it takes to keep up with things. I'm grateful for the help of several skilled attorneys as outside counsel, but it's just me for all of our boards, departments and employees on a day-to-day basis. That's why I have Melissa and Sid's phone number memorized. We talk at least once a week. Being able to run something by them, even if it's just to see if I'm missing something, is one of the highlights and privileges of practicing law here. If I need more in-depth analysis or a formal opinion, they are always there, giving me what I need when I need it. Their knowledge and depth of experience is second to none. They don't just answer my question, they give more insight into a particular issue than I can get anywhere else. I just thought you needed to know. MTAS is a great organization, serving cities in Tennessee with a professionalism that makes our state and our localities better places to live. Thanks.

James H. Epps IV, Associate Legal Counsel, City of Johnson City



### TO: JON WALDEN, CTAS

We want to thank you for joining us at our annual spring Tennessee County Trustee's Association meeting. We appreciate your taking time out of your schedule to speak to the trustees. You and your staff are always a great source of information and assistance to us. Our entire committee thanks you for your service to the citizens of Tennessee and to each county organization.

West Tennessee Planning Committee, Tennessee County Trustee's Association



*Melissa Ashburn*



*Sid Hemsley*



*Jon Walden*



## KEEPING THE CENTRAL CALENDAR UPDATED

With the number of events (seminars, conferences, course graduations) being held by UT Institute for Public Service (IPS) agencies, event coordinators are asked to make sure the central calendar is kept up to date.

To ensure Dr. Mary Jinks' attendance at many of these events, attention should be taken to prevent the occurrence of their being scheduled on concurrent dates. To avoid these conflicts, you are asked to inform Jane Davis, administrative specialist in the central office, of major events already scheduled through the end of December as well as those being scheduled now.

If coordinators would like to request the UT system president's attendance at their event, that request may also be made through Davis. Be sure to include the event name, location, date, start/end times, event description, anticipated attendance and purpose of the president's attendance. Davis can be reached at (865) 974-8278 or jane.davis@tennessee.edu.

*Don't forget!*

# UT IPS ANNUAL CONFERENCE July 29-30

*Embassy Suites,  
Murfreesboro*

## IPS July Calendar of Events

### ◆ CIS

- July 13 Green Energy Expo, Jackson
- July 15 Communication, Collaboration and Teamwork, Nashville
- July 19 40-Hour Site Worker, Bell Buckle
- July 20 Communication, Collaboration and Teamwork, Jackson
- July 21 Lifetime Customer Process, Nashville
- July 27 Lifetime Customer Process, Jackson

### ◆ LEIC

- June 28- July 2 Crime Scene Management in Correctional Institutions, West Jordan, UT
- July 12-14 First Line Supervision and Management, Maryville
- July 19-23 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Sioux Falls, SD
- July 21-22 Mideast Cultural Seminar, Oak Ridge
- July 22-23 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Minneapolis, MN
- July 26-28 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Oak Ridge

### ◆ MTAS

- July 14 Stormwater Workshop for MS4s, Lakeland
- July 15 Stormwater Workshop for MS4s, Mt. Juliet
- July 20 Stormwater Workshop for MS4s, Knoxville
- July 21 Stormwater Workshop for MS4s, Chattanooga
- July 27 Debt Management, Spring Hill

### ◆ NAIFEH CENTER

- July 14 Tennessee Government Executive Institute Orientation, Nashville

### RECRUITMENTS

#### ◆ IPS CO

Administrative Support Assistant, Jackson

#### ◆ LEIC

Program Manager, Oak Ridge

### NEW HIRES

#### ◆ LEIC

Suzanne Griffin, Coordinator, Oak Ridge

#### ◆ MTAS

Steve Thompson, Executive Director, Knoxville

### DEPARTURE

#### ◆ IPS CO

Monda Alexander, Jackson

### STATE SERVICE LONGEVITY

John Collier, CIS	3 years
Wendy Eddy, CIS	1 year
Janet Hails, LEIC	5 years
Dwaine Raper, CIS	3 years
Chuck Shoopman, IPS CO	19 years
Kay Stegall, MTAS	7 years
Albert Tieche, CIS	18 years
Jennifer Ward, MTAS	2 years
Judy Wilhite, IPS CO	32 years

## the EXCHANGE

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