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The Exchange Newsletter

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CIS Supports First-Ever Regional Technology Showcase

The UT Center for Industrial Services (CIS) participated, as both presenters and as a vendor, in the first-ever Innovation Valley Technology Resource Showcase.

Innovation Valley Inc. is a regional economic development initiative centered on a 25-mile Technology Corridor with world-class resources in science, technology and business. This regional partnership was created to implement a five-year economic development blueprint for business growth in the Knoxville-Oak Ridge area of East Tennessee. The blueprint outlines 13 targeted industry sectors that are based on an analysis of the region's world-class resources.

The goal of the 2010 showcase, which is expected to become an annual event, was to acquaint manufacturers with resources available from UT, the Y-12 National Security Complex and Oak Ridge National Laboratory. With more than 100 participants and 30 vendors, the success
(continued on page 2)

UT LEIC Receives BJA Grant to Train Rural Law Enforcement Officers



The UT Law Enforcement Innovation Center (LEIC) has received a training and technical assistance grant from the Bureau of Justice Assistance (BJA) to fund the newly created National Rural Law Enforcement Training Initiative,

a program that addresses challenges faced by rural jurisdictions.

LEIC will implement a comprehensive training initiative covering a broad range of criminal justice topics and consisting of multiple training activities. The training activities include the delivery of national training events via multiple formats in rural jurisdictions throughout the country. For a list of training already scheduled, visit www.batchgeo.com/map/RuralTrainingMap. Law enforcement, social service or jail facility employees in counties designated as rural by the BJA are eligible to participate in the training.

Counties in Tennessee designated as rural are Bedford, Benton, Bledsoe, Campbell, Cannon, Carroll, Cheatham, Chester, Claiborne, Clay, Cocke, Coffee, Crockett, Cumberland, Decatur, DeKalb, Dickson, Dyer, Fayette, Fentress, Franklin, Gibson, Giles, Grainger, Greene, Grundy, Hancock, Hardeman, Hardin, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Johnson, Lake, Lauderdale, Lawrence, Lewis, Lincoln, Loudon, Macon, Marion, Marshall, Maury, McMinn, McNairy, Meigs, Monroe, Moore, Morgan, Obion, Overton, Perry, Pickett, Polk, Putnam, Rhea, Roane, Scott, Sequatchie, Sevier, Smith, Stewart, Trousdale, Unicoi, Union, Van Buren, Warren, Wayne, Weakley and White.

Visit www.leic.tennessee.edu/ruraleligibility.shtml for a complete list of counties that are designated by BJA as rural. ■

IN THIS ISSUE

IPS Leadership Academy Inaugural Class Announced

CIS Helps Auto Parts Manufacturer Retain \$7 Million in Sales

Results of Customer Survey on MTAS Newsletter Announced

LEIC DNA Course Travels to Mississippi, Louisiana

IPS Leadership Academy Inaugural Class Announced

The [UT Institute for Public Service \(IPS\)](#) has announced the inaugural class of the IPS Leadership Academy to begin in September.

Employees who were nominated and selected for the academy are: Wendy Eddy, CIS; Macel Ely, Naifeh Center; Scott Gordy, Central Office; Mandy Johnson, LEIC; Josh Jones, MTAS; Erin Kettle, CTAS; Terri Kinloch, CTAS; Nathan Lefebvre, LEIC; Libby McCroskey, CTAS; Margaret Norris, MTAS; Gary Petree, MTAS; Melanie Purcell, MTAS; Dwaine Raper, CIS; Lynn Reed, CIS; Robin Roberts, CTAS; Susan Robertson, Central Office; Marty Spears, CTAS; and Andre Temple, CIS

The IPS Leadership Academy is meant to prepare IPS employees to become leaders for the future and continue the legacy of providing public service to the citizens, businesses and communities of Tennessee. It is a two-year training program.

In its inaugural session, the academy will meet for one week this September followed by quarterly meetings over a period of two years.

During the academy, the employees who are participating will visit each of the UT campuses to learn about how the system functions, how IPS functions within the UT system and how each of the IPS agencies operates. ■



CIS Supports First-Ever Regional Technology Showcase

(continued from page 1)

of the first-ever showcase was a pleasant surprise to all involved. "I had no idea we would get this much of a turnout," said Jesse Smith, the technology director for Innovation Valley, Inc.

"The Technology Showcase was a great opportunity for CIS to reach new customers and network with our partners. I think everyone enjoyed the event and learned a lot about the good things going on at Y-12, ORNL and UT. We're already looking forward to next year," said CIS Executive Director Dr. Paul Jennings.

CIS' Bill Wiley and Jim Slizewski presented information on how to access UT and CIS resources and technology. Slizewski presented brief history of CIS and services offered including information on how businesses can access assistance from UT faculty and staff in conducting research and other consulting initiatives. Wiley shared details on how CIS can assist with Small Business Innovative Research and Small Business Technology Transfer (SBIR/STTR) initiatives including several examples of clients and/or technology where CIS has assisted with the SBIR/STTR process.

For more information on Innovation Valley, Inc., visit www.innovationvalleyinc.org. Copies of the presentations given can be found at Presentations posted to the Innovation Valley Web site at www.innovationvalleyinc.org/technology-resource-showcase. ■

Bill Wiley shares examples of SBIR/STTR initiatives with showcase participants.



CIS Executive Director Paul Jennings networks with Amy Bunton of Pathway Lending.

CIS Helps Auto Parts Manufacturer Retain \$7 Million in Sales

The UT Center for Industrial Service's (CIS) Tennessee Manufacturing Extension Program (TMEP) helped Colonial Diversified Polymer Products LLC maintain its core automotive business of more than \$7 million in retained sales while allowing the company to focus on additional capacity on developing new business.



Colonial DPP is a just-in-time, value-added supplier. It runs on tight delivery schedules that require adequate inventory supplies, and its internal inventory controls must assure that stock is available

for its customers. CIS personnel assisted in developing, documenting and implementing good manufacturing practices in Colonial's mix room, tube room, bar well area and finished foods station.

The company uses an enterprise resource planning system called TRANS4M to manage its production processes; however, all the capabilities of this system were not being utilized. With the help of CIS, greater utilization of the software to track finished goods availability will lead to lower costs. Colonial DPP has made progress on cost control for its large-volume products and increased its ability to control costs for smaller runs of a wider variety of products enabling it to remain competitive and expand into other markets.

"CIS provided Colonial Diversified Polymer Products the technical expertise and know how at a price that would have been otherwise unaffordable to a small manufacturer like us," said LaDon Byars, vice president and chief financial officer. ■

Results of Customer Survey on MTAS Newsletter Announced

The UT Municipal Technical Advisory Service (MTAS) recently conducted its first customer survey on the MTAS newsletter, **Municipal E-News**, featuring timely and informative articles to assist Tennessee cities. To aid with that initiative, MTAS asked cities to tell the agency how it was doing.

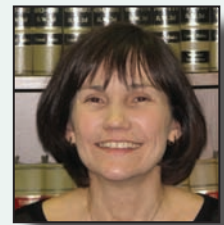
Twenty-nine percent of customers, who opened the newsletter e-mail, opened the survey. Forty-six percent of those customers took the opportunity to give feedback.

Of those who completed the survey, 29 percent reported they had read all 13 issues of the **Municipal E-News**. More than 94 percent agreed that they read the electronic version of the newsletter versus printing a hard copy. All respondents reported the newsletter either "always" or "occasionally" provided information upon which they could act. And 54 percent reported they have forwarded the newsletter to a co-worker based on the information provided.

Frances Adams-O'Brien, MTAS librarian, is to be commended for her hard work and professional results while leading this project. Proofing, editing and layout assistance are provided by Lisa Shipley, information and technology program manager, and Becky Smeltzer, technical services librarian. ■

Nancy Gibson Receives Communication Certification

Nancy Gibson, administrative specialist on the MTAS codes team, completed all the requirements for the communication certification program offered by UT Employee and Organizational Development.



Nancy Gibson

This program involves taking 32 hours of coursework in areas related to communication in the workplace.

The courses are focused on improving employee communication skills and completion of the course demonstrates employee commitment to professional development. ■

LEIC DNA Course Travels to Mississippi, Louisiana

The UT Law Enforcement Innovation Center (LEIC) took its DNA Evidence, Identification, Collection, and Preservation for Law Enforcement course on the road for the first time June 14-18.

LEIC Training Coordinator Robert Geiger and instructors traveled to the Warren County Sheriff's Office in Vicksburg, Miss., and Rapides Parish Sheriff's Office in Alexandria, La., to conduct the training for local and surrounding area law enforcement personnel.

A combined number of 48 participants took part in the training from agencies spread throughout both states including New Orleans Police Department, Louisiana State Police, Bossier City Police Department, Vicksburg Police Department and others.

The 16-hour course taught law enforcement personnel how to properly identify, collect and preserve DNA evidence. In addition, they learned about the use of CODIS, DNA testing and methodology, critical issues surrounding DNA, packaging and transportation of DNA, chain of custody, and biohazards and safety procedures.

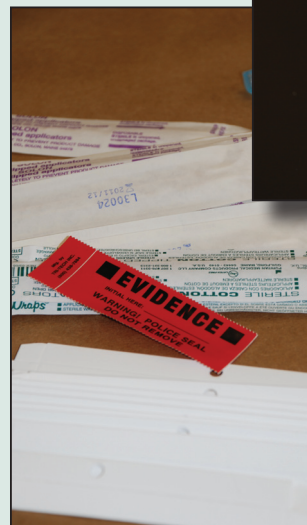
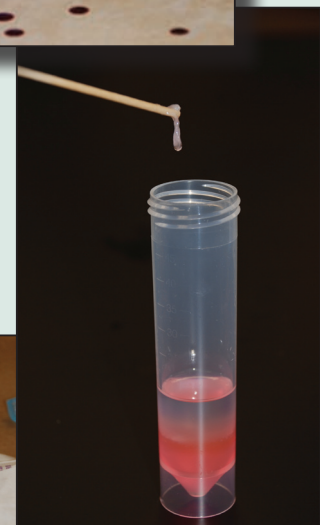
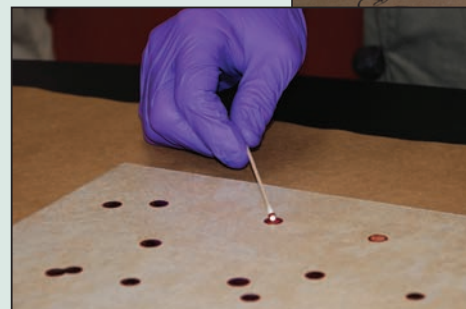
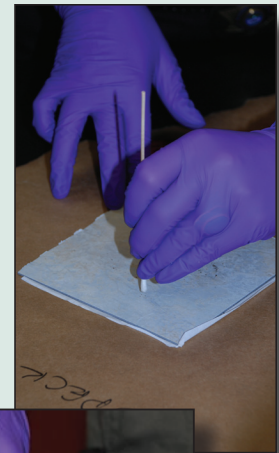
The training is funded by the National Institute of Justice, Office of Justice Programs, U.S. Department of Justice. This delivery was the first of 25 that will take place throughout the United States.

The course was well received by all of the participants, who commented at the end of the course that the information they received would benefit them and their agencies as they move forward.

The instructors said each participant walked away with greater knowledge on how to properly identify, collect and preserve DNA evidence.

LEIC received positive feedback for this course through course evaluations. One participant wrote "Excellent class. Very informative. Great instructors. One of the most interesting classes I have been to."

While everything was found useful, the specific instructions on how to pick up hair using sticky notes and proper packaging techniques were expressed to be particularly helpful. ■



Class participants learned to collect blood stain evidence and how to store collected evidence, as well as other techniques.



Bill Stetar

CIS Staff Helps Support Training and Development Professionals

The UT Center for Industrial Services (CIS) is known for assisting Tennessee manufacturers with everything from boosting profits

to saving money to helping with the training and professional development of their employees.

To promote the training and development it offers, CIS sponsors a program hosted by the Middle Tennessee chapter of the American Society for Training and Development (ASTD). The world's largest association dedicated to workplace learning and performance professionals, ASTD draws members who work in thousands of organizations of all sizes, in government, as independent consultants and suppliers.

The ASTD Middle Tennessee chapter (www.astdtn.org) is Middle Tennessee's chapter of the American Society for Training and Development (ASTD). The chapter serves as a regional network for training-and-development professionals building connections to each other and to the community to create a world that works better. The Middle Tennessee chapter has 225 members, and it is the largest of the four ASTD chapters in the state.

Through relevant programs, activities and services, the chapter provides its members opportunities for professional and personal development. Bill Stetar, CIS human performance technology consultant, is a chapter member and serves as a volunteer on the program's committee.

"This chapter works hard to bring relevant learning opportunities to its members on a regular basis," Stetar says. "Examples of monthly programs offered just this year include teambuilding, succession planning and training the new workforce."

Nancy Collins is the training manager at the National Federation of Independent Business and 2010 chapter president. She explains that the monthly programs are designed to provide lifelong learning opportunities for professionals, educators and students. Collins also points out how sponsorships help maintain the chapter's vitality.

"Our chapter is highly appreciative of the support UT CIS and Bill have provided over the years," Collins said.

"UT's sponsorships have been an added value for our members, helping us offer high quality programs and top-notch speakers." ■

LEIC Welcomes New Program Manager

In August, Donna Kelley will join the UT Law Enforcement Innovation Center (LEIC) as program manager, providing oversight of the National Forensic Academy and other grant-related programs.



Donna Kelley

Retiring after 31 years with the Knoxville Police Department (KPD), she was involved in almost every aspect of law enforcement. After initial assignments in patrol, she served in the Office of Planning and Budget, working with grants, related programs and budgets. Returning to patrol, she supervised field units for a time and then became the director of personnel. Kelley was involved with KPD's accreditation process and served with the Law Enforcement Accreditation Coalition of Tennessee. That role expanded to include director of training providing the basic academy for KPD recruits, in-service training for officers and specialized training on a regional basis for law enforcement personnel. As a lieutenant, she returned to the patrol division supervising a shift and periodically having responsibility over specialized support units such as marine, bicycle and others.

Kelley holds an associate degree from Walters State Community College, a bachelor degree in criminal justice from East Tennessee State University and a master's degree in criminal justice from UT Chattanooga. She is a graduate of the FBI National Academy, 184th Session and the Tennessee Law Enforcement Executive Development program. Kelley is active in multiple professional organizations and served on the South College Criminal Justice Advisory Board as well as an adjunct instructor for Walters State Community College. ■

Agency Spotlight

NAIFEH CENTER PROVIDES LEADERSHIP TRAINING FOR STATE EMPLOYEES

The University of Tennessee (UT) Naifeh Center for Effective Leadership is the youngest agency of the UT Institute for Public Service (IPS). The Naifeh Center was established by the Tennessee legislature in 2009 and officially placed in state code during the 2010 session of the General Assembly. The center is named for Tennessee House Speaker Emeritus Jimmy Naifeh, who has served the state for more than 30 years as a member of the House of Representatives and is a proponent of the university and the institute.

Naifeh Center programs, activities and initiatives are provided to various customers from locations across Tennessee and beyond. These include elected officials at the local and state levels, managers in local government and mid- and senior-level managers from every department in state government. Over the last two years, the center also has played host and provided training sessions to newly elected speakers of the house from around the country and to members of the Southern Consortium of University Public Service Organizations (SCUPSO).

"The Naifeh Center strives to address a variety of customer needs. As a result, many initiatives are designed to improve communication, leadership, team building skills, interpersonal relations, problem solving and decision making, and ways to facilitate change," said Dr. Tom Kohntopp, director of the Naifeh Center. "Additional areas such as government operations and relations, working with the media, ethics and planning are often covered."

Naifeh Center initiatives are conducted in various locations within the state. The programs include the Tennessee Government Management Institute (TGMI), the Tennessee Government Executive Institute (TGEI) and the Local Government Leadership Program (LGLP). Programs vary in length, schedule and mode of delivery. Some initiatives are multi-week, conducted over a period of several months. Visit www.Leadership.Tennessee.edu for more information. ■

MTAS/CTAS Aid State's Digital Government Initiatives

Staff from the UT County Technical Assistance Service (CTAS) and the Municipal Technical Advisory Service (MTAS) have been instrumental in the growth of Local Government Information Technology in Tennessee (LOGITT). LOGITT is an organization of information technology professionals that primarily encompasses employees of municipal or county governments within the state of Tennessee who have significant information technology responsibilities in their respective organizations. LOGITT strives to provide cutting edge information technology strategies for member organizations in areas of planning and implementation while striving for continual improvement. This is done by focusing on networking/economic development and best practices in government Information Technology (IT), as well as sharing vendor solutions and partnership strategies.

With assistance from CTAS and MTAS, LOGITT participated in this year's Tennessee Digital Government Summit, an event designed for experienced people who make a difference in Tennessee IT decisions. This marked the third time that local government IT professionals had participated in the conference. In addition to encouraging this conference participation, IPS employees also had a hand in one of the sessions conducted. MTAS Information Technology Consultant Justin O'Hara coordinated "Localgov 2.0," a session that focused on social media issues specific to local government – including the risks and rewards of social networking. The information session was moderated by Jon Walden, CTAS manager of information technology, and featured IT professionals from Rutherford and Davidson counties and the city of Pigeon Forge. ■



Justin O'Hara



Jon Walden

Staff Applause

TO: BEN RODGERS, JIM HART, STEVE AUSTIN, TERRY HAZARD, CTAS

The regional jail feasibility report is now complete; I can't thank you enough for your assistance. You took an active role in this project, helping us establish the scope of the study, introducing the contractor to the counties, facilitating meetings, providing feedback on the draft reports and so much more. You have greatly enhanced the final product and the quality and accuracy of the information the counties will receive from the report.



Ben Rodgers



Jim Hart



Steve Austin

Libby Thurman, Senior Research Associate
Tennessee Advisory Commission on Intergovernmental Relations



TO: NATHAN LEFEBVRE, LEIC

We have definitely changed some procedures for the better since we returned from the UT National Forensic Academy (NFA). We are looking at crime scenes from more of a reconstruction point of view, and we are finding more evidence earlier into our investigations. This is helping us identify suspects earlier and use crime scene information in our interview and interrogation phase. At some point we will be able to put forward some examples of this (once the cases are adjudicated). We also are using our NFA training to improve our in-house training. We recently did a session on footwear and tire impressions and another session on major case prints in investigations.

Fred Lulka, New Hampshire State Police, NFA Session XXV graduate



Terry Hazard



Nathan Lefebvre



TO: NATHAN LEFEBVRE, LEIC

We responded recently to a report that one of our missing persons had in fact been killed and buried in a hidden grave. This person had been missing for more than eight years. We had only an address, and there was a large and overgrown yard. We found a definite depression at the most likely area of the yard. We had a GPR (ground penetrating radar) that showed disturbance. Let Dr. Vass know we also used sections of coat hangers and soda straws. We did the excavation over a couple of days and did, in fact, recover human remains. I wondered while we were at the UT outdoor anthropological research facility if I would ever use what I learned there. We did, and it was great to know what we were doing. Tray McGhee, Brian Russell, Darrell Whitfield and I were the NFA grads who worked the site.

Greg Mardis, Chattanooga Police Department, NFA, Class XIV



IPS August Calendar of Events

◆ CIS

- Aug 4 Communication, Collaboration and Teamwork, Nashville
- Aug. 5 Lifetime Customer Process, Nashville
- Aug. 9-10 Lincoln Davis Procurement/Grants Conference, Manchester
- Aug. 10 8-Hour Site Worker Refresher, Bartlett
- Aug. 11 8-Hour Emergency Response Refresher, Bartlett
- Aug. 12 Industrial Air Regulations, Nashville
- Aug. 12 Communication, Collaboration and Teamwork, Jackson
- Aug. 12 The Business of Doing Business with Women in the Automotive Industry, Nashville
- Aug. 17-20 OTI 511 Occupational Safety and Health Standards for General Industry, Knoxville
- Aug. 19 Lifetime Customer Process, Jackson
- Aug. 23-27 Lean Certificate Series, Gatlinburg
- Aug. 24 8-Hour Site Worker Refresher, Nashville
- Aug. 25-26 16-Hour DOT, Nashville
- Aug. 27 8-Hour DOT Refresher, Nashville
- Aug. 30 8-Hour Site Worker Refresher, Knoxville
- Aug. 31 8-Hour DOT Refresher, Knoxville

◆ CTAS

- Aug. 9-12 Tennessee Sheriff's Association Family Conference, Sevierville
- Aug. 16-20 The New Sheriff's School, Nashville
- Aug. 24-26 County Officials Orientation Program (COOP), Nashville

◆ LEIC

- Aug. 2-5 SRO Skills, Nashville
- August 2-6 Crime Scene Management – Field Techniques, Westbrook, ME
- Aug. 4-6 First Line Supervision and Management, Bartlett
- Aug. 9-12 IED Response for Patrol Officers, Oak Ridge
- Aug. 23-24 DNA Evidence Identification, Collection and Preservation for Law Enforcement, Pocatello, ID
- Aug. 26-27 DNA Evidence Identification, Collection and Preservation for Law Enforcement, West Jordan, UT
- Aug. 23-27 TNGIA Gang Conference, Nashville

◆ MTAS

- Aug. 3 Public Acts, Smyrna
- Aug. 3 Certified Municipal Finance Officer, Jackson
- Aug. 3 Certified Municipal Finance Officer, Athens
- Aug. 4 Public Acts, Jackson
- Aug. 4 Certified Municipal Finance Officer, McMinnville
- Aug. 5 Public Acts, Lakeland
- Aug. 10 Public Acts, Collegedale
- Aug. 10 Certified Municipal Finance Officer, Jackson
- Aug. 10 Certified Municipal Finance Officer, Morristown
- Aug. 11 Public Acts, Knoxville
- Aug. 12 Public Acts, Johnson City
- Aug. 24 Human Resource Overview, Knoxville
- Aug. 24 Workplace Harassment and Workplace Violence, Knoxville
- Aug. 25 Human Resource Overview, Collegedale
- Aug. 25 Workplace Harassment and Workplace Violence, Knoxville

◆ NAIFEH CENTER

- Aug. 22-27 Tennessee Government Executive Institute, Knoxville

NEW HIRE

◆ LEIC

Donna Kelly, Program Manager, Oak Ridge

DEPARTURE

◆ MTAS

Leigh Lawson, Nashville

STATE SERVICE LONGEVITY

Macel Ely, IPS CO	7 years
Gina Guinn, LEIC	8 years
Gary Hayes, CTAS	30 years
Brett Howell, CTAS	15 years
Don Johnson, CTAS	21 years
Ron Loewen, IPS CO	22 years
Keith Ridley, CIS	11 years
Ben Rodgers, CTAS	5 years
Gary West, MTAS	5 years

the EXCHANGE

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