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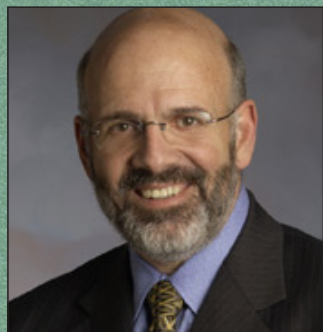
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Dr. Joe DiPietro

DiPietro Named New President of the UT System

Joe DiPietro has been elected the 24th president of the University of Tennessee.

The Board of Trustees elected DiPietro during its fall meeting. He will replace Jan Simek, who has served as interim president since 2009.

The president of the University of Tennessee leads a system consisting of campuses in Knoxville, Chattanooga and Martin; the Health Science Center based in Memphis; the statewide Institutes of Agriculture and Public Service; and the Space Institute in Tullahoma, which is managed by UT Knoxville.

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The Elected Officials Academy Educates Local Leaders

For more than 10 years the UT Municipal Technical Advisory Service (MTAS) has been educating elected officials on the essentials of municipal government in Tennessee through its Elected Officials Academy (EOA).

The EOA program is designed exclusively for municipal elected officials. The course content covers various aspects of municipal leadership and is composed of two levels.

The first level consists of five two-hour sessions. The second level offers 12 two-hour sessions of which officials need to complete eight. Level I includes such courses as Foundation and Structure of Municipal Government, Charter and Codes, Open Records, Economic Development and Finance for Elected Officials. Level II covers such topics as Human Resources, Legislative Issues, Media Relations and Parks and Recreation.

“When I look at the many quality services of MTAS, I think first of the EOA — through the EOA we support elected officials and good government,” said MTAS Executive Director Steve Thompson. “We outline the framework for decisions and the systems available to cities and towns; we answer many of the questions that they have and that they face from constituents; and we provide a forum for introduction to and discussion with other local leaders facing the same issues and concerns in Tennessee. The Elected Officials Academy is a critical and foundation service of MTAS and the University of Tennessee.”

“When I look at the many quality services of MTAS, I think first of the EOA — through the EOA we support elected officials and good government.”

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The Elected Officials Academy Educates Local Leaders

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The EOA began in 2000 after MTAS consultants and elected officials knew training was needed to help these officials hit the ground running when they took office. Now, 10 years and some 780-plus officials later, the EOA continues to be in demand across the state.

"Level I is an excellent overview of information that most elected officials don't have a handle on when they take office," said David Rutherford, city administrator in McMinnville. "The information and training are there; all they have to do is take advantage of it. It is so much easier to serve when they are informed of what they can and cannot do." Rutherford said he "begs" all of McMinnville's elected officials to attend EOA sessions.

Margaret Feieraband, mayor of Bristol, attended EOA when she served on city council. She said she also recommends the training to her council members.

"It helps people get up-to-speed quickly, which is great in today's world where we're so busy. You receive the information from an objective viewpoint, and it's presented in a very professional manner," she said. "You are also put with your peers from across the state. You get to know them as friends and fellow city officials."

Pat Hardy was one of the original MTAS consultants who knew that elected officials would benefit from such training.

"Nearly every person you talk to who has been through an EOA will tell you how much they learned and how much they enjoyed interacting with other officials from surrounding cities," he said "Many express excitement at attending a 'live' event, where they can ask questions and interact directly with those who teach and with other learners like themselves. And they love attending an event where they learn the facts straight from experts and then have the opportunity to learn from the experiences of others.

"It's always easy to tell if someone has been through an EOA because they have a keen awareness of the broader set of responsibilities that go along with community governance, as opposed to the singular agenda they may have been elected to resolve. Many, many times you'll hear participants say, 'I wish my whole board were here.'"



EOA participants ask questions and interact with other officials while getting the facts straight from experts.

DiPietro Named New President of the UT System

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DiPietro currently is chancellor of the UT Institute of Agriculture, a position he has held since 2006. His title was changed from vice president to chancellor in July.

As chancellor of the UT Institute of Agriculture, DiPietro oversees UT Extension, AgResearch, the College of Agricultural Sciences and Natural Resources and the College of Veterinary Medicine. DiPietro also served as dean of the College of Veterinary Medicine at the University of Florida from 1997 to 2006.

He rose to tenured professor of veterinary clinical medicine and veterinary pathobiology at the University of Illinois, Urbana, and held administrative positions there including assistant director of the Agriculture Experiment Station and associate dean for research of the College of Veterinary Medicine.

DiPietro earned his bachelor's, doctor of veterinary medicine and master's degrees at the University of Illinois, Urbana.

DiPietro and his wife, Deb, have three children and six grandchildren. Deb DiPietro is a member of the Tennessee Museum Commission and is a volunteer for a variety of organizations in Tennessee.

Joint CTAS/MTAS Study Finds Animal Shelter Solution

A 2009 animal control and animal shelter study conducted jointly by the [UT County Technical Assistance Service \(CTAS\)](#) and the UT Municipal Technical Advisory Service (MTAS) is now being implemented.

The study looked at animal control and animal shelter services in Sullivan County and the cities of Kingsport, Bristol and Bluff City. The study was first commissioned by Kingsport City Manager John Campbell, who was facing elimination of Humane Society services in the city. Wondering if jointly providing services between neighboring jurisdictions would be possible, he called on MTAS and CTAS to conduct a study.

In a 30-plus page report, consultants Rick Hall (CTAS) and Pat Hardy (MTAS) examined a variety of animal control and animal shelter functions. They provided a set of four alternative approaches to animal control and shelter services. The alternatives ranged from keeping services separate and within each jurisdiction to centralizing service among all four jurisdictions. Other alternatives provided options based on the level of service each jurisdiction desired.

The Sullivan County Commission and the Kingsport City Council as well as the Bluff City Board of Mayor and Aldermen have formally agreed to merge their

services. Bristol has decided to continue in-house animal control services while participating in jointly provided animal shelter services (the merger provides Bristol the opportunity to fully join in the future).

“The move will provide the same or better level of service for less taxpayer dollars,” Campbell said. “We strongly feel it’s in our best interest to cooperate.”

Hall and Hardy approached the study by first examining activity and performance data. Based on this, they then compared data with that of other Tennessee cities and counties. Data was then integrated with budget information, and a resulting cost per service level component was developed. They developed a pro-forma budget for each of the four alternatives. This information also projected numbers related to calls for service, numbers of animals, animal adoption rates and a host of other service-level outcomes. Each of these data points, when combined with pro-forma expenditure information, resulted in a cost-sharing formula for each jurisdiction.

The study estimates that a vastly improved level of service will result from the merger, as well as cost savings of \$110,000 per year. In addition, it is estimated that six new jobs will be created as a result of the merger. ■



Rick Hall



Pat Hardy

IPS Leadership Academy Conducts Service Project

Participants in the inaugural UT IPS Leadership Academy are spearheading a collection drive for the Shangri-La Therapeutic Academy of Riding (STAR) in Lenoir City, which uses horses to assist in therapy for disabled people of all ages including wounded veterans.

The STAR Horses for Heroes programs can always use monetary donations but also needs material support in the form of Metal Spatulas, Dry Erase Markers, Photo Paper, Stamps, Copy Paper, Stick-on Name Tags, Paper Napkins, Paper Plates, Staple Gun, Rechargeable Flashlights, Toilet Bowl Cleaner, Bathroom Cleaner, Gardening Tools, Heavy Duty Extension Cord, AA Batteries, Lysol Spray, Clorox Wipes, Digital Cameras, Wal-Mart Gift Cards, Home Depot Gift Cards, Tractor Supply Gift Cards, 13-, 33- and 50-Gallon Trash Bags, Small Trashcan, Hammer, Wrench, Small Toolbox, Tabletop Fans.

Donation boxes will be in each of the IPS agencies through December 10. ■

IPS Supports 2010 Governor's Conference: Vision Into Action

More than 750 people gathered in September for the 57th annual Governor's Conference at the Nashville Convention Center. There were representatives from the public sector, private sector, elected officials ... all committed to moving the state forward.

The UT Institute for Public Service (IPS) supported the event by sponsoring a vendor booth, and through the active participation of several staff including Paul Jennings, Mike Garland, Steve Thompson, Robin Roberts, Marty Spears, Frank McKee, Margaret Norris, Dana Deems, Bill Wiley, Kim Arms, Beth Phillips, Andre Temple, Chuck Shoopman and John Sanseverino of the Tennessee Solar Institute.



Paul Jennings and Mike Tallent were among the IPS staff available at the 2010 Governor's Conference.

The theme for 2010, Vision into Action, celebrated the 30th anniversary of the Three-Star Community Development program as well as stressed a strong focus on new jobs for all Tennessee communities. Sessions included Financing for the Hometown Entrepreneur, Can Health Care Heal Anemic Job Growth, Growing the Bio-Economy, Can Electric Cars Jolt Your Economy and many other topics of extreme importance to Tennesseans during this changing economic environment.

This conference is "an important venue for IPS to hear directly from leaders in the public and private sectors about their priorities for job growth and how we can help them achieve their goals," said Chuck Shoopman, assistant vice president for public service.

Speakers included Governor Phil Bredesen and Commissioner Matthew Kisber.

To download handouts from the 2010 Governor's Conference, go to www.tn.gov/ecd/GovConf10/. ■

Nevad Promotes State's Growing Bio-Energy Industry



Warren Nevad

Warren Nevad, UT Municipal Technical Advisory Service (MTAS) management consultant and executive director of the Tennessee Energy and

Economic Development Council (TREEDC), recently participated in a bio-fuels ambassador training session with fellow University of Tennessee agriculture and energy professionals.

Nevad is one of nine people from across the state to be selected as an ambassador as part of the University of Tennessee Bio-fuels Initiative. The training session involved lectures and workshops on topics such as crop genetics, plant chemistry and bio-products, weed management and switchgrass, sustainability and more. As part of their training, the ambassadors also were given a tour of a demonstration-scale cellulosic ethanol bio-refinery in Vonore.

"Our goal is to help with the outreach and promotion of this work," said Nevad, who received training on how to educate the public about how Tennessee is advancing the production of clean renewable energy. "Basically, the purpose was to provide training and instruction to ambassadors so they can translate their work out in the field."

With the training he and the other ambassadors received, Nevad hopes to educate and provide opportunities for communities across Tennessee to become positively impacted by the growing bio-energy industry. ■

IPS Leadership Academy Kicks Off

The UT Institute for Public Service (IPS) Leadership Academy began its first session on the week of Sept. 20-24 at the Dancing Bear Lodge in Townsend.

The two-year academy will be meeting at each of the University of Tennessee campuses and institutes and visiting the IPS offices located in the areas. The first week was filled with leadership training and appropriate side tours for learning. The week began with the 18 participants completing a 360 assessment and reviewing their results with Dr. Andria Yates.

They then started on a three-day course on the six core competencies of leadership with Jerry Strom, a consultant who has been involved in training for many government agencies. The six core competencies are designed for the public sector to enhance and encourage the developmental pathways for the participants. They learned about building leadership capacity, taking action and making decisions, creating energy and vision, developing individuals and teams, character, ethics, and values, and keys to communication.



Left: 2010 IPS Leadership Academy participants

Below, left to right: UT Interim President Jan Simek discusses leadership with participants; Scott Gordy talks to Ranger Mike Maslona; Dr. Joe Johnson talks to Josh Jones about his leadership career at UT.



Tom Ballard, retired vice president of IPS; Dr. Joe Johnson, president emeritus of the university; Victor Ashe, past mayor of the city of Knoxville and former ambassador to Poland; and Dr. Jan Simek, interim president of the university, spoke to participants during the week on leadership as they have seen it through their careers and on the history of the Institute for Public Service and how it fits into the University of Tennessee. The participants also toured the Law Enforcement Innovation Center and the Municipal Technical Advisory Service offices. They attended a city council meeting in Knoxville and traveled to Cades Cove where they were entertained by Ranger Mike Maslona. They also had time to drive the 11-mile loop around Cades Cove and saw a lot of wildlife, including bears.

While this week was action packed, the participants got a chance to get to know each other, finding similarities and common work problems. The next session will be at the University of Tennessee at Martin in December. Participants have reading assignments that will be completed during the time between the sessions. ■

LEIC and Oprah Make Angie Harmon's Dream Job Happen

The UT Law Enforcement Innovation Center (LEIC) and National Forensic Academy™ (NFA™) played host to a well-known actress who aspires to be a crime scene investigator and received some national attention on the visit.

Angie Harmon visited LEIC as part of a segment on the Oprah Winfrey Show. The show featured stars and their dream jobs. Harmon, who plays a detective on the new TNT show *Rizzoli and Isles*, said her dream job would be as a crime scene investigator.

Harmon visited the UT National Forensic Academy in September and spent more than three hours learning some CSI techniques (fingerprinting, photography, blood spatter analysis and excavating human remains).

"She was extremely polite, humble and energized by what she saw and learned about our academy," said Mike Hill, program manager with LEIC. "She was very sincere in her response about being a real CSI and she was very appreciative for the opportunity to come see us." ■



Angie Harmon, center, with National Forensic Academy staff.

CIS PTAC Reaches Across the Borders to Assist Veteran-Owned Business

The UT Center for Industrial Services' (CIS) Procurement Technical Assistance Center (PTAC) helps veteran-owned businesses in Tennessee secure government contracts. Recently that assistance reached all the way to the Western Pacific Ocean.

Joe Flynn, program manager for Tennessee PTAC, visited Guam in 2009 to help launch its PTAC program. At the time, Flynn was serving as president of the Association of Procurement Technical Assistance Centers. So when Vera Topasna, president of Guam's PTAC, needed some help for a client, she reached out to Flynn who put her in touch with PTAC Consultant Paul Middlebrooks.

Michael Ady, a veteran and president of M 80 Systems, Inc., an office furniture



Joe Flynn



Paul Middlebrooks

company, had asked Topasna for some assistance in getting his business on the General Services Administration's (GSA) schedule. Because the Guam PTAC staff is still learning, Topasna contacted Flynn and Tennessee PTAC.

Middlebrooks didn't let the more than 7,000 miles between Guam and Tennessee get in the way of communicating with Ady through electronic mail and conference calls and was able to help him with all of the paperwork he needed.

"You are very helpful and knowledgeable," Ady said in a letter to Middlebrooks. "I am indebted to you for your assistance." ■

Staff Applause



Frank McKee

To: Mike Garland, CTAS

Just wanted to express our sincere appreciation for the dedicated efforts your CTAS team has provided to the Four Lake Authority over the years, as well as currently. We work actively with **Frank McKee** and **Doug Bodary**. Each of these CTAS representatives has been a tremendous asset to us. Your staff certainly is not limited to these two; other CTAS staff members have always been willing to help us. It is a comfort to know we can always count on your organization in our time of need for advice or instructions. Thank you for your support and assistance to the Four Lake Authority; it has been, and continues to be, invaluable.

Jerry C. Clift, Executive Director
Four Lake Regional Industrial Development Authority



Doug Bodary

To: Bill Stetar, CIS

Thank you for speaking at the American Society of Training & Development, North Alabama Chapter's Showcase 2010: The Magic of Learning ... in 3D! Your presentation on Training May Not Always Be the Answer was very well received by our members. The content and the additional reference material you shared were both interesting and timely. It is through workshops such as yours that our ASTD NA members and other local professionals learn about new work being done in areas outside their regions. It not only keeps the members current, but also allows them to provide better service to their employees and customers. We are still compiling the evaluation results of your workshop and we'll be sending those results, along with a list of attendees and their contact information, to you soon. We hope that you enjoyed meeting the members of our ASTD NA Board and that you will consider returning to participate in future events! Thank you again for taking the time to speak at our conference.

Ana Waters , 2010 ASTDNA President
American Society of Training & Development, North Alabama



Bill Stetar

To: Ralph Cross, MTAS

Michelle Buckner of MTAS is very nice and very supportive when I call. She encourages me all the time.



Michelle Buckner



IPS November Calendar of Events

◆ CIS

- Nov. 1 40-Hour Site Worker, Gatlinburg
- Nov. 2 Energy 101 Workshop, Johnson City
- Nov. 3 Energy 101 Workshop, Knoxville
- Nov. 4 Energy 101 Workshop, Chattanooga
- Nov. 8 Continuous Improvement and the Lean Supply Chain, Gatlinburg
- Nov. 9 OSHA 10-Hour General Industry, Jackson
- Nov. 9 24-Hour Emergency Response Technician, Bell Buckle
- Nov. 9 Energy 101 Workshop, Cookeville
- Nov. 15 Clandestine Methamphetamine Lab Decontamination Contractor Class, Nashville
- Nov. 16 OTI 500 Trainer Course in OSHA Standards for Construction, Knoxville
- Nov. 16 OTI 501 Trainer Course in OSHA Standards for General Industry, Knoxville
- Nov. 29 8-Hour Emergency Response Refresher, Nashville
- Nov. 30 8-Hour Worker Refresher, Nashville

◆ CTAS

- Nov. 5 Ethics Workshop, Jackson
- Nov. 9 Ethics Workshop, Johnson City
- Nov. 10 Ethics Workshop, Knoxville
- Nov. 17 Ethics Workshop, Franklin

◆ LEIC

- Nov. 1 Fundamentals of Cybercrime Investigation, Jackson, Miss.
- Nov. 2 Survival Spanish for Law Enforcement, Omaha, Neb.
- Nov. 8 DNA Evidence, Identification, Collection and Preservation for Law Enforcement, El Paso, Texas
- Nov. 8 Survival Spanish for Law Enforcement, Salem, Ore.
- Nov. 11 DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Hobbs, N. Mex.
- Nov. 15 Crime Scene Management Field Techniques, Hobbs, N. Mex.
- Nov. 16 Survival Spanish for Law Enforcement, Wichita, Kan.
- Nov. 29 DNA Evidence, Identification, Collection and Preservation for Law Enforcement, Columbus, Ohio
- Nov. 30 Meth Free Education in Tennessee Schools, Paris

◆ MTAS

- Nov. 3 Planning and Zoning: A Closer Look, Lakeland
- Nov. 3 Certified Municipal Financial Officer (CMFO), Athens
- Nov. 3 CMFO, McMinnville
- Nov. 3 CMFO, Jackson
- Nov. 4 Planning and Zoning: A Closer Look, Jackson
- Nov. 9 Planning and Zoning: A Closer Look, Collegedale
- Nov. 9 CMFO, Jackson
- Nov. 9 CMFO, Morristown
- Nov. 10 Planning and Zoning: A Closer Look, Knoxville
- Nov. 10 CMFO, White House
- Nov. 12 Planning and Zoning: A Closer Look, Johnson City

◆ NAIFEH CENTER

- Nov. 9 Tennessee Government Institutes Graduation, Nashville
- Nov. 10 Deliberative Dialog Facilitator Training, Knoxville
- Nov. 17-19 LGLP, Knoxville

RECRUITMENTS

◆ CTAS

Coordinator II, Nashville

◆ LEIC

Coordinator II, Nashville

◆ NAIFEH CENTER

Coordinator II, Knoxville

DEPARTURES

◆ CIS

Bill Hicks, CIS, Knoxville

Bill Nusbaum, CIS, Nashville

STATE SERVICE LONGEVITY

Paul Bowman, IPS CO	2 years
Doug Brown, MTAS	4 years
Mandy Johnson, LEIC	5 years
Judie Martin, IPS CO	6 years
Gregg McAlister, LEIC	3 years
Paul Middlebrooks, CIS	24 years
Ann Mitchell, CIS	10 years
Earl Pomeroy, CIS	3 years
Bob Schettler, CTAS	25 years
Bill Wiley, CIS	20 years



The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service
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