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Exchange January 2011

Institute for Public Service

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IPS Course Looks at Business Retention, Economic Development

More than 25 economic development practitioners and local government leaders from across the state attended the first Business Retention and Expansion (BRE) Course offered by the UT Institute for Public Service (IPS) in December.

The course is part of the IPS curriculum designed to build community capacity for economic and community development. It is designed to help participants better understand the importance of existing industry to the economy, to identify and prioritize business and industry needs and to develop strategies and tools to support business retention and expansion in attendees' communities. BRE builds upon the Tennessee Basic Economic Development Course hosted by IPS each year.

Dr. Andre Temple served as director for the course and worked with the team of Dr. Paul Jennings, Dr. Kim Arms, Chuck Shoopman and Beth Phillips. The course was delivered in partnership with state, regional and federal organizations such as the Tennessee Department of Economic and Community Development (ECD) and U.S. Department of Agriculture Rural Development.

Course instructors were Dr. David Kolzow, Team Kolzow (Understanding Your Community, Challenges and Obstacles to BRE, Building Your BRE Action Plan); April Eads, Bristol Essential Services (Understanding Existing Industry Needs); Deb Wooley, Tennessee Chamber of Commerce and Industry (Public Policy and Legislative Issues); Joe B. Brandon, Tennessee Department of Labor and Workforce Development (Retooling the Workforce); Gary Human, Tennessee ECD and Jennings (Resources for Business and Industry); and Temple (Implementing BRE Strategies).

“I thought the course was great and served as a wonderful tool for encouraging teamwork and partnerships in building Tennessee’s economic vitality,” said Kenny Martin, economic and community development director in Mt. Juliet. “The tools I learned and the relationships built will go a long way in my day-to-day activities.”

Another participant said of the training, “This is one of the best one and a half days of training I have attended. I hope you can continue this style of offering courses.”

IPS to Celebrate 40 Years of Service to Tennessee in 2011

The UT Institute for Public Service (IPS) will be celebrating its 40th anniversary in 2011. Events, celebrations and recognitions will be held throughout the year. Information about each will be shared with customers and employees in the coming months.

IPS was officially established at a special called meeting of the UT Board of Trustees on Aug. 18, 1971, and ratified in 1974 by Tennessee Code Annotated (TCA 49-9-401) as part of the university “to provide continuing research and technical assistance to state and local government and industry and to meet more adequately the need for information and research in business and government.”

One of the many ways IPS will celebrate its 40th anniversary is with the launch of a history section on its Web site. The new section features photos, videos and profiles of people (continued on page 2)
CIS Provides Training, Auditing to Assist Cookeville Company

To help it stay up to date on technology and meet customer needs, Automation Tool Company (ATC) in Cookeville called upon the UT Center for Industrial Services (CIS).

ATC provides custom lean and automated assembly and test systems for a variety of industries. The markets served include automotive, medical device, energy storage and consumer products and range from small prototypes to complete “factories in a box.” ATC is able to provide its customers with a wide range of innovative assembly and test solutions that meet the unique product requirements in today’s competitive marketplace. These systems help reduce costs, increase efficiency and insure product integrity for customers.

Team involvement is a key factor in serving its client base. ATC works as an extension of its customers and provides a cross functional team of engineers, designers, machinists and assemblers working to produce a cost effective and flexible solution to meet its customer’s requirements. Core competencies include robotic assembly, dials, synchronous and non-synchronous conveyors, functional and leak testing and lean work cells.

CIS provides continual training and auditing expertise to assist ATC in maintaining its high quality certifications. A win-win for both organizations, this assistance effort helps ATC maintain and grow its customer base while helping CIS create economic impact for the state of Tennessee.

One primary factor in ATC’s success is the ability to provide solutions to a diverse customer base. “It is imperative to stay up to date and compliant with technology, quality standards and regulations within each industry,” said Craig Homar, ATC quality manager.

“I have high expectations for the future because of the leaders who will guide Tennessee’s state government.”

Craig Homar, ATC quality manager

IPS Celebrating 40 Years of Service to Tennessee in 2011

(continued from page 1)

who are a part of the history of the institute. The section is expected to launch around the middle of January.

During 2011, The Exchange also will feature photos and stories from IPS history. Each month, including this one, a small version of the special 40th anniversary logo will appear somewhere within the newsletter. If you spot the logo, e-mail your guess of the location to IPS40@tennessee.edu. All correct answers will be put into a drawing for a prize.

If you would like to share any stories about the history of IPS, contact Susan Robertson at susan.robertson@tennessee.edu or (865) 974-8518.
The UT Law Enforcement Innovation Center’s National Forensic Academy (NFA) hosted its biennial Best Practices in Forensics Symposium in early December in Nashville.

More than 100 law enforcement personnel from across the country, many of them NFA graduates, attended the two-day event.

LEIC Executive Director Don Green (top left) welcomed attendees to the forensic symposium. Nationally known forensic scientist Dr. Henry Lee (top right) was a keynote speaker at the symposium.

Tim Schade (bottom) with the Knoxville Police Department and an instructor with the NFA led a case study discussion on the widely publicized murders of a young Knoxville couple and the subsequent conviction of the suspects.
NFA Grad Helps Find Bodies of Alabama Brother and Sister

A graduate of the UT National Forensic Academy™ (NFA™) was among the law enforcement officials who discovered the bodies of missing Alabama children Natalie and Jonathon Deblase.

The search began in early December when their father John Deblase was arrested. According to police, he confessed to burying his two children, 3-year-old Jonathon Chase and 5-year-old Natalie.

“Looking at and handling the bones and the discussions regarding the differences between human and non-human bones while I was at the National Forensic Academy turned out to be invaluable,” said Lieutenant Joseph Rose with the Mobile (Ala.) Police Department’s Identification Unit. “There were hundreds of non-human bones scattered around the search areas. I was quickly able to determine that these were non-human. These were the two largest recovery operations I have run or have even been a part of. It was good to have had the overall NFA experience just a year ago.”

CTAS Fall Training Impacts Newly-Elected Officials

The August elections brought in a wave of first-time office holders to counties across the state. The UT County Technical Assistance Service (CTAS) has been busy ensuring that those newly-elected officials have access to training that will help them successfully carry out the duties of their new positions.

Because approximately 600 county commissioners are newly-elected, CTAS worked in conjunction with the Tennessee County Commissioners Association (TCCA) to offer a state-wide workshop entitled County Legislative Body Overview. TCCA Executive Director David Connor instructed the classes, which were held in the evening to better accommodate the schedules of the commissioners, most of whom work separate jobs during the day. The class focused on understanding the authority and responsibility of county commissions in Tennessee and included a question and answer period at the end. The sessions were well-attended and many commissioners were eager to provide feedback, including Ashley Jordan of Crockett County who said, “The training has been such a valuable resource for me as a newly-elected commissioner, and I appreciate the efforts of CTAS to provide these at a convenient location and time.”

In addition to the commissioner’s class, CTAS conducted a workshop series on ethics. The statewide sessions, taught by CTAS Legal Consultant Steve Austin, were attended by nearly 200 county employees. The course discussed the Comprehensive Governmental Ethics Reform Act of 2006, as well as other state laws that address ethics and conflicts of interests in county government. The series was well-received and, according to participants, much needed. Diane Wright of Madison County said that it was “very informative. I had no idea before coming to this. So glad I came!”
UT IPS Inclement Weather Policy

With one winter storm behind us and another approaching, here is a look at the Institute for Public Service’s (IPS) inclement weather policy.

With winter months and colder weather upon us, here is a reminder for all employees of the Institute for Public Service inclement weather policy.

Generally, inclement weather does not warrant the closing of IPS offices.

Conditions caused by ordinary inclement weather require each employee to make a personal judgment regarding his or her ability to travel safely to and from work.

Managers should allow employees to use annual leave if the employee feels it is not safe to travel. Employees who make the effort and who report within a reasonable period should not be required to use leave for that absence. Employees should notify their supervisor of their ability to travel.

Occasionally, extraordinary emergency conditions caused by extreme inclement weather may warrant the closing of some IPS offices. When such conditions are thought to exist, the offices will follow the following guidelines on closure:

a. IPS Martin — follows the UT Martin closing
b. IPS Chattanooga — follows the UT Chattanooga closing
c. IPS Knoxville — follows the UT Knoxville closing
d. IPS Jackson — follows the Ag Experiment Station closing
e. IPS Oak Ridge — follows the State of Tennessee closing for Anderson County
f. IPS Nashville — follows the State of Tennessee closing for Davidson County
g. IPS Cookeville — follows the Tennessee Tech University closing
h. IPS Johnson City — follows the East Tennessee State University closing
i. IPS Memphis — follows the UTHSC closing
j. IPS Columbia — follows the State of Tennessee closing for Maury County
k. Other work assignments — follows the State of Tennessee closing for the county where the employee is working

The state of Tennessee will make a decision on closing of state offices due to extreme inclement weather on a county-by-county basis. Communication of any closing decision will be made as quickly as possible to public broadcast media.
Staff Applause

To: Paul Jennings, CIS
I am the EHS Manager for Bemis Milprint in Shelbyville. I just spent the past three days in confined space training with 21 of my employees. I wanted to take some time to commend Walter Idol and Sammy Shaffer (adjunct instructor, health, safety, and preparedness) on the excellent job they did in training my employees. In the classroom and during practical evolutions both Walter and Sammy gave us the knowledge and confidence to go forward with our confined space program in the facility. My employees are still buzzing today about what they learned and how much they enjoyed the class. Walter and Sammy met and exceeded my expectations. I would recommend them and the UT Center for Industrial Services for training needs. You are fortunate to have Walter as part of your team and I look forward to working with him in the future.

Wayne Eaton, EHS Manager, Bemis Milprint

To: Steve Austin, CTAS
The Ethics Workshop was tremendous training for a newly elected county commissioner. I feel more equipped. My knowledge of ethics and conflicts of interest has been enhanced. Thank you!

Tierra Thaxton, Chester County Commissioner

To: Emily Miller, LEIC
I highly commend you and the Law Enforcement Innovation Center for making it possible for Southwest Tennessee Police/Public Safety to receive highly specialized training utilizing e-learning. With many agencies throughout America facing across the board budget reductions, the ease and flexibility of e-learning have been of tremendous benefit to our department. Without a doubt in the coming year, my staff and officers will become even more engaged in the online training offered by LEIC because of this past year’s success.

James Bolden (Ret. Chief), Director of Police Services/Public Safety, Southwest Tennessee Community College, Memphis

To: Norma Wilcox, CIS
On behalf of THK Rhythm, I wish to express our sincere thanks to Bryan Lane. He took the extra time and effort to provide us with a template and a sample of a PRCS written program. This will save us a tremendous amount of time because we will not have to start from scratch and it will ensure that our program will meet the required standard. He also did an excellent job conducting the 30-hour OSHA General Industry training on-site for our safety committee.

Kell Stott, THK Rhythm North America Co., Ltd.

To: Harding Aslinger and Bill Stetar, CIS
Your presentation definitely got some thoughts flowing on how we could change our approach to implementing change.

Jeff Hawkins, Eaton Corporation
To: Don Green, LEIC

I recently returned home from the this year’s NFA Best Practices Symposium in Nashville and wanted to take the time to thank both you and your talented staff for once again putting on such a wonderful event. This bi-annual training not only allows NFA alumni the opportunity to reunite with old friends, but allows each of us to network with our peers and to keep abreast of the emerging trends in the forensic field. My department has benefited tremendously over these last seven years with our on-going relationship with the academy. On behalf of my department, I would like to thank the NFA for all of the quality training that you folks have provided to us over the years.

Det. Mark H. Hanf, Seattle (Wash) P.D. / CSI Unit

To: Melanie Purcell, MTAS

I really appreciate your instrumental help in organizing the entire lineup of Municipal Technical Advisory Service (MTAS) speakers this semester. They all did an outstanding job. The student feedback has been incredibly positive. Several have remarked to me that 562 has been their favorite class. I know this is due mainly to the MTAS consultants and their remarkable professional abilities, experience and communication skills. I am very grateful for the collective contributions that MTAS has made and will continue to make (I trust) to the professional training of the next generation of public servants.

Dr. David H. Folz, Professor & Faculty Associate
Howard Baker Jr. Center for Public Policy
UT Department of Political Science

To: Bonnie Jones, MTAS

You certainly are a great resource. You went above and beyond the call of duty on this one. I actually had a call from the Department of Labor (Nashville office) confirming what you told me as well.

Kaye Palmer, HR Manager, City of Hendersonville

To: Don Green, LEIC

Having recently attended, and thankfully graduated, the 27th session of the NFA, I thought that I would take this opportunity to thank you personally for the experience. I particularly wanted to bring to your attention the quality and commitment of the entire NFA staff. In almost 20 years of law enforcement I have had the pleasure of attending dozens of training events all over the nation, so I had some expectation of the procedural and logistical requirements of putting on such an event. My biggest suprise throughout the session was the smoothness and precision with which the litany of events were brought off by your team. The task of coordinating all these events, instructors, and practical exercises must be daunting at best,

Robert (Geiger) and Nathan (Lefebvre) seem to have this process down like clockwork. During the entire 10 weeks I cannot recall a single request by a student that was not met quickly ( and many of these I personally thought were quite hairbrained). I am certain many more hands went into this pie than just Robert and Nathan, but those were the two sets we saw most often. The level of professionalism I encountered for my entire stay was quite incredible to me, I was wholly impressed with the facilitators and the top level of instructors brought in for training. As I stated before, I have attended many training programs provided by local, state, and federal agencies, as well as many private organizations, and your program is far and away the best experience I have ever had. Much of this experience is due to Nathan and Robert, they should be recognized for their level of commitment to the program, and the law enforcement community in general.

Lieutenant Tully Reed, Millington (Tenn.) Police

Robert Geiger

Nathan Lefebvre

Melanie Purcell

Don Green

Bonnie Jones
**IPS January Calendar of Events**

### CIS
- **Jan. 10** OTI 500 Trainer Course in OSHA Standards for Construction, Knoxville
- **Jan. 10** 8-Hour Site Worker Refresher, Knoxville
- **Jan. 11** 8-Hour DOT Refresher, Knoxville
- **Jan. 18** Hazardous Waste Annual Report Workshop, Nashville
- **Jan. 18** Tier II Workshop, Nashville
- **Jan. 19** Recordkeeping – 300 Log, Nashville
- **Jan. 20** Hazardous Waste Annual Report Workshop, Cookeville
- **Jan. 25** OTI 501 Trainer Course in OSHA Standards for General Industry, Knoxville

### CTAS
- **Jan. 4** Incident Command Workshop, Johnson City
- **Jan. 5** Incident Command Workshop, Knoxville
- **Jan. 10-12** Association of County Mayors Strategic Leadership Conference, Nashville
- **Jan. 21** Incident Command Workshop, Jackson

### NAIFEH CENTER
- **Jan. 19-20** Newly Elected Tennessee Legislators Workshop, Knoxville

### LEIC
- **Jan. 12-14** Survival Spanish, Scott City, Kan.
- **Jan. 24-25** DNA Evidence Identification, Collection and Preservation for Law Enforcement, Oklahoma City, Okla.
- **Jan. 24-25** DNA Evidence Identification, Collection and Preservation for Law Enforcement, Boca Raton, Fl.
- **Jan. 25-27** Survival Spanish for Probation Officers, Omaha, Neb.
- **Jan. 27-28** DNA Evidence Identification, Collection and Preservation for Law Enforcement, Merritt, Fla.
- **Dec. 13-15** First Line Supervision and Management, Mountain City
- **Dec. 16-17** DNA Evidence Identification, Collection, and Preservation for Law Enforcement (Rural), Salem, Ore.

### MTAS
- **Jan. 4** Incident Command for Local Officials, Johnson City
- **Jan. 5** Incident Command for Local Officials, Knoxville
- **Jan. 20** Municipal Administration Program (MAP) Accounting Basics Course, Morristown
- **Jan. 20** Municipal Administration Program (MAP) Accounting Basics Course, Lebanon
- **Jan. 20** Municipal Administration Program (MAP) Accounting Basics Course, Martin
- **Jan. 21** Incident Command for Local Officials, Jackson
- **Jan. 25** Municipal Administration Program (MAP) Accounting Basics Course, Knoxville
- **Jan. 25** Municipal Administration Program (MAP) Accounting Basics Course, Columbia
- **Jan. 25** Municipal Administration Program (MAP) Accounting Basics Course, Jackson
- **Jan. 28-29** Elected Officials Academy, Jackson
- **Jan. 28-29** Elected Officials Academy, Chattanooga

### STATE SERVICE LONGEVITY

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<td>Patti Wells, CIS</td>
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<td>Linda Winstead, MTAS</td>
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<td>Dale Wolfe, MTAS</td>
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### RECRUITMENT

#### IPS CO
- **Budget Director, Knoxville**

### TRANSFER

#### CIS, Knoxville
- **Erin Ketelle from CTAS, Nashville**

### NEW HIRE

#### LEIC
- **Katie Powell, Coordinator, Nashville**

### RETIREMENTS

#### CIS
- **Albert Tieche, Nashville**
- **Roger Adkins, Nashville**

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**IPS January Calendar of Events**

The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service 105 Student Services Building Knoxville, Tennessee 37996-0213 Phone: (865) 974-6621 • Fax: (865) 974-1528

**DR. JOSEPH DIPETRO**
President

**DR. MARY H. JINKS**
Vice President of Public Service

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The university does not discriminate on the basis of race, sex, or disability in its educational programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.
Albert Tieche
Consultant

After almost 20 years with the UT Center for Industrial Services (CIS), Albert Tieche is retiring in January to move to a position with the Davidson County Election Commission.

Tieche joined CIS in 1992 as the agency’s solid waste program coordinator where he developed CIS’ industrial solid waste program for Tennessee manufacturers. In 1998, he took over as environmental program coordinator. He also served as manager of strategic initiatives and most recently as a consultant.

Tieche is a graduate of West Virginia University where he received his bachelor’s degree in mechanical engineering. Before joining CIS, he worked for Celanese Chemical Company in Bishop, Texas, as a project engineer; for Beckley (W.Va.) Hospital as a plant engineer; and as a self-employed project contractor after he moved to Nashville in the early 90’s.

“We’re fortunate to have had Albert on the staff of CIS for almost 20 years. He was a valuable employee and contributor for the Institute for Public Service, and we all wish him the best of luck with future endeavors.”
– Dr. Mary Jinks, Vice President of Public Service

“We will miss Albert a great deal at CIS. He is a very talented individual who combines strong technical ability with great people skills to meet client needs. He has ably taken on a variety of initiatives at CIS, from environmental and energy projects to video production and product development. And, of course, he will be remembered at IPS for hosting Jeopardy and other fun events. We wish him every success in his new role with the Davidson County Election Commission.”
– Dr. Paul Jennings, Executive Director, Center for Industrial Services

“Albert is a very intelligent, talented guy who was a lot of fun to be around. There are a lot of things I could say, but I think it boils down to this: I think we will all miss him very much. I know I will.”
– Bryan Lane, Consultant, Center for Industrial Services
Roger Adkins, a UT County Technical Assistance Service (CTAS) county management consultant specializing in financial issues, will be retiring at the end of January. He will stay on in a part-time capacity with CTAS through the reapportionment process.

Adkins has assisted the counties in Northwest Tennessee since November 1977 when he joined CTAS. Before joining CTAS he worked in the county audit division of the state comptroller’s office.

He holds a bachelor’s degree in accounting from Bethel College. In 2001, he was honored with the Robert S. Hutchison Outstanding Public Service Professional Award.

“I have worked with Roger since 1978. He is well liked and respected by the entire CTAS staff. His retirement will leave a real void in our agency.”

– Mike Garland, Executive Director, County Technical Assistance Service

“Roger has been a hard-working and dedicated employee of CTAS for more than 30 years, and we’re certainly going to miss him.”

– Dr. Mary Jinks, Vice President of Public Service

“When I first started working here, it was before cell phones and pagers and everybody referred to Roger as the “phantom consultant.” It seemed that whenever somebody would call for him, he would show up in their office within the next 15 minutes like he knew they were looking for him.”

– Mike Stooksberry, Environmental Consultant, County Technical Assistance Service