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Exchange**

The Exchange Newsletter

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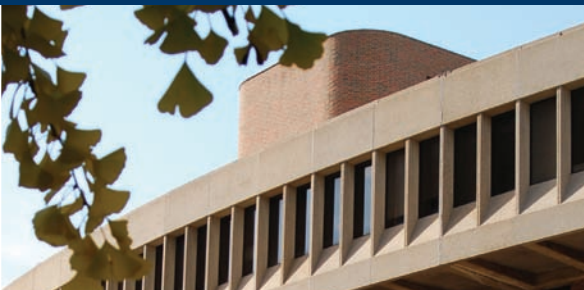
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CTAS Partners to Create TNData Portal

The **UT County Technical Assistance Service (CTAS)** has partnered with the UT Center for Business and Economic Research (CBER) and the UT Department of Geography to create the CTAS/CBER TNData Portal, an interactive mapping, charting and data download Web site of demographic and economic information about Tennessee.

The project is an extension of the American Recovery and Reinvestment Act (ARRA) project led by CTAS's Jon Walden to implement the efforts of Brett Howell of CTAS and David Connor of the Tennessee County Commissioners Association to centralize widely dispersed government data for fast access and easy analysis by county associations and elected officials.

CBER partnered with CTAS on the project because it was seeking better web-based visualization tools for the business and economic research data it collects and compiles for research use and economic analysis for the citizens of Tennessee. CBER introduced the site at its June workshop on U.S. Census Data and Projection, showing how recent data from the American Community Survey can be geographically selected and then mapped, charted and downloaded

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IPS Becomes Re-Accredited as Authorized Provider of IACET CEUs

The International Association for Continuing Education and Training (IACET) has re-accredited the **UT Institute for Public Service (IPS)** and its agencies with the prestigious Authorized Provider status. IACET Authorized Providers are the only organizations approved to offer IACET Continuing Education Units (CEUs). The recognition period extends for five years and includes all programs offered or created during that time.

"We're proud of our programs that trained more than 14,500 city, county and state workers as well as manufacturing and law enforcement personnel in fiscal year 2010," said Mary Jinks, vice president of public service. "Our partnership with IACET shows our commitment to lifelong learning and high standards for all of our programs."

Macel Ely, training specialist with the Center for Effective Leadership, and Mary Ann Moon, e-learning specialist with the County Technical Assistance Service (CTAS), compiled all the information required by IACET and met with an auditor to review the data.



Mary Ann Moon



Macel Ely

"We are pleased to welcome IPS as our newest Authorized Provider organization," said Karen Niles, president of IACET and director of professional development at the American Speech-Language-Hearing Association in Rockville, Md. "IPS is one of nearly 650 organizations around the globe that have had their programs vetted by third-party experts in continuing education to ensure the highest possible standards are met."

In order to achieve Authorized Provider status, IPS completed a rigorous application process, including a review by an IACET site visitor,

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IPS Becomes Re-Accredited as Authorized Provider of IACET CEUs

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and successfully demonstrated adherence to the ANSI/IACET 1-2007 Standard addressing the design, development, administration and evaluation of its programs.

IACET is a non-profit association dedicated to quality continuing education and training programs. IACET is the only standard-setting organization approved by the American National Standards Institute (ANSI) for continuing education and training.

CTAS Partners to Create TNData Portal



Jon Walden



Brett Howell

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in Excel format at the county or tract level. The UT Department of Geography joined the partnership because it supplies similar information on its Tennessee Electronic Atlas. Dr. Bruce Ralston of UT Geography and Mike Meyers of CTAS developed a rich internet application (RIA) interface for the data collected by CBER and UT Geography student workers. The Web site also will supply tax and revenue information developed by Lynne Holliday of CTAS. The combined efforts of the three groups will reduce the effort required to keep data current and relevant.

In addition to helping IPS serve its outreach mission, the Web site uses innovative presentation tools that are drawing attention in academic circles. Featured in a paper presented at the First International Workshop on Web-Based Geographic Information management, TNData Portal "allows users to draw inferences based on their ability to construct multiple data visualizations and interact with those visualizations in an intuitive manner. The application facilitates the discourse between the user and the data without the software getting in the way."

Access the TNData Portal at <http://ctasgis02.psur.utk.edu/credapopulation/>. Feedback on additional data and application performance may be sent to jon.walden@tennessee.edu. ■



Mike Meyers



Lynne Holliday

Public Service Interns Featured

Over the next several issues, members of the inaugural class of public service interns will be highlighted.

Jafar Ware is working in economic development with the UT Center for Industrial Services (CIS). A native of Dalton, Ga., he received his degree in political science from Kennesaw State University. He has been active in public service and interned in the office of Georgia State Senator Robert Brown while attending KSU. Upon graduation, he worked as a teacher and was selected in 2009 to help supervise the U.S. Census Bureau's Northwest Georgia district office.

Because of his commitment to public service, Ware decided to pursue his master's degree in public administration from UT Chattanooga. His focus of study is local government management with an emphasis on economic development.



Jafar Ware



April Ransom

April Ransom is working in the Shelby County Probate Court Clerk's Office and works closely with Gary Harshman, probate court clerk and administrator, assisting with end-of-year estate accounting, customer service and file/records keeping. Ransom received her undergraduate degree from the University of Memphis in health services administration. She currently is working toward her master's degree in anthropology at Memphis.

MTAS Wastewater Expert Speaks at Water Environment Federation Webcast



Brett Ward

Brett Ward, **UT Municipal Technical Advisory Service (MTAS)** wastewater specialist, recently was a speaker for a Water Environment Federation webcast.

The Water Environment Federation provides worldwide leadership in the wastewater and sewer industry. This summer, they are conducting a series of webinar training programs. The first webinar was entitled, Phosphorus Removal – Tips for Operators, Trainers and Design Engineers. The speakers, in addition to Ward, were:

- James Barnard, Global Practice and Technology Leader, Black and Veatch
- Paul Krauth, Outreach Coordinator, Utah DEQ – Division of Water Quality
- Gajindar Singh, Program Manager – National Wastewater Operator Training, U.S. Environmental Protection Agency (EPA)

Ward presented two examples of chemical phosphorus removal processes being used in Tennessee. The plants discussed are located in Fairview and Lawrenceburg.

This was the Water Environment Federation's largest attended webinar to date with more than 650 official sites logged onto the session. This webcast is being offered in affiliation with U.S. EPA's 104(g) Wastewater Operator Assistance Program. ■



TREEDC Members Brief Deputy Governor, TDEC Commissioner

Recently, 12 Tennessee Renewable Energy and Economic Development Council (TREEDC) Advisory board members held an informational briefing with Deputy Governor Claude Ramsey and Tennessee Department of Environment and Conservation Commissioner Bob Martineau.

The purpose of the briefing was to advise the new state administration about the various city and county energy projects initiated by TREEDC, a statewide network of city and county mayors working to promote renewable energy in Tennessee. TREEDC President/Pikeville Mayor Greg Johnson also explained the critical role that the UT Institute for Public Service (IPS), the Municipal Technical Advisory Service (MTAS) and UT President Emeritus Dr. Joe Johnson played in creating the council.

TREEDC Co-founder Emanuel Bailey discussed the council's involvement with biosolids conversion possibilities into syngas. Gibson County Utilities Director Pat Riley discussed potential compressed natural gas opportunities for municipal and county fleets.

Attendees included Columbia Mayor Dean Dickey, Dunlap Mayor Dwain Land, Dunlap Administrative Assistant Yonna Weldon, Ducktown Mayor James Talley, Sequatchie County Mayor Claude Lewis, Jackson Energy Authority Manager Scott Dahlstrom and State Economic and Community Development (ECD) Recruiter Joe Claxton. ■

CTAS Welcomes Two New Consultants

Mike Galey, county government consultant, joined the UT County Technical Assistance Service (CTAS) in March. Prior to his service with CTAS, he worked for 20 years with the Local Government Corporation, providing software training and support to city and county governments in Tennessee. He is a 1986 graduate of the University of Tennessee at Martin with a bachelor's degree in business administration. He serves counties in Region 7, northern West Tennessee.



Mike Galey



Wesley Robertson

Wesley Robertson, county government consultant, joined CTAS in May. He has a bachelor's degree in accounting from Middle Tennessee State University and a master's degree in business administration from Tennessee Technological University. Prior to joining CTAS he served as the executive director of Local Finance with the Tennessee Department of Education and also as an accountant with Maury County Schools. He currently is working out of the CTAS Central Office in Nashville but will transition to serve counties in Region 2, East Tennessee. ■

MTAS, CTAS Consult with Chattanooga on Charter Change

The city of Chattanooga recently requested information about the process required to change to the charter county form of government. The charter county form of government is similar to a home rule city charter, whereby citizens, through referendum, establish the basis guidelines for the county charter.

The report outlined procedures for adopting the alternative form of county government and general law

requirements. UT Municipal Technical Advisory Service (MTAS) consultants participating in the report were Ron Darden, Sid Hemsley, Steve Thompson and Frances Adams-O'Brien. UT County Technical Assistance Service (CTAS) participants included Mike Garland and Libby McCroskey. The report can be reviewed in the MTAS Knowledgebase. ■



Ron Darden



Sid Hemsley



Steve Thompson



Frances Adams-O'Brien



Mike Garland



Libby McCroskey

Solution Point FAQs

With the launch of a new learning management system, here are some tips:

✓ How do I register for a class?

Logon to Solution Point, and search for the course or click on Course Catalog. After you select the course, click on the Register link next to the offering you want to register for.

✓ How do I register for Web-based training?

Logon to Solution Point, and click on the Course Catalog. Look for a folder in the Course Folders section that indicates it contains online courses. Click on that folder to view the online courses. Select the course you want, and click Enroll at CBT/WBT at the bottom of the screen.

✓ How do I cancel my registration?

Logon to Solution Point under My Learning, and select Training. Click on the course you want to cancel. Click Cancel at the bottom of the screen.

✓ How do I view my enrollments?

Logon to Solution Point, and select Training from the My Learning menu. Your enrollments will be displayed.

✓ How do I view or print my transcript?

Logon to Solution Point, and select Transcript from the My Learning menu list. Click Print Internal Transcript Report at the bottom of the screen. A new browser window will open, and your transcript will be shown. Use the Print function from your browser to print a copy of the transcript.

✓ How do I print a certificate of completion?

Logon to Solution Point select Transcript from the My Learning menu list. Look on the right of a course you have completed for an icon resembling a printer. Click that icon to print a certificate of completion for that course. The certificate will open in a new browser window. Use the Print function to print the certificate. ■

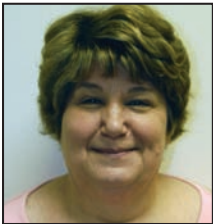
Six IPS Employees Achieve Star Achievement Level II



Donna Bridges



Tammy Gage



Ann Mitchell

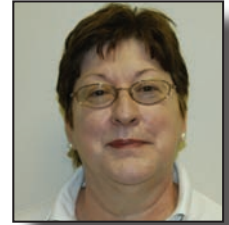
UT Center for Industrial Services (CIS) employees Donna Bridges, Tammy Gage, Ann Mitchell, Beth Paton and Patty Wells, and UT County Technical Assistance Service's (CTAS) Brian Spears recently received certifications for completion of the Star Achievement Level II Series of Professional Development.

The Star Achievement Series is the most comprehensive training program for administrative assistants, executive assistants, secretaries and support staff. The training program consists of 12 full-day workshops and offers three levels of learning.

The series focuses on innovative methods of teaching, including interactive role plays, presentations, exercises, timed activities, team competitions, puzzle assembly, values auction, group discussion and more. These exercises are energizing, challenging, fun, and have gotten rave reviews by course participants.

Star Achievement is based on a philosophy of excellence that asserts everyone has the potential to be a star performer at work with the right combination of skill, attitude, teamwork and strategy.

These employees received the Star Achievement Level I Certification last year and are looking forward to completing the series with a Star Achievement Level III Certification next year.



Beth Paton



Patty Wells



Brian Spears

Brown Bag Meetings Provide Internal Communication



Dr. Mary Jinks, vice president of public service, recently scheduled brown bag meetings with UT Institute for Public Service (IPS) employees statewide. During the meetings, she asked employees to present any issues they would like to discuss. Topics included the inclement weather policy in Nashville, travel reimbursements and the budget. In this picture, she is meeting at LEIC. Pictured from left are Janet Hails, Gregg McAlister, Don Green and Jinks.

Staff Applause

To: Chuck Shoopman, IPS CO

I want to thank you and your staff for taking the time to come to Memphis for our staff retreat. The presentation you gave was insightful and thought-provoking and will benefit me and my staff greatly as we continue to work toward being a more effective and efficient government.



Chuck Shoopman

In the coming months as we continue to look for ways to improve our processes, we will most likely be calling on your office to help us refine and tool our systems to ensure we are focusing on the right priorities and delivering the best possible services. As you well know during these tough economic times, we must all look for ways to do more with less.

Mark H. Luttrell Jr., Mayor, Shelby County

To: Mandy Johnson, LEIC

The Colton Police Department recently sent one of our officers to the DNA Evidence Identification/Collection Course in Redlands (Calif.). He was extremely happy with the course presentation. We would like to send our field evidence collection officers to an upcoming course.



Mandy Johnson

Robert Drey, Colton (Calif.) Police Department

To: Mandy Johnson, LEIC

I just wanted to tell you again that I was very impressed with your DNA class. I attended the class in Redlands (Calif.) last week. I am grateful to have been able to go to the class because with budget issues it would not have been probable if there was a fee. I will be passing on what I learned to our officers in briefings. Thanks again and please keep me in mind if you are having any other training in California.

Colleen Sellers, Forensic Specialist
Upland (Calif.) Police Department

To: Hank Dye, Vice President

I would like to take this opportunity to commend **Robert Geiger** of the University of Tennessee National Forensic Academy (NFA). His assistance with multiple events in support of the Federal Bureau of Investigation's Community Outreach Program is a testament to your leadership and commitment to community partnerships.



Robert Geiger

In April of this year, Geiger expertly organized and presented a forensics overview to the students of the 2011 FBI Junior Special Agents class. His captivating presentation was enjoyed by all and inspired several of the aspiring scientists in the class. More recently, Geiger supported the FBI Knoxville Citizens Academy Association (FBKCAAA) by hosting a "Forensics Night" event. FBKCAAA members were fascinated to learn more about forensics as well as the mission of the NFA. The educational presentations and hands-on exercises enjoyed by the students were emblematic of the NFA's reputation for professionalism and academic excellence. Geiger's eager engagement and willingness to assist the FBI are greatly appreciated. Many thanks to you, Mr. Geiger, the NFA and the university for your invaluable support.

Richard L. Lambert, Special Agent in Charge, FBI, Knoxville

IPS August Calendar of Events

◆ CIS

- Aug. 8 Lean Certificate Course, Gatlinburg
- Aug. 9 Eight-Hour Site Worker Refresher, Bartlett
- Aug. 10 Eight-Hour Emergency Response Refresher, Bartlett
- Aug. 11 Hazardous and Special Waste, Nashville
- Aug. 16 OTI 511 Occupational Safety and Health standards for General Industry, Knoxville
- Aug. 23 Eight-Hour Site Worker Refresher, Nashville
- Aug. 24 16-Hour DOT, Nashville
- Aug. 26 Eight-Hour DOT Refresher, Nashville
- Aug. 29 Eight-Hour Site Worker Refresher, Knoxville
- Aug. 30 16-Hour DOT, Knoxville
- Aug. 30 SBIR/STTR Phase I Proposal Preparation Workshop, Chattanooga
- Aug. 31 SBIR/STTR Phase I Proposal Preparation Workshop, Johnson City

◆ CENTER FOR LEADERSHIP

- Aug. 14-19 Tennessee Government Executive Institute (TGEI), Knoxville

◆ CTAS

- Aug. 23 Basic Principles of Economic Development Workshop, Knoxville
- Aug. 24 Basic Principles of Economic Development Workshop, Franklin
- Aug. 25 Basic Principles of Economic Development Workshop, Jackson

◆ LEIC

- Aug. 1-5 Crime Scene Management Field Techniques, Westminster, Colo.
- Aug. 8-10 Survival Spanish for Law Enforcement, Brigham City, Utah
- Aug. 9-10 DNA Evidence Identification, Collection and Preservation for Law Enforcement (Rural), Pearl, Miss.
- Aug. 22-26 Fundamentals of Cybercrime, Omaha, Neb.
- Aug. 25-26 Domestic Violence, Beaverton, Ore.
- Aug. 29 Crime Scene Management Field Techniques, Salina, Kan.

◆ MTAS

- Aug. 10 Public Acts, Knoxville
- Aug. 11 Municipal Management Academy (MMA) Human Resource Overview, Bristol
- Aug. 16 Public Acts, Jackson
- Aug. 24 MMA Workplace Harassment and Workplace Violence, Germantown
- Aug. 24 Accounting Basics, Jackson
- Aug. 24 Accounting Basics, Knoxville
- Aug. 25 MMA Workplace Harassment and Workplace Violence, Bristol
- Aug. 30 Public Acts, Franklin
- Aug. 31 Accounting Basics, Franklin

RECRUITMENTS

◆ CIS

Program Manager (Solutions Consultants), Nashville
 Training/Logistics Coordinator, Nashville
 Health and Safety Program Manager
 Economic Development Program Manager

◆ MTAS

Assistant Director, Knoxville
 Administrative Support Assistant, Nashville

NEW HIRES

◆ IPS CO


Darlene Lugenbuhl, Development Director

◆ MTAS


Dennis Wolf, Fire Consultant
 Amber Sanderson, Management Intern,
 Johnson City

STATE SERVICE LONGEVITY

Macel Ely, IPS CO 8 years
 Gina Guinn, LEIC 9 years
 Gary Hayes, CTAS 31 years
 Brett Howell, CTAS 16 years
 Don Johnson, CTAS 22 years
 Donna Kelley, LEIC 1 year
 Keith Ridley, CIS 12 years
 Ben Rodgers, CTAS 6 years



The IPS 40th anniversary logo appeared on the top picture on page 4 in the July issue of The Exchange.



The July winner was Mike Tallent from the IPS Central Office.

Can you find the logo this month?
 E-mail your guess to susan.robertson@tennessee.edu.



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 DIPIETRO
 President

DR. MARY H. JINKS
 Vice President of Public Service

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