



University of Tennessee, Knoxville  
**TRACE: Tennessee Research and Creative  
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The Exchange Newsletter

Institute for Public Service (IPS)

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2012

## Annual Awards Brochure 2012

The Institute for Public Service

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THE UNIVERSITY *of*  
TENNESSEE 

INSTITUTE *for*  
PUBLIC SERVICE

2012 AWARD RECIPIENTS

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*More than 30 employees  
of the UT Institute for Public Service (IPS)  
and its agencies were honored with awards  
at the 2012 IPS Annual Conference  
in Chattanooga.*

*Thank you to the awards committee  
for taking the time to wade through the nominations  
and select the award winners.*

### 2012 ANNUAL AWARDS COMMITTEE



Jennifer Benson



Donna Bridges



Thaddeus Grace



Josh Jones



Jon Walden

### 2012 ANNUAL CONFERENCE PLANNING COMMITTEE



Doug Brown



Sherri Brown



John Chlarson



Tammy Gage



Gina Guinn



Martha Kelley



Judie Martin



Emily Miller



Susan Robertson



Ben Rodgers



Brian Spears

## 10-YEAR SERVICE AWARDS

### **Terri Kinloch, CTAS**

Terri has been with IPS for 10 years, and is well known for stories about her children and dog. She is never without something funny to tell. She and her husband Alisdair have two children, Cameron (6) and McKenna (2). She loves to spend time outdoors with her family and friends and enjoys cooking. She received both her undergraduate and master's degree from Vanderbilt.



### **Ron Darden, MTAS**

Prior to coming to IPS Ron has had many other interesting work assignments. He served as a manager of Sears, was owner of a construction company, served two terms as a city council member, was a city administrator, a city manager, and a public works director. He and his wife, Judy have been married for 47 years. His hobbies include gardening, fishing, reading and politics.



### **Melissa Ashburn, MTAS**

Melissa helps Tennessee cities by providing legal advice. She has a husband who cooks for her all the time, because she claims that she is helpless in the kitchen. She and her husband have three cats and two dogs. She enjoys reading fiction in her spare time and working out. She lifts weights and can lift her own weight, but she won't tell what that is.



## 20-YEAR SERVICE AWARDS

### **Mary Ann Moon, CTAS**

Mary Ann has continued to provide service to her fellow workers by helping them prepare training materials for county customers, as well as develop ways to provide training without having to sit in a classroom. She is married to husband Dave, who teaches school in Knoxville. She spends most of her spare time reading, and some call her a book worm.



## 20-YEAR SERVICE AWARDS (CONT'D)



### **Rick Hall, CTAS**

Prior to becoming a county government consultant with CTAS in 1992, Rick was the finance director for Scott County. He has been married to his wife Denita for 20 years, and they have two children, Mandy (13) and Chance (11). He enjoys playing the classical guitar, attending church services, watching the children's musical recitals and attending his son's football and baseball games.



### **Mike Stooksberry, CTAS**

Mike has a background that includes many different work experiences. Prior to coming to IPS, he served as a public works director, city manager and land surveyor. He also served in the National Guard before retiring at the rank of Colonel. In his spare time, he enjoys helping people with landscaping and erosion control. He has been married to his wife, Mary Ellen for 36 years. They have four children and five grandchildren.

## 30-YEAR SERVICE AWARD



### **Carolyn Keith, CTAS**

Carolyn is the first person who greets you when you enter the CTAS office or call on the telephone. She has been married to her husband, Gary, for almost 45 years, and they have one daughter, Kim, an Encore Teacher who works with gifted and talented students in Metro Nashville schools. Her hobbies include reading, shopping, baking and decorating. She loves to go to Tea Rooms to eat and enjoy the ambiance.

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## PUBLIC SERVICE ACHIEVEMENT AWARD

*This award is presented to a full-time or permanent part-time public service staff member with less than three years of service with IPS.*

*Selection is based on exceptional performance and productivity, scope of duties, degree of responsibility and extraordinary impact of work for a customer group.*



### **Stephanie Allen, MTAS**

Stephanie came to IPS in 2010. She hit the ground running and has not slowed down. She immediately took control and has worked tirelessly to streamline processes and institute changes that have resulted in better quality products, having less errors and more accuracy. She has brought her business acumen to the department, putting her MBA to good use. She is a very conscientious hard-working individual who personifies excellence in public service.



### **Gail White, Central Office**

Gail came to IPS in 2011 and managed to take the budget to a new level. She joined IPS at the start of the budget process, so she had to jump in quickly and learn a new process, new department and new employees. She worked in the UT treasurer's office for 18 years before coming to IPS. She has worked tirelessly with the business managers from each of the IPS agencies to explain the budget process and how she wants them to prepare the budget documentation for their agency and submit for the fiscal year.

## HORIZON AWARD



*The Horizon Award is presented to a regular full-time or part-time non-exempt employee with less than three years of service with an IPS agency. The recipient must demonstrate a positive attitude, show initiative, be a team player and exemplify excellence in performance.*

Since joining IPS in 2010, **Shelley Hayes, Jackson Regional Office**, has been of great assistance in the day-to-day operations of the Jackson office. In addition to her great work ethic, she has been attending school and completed her associate's degree, is now working on her bachelor's degree at Union College and has made the dean's list each semester. She has also received a scholarship from the Business and Professional Women of Jackson to use toward her tuition for the upcoming school year.

## BEACON AWARD



*The Beacon Award recognizes an individual, either non-exempt or exempt, who has demonstrated a continued capacity for providing top-notch services behind the scenes, usually by having first-hand knowledge of projects and by helping support agency outcomes.*

**Scott Gordy, Central Office**, always comes to work with a smile on his face and whistling a tune. He is always willing to help anyone who asks, even if it isn't in his field. During the past year, he has been busy working on the Training Partners transition for Solution Point. He has also been working with the UT System OIT office to make sure that IPS data needs are being considered and included in the OIT plan.

## PINNACLE AWARD



*The Pinnacle Award recognizes an employee, either exempt or non-exempt, who has demonstrated an ability to provide services that go above the normal high-quality services we all seek to provide.*

**Earl Pomeroy, CIS**, exhibits extraordinary customer service traveling throughout Tennessee to meet with customers and other partners and to deliver training. Facing extremely tight deadlines, this employee has worked nights and holidays to address the reporting needs of funding agencies and business needs of customers. He has become the "go to" person for information and expertise in his area.

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## FIVE FRANKLIN AWARDS

### **Macel Ely, Naifeh Center**

#### **Mary Ann Moon, CTAS**

Macel and Mary Ann worked on re-accreditation with the International Association for Continuing Education and Training (IACET) for CEU's for the many training programs that are offered by all our agencies. IPS and its agencies were also recognized as an Authorized Provider. In awarding the Authorized Provider status to IPS, we are 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.



### **Jim Slizewski, CIS**

Jim is described as being one of the top consultants, year-in and year-out for more than a decade. He consistently leads his agency in revenue performance, economic impact and other important performance indicators. In one of his best performance years, he was responsible for securing \$313,000 in customer fees. In addition to impressive numbers, he is a strong advocate of the university and has established excellent working relationships with faculty in the college of engineering and other departments.



### **Linda Winstead, MTAS**

Linda has been with UT for 27 years and started her career in the school of nursing. She has been with IPS for 14 years. She has consistently given her best day after day as she works on municipal codes, ordinances and charters. She is the senior support person on the codes team and diligently strives to maintain her great timeliness and accuracy in producing legal documents. Year after year, she has played a key role in working with cities to get their ordinances in order to be codified.



## FIVE FRANKLIN AWARDS (CONT'D)



### **Justin O'Hara, MTAS**

Justin is described as “critical to the success” of his organization and the consultants that he works with daily. When computer problems arise, he is quick to fix them to get the consultants back on their way. He is forward thinking and entrepreneurial in researching new technologies and procedures while also adhering to internal and industry operating standards.



### **Lynne Holliday, CTAS**

Lynne has been working with Shelby County for the past year to help develop a performance management system. She began by educating herself on performance management, identifying the work that needed to be done and the CTAS staff members who would be best to do it. She sorted through the information that the consultants brought back, organized the information and made sense of it, developing templates and methods for delivery of the information to the county mayor, in a manner that was understandable and workable and accomplished the goals.

## FACULTY EXCELLENCE AWARD

*The Faculty Excellence Award is presented to a University of Tennessee faculty member who works closely with IPS to help serve the public service mission.*



### **Dr. Bruce Ralston**

#### **Professor Emeritus, UT Knoxville**

Dr. Ralston has been a friend and partner of the Institute for Public Service for more than 10 years. Beginning in 1999, when he oversaw a project using students from his Geographical Information System (GIS) classes to serve on an MTAS project to map municipal water systems, he has continued to provide IPS with consulting expertise in projects to use GIS and related technology to improve government decision-making.

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## **TOM & DIANE BALLARD AWARD OF EXCELLENCE**

*The Tom and Diane Ballard Award of Excellence is presented to a fulltime, non-exempt employee who has demonstrated sustained high-quality job performance, initiative, and good communication skills, flexibility and commitment to the institute.*



### **Misty Bean, LEIC**

Misty is described as a person who maintains a high standard of work performance and has taken a leadership role in providing reporting and information for her fellow employees. Her co-workers say that she is efficient, knowledgeable about policy and procedure, caring about her job, flexible and tireless in tracking down answers. She exemplifies flexibility, taking on new roles as needed, and she brings new ideas to the table and takes the initiative to research or find solutions to problems she may encounter.

## **ROBERT S. HUTCHISON OUTSTANDING PUBLIC SERVICE PROFESSIONAL AWARD**

*The Robert S. Hutchison Outstanding Public Service Professional Award is presented to a full-time exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute and the university.*



### **Terri Kinloch, CTAS**

Terri has helped to design and create new training courses, managed many elected officials certification programs, and served on many committees including the Employee Relations Committee, the Training Partner implementation committee, and the IPS Leadership/Management Strategic Planning Committee. She has also participated in the first IPS Leadership Academy. She is never satisfied and always looking for better ways to provide training to her customers.

**ROBERT S. HUTCHISON  
OUTSTANDING  
PUBLIC SERVICE  
PROFESSIONAL AWARD**

*The Robert S. Hutchison Outstanding Public Service Professional Award is presented to a full-time exempt staff member who has consistently shown extraordinary commitment to the public service mission, the institute and the university.*



**Sid Hemsley, MTAS**

With his lengthy tenure and devotion to serving Tennessee, Sid is undoubtedly deserving of this award. He works above and beyond to help his colleagues. He is quick to listen and to help anyone who comes to him, and he listens to all the minute details. He performs exhaustive research and details every option and remedy in a (usually lengthy and more-than-informative) opinion. He can be counted on to show up early every morning and leave after most everyone else. He is fondly described by staff as the “grandfather” of MTAS and legal opinions.

**PROJECT OF THE YEAR**

*To be considered as a Project of the Year, a team of employees must be working on an ongoing project or have completed a project that supports the IPS five-year strategic plan.*



**e-Li, CTAS**

While Mary Ann Moon suggested the e-Li project, it is a project that belongs to the entire CTAS staff. Mary Ann began with the idea to build a content management system that would house the content from all of the CTAS publications. This would help to cut back on publication costs, make it easier to update content, alleviate repetitive information in multiple publications and provide the most current information to county officials. **Mary Ann Moon, Jon Walden, Libby McCroskey, Gary Hayes, Robin Roberts, and Mike Meyers** were recognized for their work creating e-li.

## VICE PRESIDENTIAL CITATIONS

*The Vice Presidential Citation recognizes  
either a person or a project.*



### CTAS Re-Apportionment

CTAS has been assisting county governments with re-apportionment for many decades. This is done every 10 years, following the federal census. In the past 40 years, CTAS has worked with the State of Tennessee's Local Planning offices. Last year it changed when the Local Planning Assistance Offices in Tennessee were closed and the burden fell on CTAS to help more counties than in the previous years. Instead of helping 30 counties, the numbers jumped up to 80. CTAS was able to save county governments statewide about \$2 million in cost avoidance.

For their re-apportionment effort, we recognize the CTAS Field Staff of **Gary Hayes, Wesley Robertson, Rick Hall, Ben Rodgers, Marty Spears, Doug Bodary, Mike Gale, Bobby Phillips, Robin Roberts and Jeff Metzger, Chris Payne, and Mike Meyers** of CTAS.

### Training Partner Implementation

This project required total inter-agency cooperation and collaboration, and has had the most impact on IPS customers. This project has been a two-year undertaking by representatives from all of the IPS agencies. Staff from all agencies worked countless hours to configure, implement, manage, and clean data for the new system. **P.J. Snodgrass**, the project team leader who represented MTAS was recognized, along with the following agency representatives: **Terri Kinloch** from CTAS, **Lori Ungurait** and **Andi Damewood** from LEIC, **Scott Gordy** from the Central Office and **John Erdmann** from CIS.

