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The Exchange Newsletter

Institute for Public Service (IPS)

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Institute for Public Service

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the EXCHANGE

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University expertise for community and workplace needs

Reuben Harris, the first executive director of CIS, passed away in 2012. In August 2008, he recalled his early days with the center:

"I greatly appreciate the opportunity given to me by the university when I was employed and instructed to begin building the Tennessee Industrial Research Service, which evolved into the Center for Industrial Services. When Bob (former vice president Bob Hutchison) and I walked into the office in the old Methodist Publishing House building across from the Federal Courthouse on Broadway, he gave me my charge. The room was furnished with one large desk and a chair. On the desk was a telephone, a yellow legal tablet with a sharpened pencil across it. Bob looked at me and said 'I have delivered your automobile to you and this is your office. Now build the program.' It is very gratifying to me to read about the extensive off-campus training delivered by IPS. I remember delivering some CIS-developed training during the 1960s, some of it to the midnight shift foremen in Jacksboro and Erin."

UT CENTER for INDUSTRIAL SERVICES PLANS 50th ANNIVERSARY CELEBRATION

Fifty years ago this month, the Tennessee General Assembly passed legislation on March 19 to create an "Industrial Research Advisory Service" within the University of Tennessee, "to render service to the industries in this state by providing information, data and materials relating to the needs and problems of industry ..." Governor Frank Clement signed the legislation on March 21, 1963, and the **UT Center for Industrial Services (CIS)** was established.



United States. The center originally focused on building industry awareness of available services, assessing manufacturing problems, and connecting manufacturers with faculty expertise. Although this continues to be an

important service, the agency has evolved over the years to include a range of services and multiple funding sources that address the CIS mission to "deliver solutions that help Tennessee business grow, succeed and create high quality jobs." These solutions produce an annual economic impact

CIS is busy planning events this year to celebrate being one of the oldest industrial extension services in the

for the state that can reach \$1 billion and higher.

(continued on page 2)



REUBEN E. HARRIS
EXECUTIVE DIRECTOR
September 1963 - June 1984



T.C. PARSONS
EXECUTIVE DIRECTOR
July 1984 - June 2005



DAVID W. HALL
EXECUTIVE DIRECTOR
September 2005 - September 2009



PAUL H. JENNINGS, PH.D.
EXECUTIVE DIRECTOR
September 2009 - Present

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UF CENTER for INDUSTRIAL SERVICES PLANS 50th ANNIVERSARY CELEBRATION

“We hope to use CIS’ 50th anniversary as an opportunity to celebrate our past contributions to Tennessee’s manufacturers and economic development, while highlighting current efforts to foster growth and innovation in businesses and communities across the state.”

Dr. Paul Jennings, CIS Executive Director

(continued from page 1)

Jennings, only the fourth executive director in the agency’s history, reports that CIS will announce details soon about plans to celebrate its 50th anniversary in conjunction with national Manufacturing Day, designated as Oct. 4, 2013. “We expect to start our celebration on Manufacturing Day and continue throughout October and November with events across Tennessee,” he said. ■



Former CIS Executive Director T.C. Parsons (left) and former IPS Vice President Tom Ballard (seated).



In 1963, CIS started as the Tennessee Industrial Research Service.



Former CIS Assistant Director Curtis Vandiver on a field visit.



CIS has worked with Tennessee businesses since 1963.



IPS Checking Progress of Employee Engagement with Survey

Some 18 months after employees completed an Employee Engagement survey as part of The University of Tennessee’s system-wide measurement, the **Institute for Public Service** is launching a second survey this spring to check progress within the institute.

“When we received the results of the November 2011 survey, we saw areas within all of our agencies that needed to be improved,” said Dr. Mary Jinks, vice president of public service. “Each agency put together committees to examine these areas and identify ways to improve them. I know we’ve made some progress, and this survey is a way for us to measure that progress.”

Some of the areas in which the institute has improved include:

- All employees were given the opportunity to give input on the IPS strategic plan.
- The vice president schedules face-to-face meetings in all of the IPS agencies twice a year, and each assistant vice president also will be scheduling meetings at each of the locations.
- The IPS communications team has looked at re-designing the intranet and is in the process of starting the re-design.
- The IPS central office has started an all-hands staff meeting every other Monday of the month.

As a result of survey comments, the IPS central office also has scheduled team building training for its employees. ■

MTAS Encourages Municipal Clerks, Records to Register for Conference

Municipal governments are under constant pressure to deliver services more efficiently, and municipal government professionals must continually evaluate their performances in terms of productivity and effectiveness to keep pace with today’s demands as well as to prepare for tomorrow’s challenges.

The spring conference of the Tennessee Association of Municipal Clerks and Records will be held April 17-19 at Embassy Suites in Murfreesboro. Credit hours earned by participants will be applied to their **UT Municipal Technical Advisory Service** transcript. The hours will apply toward the state certification and the International Institute of Municipal Clerks certification. The hours also will apply as elective hours toward Municipal Administrative Program Certificates. Many of these hours may also satisfy the continuing education requirements that are mandatory to maintain certifications including the Certifies Municipal Finance Officer (CFMO). ■

MTAS Assists McMinnville with Strategic Planning Session



Warren Nevad

UT Municipal Technical Advisory Service (MTAS) Municipal Consultant Warren Nevad recently facilitated a strategic planning retreat for the governing body of the McMinnville.

Newly elected Mayor Jimmy Haley, City Administrator David Rutherford and the board of aldermen held the retreat at city hall. The purpose of the retreat was for the officials to learn more about municipal government resources, and to develop its top four strategic goals for 2013.

The officials discussed the types of municipal charters, legislative actions as well as board and staff responsibilities, the variety of services offered by MTAS and the MTAS Building Better Cities Initiative. ■



CIS Delivers Showcases to Automotive Industry

The UT Center for Industrial Services (CIS) has partnered with the Tennessee Automotive Manufacturers Association (TAMA) to deliver showcases that highlight CIS services that help companies grow, succeed and create high quality jobs.

The first showcase, held on January 24 at ABC Fuel Systems in Gallatin, featured a two-hour presentation on Toyota Kata by CIS Solutions Consultant Harry Kitchens. Toyota Kata is a management method emphasizing knowledge management and how to develop the organizational capacity to innovate. It is a proven approach for leading, managing and developing people to produce continuous improvement, adaption, survival and results. Fourteen automotive suppliers attended the Toyota Kata showcase.

“We are excited about our partnership with TAMA to deliver these two-hour showcases across the state. It’s an opportunity for TAMA to deliver value to its members, and we appreciate the opportunity to share our expertise with an industry that’s so critical to the Tennessee economy.”

Dr. Paul Jennings, CIS Executive Director

TAMA and CIS held a second showcase in February at the Nissan Decherd plant. The showcase highlighted Lean Sigma, a synergized management tool that eliminates waste while reducing defects. Manufacturers can use Lean Sigma to produce real results by uncovering process waste, reducing non-value added activity, and increasing productivity. TAMA and CIS are developing additional showcases that will be presented monthly during 2013 at automotive manufacturing sites across Tennessee. ■

Wellness Program Makes Some Changes for 2013

Under the 2013 ParTners for Health Wellness Program, the Partnership Promise will be administered by Healthways. Completing the Partnership Promise is mandatory for all employees and their dependent spouses who enrolled in the 2013 Partnership PPO. Dependent children do not have to participate.

Because Healthways is a new administrator of the program, you will go to www.partnersforhealthtn.gov and click on the "My Wellness Login" link to create a new well-being account. Employees must then take the Well-Being Assessment (WBA) between Jan.1 and March 15. Once you get the results of your Well-Being Assessment, you will need to participate in one of the wellness activities by July 15. These include: (1) Receive and report an age-appropriate preventive service; (2) Participate in a ParTners for Health wellness challenge; or (3) Create your Well-Being Plan and complete three action items.

You should have received a pamphlet at your home address in December 2012 that explained this process. This pamphlet is also on the above link. ■



VIRTUAL PRIVATE NETWORK:

What it can do for IPS Employees

By Scott Gordy, IPS CO

To even begin to understand what a Virtual Private Network or VPN can do, it might help to understand what it is. To understand what it is, we must first understand what it IS NOT. A VPN IS NOT a physical network that consists of cables or wireless access points (WiFi) where you can connect your computer allowing it to access to a physical network.

Suppose for a moment that you are at home connected to the Internet playing Words with Friends, Facebooking and Tweeting, and all of a sudden you remember that the spreadsheet you needed to update by tomorrow is stored on your agency's share drive.

While at home connected to the Internet you are connected to your home physical network, when at work you are connected to the UT physical network. VPN is a program, once installed on your computer and activated, that will allow you to connect the UT physical network giving you access to your agency's share drive, allowing you to work on the spreadsheet all from the comfort of your living room.

If you find you need access to resources in the office while on the road or even while at home then VPN is the answer for you. And it's free!

Please contact your local IT resources with questions about VPN and to get it set up on your computer. ■

News for IPS Employees

Flexible Spending Cards Mailed

If you enrolled in the Flexible Spending Program during the open enrollment period, you should have received your Health Hub Card by now. The card enables you to purchase eligible medical and dependent care expenses with pre-tax dollars. If you have not received your card, you may contact your campus/institute payroll office or contract Health Hub at 1-800-284-4885.

Remember that 2012 expenses should be submitted to the System Payroll Office. You have until March 15, 2013, to incur expenses with these funds and until April 30 to submit your reimbursement request. You should not use the Health Hub Card until you have exhausted all of the funds available for 2012.



Action Required to Retain Lower Health Insurance Premiums



In an effort to reduce health care expenses for all employees enrolled in the State of Tennessee's Group Insurance Program, including University of Tennessee employees, the state restructured fees and

offerings in 2011. To receive lower premiums, copays, deductibles and out-of-pocket maximums, employees had to promise to complete various requirements in an effort to stay healthy and to slow or stop the progression of disease among those currently living with chronic illnesses.

Facts about

Your Health Insurance Program

All university employees have the option, when hired, of enrolling in the State of Tennessee's Group Insurance Program. Listed below are some facts related to this program:

1. The State of Tennessee is the largest purchaser of employer-based health care services in Tennessee.
2. The state plan provides coverage for 148,000 employees of state government, higher education, pre-65 retirees, and the spouses and dependents of these employees.
3. The plan is self-insured and Tennessee taxpayers pay for 80 percent of the medical premiums through state appropriations, with employees contributing the remaining amount.
4. BlueCross Blue Shield and Cigna administer the plan for an administrative fee.
5. The state will spend an estimated \$615 million in 2013 for state and higher education employee health insurance (direct state appropriations for the campuses/institutes in the University of Tennessee System totaled \$411 million for 2012).
6. Premium increases averaged 7 to 8 percent a year from 2003 to 2008.
7. Prior to the 2011 health screenings associated with the Partnership Promise, very little biometric data had been collected on the members in the plan.
8. The 2011 data indicated:
 - 21 percent were severely obese or morbidly obese.
 - 60 percent had hypertension or pre-hypertension.
 - 31 percent of the members were diabetic or pre-diabetic.
9. Requirements of the Partnership Promise are an attempt to keep the same array of benefits at a reasonable price. ■

Longtime MTAS Legal Consultant Don Ownby Passes Away

Don W. Ownby, who served as a municipal law consultant with the **UT Municipal Technical Advisory Service (MTAS)** for more than 34 years, passed away on Feb. 3.

He was a University of Tennessee College of Law graduate and was awarded a doctor of jurisprudence. He developed and refined the codification process still in use at MTAS. In 1980 he received the IPS Outstanding Public Service Professional Award, and in 1990 he was awarded the MTAS Cornerstone Award for his long and dedicated service to MTAS.

Ownby, who retired as a colonel in the U.S. Army Reserve with more than 30 years of service, began his military service as a member of the Army ROTC in high school and at the University of Tennessee and was commissioned as a 2nd Lieutenant Infantry before being transferred to the Judge Advocate General's Corps after graduating from law school. He was a long-time member of Cumberland Baptist Church and Rev. Eugene Fleming's "over 55" Sunday School Class and had served his church as a Deacon and Sunday School teacher, as well as in a number of other capacities.

He was a loving and devoted husband, father, grandfather and friend, who loved nothing more than spending time and sharing his ice cream with his family and friends. He is survived by his wife of 55 years, Patty Ownby; son and daughter-in-love, David and Priscilla Ownby; son, Roger Ownby; three granddaughters, Kacie, Alissa and Lauren Ownby; sister and brother-in-law, Doris and Fred Young; brothers and sisters-in-law, Jimmy and Sue Ownby, and Rex and Patsy Ownby; sister-in-law, Mary Ann Jennings; and all his special nieces and nephews who he loved so dearly. ■

Staff Applause

To: Norma Wilcox, CIS

I want to express my thanks to you for your participation last week in the REDI for Action event at Tennessee Tech University. It was such a good opportunity for the communities of the Upper Cumberland to meet with you and your colleagues to learn about the resources offered by CIS, CTAS and MTAS. Please pass along my appreciation to **Ben Rodgers (CTAS)** and **Warren Nevad (MTAS)** for their participation, as well.

Rebecca Hargrove Smith, Regional Director, Upper Cumberland
Department of Economic & Community Development



Norma Wilcox



Ben Rodgers



Warren Nevad

To: Jim Thomas, MTAS

I'd like to express appreciate for **Melissa Ashburn's** work. She has been an invaluable asset to our city government. She is prompt, thorough and knowledgeable in municipal law. We are great appreciative of her efforts on behalf of our city, and this view is shared by all staff members of the city who have sought assistance from her.

Richard Jessee, City Attorney, Morristown



Melissa Ashburn

To: Jim Thomas, MTAS

I'd like to thank **Sid Hemsley, Dennis Wolf, Bonnie Jones** and Jenna Covington (human resources intern) for their hard work on some complex issues within our fire department. I appreciate the services MTAS offers to our city.

Jim Wilburn, City Recorder, Morristown



Sid Hemsley



Dennis Wolf

To: Bonnie Jones, MTAS

Thank you for your assistance with development of our personnel policies. I presented the policy to council and they passed it. The policy is essentially what you prepared, and I believe we have a good policy to rely on going forward.

Becky Andrews, Alderman, Greenback



Bonnie Jones

IPS March Calendar and Posts

◆ CIS

- March 4 OTI 500 Trainer Course in OSHA Standards for Construction, Knoxville
- March 11 40-Hour HAZWOPER, Hazardous Waste Site Worker, Bell Buckle
- March 12 OTI 511 Occupational Safety and Health Standards for General Industry, Jackson
- March 13 16-Hour DOT, Nashville
- March 20 OTI 503 Update for General Industry Outreach Trainers, Nashville
- March 28 Tennessee Environmental Regulatory Overview (TERO), Knoxville

◆ CTAS

- March 14 Emotional Intelligence in the Workplace (B), Johnson City
- March 15 Emotional Intelligence in the Workplace (B), Knoxville
- March 19 Emotional Intelligence in the Workplace (B), Franklin
- March 22 Emotional Intelligence in the Workplace (B), Jackson

◆ LEIC

- March 5 Student Discipline Institute, Brentwood
- March 7 DNA Evidence Identification Collection and Preservation, Dyersburg
- March 19 Tactical Response to an Active Shooter, Gallatin
- March 26-27 Leadership and Supervision, Murfreesboro

◆ MTAS

- March 12 Planning and Organizing, Spring Hill

◆ NAIFEH CENTER

- March 20-21 Local Government Leadership Program Alumni Event, Murfreesboro

RECRUITMENTS

- ◆ **LEIC**
Training Consultant, Oak Ridge
- ◆ **MTAS**
Municipal Management Consultant East or Southeast Tennessee
Municipal Management Consultant Middle or West Tennessee

STATE SERVICE LONGEVITY

- David Angerer, MTAS 12 years
- Sherri Cooper-Duru, CIS. 16 years
- Tess Davis, MTAS 12 years
- Kurt Frederick, MTAS 26 years
- Tammy Gage, CIS 13 years
- Michael Galey, CTAS 1 year
- Keith Groves, CIS. 8 years
- Pat Hardy, MTAS 24 years
- Walter Idol, CIS 28 years
- Alan Major, MTAS 27 years
- Dan Miller, CIS. 5 years
- Beth Phillips, CIS 33 years
- Robin Roberts, CTAS 18 years
- Marie Vesser, IPS CO 32 years
- Gail White, IPS CO. 19 years

DECEMBER ANNIVERSARY

- Jill Marling 22 years

NEW HIRES

- ◆ **IPS CO**
Tammie Brewster, Accounting Specialist, Knoxville
- ◆ **MTAS**
Lyndy Wibking, Sr. Library Associate, Knoxville

DEPARTURES

- ◆ **LEIC**
Erik Reeves, Oak Ridge
- ◆ **NAIFEH CENTER**
Tom Kohntopp, Knoxville

the EXCHANGE

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