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The Exchange Newsletter

Institute for Public Service (IPS)

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Institute for Public Service

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Customers Give IPS High Marks in Survey

For more than 20 years, the **Institute for Public Service (IPS)** has conducted a biennial survey of its customers and is consistently rated excellent or good across the survey questions.

IPS received more customer responses this year than during any prior survey period (2,323 responses received). This total represents a 71 percent increase in the number of responses compared to the 2011 survey period and a 29 percent greater number than any other IPS Customer Satisfaction survey.

"I am well aware of the excellent work provided by our staff, but it's always satisfying to hear it directly from the customers who benefit every day from our knowledge and expertise," said Dr. Mary Jinks, vice president of public service.

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UT PRESIDENT VISITS WITH IPS CUSTOMERS IN MIDDLE TENNESSEE

As part of his second visit to **UT Institute for Public Service (IPS)** customers – this time in Middle Tennessee – UT President Dr. Joe DiPietro donned a lab coat, hairnet and a hard hat as the first stop of the day was at Tennessee Bun in Nashville.

The visits, which started last fall with stops in East Tennessee, are a way for DiPietro to get out into various communities and meet customers who benefit from the public service outreach of the university.

"When I was chancellor at the Institute of Agriculture, I used to go across the state and meet with our customers so I'm very familiar with our outreach in agriculture," DiPietro said. "I want to have that same familiarity with the Institute for Public Service."



Tennessee Bun Vice President of Operations Alan Edington gives UT President Dr. Joe DiPietro a tour of the facility.

At Tennessee Bun, DiPietro met with the company's owner Cordia Harrington and Alan Edington its vice president of operations. The Nashville baking company, which supplies buns and English muffins for such clients as McDonald's, has worked with IPS agency the **UT Center for Industrial Services** on a number of projects including Lean training. Following the informational meeting, Edington led DiPietro on a tour of the Tennessee Bun facility including the assembly line where the company was turning out thousands of muffins.

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UT PRESIDENT VISITS WITH IPS CUSTOMERS IN MIDDLE TENNESSEE

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Following a visit to Tennessee Bun and Fiserv, a company that also sought Lean training from CIS, DiPietro made a stop at Mansker's Station in Goodlettsville to have lunch with local government customers of the **UT Municipal Technical Advisory Service (MTAS)** and the **UT County Technical Assistance Service (CTAS)**. Among the cities and counties represented were Goodlettsville, Springfield, Portland, Nashville, Wilson County, Sumner County, Rutherford County and Robertson County.



Dr. DiPietro talks with (from right) MTAS Executive Director Jim Thomas, Sumner County Executive Anthony Holt and Goodlettsville Mayor John Coombs.

Julie High, director of finance and administration for Goodlettsville, is a graduate of the Certified Municipal Finance Officer program, which is a joint effort of MTAS and the state comptroller's office. She was new to her position with the city when she found out she'd have to participate in the program due to a state mandate. As a certified public accountant she was apprehensive about the training, but she said it was an invaluable experience for her and she praised the curriculum developed by MTAS and the professionalism of the staff.

Al Thomas, assistant fire chief for Metro Nashville, shared with DiPietro how the state mutual aid agreement, which CTAS and MTAS were involved in developing, was extremely important to his department during the devastating floods in 2010.

"We are a big department that can handle issues by ourselves, but we couldn't handle that by ourselves," Thomas said. "Thanks to the mutual aid agreement we had departments from Knoxville and other cities in here helping us. I can't say enough about the mutual aid agreement."

The president's tour wrapped up at the headquarters of the Tennessee Bureau of Investigation meeting with IPS customers from state agencies including TBI and the state department of finance and administration. TBI frequently sends its agents to the National Forensic Academy (NFA), an intensive forensic training program of the **UT Law Enforcement Innovation Center (LEIC)**; and the department of finance and administration has benefitted from Lean training with CIS.

"I wish I had the budget where I could send all of my agents to the NFA, that is the best forensic training," said TBI Director Mark Gwyn. "Really it's the only forensic training out there. ■"

Customers Give IPS High Marks in Survey

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Close to 97 percent of customers said the quality of service they receive from IPS staff is excellent/good; and 96 percent of respondents said the effort they get from the staff is extraordinary/reasonable. The survey also asks about the knowledge and responsiveness of staff. IPS saw a slight decrease in percentage in several categories, but still rate more than 90 percent across the board.

IPS uses customer feedback from the survey to continually improve the services it offers to local governments, law enforcement and Tennessee's business community. ■

RUTHERFORD COUNTY IMPROVES FIRE AND RESCUE SERVICES WITH HELP FROM CTAS

Rutherford County, like most counties in Tennessee, has been challenged to ensure an adequate response to fire and rescue incidents in the county. Availability of volunteers, coordination of services by multiple not-for-profit fire departments, increased call volume, additional training needs, and increased expectations of residents have made it a challenge to keep pace delivering fire and rescue services. Additionally Rutherford County continues to be one of the fastest growing counties in the nation.

Rutherford County requested assistance from **UT County Technical Assistance Service (CTAS)** Fire and Emergency Services Consultant Kevin Lauer to assist with improving response times to motor vehicle accidents. It was then decided to look at the entire fire and rescue system in the county as recommended in a previous study completed by CTAS. A working group of county officials and volunteer chief officers worked for several months with Lauer to determine the feasibility of consolidating departments under a new county agency.

This project was completed and the county commission approved the plan and passed a resolution creating the Rutherford County Fire and Rescue Department. Some of the improvements that have resulted include:

- Consolidation of five independent volunteer fire and rescue departments into the county agency
- Hiring a full-time fire chief
- Vehicle extrication response times improved from 17 minutes to seven minutes on average.
- Creation of five rescue zones to improve responses throughout the county versus responses countywide from a single station
- Improved countywide training
- Recently the county was evaluated by the Insurance Services Office (ISO) and improved its ISO rating to a class 5. This was an improvement from a class 7 to 9 of the legacy agencies.
- Construction of a new headquarters station providing improved response coverage on the south side of the county

Additionally, based upon the improvement plans, the county has been able to acquire several grants. The Rutherford

County fire chief and grant coordinator worked with CTAS Finance and Budget Consultant Doug Bodary to acquire grants for:

- Communications infrastructure: \$500,000
- Rescue tools and equipment
- Self-contained breathing apparatus and air compressor fill station
- Hiring of recruitment and retention coordinator position

The improvements to the Rutherford County Fire and Rescue service is a great example of local officials identifying the need to improve services, dedicating quality personnel to the project, and partnering with CTAS to provide technical assistance to ensure the success of the program. ■



Doug Bodary



Kevin Lauer

CTAS, MTAS to Provide Information on Patient Protection and Affordable Care Act

The **UT County Technical Assistance Service (CTAS)** and the **UT Municipal Technical Advisory Service (MTAS)** have joined efforts to provide information to local governments on the impact of the Patient Protection and Affordable Care Act.

The seminar will address key provisions of the act that impact governmental employers and their group health plans. In addition to providing a bottom-line explanation of the law and what it means, the course will address a cost-benefit analysis on whether to pay the penalty tax or play by the rules and offer affordable group health benefits under the shared responsibility provisions of the act. One of the keys to compliance with the act will be determining who is a full-time employee and the options you have for implementing the rules.

All classes are from 8:30 a.m. to 12:30 p.m. (local times). Remaining courses will be on May 1 at the Cool Springs Marriott in Franklin and on May 2 at the UT Conference Center Building (4th floor) in Knoxville. ■

Past Year Benchmarking Data for Participating Cities Released by MTAS

TENNESSEE MUNICIPAL BENCHMARKING PROJECT

The Tennessee Municipal Benchmarking Project (TMBP) has completed another year of data gathering and comparative analysis, and the final report has been issued. A year-end video conference meeting

was held with 31 representatives from 12 participating cities and 12 **UT Municipal Technical Advisory Service (MTAS)** staff in attendance. Conference locations were set up in Knoxville, Nashville, Martin and Memphis.

A review of the project result highlights for this year was given by MTAS Project Coordinator Sarah Young. Several areas of interest were identified for further study where particular cities exhibited outstanding results. The service practices and processes supporting those positive results will be further defined and highlighted for best practice sharing with the rest of the group. This is a key benefit of the comparative analysis portion of the benchmarking project where all involved learn from sharing what works best.

Cities that are joining the project for the coming year were also invited to attend to get a flavor of the positive results they can expect from participation. The cities of Martin, Murfreesboro, Paris and Springfield will be joining the project for the 2013 year.

The guest speaker for this year's end of project meeting was Karen Kolinski from Covalent Software. She gave an informative presentation on the software Covalent offers that might serve the future needs of the growing benchmarking project. Identified enhancements that are being pursued include online entry of data, ad hoc reporting, electronic access to related information and additional analysis capabilities. MTAS has targeted the 2014 project cycle to have an online software solution in place.

The TMBP is a collaborative effort on the part of participating cities to improve services through the sharing of information and experiences. Cities interested in joining for the 2013 cycle can contact the MTAS staff to discuss the project. The 2012 project report is available at <http://www.mtas.tennessee.edu/public/web.nsf/Web/Benchmark>. ■

Ely Named as Training Program Manager at MTAS

Dr. Macel Ely, formerly of the **Naifeh Center for Effective Leadership**, has joined the **UT Municipal Technical Advisory Service (MTAS)** as its training program manager.



Macel Ely

"I am very excited about the opportunity to be working with the Municipal Technical Advisory Service. The agency has a rich history and a genuine passion to help our Tennessee towns and cities," he said. "I count it an honor to join their ranks in making local government in Tennessee the best it can be by assisting the many wonderful folks in our communities who make it all possible."

"Providing quality training that is applicable to people and the work they do is a long-standing passion of mine. Coming to work as the training program manager for MTAS is a wonderful fit for me because I know MTAS shares that same passion. I am ecstatic about the future of MTAS training and what we will be able to offer our local towns and cities."

Before coming to MTAS, Ely most recently served as the training specialist for the UT Institute for Public Service (IPS) leadership programs. Ely's job consisted of managing and facilitating training for Tennessee's senior-level managers and executive leadership. He managed both the state's Tennessee Government Executive Institute (TGEI) and the Tennessee Government Management Institute (TGMI). In addition to these programs, he successfully managed the

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TREEDC Starts Pilot International Renewable Energy Exchange Program in the Philippines



The Tennessee Renewable Energy and Economic Development Council (TREEDC) has partnered with the Renewable

Energy Association of the Philippines (REAP) to develop the TREEDC International Exchange Program wherein Philippine colleges and cities join and become members of the TREEDC network of 92 cities/counties and 23 colleges in Tennessee, Mississippi and Arkansas. TREEDC has identified the Philippines as the pilot country for this initiative. The mission of this program is to connect Tennessee and Philippine renewable energy stakeholders in order to create more awareness, progress and development of renewable energy in their respective areas and establish collaborative projects/programs.

In March, a TREEDC delegation consisting of President/Ducktown, Tennessee Mayor James Talley, Director and **UT Municipal Technical Advisory Service** Consultant Warren Nevad and International Affairs Consultant Doug Jackson along with REAP President Oly Serafica met with chancellors, presidents and vice presidents representing the Central Bicol State University, Central Philippine University, University of Philippines Los Banos, Philippine Electronics and Communication Institute of Technology, Polytechnic University of the Philippines, Systems Plus College Foundation, and Technological University of the Philippines. These educational institutions all agreed in principle to become members of the TREEDC network and to be matched with a sister school from the TREEDC college/university sector for information, research and technology exchanges.

TREEDC plans to invite more Philippine schools and cities during the spring and summer. The TREEDC delegation will work with REAP to organize several community outreach forums at various schools across the country in September. TREEDC also plans to replicate its renewable energy network developmental model in the Philippines.

TREEDC also met with Mayor Marino "Boking" Morales of Mabalacat City to invite him as an honorary mayor member of TREEDC. The delegation also met with CEMEX corporate officials to learn more about CEMEX's corporate social responsibility plans on environment and clean energy awareness.

TREEDC President Talley said "the purpose of this exchange program is to exchange mutually beneficial resources and strategies for the advancement of renewable energy and related economic development in our respective countries."

REAP President Serafica said that "TREEDC has committed to make the Philippines the TREEDC pilot country and worldwide model for the international exchange program and that REAP is eager to work with TREEDC to make this program a success."

TREEDC is a non-profit network of cities, universities, and private businesses with the mission of providing leadership in promoting renewable energy and economic development for member organizations. TREEDC is affiliated with the University of Tennessee and currently includes 92 local governments, nine state and federal agencies, 23 colleges and universities, 60 commercial businesses and power utilities, and three international organizations.

The chairman of TREEDC is University of Tennessee President Emeritus Dr. Joe Johnson. TREEDC was awarded the Governor's Excellence in Energy Leadership by the State of Tennessee in 2012.

Go to www.treedc.us for more information. ■

Enrollment Now Open for UT Sick Leave Bank

Employees have until June 30 to join the UT Sick Leave Bank (SLB). The SLB is solely for the serious illness or injury of the employee and not for the illnesses/injuries of immediate family members. Medical certification is required with each and every request for sick leave bank time. Members who have been in the SLB for at least 30 calendar days are eligible to apply for sick leave days from the bank; however, conditions determined to be pre-existing shall not be eligible for SLB benefits until six months following the effective date of membership.



To join the bank, employees must enroll during the open period (April-June), and they will be initially assessed 24 hours of sick leave, which will be deducted from their sick leave balance. Employees must have six days of sick leave balance in order to join the bank. Employees may cancel membership from the bank by written request as of June 30 of each year.

The SLB currently has 1,590 members on the Knoxville campus with a total of 15,740 hours in the bank. During the past quarter, a total of nine requests were received by the bank, and 1,960 hours were awarded to the employees. Employees must have used all of their accrued leave (sick, annual, personal) before receiving days from the SLB.

If you are not a member of the Sick Leave Bank, you may want to consider joining. It is a great way to protect both you and your family in the event of a major illness or injury by allowing your salary to continue. For further information on the policy, go to HR0382: Sick Leave Bank listed in the Policies and Procedures section of the UT index.

A training session on the SLB will be held on May 14 from 9 to 10:30 a.m. in room 218 at the Conference Center Building. Those interested in attending the training or who need an application for the bank can contact Judie Martin at judie.martin@tennessee.edu. ■

Two Employees Recognized for 30-Plus Years of Service

Pat Frost with the **Institute for Public Service (IPS)** Central Office and Armintha Loveday with the **UT Municipal Technical Advisory Service (MTAS)** recently celebrated 35 years of service with The University of Tennessee. Both were presented with a framed certificate honoring their service.



Pat Frost



Armintha Loveday

Frost started working at the university in May 1978 and Loveday started at MTAS in April 1978. ■

Ely Named as Training Program Manager at MTAS

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Local Government Leadership Program and its alumni for several years.

Before coming to IPS to work for its leadership programs, Ely worked as the program coordinator at the Center for Homeland Security. His duties included the development of statewide curriculum training for law enforcement officers and other city officials in Tennessee, as well as planning, coordinating and hosting training activities in conjunction with the governor's own Office of Homeland Security.

Ely serves on the boards of various charitable works, foundations and professional groups. He earned a bachelor's degree in political science from Lee University and Kentucky Wesleyan College and a master's degree in public administration from the University of Tennessee. He also earned his Ph.D. in educational leadership and policy studies from UT. Before coming to work for IPS, Ely worked as a school administrator in Kentucky and a news reporter on Capitol Hill in Washington, D.C. He and his wife Jamie reside in Maryville with their son, Silas. ■

Staff Applause

To: Paul Jennings, CIS

I just wanted to let you know that **John Collier and Misty (DePriest)** conducted Toyota Production System/Continuous Improvement training at our factory in Erin April 10-12. They did an excellent job – six four-hour training sessions – two per day. Their enthusiasm was the same at 4 p.m. as it was at 8 a.m. I was there for all training sessions and could see firsthand how exhausting it was. They allowed everyone to ask questions and they answered them. Key topics covered were: one piece flow, eight wastes, 5 S, hands on examples: Lego game (flow), finding the numbers (organization) and drawing the pig (standard work). I look forward to having John and Misty work with us as we implement Continuous Improvement as a “way of life” at our plant.

Stephen Prout, President, Glastonbury Southern Gage



John Collier

To: Mike Garland, CTAS

Mike, I have completed my survey already, but I just wanted to add I am a county commissioner in Putnam County. I communicate with **Ben Rodgers** very often, and without Ben my job as a commissioner would be much more difficult. I am in my first term, and the information and answers he has provided have helped me do a much better job in making decisions.

Steve Pierce, Commissioner , Putnam County, 11th District



Misty DePriest

To: Jim Thomas, MTAS

I want to start with a little history so you will understand why I am sending you this message and the importance of this message. I was hired by the city of Townsend in February 2008. I was previously employed by a private company and had dealt with accounting, payroll, benefits, HR and cash management. Everything was computer-based at my old job. I had an IT department that built software for the job – I just had to enter information. I had no idea what a challenge I would face moving to local government. One day, I flipped through the former recorder’s Rolodex and found a business card for **Margaret Norris**. That is when everything changed.

I want you to know that had it not been for **Margaret, Elaine Morrisey, Rex Barton, Melissa Ashburn, Bonnie Jones, Al Major, Brad Harris, Linda Winstead, Armintha Loveday, Francis Adams-O’Brien, Michelle Buckner, P.J. Snodgrass, Richard Stokes, Sid Hemsley, Justin O’Hara, Kurt Frederick, Ralph Cross and the entire MTAS team**, I would not be the city recorder/court clerk I am today. MTAS has continuously helped and trained me to do the best job possible. They helped me explain the importance of an updated code to my commissioners. The commission also learned how important it is to have an updated personnel policy and job descriptions. MTAS is currently helping me with a new policy and job descriptions. MTAS has also helped me correct processes that were being handled incorrectly by showing me the law and providing training on the processes such as purchasing, budgeting, governmental accountability, police functions, court documentation and filing, legal issues and much more. I cannot express how important and valuable the entire MTAS staff has been and is to me and the city of Townsend.

Shelia Moss, City Recorder, Townsend



Ben Rodgers



Margaret Norris

To: Jim Thomas, MTAS

I just wanted to let you guys know that I recently started a job working for the state of Tennessee in Nashville. I am working as a category specialist with the Central Procurement Office with the Department of General Services. My research and other experiences during my time with the town of Farragut really impressed them and definitely played a key role in getting me the job. I appreciate your help and advice throughout the process.

Trey Norris, Former Public Service Intern



Jim Thomas

IPS May Calendar and Posts

◆ CIS

- May 1 Form R Report, Jackson
- May 2 Form R Report, Germantown
- May 6 8-Hour Emergency Response Refresher, Nashville
- May 6 8-Hour Site Worker Refresher (HAZWOPER), Nashville
- May 6 ISO 9001:2008 Overview, Kingsport
- May 7 8-Hour Site Worker Refresher (HAZWOPER), Germantown
- May 7 8-Hour Emergency Response Refresher, Germantown
- May 13 OSHA 30-Hour General Industry, Nashville
- May 15 Industrial Air Regulations, Knoxville
- May 16 Form R Report, Knoxville
- May 22 Industrial Air Regulations, Nashville
- May 23 Form R Report, Nashville
- May 23 5S Workplace Organization and Standardization, Germantown

◆ CTAS

- May 15-18 Clerks of Court Conference, Pigeon Forge
- May 15 Energy Class, Franklin
- May 17 Energy Class, Jackson
- May 29-31 Capstone, Montgomery Bell State
- May 30 Energy Class, Johnson City
- May 31 Energy Class, Knoxville

◆ LEIC

- May 6-7 Safe Schools Institute, Franklin
- May 13 Student Threats of Violence, Lebanon
- May 23-24 Leadership and Supervision, Manchester
- May 23-24 Tactical Response to an Active Shooter, Germantown
- May 28 LifeSkills Training, Winchester
- May 31 Tactical Response to Traffic Stops, Cookeville

◆ MTAS

- May 1 Government Accounting, Columbia
- May 14 Human Resource Overview, Spring Hill

◆ NAIFEH CENTER

- May 5-10 Tennessee Government Management Institute, Natchez Trace State Park

RECRUITMENTS

◆ CIS

MEP/Solutions Program Manager, Nashville

◆ LEIC

Training Coordinator, Oak Ridge

◆ MTAS

Municipal Management Consultant
East or Southeast Tennessee

Municipal Management Consultant
Middle or West Tennessee

◆ NAIFEH CENTER

Program Manager, Knoxville

STATE SERVICE LONGEVITY

- Elizabeth Adams, CTAS 8 years
- Ralph Cross, MTAS 14 years
- Pat Frost, IPS CO 35 years
- Liz Gossett, CTAS 5 years
- Harry Kitchens, CIS 7 years
- Elaine Morrissey, MTAS 8 years
- Ronnie Neill, MTAS 20 years
- Lisa Shipley, MTAS 18 years
- Mike Stooksberry, CTAS 21 years
- Andre Temple, CIS 12 years

the EXCHANGE

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IPS ANNUAL CONFERENCE
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News for IPS Employees

Deadline Approaching for IPS Award Nominations

It is time to open the nominations for IPS employees to be recognized at the annual conference in 2013 in Franklin. To nominate an employee, please review the awards and their description on the intranet. To nominate an employee, faculty member or project of the year, go the IPS intranet site — <http://intranet.ips.tennessee.edu/> and click on the awards tab. To nominate, click on the tab nominate and provide the name, award being nominated for and a narrative on why this person or project is deserving of this award. The narrative must provide enough detail on why this person/project is deserving so the committee can judge it on its merits. **The closing date for the nominations is June 3 at the close of business.**

AWARD DESCRIPTIONS

NON-EXEMPT EMPLOYEES ONLY

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

EXEMPT EMPLOYEES ONLY

The Public Service Achievement Award is presented to a full-time or permanent part-time public service staff member with less than three years of service with IPS.

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.

EXEMPT OR NON-EXEMPT EMPLOYEES

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. This award is for work that is done within the agency.

The Pinnacle Award recognizes an employee, either exempt or non-exempt, who has demonstrated an ability to provide services which goes above the normal high-quality services we all seek to provide. This award is for an employee who works with external customers to IPS.

OTHER AWARDS

The 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. A team may be in one agency, be in a cross-agency group, or be in a group made up of IPS staff and outside partners. Team selection is based on contributions promoting advancements in service quality, relationship development, entrepreneurial use of technology, approaches that advance the efficiency of customer operations or IPS internal operations, leadership development, exemplary use of face-to-face contacts or development of new methodologies for advancing delivery of services, or advancement in the use of environmentally friendly technologies.

The Faculty Excellence Award recognizes a faculty member who has demonstrated commitment to public service, the mission of IPS and its agencies, and excellence in teaching or consulting. Additionally, the faculty member should currently be working with or have worked with IPS or its agencies within the last year. ■

Employee Engagement Survey Launches May 1

Institute for Public Service employees will receive an e-mail on May 1 with a link to the Employee Engagement Survey. The survey, which will take 15 to 20 minutes to complete, will close on May 15.

Employees are encouraged to complete the survey in order to help IPS and its agencies measure how much progress they've made since the overall University of Tennessee system-wide survey conducted in November 2011.

A FAQ about the survey is posted on the IPS intranet. A link to the document is on the front page. ■

New Strategic Implementation Teams Launched

In an effort to help the Institute for Public Service focus on priorities, strategic implementation teams have been reorganized to align with the IPS strategic goals, The University of Tennessee system strategic goals and a category from the Baldrige criteria.

"This will continue to help us focus on our priorities and provide information that demonstrates we are investing our resources in our priorities," said Vice President of Public Service Dr. Mary Jinks. "Employees should also see a very clear link between each of the agency goals and an institute goal."

The new strategy teams will help develop initiatives to take the institute where it wants to be in five to 10 years. Team leaders will be scheduling quarterly meetings for the groups to assess where they stand and develop action plans for moving forward. Each team will have a liaison from the IT team and the Advocacy team. When the teams' work requires assistance in either area, they will invite the IT or Advocacy team liaison to the meeting.

The strategic teams are divided into those that are customer focused and those that are organizational excellence focused. The customer-focused teams are divided into promoting good government, strengthening economic vitality and building organization/individual capacity. The organizational excellence-focused teams will look at measurement/results, workforce development, operations and leadership/strategic planning. ■

Baldrige Teams Organized to Review, Submit Applications

Four of the agencies of the UT Institute for Public Service — the Center for Industrial Services, the County Technical Assistance Service, the Law Enforcement Innovation Center and the Municipal Technical Advisory Service — were recognized with Commitment Awards this year at the annual Tennessee Center for Performance Excellence conference.

TNCPE Award recognition is based on the demonstration of performance excellence and best practices at one of four levels: Level 1: Interest, Level 2: Commitment, Level 3: Achievement and Level 4: Excellence. The awards program uses the same criteria that are used to determine the Malcolm Baldrige National Quality Award.

As a result of its dedication to quality, IPS has established teams that will work together to re-develop and submit Level 3 applications in hopes of reaching the Achievement Level. Members of the initial class of the IPS Leadership Academy submitted Level 3 applications in 2012, the new teams will review and improve upon those applications in hopes of re-submitting in 2014.

The new teams are divided by each of the seven Baldrige criteria categories — leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; operations focus and results. ■

IPS to Have New Office Space in Cookeville, Memphis

In the coming months, the Institute for Public Service will have new office space in both Cookeville and Memphis.

The space in Cookeville is a new suite in the same office complex previously occupied. The address is 25 W. Broad St., Suite 6. The suite has a meeting room to accommodate up to 20 people. To reserve the meeting space, contact Carolyn Keith at the County Technical Assistance Service (CTAS) at (615) 532-3555.

The Memphis office will be located at the Agricenter International, 7777 Walnut Grove Rd. ■