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The Exchange Newsletter

Institute for Public Service (IPS)

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10-2013

## Exchange October 2013

Institute for Public Service

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Tennessee Municipal  
Benchmarking Project Kicks  
Off 11th Cycle

MTAS Conducts Statewide  
Sessions on Water and Sewer  
Rates, Fees

MTAS Legal Consultant  
Hemsley to Retire

# EXCHANGE

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## MTAS HR Consultant Tabbed as President-Elect of International Group



**RICHARD STOKES**

UT Municipal Technical Advisory Service Human Resource Consultant Richard Stokes, PHR, IPMA-CP, was recently elected president-elect

of the International Public Management Association for Human Resources (IPMA HR).

IPMA HR is the leading public sector human resource organization in the world with more than 40 chapters in the four regions of the United States. It is also a proud partner with the United Nations Public Administration Network designed to help countries, such as Africa, Canada, the Caribbean, China, Iraq, the United Arab Emirates, and the United Kingdom, respond to the challenges of HR. It represents the interests of human resource professionals at all levels and strives to promote excellence in HR management. IPMA-HR is the resource for timely industry news, jobs,



## CTAS Government Consultants Assist Counties with Budgeting

THE END OF FISCAL year budget time recently came to a close for county governments across Tennessee. FY2013 was like previous years with county governments taking advantage of the expertise of field consultants with the UT County Technical Assistance Service (CTAS) to help close their financial books, get reports to the state comptroller, and end the fiscal year on a good note.

Maury County Finance Director Theresa Weber is one such county official who used CTAS services to help her close the books for her county.

“I’ve only been on the job since December and this software is all new to me, CTAS was wonderful at budget time and closing time,” Weber said. “Doug (Bodary) and Mike (Galey) are wonderful. They not only helped me close the books, they helped prepare the tax anticipation notes and the year-end paperwork that has to go to the state.”

With all of these bookkeeping and financial data management challenges counties face, CTAS field consultants have become a widely-used and trusted resource. While this work goes largely unnoticed, it is critical to the operation of Tennessee county governments.

“We have 95 counties in this state, and many of them need financial assistance so our consultants have to know the ins and outs of county finance, keep up with any state-mandated changes and they have to be responsive when these counties call,” said CTAS Executive Director Mike Garland. x



(continued from page 1)

policies, resources, education and professional development.

Stokes will serve as president-elect for calendar year 2014, president in 2015 and past president in 2016. He has served as a past president for the Southern Region of IPMA-HR (2002) and a member of the Executive Council from 2004 to 2009. In addition, he served on the IPMA-HR certification council, responsible for the certification of thousands of HR professionals around the world, and is a competency model instructor for the organization. He is a founding member of the Tennessee chapter of IPMA-HR.

“The election of Richard provides an opportunity for Tennessee cities and MTAS to be in the national spotlight and on the forefront of issues facing human resources and Tennessee public sector organizations,” said MTAS Executive Director Jim Thomas. “The position will give a voice to the critical issues facing our state.” ✕

## Tennessee Municipal Benchmarking Project Kicks Off 11th Cycle

By Joy West, MTAS intern

THE UT MUNICIPAL Technical Advisory Service (MTAS) has launched the 2013 Tennessee Municipal Benchmarking Project (TMBP) – its 11th annual project cycle. Representatives from participating cities gathered in four locations across the state for a videoconference meeting to kick-off this year’s project cycle.

On point with the meeting theme of “Managing the Growth,” MTAS welcomed six new cities (Martin, Murfreesboro, Paris, Springfield, Spring Hill, and Tullahoma) and launched two new service areas (parks and recreation and the pilot for information technology). MTAS also welcomed Sevierville, who after attending the kick-off meeting decided to join for this year’s project. As the 2013 project cycle begins, MTAS has 21 participating cities from across the state and 11 service areas for performance and cost measurement.

The group discussed how to effectively continue to grow the Benchmarking Project and ensure that each city gains

meaningful results. It explored how to go beyond the data to develop solutions, improvements, and best practices for service provision. It also discussed possibilities for enhancing the value of the project to participants by integrating the benchmarking process into the budgeting process, performance management, and strategic planning in each city.

Next year the Benchmarking Project will acquire new software to streamline the data collection and reporting processes. ClearPoint Strategy, a vendor that provides performance measurement/scorecarding software, led the group through a customized demonstration. The cities were able to see how the data collection and reporting process would function from their perspective. ClearPoint Strategy also demonstrated features that integrate the data into project planning, generating additional reports, and public publishing options for greater government transparency. ✕



IPS LEADERSHIP ACADEMY is a two-year leadership training program for employees committed to the public service mission. During the 2-years, participants receive top-notch leadership training and learn the ins and outs of the UT system, the institute and our agencies.

Any full-time IPS employee, who is committed to staying with IPS at least five additional years, is eligible to be nominated for the program. Employees may be nominated by their supervisors, agency directors, peers or they may nominate themselves.



Dr. Stacey Patterson with the UT Office of Research met with the class to discuss projects in her office including the Cherokee Farms initiative.

## Leadership Academy Session in Tullahoma

The Institute for Public Service Leadership Academy visited the UT Space Institute campus in Tullahoma during its last session. This was the fourth session for the class during its two-year program.



The 2014 Leadership Academy class poses for a photo in front of the Space Institute.



Dr. Anne Smith, associate professor with the UT Knoxville College of Business, discussed change management with the class.

## MTAS Conducts Statewide Sessions on Water and Sewer Rates, Fees

DURING THE MONTH of September, the UT Municipal Technical Advisory Service (MTAS) conducted an informative class on how the water and sewer rates and fees must sustain the financial obligations of the utility.

Participants gained a basic understanding of the legal requirements for a financially viable water/wastewater utility, and reviewed the items that should be considered when setting rates and fees. Classes took place in Jackson, Bartlett, Collegedale, Morristown, and Franklin.



MTAS Water and Wastewater Consultant Steve Wyatt facilitated the classes. He developed this class as a result of participant requests for more in-depth knowledge of water and sewer rates and fees and how to evaluate current rate structure.

“This class broadens the perspective of individuals who have to develop or change a water customer’s rate schedule.” Wyatt said. X

# goodbyes

## DAN MILLER



DAN MILLER, who served as the Manufacturing Extension Program manager for the UT Center for Industrial Services (CIS), retired at the end of September.

Miller, who started at CIS in 2006, was named program manager in 2012. He also served as a solutions consultant at CIS where he worked with various Tennessee businesses to help them become more competitive.

Before coming to CIS, Miller worked for a variety of manufacturing companies serving in the roles of general manager, site manager and vice president and operations manager. He received his bachelor's degree in management science from Franklin University in Columbus, Ohio and received his master's in business administration from the University of Dayton.

Miller will work on special projects with CIS, but in his spare time he plans to play golf, spend time on the water and travel. ✕

## Well Wishes.....

“Dan brought valuable knowledge and experience to CIS with the number of years he spent in manufacturing, and we’re going to miss having him around on a daily basis.”

*Paul Jennings, executive director of CIS*

## SID HEMSLEY





## Well Wishes.....

“Sid has definitely been an asset for IPS and MTAS, he is definitely going to be missed. I wish him the best in retirement and know he’ll enjoy spending more time with his grandchildren.”

*Mary Jinks, UT vice president of public service*

“Sid’s been the perfect person at the right time, offering legal expertise in the sage and measured way that city attorneys and councils need to hear it.”

*Steve Thompson, IPS assistance vice president*

“I first met Sid in 1992 when I was a city manager, and I quickly learned that he was the ‘go to’ guy on municipal law in Tennessee. I have since learned, however, that Sid’s not only a great attorney who’s had a huge impact on cities throughout the state, but he’s also a very good man whose character and integrity are inspirational.”

*Rick Whitehead, MTAS assistant director*

“Sid’s knowledge, willingness to help, kindness and character will be enormously missed by all his MTAS co-workers as well as city officials. It is hard to imagine working at MTAS without him. Sid is a great person and deserves a wonderful retirement. I am so proud that I have had the opportunity to work with Sid for years but even more blessed to know that he is not just a co-worker—he is a dear friend.”

*Armintha Loveday, MTAS administrative specialist*

“Sid, I truly appreciate being able to call you my friend and for having the opportunity to work with you over the years. There are few people whose word you can ‘take to the bank’ and you are one of those individuals. I hope you enjoy your retirement and the opportunity to spend more time with Janice and your family. I wish you the best.”

*Mike Tallent, former IPS assistant vice president and MTAS executive director*

“You are the “knowledgebase” of municipal law. No other lawyer in the state knows as much municipal law as you. You have researched almost every possible municipal question. And the amazing thing is that you can remember the results of your research – for years. When I do legal research, within a month I might have forgotten whether my answer or conclusion was yes, no, or maybe. You always seemed to remember, and this always impressed me mightily.”

*Dennis Huffer, former MTAS legal consultant*



AFTER 31 YEARS as a legal consultant with the UT Municipal Technical Advisory Service (MTAS) Sid Hemsley is retiring at the end of September.

Hemsley began his career as a mechanic in the Army before attending college where he obtained a master’s degree in public administration, and a law degree from UT Knoxville.

Hemsley and his wife Janice have nine children, 16 grandchildren and 50 honorary kids and grandkids from MTAS. In his spare time, he enjoys renovating houses, laying tile, installing hardwood floors, painting, repairing cars and babysitting his grandchildren. ✕

“Sid’s knowledge and understanding of the law and his gentlemanly spirit have become a powerful combination in delivering exceptional service to each and every MTAS customer he has encountered. And in 31 years, that number is measured in thousands.”

*Jim Thomas, executive director of MTAS*

# New Communication Specialist Joins CO

JESSIE STOOKSBURY has joined the Institute for Public Service (IPS) as communications specialist.

Stooksbury brings more than 15 years of graphic design expertise to the role. She is originally a Knoxville-native with Appalachian roots. After six years as an undergrad at the University of Tennessee, one semester abroad and two degrees later, she headed north to Chicago where she spent six very cold years. While there, she art-directed her way from Michigan Avenue to the suburbs and back—literally. She loved the big city and is ever-thankful for the many wonderful career-advancing opportunities she experienced.

“IPS was lucky to find Jessie and bring her on board,” said Susan Robertson, communications director. “She brings a wealth of design talent and experience with her.”

Eventually, she returned to the south in 2007, where she became the art director for a small liberal arts college. She loved being



Jessie Stooksbury

on a campus and enjoyed the learning landscape higher education provided. Before joining IPS, Stooksbury spent two years at Scripps Networks Interactive venturing into new territory—web design. She was more than happy to leave Flash behind and return to the print realm and higher education.

“I’m very excited about this opportunity and the potential to utilize my skillset beyond graphic design. I think there is a lot of room to craft this position. I’d love to take on more writing and editing responsibilities, particularly with social media outlets,” said Stooksbury.

The communications specialist is responsible for developing and coordinating production and printing of all printed or electronic publication needs.

When she’s not working, she enjoys spending time with her 4-year-old son. She loves photography and can often be found behind a camera. She also enjoys travelling and always has a perpetual case of wanderlust. ✕

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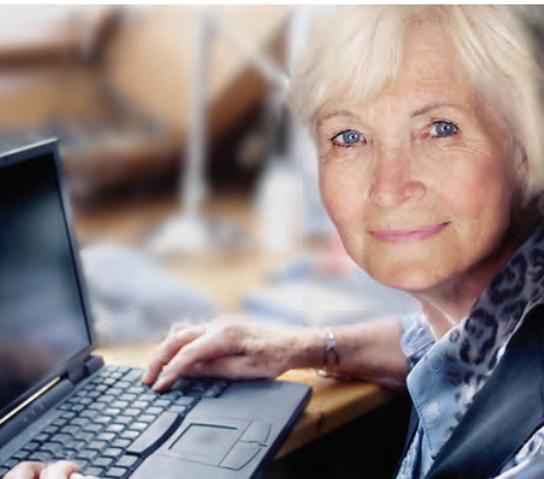
## Open Enrollment for IPS Employees Available until November 1

The open enrollment/annual enrollment period for benefits will run from October 1-November 1, 2013. From now on, there will be open enrollment for most programs.

During this time, employees can:

- Change health options
- Change health insurance carriers
- Enroll in or cancel health insurance
- Enroll in, cancel or transfer between dental options
- Enroll in, cancel or transfer between vision options
- Enroll in or cancel optional accidental health coverage
- Apply for optional term life coverage or increase or decrease optional life coverage amounts

Employees should have received a 2014 **Decision Guide** booklet in mid-September. Information in this booklet will explain all of the available options and how to make changes. ✕



# kudos

To: Macel Ely



We here in Portland recently had Bonnie Jones visit us to deliver training on ADA(AA)/FMLA/Worker Comp for our supervisors. Just wanted to drop you a line and let you know that the training was very valuable. The learning outcomes were very relevant to the day-to-day of our staff and the course was very well put together. Bonnie always does a great job training. I'm on my second local gov HR gig and she's always my 'first call' when it comes to translating HR Stuff to operations people in a classroom setting. All of MTAS trainers that I've encountered over the past several years have been great, but I feel Bonnie deserves a bit of recognition for this particular effort....we HR geeks are always looking to increase the skillset of our mid-level management, and this course really hit it out of the park!

Just wanted to share with you!

Thanks.

*John Grubbs; SPHR, IPMA-CP  
Human Resource Director  
Portland*

To: MTAS

I'd like to thank Lisa Shipley for the cyber class she taught. It was one of the most informative classes I have attended in years and I am so glad I attended. I'd also like to say that Justin O'Hara did a fabulous job explaining what he was doing as well as answering all of the questions that Lisa prepared.



*Terry Willett, City Manager  
Rockford*

To: Marty Spears, CTAS



Sorry I am so long in thanking you and Mrs. Spears for helping with our trip to the HILL! Man, I have never seen so much ORANGE in my life!

Seriously, thank you for all the arrangements you made and handled for Mayor Bowers and me! It sure made our trip so much easier. Mayor Bowers was really thrilled to be included and your involvement made it a fun afternoon. Now Marty, you could have at least arranged for APSU to score a touchdown or kick a field goal!!

*Phil Harpel, Director of Administration  
Montgomery County*

## PUBLIC SERVICE ☆☆☆ LEGACY SOCIETY

THE UNIVERSITY OF TENNESSEE 

**You can be a part of the continued success of IPS.** By pledging to give bi-weekly, monthly or over a five-year period to the IPS fund of your choice, your contributions can help grow the endowments, which can translate into larger gifts to IPS employees and UT students. Be on the lookout for information and an opportunity to participate in the **IPS Family giving campaign!**

*Questions?*

Contact Rhonda Campbell  
Director of Development  
[rhonda.campbell@tennessee.edu](mailto:rhonda.campbell@tennessee.edu)

[www.ips.tennessee.edu/give-ips](http://www.ips.tennessee.edu/give-ips)

# announcements

## RECRUITMENTS

Naifeh Center MTAS IPS Specialist II (Training), Knoxville  
MTAS IPS Specialist II (Municipal Court Specialist)

## RETIREMENTS

Dan Miller, CIS Nashville  
Sid Hemsley, MTAS Knoxville

## DEPARTURES

Shelley Hayes, Central Office, Jackson

## STATE SERVICE LONGEVITY

Frances Adams-O'Brien, MTAS	14 Years
Misty Bean, LEIC	10 Years
Michelle Buckner, MTAS	6 Years
Jane Davis, CO	40 Years
Joe Flynn, CIS	9 Years
Don Johnson, CTAS	7 Years
Carolyn Keith, CTAS	32 Years
Martha Kelley, CIS	2 Years
Mary Ann Moon, CTAS	22 Years
P J Snodgrass, MTAS	29 Years
Jon Walden, CTAS	20 Years

# calendar

## CIS

- Oct. 1 Spill Prevention Countermeasures & Control/Stormwater, Cookeville
- Oct. 2 Spill Prevention Countermeasures & Control/Stormwater, Spring Hill
- Oct. 3 Spill Prevention Countermeasures & Control/Stormwater, Lewisburg
- Oct. 3 Applied Industrial Ergonomics, Memphis
- Oct. 3 16-Hour DOT, Knoxville
- Oct. 8 OSHA 10-Hour General Industry, Knoxville
- Oct. 15 Hazardous and Special Waste/Industrial Air Regulations, Cookeville
- Oct. 16 Hazardous and Special Waste/Industrial Air Regulations, Spring Hill
- Oct. 17 Hazardous and Special Waste/Industrial Air Regulations, Lewisburg
- Oct. 21 OTI510 Occupational Safety and Health Standards for Construction, Knoxville
- Oct. 23 ISO 9001 Auditor Training, Chattanooga
- Oct. 29 Disciplined Problem Solving 1, Nashville
- Oct. 29 8-Hour Site Worker Refresher (HAZWOPER), Knoxville

## CTAS

- Oct. 9-11 Tennessee County Services Association Fall Conference and Trade Show, Chattanooga

## LEIC

- Sept. 17-18 Tactical Response to an Active Shooter
- Oct. 8 Afterschool Programs: 21CCLC, Lebanon
- Oct. 17-18 Tactical Response to an Active Shooter, Rutledge
- Oct. 22 Family Resource Center and Coordinated School Health Regional Meeting, Oak Ridge
- Oct. 28-29 Leadership and Supervision, Bristol
- Oct. 30 Family Resource Center and Coordinated School Health Regional Meeting, Murfreesboro

## MTAS

- Oct. 2 Debt Management, Columbia
- Oct. 9 Municipal Court Clerk class, Bartlett
- Oct. 9 Identifying and Minimizing Risks, Morristown
- Oct. 9 Delegation Skills, Franklin

- Oct. 10 Identifying and Minimizing Risks, Collegedale
- Oct. 10 Municipal Court Clerk class, Jackson
- Oct. 15 Identifying and Minimizing Risks, Bartlett
- Oct. 16 Identifying and Minimizing Risks, Jackson
- Oct. 16 Municipal Court Clerk class, Smyrna
- Oct. 16 Performance Management, Sevierville
- Oct. 17 Municipal Court Clerk class, Cookeville
- Oct. 21 Identifying and Minimizing Risks, Franklin
- Oct. 29 Municipal Court Clerk class, Johnson City
- Oct. 30 Payroll, Knoxville
- Oct. 30 Payroll, Jackson
- Oct. 30 Payroll, Columbia

## NAIFEH CENTER

- Oct. 13-18 Tennessee Government Executive Institute, Knoxville

The *EXCHANGE* is a newsletter of  
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