



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

The Exchange Newsletter

Institute for Public Service (IPS)

7-2015

Exchange July 2015

Institute for Public Service

Follow this and additional works at: https://trace.tennessee.edu/utk_exchange

Recommended Citation

Institute for Public Service, "Exchange July 2015" (2015). *The Exchange Newsletter*.
https://trace.tennessee.edu/utk_exchange/103

This Newsletter is brought to you for free and open access by the Institute for Public Service (IPS) at TRACE: Tennessee Research and Creative Exchange. It has been accepted for inclusion in The Exchange Newsletter by an authorized administrator of TRACE: Tennessee Research and Creative Exchange. For more information, please contact trace@utk.edu.

CTAS and MTAS
Aid Drug Task Forces

LEIC Participates in
Information Session with
Malaysian Officials

Administrative Staff Gathers
for Training Session

EXCHANGE

Creative, Trusted and Valued Solutions for Tennessee

WWW.IPS.TENNESSEE.EDU

July 2015 A newsletter of The University of Tennessee Institute for Public Service Vol. 10 No. 7

County Officials Receive Updates on Legislative Action

COUNTY MAYORS, COUNTY COMMISSIONERS and highway officials from across the state recently attended the Post Legislative Conference hosted by the Tennessee County Services Association (TCSA), the Tennessee County Commissioners Association (TCCA) and the Tennessee County Highway Officials Association (TCHOA) in Pigeon Forge.

More than 350 officials attended the conference that focused on proposals that came out of the recently adjourned session of the 109th General Assembly. The County Technical Assistance Service (CTAS) partnered with TCSA and TCHOA to provide a four-hour legal issues training program to open up the conference. CTAS also offered a session on Current Affordable Care Act Issues for Counties. **x**

More than 350 county officials attended the spring Post Legislative Conference in Pigeon Forge.



Photos by: Brett Howell



TCSA Executive Director David Connor addresses attendees at the Post Legislative Conference.



TGMI 2015 Finds Strengths, Builds Learning Communities

By Stefani Mundy

THE TENNESSEE GOVERNMENT MANAGEMENT INSTITUTE (TGMI) is referred to as the “TGMI Experience” by alumni and staff across the state. Managerial-level state employees are nominated to attend and pleasantly surprised to gain much more than classroom learning at TGMI. The focus of TGMI 2015 is identifying individual leadership strengths and building learning communities in state government.

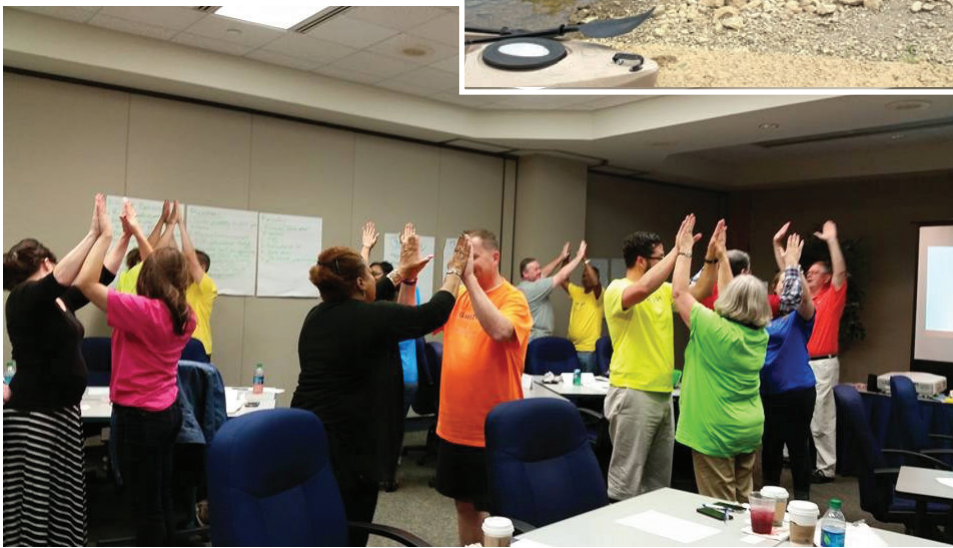
TGMI curricula are designed to be a sequential progression in management education. State government employees began TGMI 2015 with self-discovery of strengths, advanced into experiential learning with classmates, and completed the program with their new 36-member learning community. The culture of TGMI exemplifies commitment, lifelong learning, energy, participation, and collaborative support. A phrase that is tradition among TGMI alumni is that each group is the “Best Class Ever!” The Class of 2015 referred to the final day of TGMI not as goodbye but as “the beginning of 36 new friendships.”

TGMI is administered by the Naifeh Center for Effective Leadership in partnership with the Tennessee Department of Human Resources. ✕

Within 24 hours of the final day of TGMI, class members gathered for a kayak trip.



TGMI 2015 participants actively listen and encourage their class members.



UT THE UNIVERSITY OF TENNESSEE
INSTITUTE FOR PUBLIC SERVICE

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
WWW.IPS.TENNESSEE.EDU

DR. JOSEPH DIPIETRO
President

DR. HERB BYRD, III
Interim Vice President of Public Service

CHARLES E. SHOOPMAN
Assistant Vice President

STEVEN T. THOMPSON
Assistant Vice President



10% Total Recovered Fiber
All Post-Consumer Fiber



The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.

The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/T/Y available) or 974-2440.

Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

IP330 • E13-0110-030-15

CTAS and MTAS Aid Drug Task Forces

WITH THE ASSISTANCE of the County Technical Assistance Service (CTAS) and the Municipal Technical Advisory Service (MTAS), judicial district drug task forces across the state are receiving praise from the District Attorney Generals Conference, a group of district attorneys general from the state's 31 judicial districts.

Judicial district drug task forces are created by inter-local agreements between cities, counties and district attorney's offices. These task forces have come under fire for everything from poor management of funds to inadequate property and evidence procedures. MTAS Police Management Consultant Rex Barton and CTAS Criminal Justice Consultant Terry Hazard, at the request of the District Attorney Generals Conference, provided training and technical assistance for the state's district drug task forces over the last three years and the state conference has taken notice.

Burney Durham, with the District Attorney Generals Conference, credited Barton, Hazard the Tennessee Comptroller's Office and the Tennessee Department of Safety and Homeland Security. He said the improvement in drug task force operations has been a team effort.

The Tennessee Comptroller's office released its report on funds administered by the district attorneys general and the drug task forces across the state. The comptroller's office pointed to the continued improvement in the management of these funds across the state.

"This is one of the best annual reports we have issued on Tennessee's Judicial Districts," Comptroller Justin P. Wilson said in a news release. "I would like to compliment the District Attorneys General Conference for its efforts to improve financial operations by offering training and education on these important issues." X



MTAS HOSTS MUNICIPAL COURT CLERK CONFERENCE

CLOSE TO 200 MUNICIPAL COURT CLERKS and other city employees from across the state recently attended the Municipal Court Clerks Conference hosted by the UT Municipal Technical Advisory Service in Franklin. The attendees heard presentations that addressed a variety of everyday issues that affect the operations of Tennessee's courts and cities.

The program kicked off with a presentation by guest speakers Doug and Pat Ralls, who shared the story of their son being killed by a distracted driver one morning on his way to work. Their message of "hang up and drive" was powerful and well received by the court clerks in attendance. During the remainder of the first day, the attendees heard deliveries by MTAS Finance Consultant Brad Harris, who spoke on best practices for dealing with a variety of payments that clerks receive; MTAS Legal Consultant Melissa Ashburn, who explained the best practices for courts handling appeals; and former Clarksville City Attorney David Haines, who discussed issues surrounding the American with Disabilities Act.

Day two of the conference featured MTAS Police Consultant Rex Barton and a panel of experts discussing the advantages of e-citations. Among the panelists were employees from the city of Alcoa and Knoxville Chief of Police David B. Rausch. Panelists stressed the increase in productivity and revenue along with reduced costs and increased officer safety in the usage of e-citations. This informative session was followed by the Chair of the Judicial Ethics Committee, Judge Alan Glenn, who delivered a strong message on the need to develop ethical and professional guidelines for municipal court clerks.

Members of the MTAS training department concluded the conference by introducing and officially launching a certificate program endorsed by the Administrative Office of the Courts. Municipal court clerks from across the state are enrolling in the three-year program for professional development. More than 115 court clerks registered within the first week of the program's debut. X

LEIC Participates in Information Session with Malaysian Officials

A GROUP OF MALAYSIAN GOVERNMENT, university and business officials recently visited East Tennessee to learn what The University of Tennessee, including the UT Institute for Public Service's Law Enforcement Innovation Center (LEIC), and Oak Ridge National Lab (ORNL) have to offer in terms of nuclear security – both academically and tactically.

After spending the first part of their trip meeting with officials from ORNL, the group visited the Howard H. Baker Center for Public Policy where they heard from Dr. Joe Stainbeck of the UT Institute for Nuclear Security, Baker Center officials and LEIC Executive

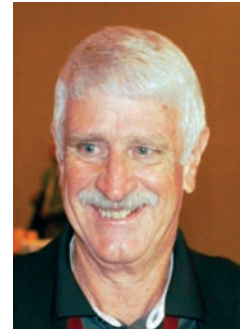


▲ Malaysian study tour group.

Director Don Green. Green discussed the National Forensic Academy 10-week training and the three-week version of the training geared toward college students. He also discussed LEIC's delivery, in partnership with the U.S. State Department, of a chemical security program scheduled later this summer in Nigeria, Indonesia and the Philippines.

The Malaysian study tour group included staff members from the National University of Malaysia, the Malaysian Nuclear Agency, the Atomic Energy Licensing Board, the Royal Malaysian Police and the National Security Council. ✕

Moore Named City Manager of the Year



Moore

MITCHELL MOORE, Athens city manager and chairman of the UT Municipal Technical Advisory Service's (MTAS) advisory board, recently was named as the Tennessee City Manager's Association (TCMA) City Manager of the Year.

Moore received the honor at the Tennessee Municipal League conference held in June in Nashville.

"Mitchell has been a strong supporter of MTAS, applauding our successes and reminding us how we can do better," said MTAS Executive Director Jim Thomas. "Personally speaking, I can tell you that as a fellow city manager, Mitchell has always been one of my 'go to' folks when an issue I was dealing with needed an extra set of ears to help mark the path forward."

Moore is a native of Sweetwater. He became the Athens city manager in September 1999. Prior to his return to Tennessee, he was city manager for Belmont, N.C. from 1991 to 1999. He also served as city manager in Fort Oglethorpe, Ga. and Melbourne Beach, Fla. He began his career in city management with Athens as assistant to the city manager from 1980 to 1984. He is a 1975 graduate of Austin Peay State University with a bachelor's in business administration. He completed his master's in city management at East Tennessee State University in 1980.

The city manager of the year award is presented by TCMA to acknowledge Tennessee city managers, administrators, or assistants who have made exceptional contributions to their profession. Moore has been praised for helping to improve the quality of life for Athens' residents through the creation of the Market Park Pavilion downtown, which now hosts a farmer's market, car shows, a summer concert series and a variety of festivals. He has also received credit for helping develop trails in the area including a soon-to-be open Rails to Trail six-mile byway that incorporates local railroad history. ✕

CRIME SCENE



Photos by Chris Jones, LEIC

LEIC Crime Scene

THE UT LAW ENFORCEMENT INNOVATION CENTER (LEIC) recently held a 40-hour Crime Scene Management Course that was hosted by the Sullivan County Sheriff's Office in Blountville. Attendees learned forensic photography, latent print examination and processing, blood stain pattern analysis, taking measurements at a crime scene and DNA analysis. The instructors for this course were Dan Anselment from LEIC and Tim Schade of the Knoxville Police Department. X

CLOCKWISE FROM TOP:

Instructor Tim Schade teaches attendees print dusting techniques.

Instructor Tim Schade Illuminates blood.

Dan Anselment and Tim Schade discuss blood splatter.

kudos

To: Dennis Wolf, MTAS

We want to thank you again for going out of your way to help Sylvia and I figure out a 20- year mess. Your help is so appreciated!!

We appreciate the great resource MTAS is in so many ways.

Thanks!

Robert Springer

To: Jim Thomas, MTAS

I cannot say enough good about the people who work at MTAS, especially Brad Harris, Warren Nevad and Brett Ward. They all are excellent in their fields. Their ability and willingness to serve the local governments makes me proud of MTAS.

The Elected Officials Academy held in Etowah was time well spent. All of Niota's commissioners and I came away with good up-to-date information and many of our questions answered. It is programs like this and the personal service that MTAS offers that make my job doable. I know where to turn when I have a problem.

Thank you for heading up such a great agency.

Lois Preece

Administrative Staff Gathers for Training Session

TWENTY ADMINISTRATIVE STAFF MEMBERS from each of the Institute for Public Service agencies met recently in Cookeville for a day of training and networking.

This is the first such training for this group. The program for the day was developed by an administrative training committee made up of Doug Brown (MTAS), Misty Bean (LEIC), Jill Marling (Administration), Patricia Burke (CTAS) and Tammy Gage (CIS). The opening session was presented by Vallie Collins, who was a passenger of the plane that landed in the Hudson River in 2009. Collins gave a very dynamic talk of that episode and how it has affected her and how she lives her life.

For the training session, Shayna Humphrey, an adjunct faculty member from Vanderbilt University, presented a session on Handling Difficult Situations Like a Pro: An Advanced Customer Service Seminar. She talked about the building blocks of emotional intelligence, identifying personal hot buttons and reactions and their impact on effectiveness and morale, and learning ways

to move to the other side of the fence to develop empathy. Because these employees are the front line face for each of the agencies, it is critical that they can identify challenging customer service situations and learn and practice how to manage difficult customers. X



▲ IPS administrative staff members from across the state.

anniversaries

These dates reflect what is referred to in IRIS as the Current Hire Date.



Sharee Brewer, MTAS, 3 years



Wendy Eddy, CIS, 6 years



Jeff Metzger, CTAS, 8 years



Chris Payne, CTAS, 16 years



Dwaine Raper, CIS, 8 years



Steve Thompson,
IPS Administration, 5 years



Lyndy Wibking, MTAS, 6 years



Melanie Wolfenbarger,
LEIC, 9 years



Beth Patton **Accounting specialist**

AFTER ALMOST 15 YEARS with the Center for Industrial Services Beth Patton has retired. Patton, who was an accounting specialist, started working with CIS in December 2000.” x

“Beth Patton has been an integral part of CIS for almost 15 years, handling a range of important administrative duties with a positive attitude and warm smile. I have always appreciated Beth’s willingness to quickly jump in and get a job done, whether it be navigating a contract to approval or handling our flower fund for funerals.

Thank you, Beth!”

*Paul Jennings
CIS Executive Director*

Farewell

“I have had the pleasure of working with Beth for the last six years. Beth was a very dedicated hardworking employee and she will be sorely missed by everyone at CIS.”

*Wendy Eddy
CIS Business Manager*



THE UNIVERSITY OF TENNESSEE

INSTITUTE FOR PUBLIC SERVICE

105 Student Services Building
Knoxville, TN 37996

calendar



CIS

- July 7 40-Hour HAZWOPER, Hazardous Waste Site Worker, Knoxville
- July 7 8-Hour Site Worker Refresher, Nashville
- July 8 8-Hour DOT Refresher, Nashville
- July 9 16-Hour DOT, Nashville
- July 14 Standardized Work & Mistake Proofing, Greeneville
- July 15 Lean Introduction & Value Stream Mapping, Knoxville
- July 16 Standardized Work & Mistake Proofing, Athens
- July 21 Improvement Kata, Nashville
- July 21 OSHA511 Occupational Safety & Health Standards for General Industry, Memphis
- July 22 Improvement Kata, Chattanooga
- July 22 OSHA2255 Principles of Ergonomics
- July 28 5S Workplace Organization & Visual Management, Greeneville
- July 29 Standardized Work & Mistake Proofing, Knoxville
- July 30 5S Workplace Organization and Visual Management, Athens

CTAS

- July 9 Affordable Care Act, Nashville

LEIC

- July 13 SRO Basic Training, Maryville

MTAS

- July 1 CMFO – Financial Reporting 1, Nashville
- July 7 2015 Municipal Legislative Update, Franklin
- July 8 2015 Municipal Legislative Update, Jackson
- July 9 2015 Municipal Legislative Update, Knoxville
- July 10 2015 Municipal Legislative Update, Collegedale
- July 14 2015 Municipal Legislative Update, Kingsport

announcements

RECRUITMENTS

- CTAS Administrative Support Asst. III
- CIS IT Administrator III
- CIS Specialist II/Economic Development

NEW HIRES

- IPS Administration Linda Arms

RETIREMENTS

- CIS Beth Paton