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Shared Human Resources Model Rolls Out to Employees in January

Human Resources across the UT system will be undergoing changes effective Jan. 4, 2010. The re-design of human resources is moving to a shared-services model that will make HR services more accessible to employees, simplify processes and increase the effectiveness of HR across the system and state.

The new structure consists of three tiers: Systemwide Administration, Regional Service Centers, and Human Resource Officers (HRO) for each campus and institute. Each campus and Institute will retain its HRO and walk-in offices. Judie Martin will remain the HRO for the Institute for Public Service and will continue to process all hiring paperwork and other related issues for IPS.

(continued on page 2)
A part of the re-design, starting Jan. 4, 2010, there will be a new toll-free hotline answered by staff during business hours for employee inquiries about HR issues such as benefits, policies, and training and employment opportunities. The toll-free hotline number will be 1-888-444-UTHR. The Regional Service Centers will reduce duplication of work across the system and allow HRO’s to have more interaction with employees. Staff at the centers will respond to questions from the hotline number, maintain records, process transactions and provide training.

The System Administration tier will coordinate HR functions for the four campuses and three institutes including workforce development and planning, talent management, total rewards, and health and safety.

You will become more familiar with these terms as the HR committees begin to define these functions and set priorities for HR.

The shared-services model for human resources is used by many corporations (FedEx), government (ORNL), and other universities (Johns Hopkins, Wake Forest). UT officials believe moving to this structure will help plan for the future and provide improved services to employees.

LEIC provided information on and showcased all of the programs it offers. Whether investigators were focused on crime scene training, supervisors on management and ethics training, or officers on school safety, homeland security or community policing tactics, LEIC was able to respond to their questions and offer suggestions on how best to use their training funds.

“Another beneficial aspect of attending such a well known and respected conference is the ability to visit a wide range of vendors offering the latest in technical, tactical and training needs.”

During the event, national and international chiefs, sheriffs and their representatives have the opportunity to attend more than 150 workshops and forums covering every aspect of law enforcement.

As a part of the conference, IACP presents the August Vollmer Award to an agency or agencies that have contributed to excellence in forensic science. As the initial winner of the award in 2007, LEIC’s National Forensic Academy has partnered with IACP to award each succeeding year’s winners a tuition-free scholarship to the NFA.

This year’s recipients were the Santa Ana (Calif.) Police Department for Innovation in Forensic Technology, the Houston Police Department for Significant Investigative Value in a Major Crime and the Georgia Bureau of Investigation for Enhancement of Forensic Capability by a Forensic Science Provider.

The U.S. Army Criminal Investigative Division and the National Forensic Science Technology Center also received the Vollmer Award, but because they are federally funded and private, respectively, they are not eligible to receive the NFA scholarship.
Tennessans have a general sense of what should be done to capitalize on the economic opportunities associated with energy, according to a new report from The University of Tennessee.

“The Business of Southern Energy: Making Choices for Your Community” summarizes information UT collected during community forums in early 2009. About 130 Tennesseans, including researchers and farmers, participated in the forums and discussed how to capitalize on energy-related opportunities, build a green economy and encourage local energy savings.

Each year, the Southern Growth Policies Board (SGPB) engages communities throughout the South in discussions on issues related to economic development. This year, the conversations centered on energy-related economic development, from bioenergy to sustainable design to green collar job development. Forums were held in Memphis, Martin, Jackson, Murfreesboro, Crossville and Blountville in partnership with the University of Tennessee (UT) Institute for Public Service (IPS), UT Extension, a unit of the UT Institute of Agriculture, and state, regional and local partners.

“The university has a responsibility to research and develop sustainable energy sources, then use those new energy technologies for economic benefit,” said Mary Jinks, UT vice president of public service. “Forum participants across the state reiterated the ideas of using energy-related opportunities to attract and grow new business, strengthen our competitive advantage, and prepare workers for the green jobs of the future.”

The UT report details key themes from the forums that include connecting energy efficiency to economic and environmental sustainability, preparing Tennessee’s workforce for emerging occupations, and realizing savings through conservation. The summary of findings is posted online at: www.ips.tennessee.edu/userfiles/file/SGPB%20FINAL.pdf.

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**CTAS Announces New Solid Waste Certificate Program**

The UT County Technical Assistance Service (CTAS) recently began the administration of a new training certificate program in conjunction with the Solid Waste Association of North America (SWANA) and the Tennessee Solid Waste Directors Association (TSWDA). The new Solid Waste Professionals Certificate Program (SWPCP) provides sound principles and practices in the planning, management and operation of an integrated solid waste system.

Participants reap many benefits from the SWPCP, including having a comprehensive training program with courses specifically designed for their role as solid waste professionals; learning the latest approaches in the solid waste field of study; networking with leaders and innovative colleagues in solid waste management; and becoming recognized by the University of Tennessee as a Certified Solid Waste Professional.

The program requires the completion of a combination of both SWANA and CTAS courses, some of which require the participant to successfully complete a corresponding exam. Once certified, the solid waste professionals must earn 42 hours of approved training credit within a three-year cycle to maintain their professional designation.

In October, CTAS presented the first SWPCP certificate to Randy Etheridge, the solid waste director from Hardin County.

For more information on the SWPCP, contact CTAS Training Manager Bob Schettler.
The UT Municipal Technical Advisory Service (MTAS) recently celebrated its 60th anniversary with open house gatherings in Knoxville, Nashville and Jackson.

MTAS Celebrates 60 Years of Service

Melanie Purcell, assistant director of MTAS, prepares to cut the 60th anniversary cake.

UT President Emeritus Dr. Joe Johnson spoke to visitors at the MTAS Open House in Knoxville.

MTAS Consultant Margaret Norris; Amy Fitzgerald of Oak Ridge; IPS Assistant Vice President Dr. Karen Holt; Dr. Mike Fitzgerald of the UT political science department and senior teaching fellow at the Howard H. Baker Jr. Center for Public Policy; and MTAS Assistant Director Melanie Purcell attended the anniversary open house in Knoxville.

MTAS Executive Director Mike Tallent visited with Janice Casteel from the city of Cleveland.
Elected Officials Complete Level II of MTAS Training Academy

Fourteen officials in the Upper Cumberland Region were the latest to complete Level II of the UT Municipal Technical Advisory Service (MTAS) Elected Officials Academy (EOA).

The EOA Level II program consists of 16 hours of municipal courses taught by MTAS and independent consultants. The graduates completed courses in: police administration taught by Rex Barton, police consultant; fire administration taught by Gary West, fire consultant; wastewater utility issues taught by Brett Ward, wastewater consultant; municipal personnel taught by human resources consultant Bonnie Curran; legislative issues taught by Dennis Hugger, legal consultant; public works taught by consulting services director Sharon Rollins; city council at work taught by Warren Nevad, management consultant; and parks and recreation taught by independent consultant Mack Reagan.

The participants met in Livingston once a month for two hour classes from June through September.

In addition to valuable applied information, the class provided an opportunity for fellow elected officials in the Cumberland Plateau area to share tips, stories and camaraderie among colleagues facing similar issues. MTAS would like to thank the city of Livingston for use of its facility for the training.

CTAS, TDOT Improve Litter Grant Program

The Tennessee Department of Transportation (TDOT) Litter Grant program got a huge boost thanks to a new automated monthly cost report developed by the UT County Technical Assistance Service (CTAS).

For many years, counties and residents in Tennessee benefitted from the litter grant program. With the assistance of this state grant funding, county governments in Tennessee have been able to provide litter pickup and recycling programs as well as litter education. However, the monthly cost reporting forms for the grant were manual, making the process time-consuming and creating the opportunity for numerous accounting and reporting errors. Counties were leaving thousands of dollars of needed grant funds unrequested due to the outdated reports.

At the request of TDOT, CTAS developed a Microsoft Excel-based monthly cost report that accurately captured the cost of the county litter program. CTAS and TDOT then presented training for the new program changes statewide as well as one-on-one to county officials and litter program employees across the state. Tennessee counties should see less time spent on monthly reporting, less reporting errors and enhanced grant revenue with the new reporting forms and training that CTAS developed and delivered.

UT Now Using E-Verify System on All Federal Contracts

All federal contractors, including the University of Tennessee, must now use an Internet-based system operated by the Department of Homeland Security, U.S. Citizenship and Immigration Services to verify all employees who are working on the contract.

The Federal Acquisition Regulation (FAR) clause took effect in September. Any organization working under a federal contract, which contains the clause, must verify the employment of all people hired to work under that contract.

The research office on each UT campus will review all federal contracts to determine if they contain the FAR clause. If research finds that a contract contains the clause, then it will immediately notify the campus business office and human resources officer. The business officer will enter the information into the new financial IRIS table requiring E-Verification. The human resource officer will E-Verify the employees and will enter into the IRIS system the date that each employee is verified.
MTAS Consultant Finds There Is No Place Like Home

Richard Stokes
MTAS Municipal Human Resources Consultant

I’ve often wondered what it would be like to live in another country. I’ve visited numerous foreign countries (including England, Belgium, the Netherland, Canada, the Bahamas and Mexico) either on business or for pleasure, but none seemed to replace home. As an African-American man, I’ve often dreamed of visiting and possibly living in what I consider “the Mother Land,” “the cradle of life,” the continent of Africa. However, after a short visit I can truly say, ‘there’s no place like home.’

I recently had the opportunity to represent the International Public Management Association for Human Resources (IPMA-HR), the UT Municipal Technical Advisory Service (MTAS) and the U.S. as the keynote speaker at the Institute of Municipal Personnel Practitioners of South Africa (IPMSA) conference. The IMPSA Annual Conference was held at the Mmabatho Convention Center in Mmabatho/Mafikeng, South Africa, and IPMA-HR asked me if I would travel in place of current President Joe Lunt and speak to the group. The theme of the conference was Work-life and Beyond — Balancing the Total Package.

The journey took me from Nashville to Atlanta to Johannesburg to Mmabatho, South Africa, over the course of three days. The travel involved overnight layovers in Atlanta and Johannesburg due to re-routing and missed flights. Unfortunately, this left me with little time to explore the African countryside. During my travel, however, from the Johannesburg Airport to my final destination at the Mmabatho Palms Hotel, I was immediately struck by the extreme security not only in the airports but also along the travel route to the hotel facilities. What else can one expect when unemployment eclipses 30 percent in a metropolitan area with a population of 763,000?

Mafikeng, originally named Mahikeng, literally means place among the rocks. It refers to volcanic rocks that provided temporary shelter to Stone Age humans in order to easily hunt animals drinking water in the Molopo River. After centuries of tribal wars (Bophuthatswana and BaRolong) and more recently the effects of apartheid (the Colonials), the region is presently faced with the challenge of uniting Mmabatho (Bophuthatswana heritage), Mafikeng (BaRolong) and Mafeking (the Colonials), into a major metropolitan area.

While there was little time for outside activities, I did have an opportunity to visit a local game reserve, the Mafikeng Game Reserve, home of the white rhino and take a short tour of the city of Mafikeng. I met with former Executive Mayor of the Ngaka Modiri Molema District Municipality Thema Gwabeni and current Executive Mayor Cllr P Mokatoand. I also had an opportunity to visit with Tribal Chief Barolong Boora Tshidi. Ironically, the executive mayor was removed from office by the ruling national political party the day of my arrival. Current Executive Mayor Cllr P Mokatoand was appointed the day of the IPMSA gala. The executive mayor literally made her first public appearance and gave her inaugural address at the IPMSA Conference.

My presentation, Employee Wellness in the Workplace — A U.S. Perspective, was an overview of current U.S. workplace wellness initiatives. Specifically I discussed the current debate involving healthcare reform and its impact on wellness programs. I also provided a detailed listing of state government initiatives including those efforts in Tennessee.

Other presenters at the program included Dr. David Molapo, national chairman of the Scouts Association of South Africa (Juggling it All: Work, Life and Family); Dr. John Tibane, diplomat in business management and executive development (Mastering Workload Balance); Dr. Samantha Naidoo, senior manager of business development and corporate communications, The Careway Group (Employee Wellness Programs — The Driver of an Integrated Wellness Programme at Work); Dr. Lee Adonis, specialist consultant for Vitality Wellness; and Hein Wagner, owner, Visiontree (A Practical Toolkit to Implement Employee Wellness in your Organization).
TO: DON STONE, CIS
Your class was a pleasure yesterday! I have to compliment UT for its staff and the format for the classes. The staff is extremely professional and kind. They make the classes more enjoyable with the smiles and upbeat demeanor. Lunch was delicious too!

I wanted to see if you could quote for me a visit of a couple of hours to HORN USA, just to look at our current environmental program and make sure we are doing things correct? Also, please check your schedule and let me know when you could fit us in. We have an upcoming ISO Audit (internal) in Jan. 2010. Thank you so much.

Sebrina Carter
Marketing Manager
Horn USA, Inc.

TO: RON WOODY, CTAS
Our office appreciates you very much. You always respond quickly and with the right information. You are so valuable to people like me. Thank you so much and let me know if I can ever return the assistance.

Diane Woods
Senior Buyer
Knox County Government

TO: DON GREEN, LEIC
The Tempe (Ariz.) Police Department would like to thank Homeland Security Specialist Deidra Phillips for her hard work in the coordination of the T4 (Transit Terrorist Tool and Tactics) instruction team and registration of all of the participants for this important Homeland Security Training.

Thank you for the support that that UT Law Enforcement Innovation Center has given the Tempe Police Department Homeland Defense Bureau in our continuing efforts to provide a safe and successful transportation system.

Mike Powell
Sergeant Transit and Facility Security
Tempe Police Department
Homeland Defense Bureau

TO: MIKE TALLENT, MTAS
Please lest this letter serve to commend Pat Hardy for his excellent presentation and facilitation of the 2009 Bristol senior staff training retreat on September 24.

Thirty senior staff members participated in the highly interactive and informative Lincoln on Leadership program over the course of a full-day. All of the feedback that I have received has been very positive as to both the content of the presentation and the delivery of the material. Not only did Pat understand the subject matter, but he was able to provide real life examples that brought them down to the local government level — making the lessons more meaningful and understandable to the participants.

Of the many MTAS presentations that I have enjoyed over the years, this one was without question the finest to date.

Thank you for the support provided by Pat and the UT Municipal Technical Advisory Service on this important training project.

Jeffrey J. Broughton
Bristol City Manager
IPS November Calendar of Events

♦ CIS
Nov. 2-6 40-Hour Site Worker, Gatlinburg
Nov. 11-12 OSHA 10-Hour General Industry, Jackson
Nov. 17-19 24-Hour Emergency Response
  Technician, Nashville
Nov. 17-20 OTI 500 Trainer Course in OSHA
  Standards for Construction, Knoxville
Nov. 17-20 OTI 501 Trainer Course in OSHA
  Standards for General Industry, Knoxville

♦ CTAS
Nov. 4  Business Tax Seminar, Collegedale
Nov. 4-5  Occupational Safety and Health
  Administration (OSHA) Training,
  Greenville
Nov. 5  Business Tax Seminar, Johnson City
Nov. 6  Business Tax Seminar, Knoxville
Nov. 9-10 OSHA Training, Williamson County
Nov. 12 Business Tax Seminar, Franklin
Nov. 12-13 OSHA Training, Robertson County
Nov. 15-19 County Officials Assoc. of Tennessee
  (COAT) Annual Conference, Nashville
Nov. 19  Business Tax Seminar, Jackson

♦ LEIC
Nov. 3  Meth Free Education in Tennessee
  Schools, Jackson
Nov. 4  Bullying Policy and SAVE Act Meeting,
  Jackson
Nov. 3-5  Transit Terrorist Tools and Tactics (T4),
  St. Louis, Mo.
Nov. 9-13 Forensic Digital Photography,
  Pelham, Ala.
Nov. 10-12 Transit Terrorist Tools and Tactics (T4),
  Dallas, Tex.
Nov. 16-20 Crime Scene Management
  in Correctional Institutions,
  Jefferson City, Mo.
Nov. 17-19 Transit Terrorist Tools and Tactics (T4),
  Rock Island County, Ill.
Nov. 18-20 Survival Spanish for Law Enforcement,
  Murfreesboro

♦ MTAS
Nov. 3  Certified Municipal Financial Officer
  Program (CMFOP), Financial Reporting I,
  Spring Hill
Nov. 4  Municipal Administration Program
  (MAP), Business Tax, Collegedale
Nov. 5  Business Tax, Johnson City
Nov. 6  Business Tax, Knoxville
Nov. 10 Financial Reporting I, McMinnville
Nov. 10 Financial Reporting I, Athens
Nov. 10 Financial Reporting I, Jackson
Nov. 12 Business Tax, Franklin
Nov. 16 Financial Reporting I, Jackson
Nov. 18 Business Tax, Lakeland
Nov. 18 Financial Reporting I, White House
Nov. 18 Financial Reporting I, Morristown
Nov. 19 Business Tax, Jackson

♦ NAIFEH CENTER
FOR LEADERSHIP
Nov. 16  Generations Training, Nashville
Nov. 18  Generations Training, Knoxville

STATE SERVICE LONGEVITY

Doug Brown, MTAS .................. 3 years
Mandy Johnson, LEIC ................ 4 years
Judie Martin, IPS CO ................. 3 years
Gregg McAlister, LEIC .............. 2 years
Paul Middlebrooks, CIS ............ 23 years
Ann Mitchell, CIS ................... 9 years
Earl Pomeroy, CIS .................. 2 years
Bob Schettler, CIS .................. 24 years
Bill Wiley, CIS ..................... 19 years

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PROMOTIONS

♦ CIS
Debbie Barber, Consultant II, Nashville

♦ MTAS
Gary Petree, Program Manager, Knoxville

RECRUITMENTS

♦ LEIC
Executive Director, Oak Ridge

♦ MTAS
Training Consultant, Knoxville/Nashville
  Municipal Management Consultant, Knoxville
  Legal Consultant, Nashville

DEPARTURE

♦ MTAS
Izetta Slade, Knoxville

♦ NAIFEH CENTER
Kasey Draney, Knoxville

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Vice President
for Public and Government Relations