
MTAS
MTAS INFORMATION
RESOURCES FOR YOU! ATTEND A BRIEF WEBINAR TO FIND OUT MORE

Mark these dates to join us for these free, half-hour information webinars to learn about resources that are offered by the MTAS Research and Information Center.

MAY 9  10:00 AM EST
AUGUST 9  2:00 PM EST

Details on how to join will be posted on the MTAS website.

NEW INFORMATION RESOURCES FROM MTAS AND BEYOND

Workforce of Tomorrow (Alliance for Innovation, 2015)  DOWNLOAD
Dark Water Rising: Fixing America’s Broken Water Infrastructure Systems (American City & County, October 2015)  REQUEST A COPY
The Retirement Tsunami (American City & County, September 2015)  REQUEST A COPY
For a listing of all new materials: CLICK HERE

MTAS COURSE LISTINGS
CLICK HERE

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER
READ
IF THE LAST FEW DAYS are any indication, spring will be in full swing as you read this newsletter. Green grass sprouting; buds on trees blooming; flowers are poking through the soil; and clocks already sprung forward an hour. A great time of the year and a busy one for anybody whose work is about the workings of local government in Tennessee.

For us at MTAS, spring finds us focusing on our staff as we wrap up annual performance reviews and looking ahead as we put the finishing touches on the budget plan for the next fiscal year. By remembering my days in city hall, I know that you’re well into the budget constructing process too. But it’s also a busy time when opportunities arise to attend conferences hosted and conducted by the many professional associations whose members are folks just like you from many of the state’s 345 towns and cities. I hope you can make time to attend one of those. MTAS will be at many of them so we’ll look forward to seeing you there.

As MTAS moved into its new headquarters office in Knoxville last year, we used a very generous gift from the Tennessee Municipal League Risk Management Pool to furnish and equip our new library area. The Pool made the gift in honor of Robert H. Watson, Jr., one of its long-serving legal counselors who passed away in 2014, and in January the newly located library was named the Watson Research and Information Center. We’re glad that our library is named for a person whose passion for good local government was strong and happy to be able to manifest our relationship with the Pool in such a great way. You’ll read more about the dedication in this newsletter.

Just like you, we follow the activity of the Tennessee General Assembly with great interest and work hard during the spring to assist The Tennessee Municipal League with assessing the effect that proposed legislation may have on local government. As we have done for many years, we will present a series of workshops across the state where adopted legislation and its impact on local governments will be presented. Those workshops typically take place mid-summer so be looking for announcements of the schedule. I hope you’ll be able to attend one near you.

As always, the MTAS focus is on you and your town and city government. We work every day to assist you in ways that enable you to make those informed decisions that are important as you deliver the municipal services your citizens expect. I hope you’ve had the opportunity to work with us recently and, if not, that you’ll give us one in the near future.

With best regards,
Jim Thomas

Please Help Us Welcome Some New Faces to MTAS!

DAWN MCMILLEN joined MTAS in February as the senior library associate II in the Watson Research and Information Center. Dawn came to MTAS most recently from the corporate library of the Stryker Orthopedics Company in New Jersey where she managed the library periodical collections and provided information services to teams throughout the corporation. Dawn has a bachelor’s degree in communications from Xavier University as well as paralegal and medical writing certifications.

NICHOLAS “NICK” MEANZA was also hired this year to work on special projects for the MTAS municipal court clerk program. Nick will be conducting a statewide training needs assessment for municipal court clerks this year on behalf of MTAS. Prior to working with MTAS, he served as a deputy staff judge advocate for the United States Air Force. He received his juris doctor degree from Cleveland-Marshall College of Law and a bachelor of arts degree in political science from John Carroll University.

ABNER “ABB” OGLESBY was recently hired as the new municipal court specialist for MTAS. Prior to taking this position at MTAS, Abner served as a special assistant attorney general in the Office of the Mississippi Attorney General. Abner graduated from Auburn University with a bachelor’s degree in finance and earned his juris doctor degree from the University of Mississippi School of Law. At MTAS, he will join the training team and consult with and provide training to municipal court officials across Tennessee.
IN 2013, THE FEDERAL OFFICE OF MANAGEMENT AND BUDGET (OMB) issued final guidance on administrative requirements, cost principles and audit requirements for federal awards. It is officially 2 C.F.R. 200 and titled Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) and can be found here.

State and local governments (recipients and/or sub-recipients) of federal financial assistance have until June 30, 2016 to be compliant with these new regulations. Many local governments receive grants directly from the federal government, but are also considered sub-recipients when they indirectly receive federal grant funding through the state or other non-federal organization (a pass-through entity).

While the new requirements are many, and a thorough review of the guidance is highly recommended, this article will point to a few significant changes in procurement and contracting.

- Type of financial relationship – an ‘assistance’ or ‘procurement’ relationship can exist depending on who carries out the principal purposes of the grant or contract.
- Risk assessment – risks posed by using a particular entity must be assessed and things such as audit findings, financial stability and performance history must be considered.
- Conflicts of interest – standards must be in place and enforced to help identify potential issues
- Internal controls – controls must be established and maintained to adequately evaluate and monitor compliance and take prompt action on audit findings.

OTHER IMPORTANT NOTES:
Section 200.94 - Supplies - clarifies the threshold for defining personal property as a supply, and also that computing devices are subject to the less burdensome administrative requirements of supplies (as opposed to equipment) if the acquisition cost is less than the lesser of the capitalization level established by the non-Federal entity for financial statement purposes or $5,000

Section 200.318 - General Procurement Standards paragraphs (d), (e), and (f) require non-federal entity’s procurement procedures to avoid duplicative purchases and encourage non-federal entities to enter into inter-entity agreements for shared goods and services.

Cities need to be aware of the new regulations, read the entire document, and assess their own current policies and procedures to determine what changes need to be made by the June 30 deadline.

CITIES IN WHICH VOTERS approved the sale of wine in grocery stores are required to issue certificates before grocery stores may be licensed to sell wine by the Alcoholic Beverage Commission. The language in the law concerning these certificates is in Tennessee Code Annotated § 57-3-806, and states:

(a) As a condition precedent to the issuance of a license under § 57-3-803, every applicant for a license under that section shall submit with the application to the commission a certificate signed by the county executive.
or chair of the county commission in which the licensed premises are to be located if outside the corporate limits of a municipality or, if within a municipality, from the mayor or a majority of the commission, city council, or legislative body of the municipality, by whatsoever name designated, or if the municipality has no mayor, from the highest executive of the municipality. The issuance of a certificate shall not be conditioned on the residency of the applicant, including, but not limited to, requiring the applicant to live within the county or municipality, or additional conditions not required by this section.

(b) The certificate must state:

(1) That the applicant or applicants who are to be in actual charge of the business have not been convicted of a felony within a ten-year period immediately preceding the date of application and, if a corporation, that the executive officers or those in control have not been convicted of a felony within a ten-year period immediately preceding the date of the application; and

(2) That the applicant or applicants have secured a location for the business which complies with all zoning laws adopted by the local jurisdiction, as to the location of the business.

No direction is provided by the law concerning the type of background check to be conducted or fees that may be charged by the city. No one type of background check is required to satisfy the law, so the city has discretion in determining what type of check to perform. Some grocery stores are submitting background checks they have conducted on their officers or those in charge of the premises. If the police chief confirms that such submitted background checks are legitimate, the city should accept those background checks. If the city conducts the background check, MTAS recommends the city use the same method relied upon for background checks conducted for beer permit applicants. Corporations may request a background check on either their executive officers or the persons who will be in charge at that location. The Alcoholic Beverage Commission will conduct background checks on all managers at the location as part of their licensing requirements.

Cities may legally pass along the costs of conducting these background checks, but may not assess a fee which will generate revenue. No resolution or ordinance is required, and the governing body does not have to vote on the question of whether or not to issue the certificate. In fact, if a governing body declines to issue a certificate, and the background check relied upon shows no felony conviction in the past 10 years, the city will be open to a lawsuit if the certificate is not issued within 60 days of the store’s request. If the city takes no action on a request for a certificate, it is deemed to be issued after 60 days have elapsed. The applicable language in Tennessee Code Annotated § 57-3-806 reads:

(g) An applicant may seek review of the denial of a certificate by instituting an action in the chancery court having jurisdiction over the municipality or county within sixty (60) days of the denial.

(h) A failure on the part of the issuing authority to grant or deny the certificate within sixty (60) days of the written application for such shall be deemed a granting of the certificate.

(i) The requirement imposed by this section to submit a certificate shall not be applicable to any applicant if:

(1) The authority of the county or municipality charged with the responsibility to issue the certificate required herein shall have failed to grant or deny the certificate within sixty (60) days after written application for such certificate is filed; or

(2) The applicant submits a final order of a court holding that the denial of the required certificate was unreasonable, as established by subsection (g).

No form is required for either the request by the grocery store or the certificate issued by the city. A letter signed by the mayor or city manager is sufficient under the law. These certificates do not expire, so a grocery store is not required to renew the certificate or have any further contact with the city concerning this process once the certificate is issued.
THINGS THAT GET measured get better. While that is not always a popular mantra in government, it is true. It is also true that comparing those measurements with peers adds to the level of improvement several fold.

Knoxville has long embraced measurement and performance outcomes. It is one of the reasons the city weathered the great recession of 2007-2009 better than most cities throughout the U.S. On a monthly basis, department heads receive and review reports on performance measures that have been agreed upon and developed through due diligence with 311, the city’s customer service center. For the last four years, Knoxville has participated in the Tennessee Municipal Benchmarking Project. The participation has sparked a lot of conversations pertaining not only to what we measure, but how. It has also helped focus attention on areas that may require improvement, or at least review, when compared to other municipalities throughout the state.

For example, after comparing the fees collected for the service areas of building inspections and parks and recreation amongst the TMBP cities, city staff conducted a review of both fee schedules and changes were made to the inspection schedule. Similarly, a review of the municipal court was conducted after a comparison of TMBP data on the percentage of court fine obligations collected across member cities.

These are just two examples of how Knoxville uses the data it collects throughout the course of the year, and how we take advantage of the opportunities to compare that data against other cities in the state. Knoxville continues to look for ways to integrate data analytics on a day-to-day basis to improve overall value to the city residents.

Interested in learning more about performance measurement? Attend the MTAS MAP class “City Operations: How to Determine if You Are Winning or Losing.” Click here to learn more.

MUNICIPAL GOVERNMENTS are under constant pressure to deliver services more efficiently. As a municipal government professional you must continually evaluate your performance in terms of productivity and effectiveness to keep pace with today’s demands as well as to prepare for tomorrow’s challenges. Your participation in this training program will help prepare you for the challenges of public service.

These hours will apply toward your state certification and your International Institute of Municipal Clerks certification if you are a member of IIMC. These hours will also apply as elective hours toward Municipal Administrative Program Certificates. Many of these hours may also satisfy the continuing education requirements that are mandatory to maintain your certifications including the Certified Municipal Finance Officer (CMFO).

The Spring Conference will be held April 20-22 in Murfreesboro, at the Embassy Suites Conference Center. There will be a four-hour Internal Controls class on Tuesday April 19 as a pre-conference event. This class will be taught by MTAS finance consultants and will count for CMFO financial continuing education credit. Save these dates for this important conference. Additional details will be available soon.

Contact Dana Deem, MTAS Municipal Management Consultant at 731-423-3710 or dana.deem@tennessee.edu.
Dedication of the Watson Research and Information Center: TML Risk Pool Honors Robert H. Watson, Jr.

THE TML RISK POOL, under the leadership of President and CEO Dawn Crawford, made a generous donation to MTAS last year to name the Research and Information Center seating area in the new headquarters office of MTAS in memory of the late Robert H. Watson, Jr. Watson was a Knoxville attorney who worked closely with the Risk Pool for many years. The dedication event was held in conjunction with an open house celebration in the new building in January 2016.

Watson’s widow Pat Watson attended as well as their daughter, Beth Drinnen and son-in-law Benjamin Lauderback who is also a partner in Watson’s firm of Watson, Roach, Batson, Rowell and Lauderback, P.L.C. in Knoxville.

The plaque reads:
“In recognition of his work with the Tennessee Municipal League Risk Pool and in championing good government in Tennessee, the MTAS Library is henceforth named the Robert H. Watson Research and Information Center in honor of Robert H. Watson, Jr. on this day of January 14, 2016.”

Latest Information on the Annexation Process for Tennessee Cities and Towns

ARE YOU INTERESTED in annexing property, but unsure how to go about it with the new annexation laws? If so, MTAS has the latest information to guide you through the process.

Located in our MORe database on the MTAS website, Annexation (MTAS-222), provides information on the recent changes to the annexation statutes, as well as reviews of the two options by which annexation is now permitted in Tennessee – with owner consent or referendum. In addition, a step-by-step guide with best practices is provided. Sample resolutions are also provided for each annexation option.

If you have any questions about this information, please contact your MTAS management consultant.

The City of Harriman - Fire Chief Assessment Center

The City of Harriman began their search for a new fire chief in November of 2015 when the position became open. City Manager Kevin Helms asked MTAS Consultants Dennis Wolf (Fire Services Management), and John Grubbs (Human Resources) to assist in developing an assessment center for the selection of the new chief.

An Assessment Center is a comprehensive evaluation approach that allows candidates an opportunity to demonstrate their skills in a number of different situations. Using the structured interview model integrated with exercises it allows candidates to demonstrate capabilities, simulating the conditions of a managerial level job.

Groundwork was laid for the process during the month of December where MTAS consultants led stakeholder interviews to collect information, and to make sure that the process was targeted at serving Harriman’s specific needs. The Assessment Center was conducted for four candidates on January 27 and 28. Assessors for the center included subject matter experts from the fire service and human resources arena. At the conclusion of the center, the panel of assessors recommended a list of candidates to the city for further consideration for its next fire chief.
IN 2015 there were 1,605 courses taken online. The highest enrollment were in courses that provided financial credit for CMFOs. This year MTAS Training will be adding more than a dozen online courses offering financial credit. The following courses will be available on March 1st that offer financial credit:

- The Income Statement
- Introduction to Auditing
- Auditing the Revenue Cycle
- Capital Budgeting: Capital Allocation
- Capital Budgeting: Net Present Value and Internal Rate of Return
- Capital Budgeting: Discounted Payback Period and Profitability Index
- The Accounting Equation and Financial Statements
- Thinking Like a CFO: Mind-set and Financial Priorities
- The Cash Flow Statement
- The Balance Sheet

Other courses that will be available online in 2016 include:

- Records Management
- Financial Fraud – White Collar Crime in Government
- Municipal Legislative Updates 2016
- Planning and Zoning (various topics)
- Financial Management (Handling Payments)
- Cyber Security
- Business Tax Administration
- Introduction to Tennessee Planning:
  Basics for Every Planning Commissioner

One new feature of online training offered by MTAS Training this year will include free mini-presentations that feature hot topics relevant to cities. “City Bytes” will be coming soon - the first topic is Open Records and will be presented by MTAS Attorney Elisha Hodge.

According to Susan Coleman, who works for the City of Franklin’s Department of Planning & Sustainability, MTAS Online has been a wonderful resource for her and other city employees. Coleman declares, “MTAS is a great resource for me by providing informative and technical advice on a variety of subject matters. I am so glad MTAS now offers the online classes and certificate programs, since this a convenient way to stay up to date and provides continued training.”

To access online courses and see a complete listing visit the MTAS website at http://online.mtas.tennessee.edu. If you have any questions contact Cyndy Edmonds, Online Training Specialist at cedmonds@tennessee.edu.

RECENTLY THE CHATTANOOGA region has seen tremendous growth in population and industry. It was during this time that THRIVE 2055 was born in an effort to grow in a smart way.

From 2012-2015 community volunteers created a 40-year regional plan for 16 counties in Alabama, Georgia, and Tennessee. I served on the coordinating committee, which was the governing body made up of 30 community, business, and nonprofit leaders. We held citizen input meetings and consultants compiled data on a 16-county tri-state scale for the very first time. The group identified a shared regional vision (“educated people with good jobs living in a great place”) and established a strategic plan of action. Four key priority initiatives were determined as the primary forces driving the future prosperity of the region: regional transportation, regional economic development, natural treasures, and education and workforce training. The overall process resulted in 37 key goals for the next 40 years.

I firmly believe that the best communities start with planning and that planning starts with listening to your residents. I hope you will consider how you can benefit your citizens most by working with communities around you. After all, we need each other to succeed.

MTAS ... in cooperation with the Tennessee Municipal League
How Do You Deal With Difficult People in the Workplace?

MTAS RECENTLY OFFERED a class statewide on the topic of “Dealing Tactfully with People and Situations.” Facilitated by Training Program Manager Dr. Macel Ely, this training offered practical approaches to dealing with those awkward situations that tend to arise in the normal workday.

This class began by defining what tact is and how it might be used in the workplace. Dr. Ely then covered the many ways tact may be used in handling those difficult situations. He explored different approaches to methods of tact depending on the type of person one was dealing with. Covering different approaches to a variety of co-workers, such as “the dictators”, “the passives”, the know-it-alls, and “the gripers”, Dr. Ely used personal experiences, scenarios and class discussion to explore the art of tact.

This class was well received by participants in Memphis, Jackson, Nashville and Knoxville. Kim Wade from the City of Alcoa Finance Department said, “This was my second course with Dr. Ely and I thoroughly enjoy his teaching style. He captures your attention by talking with you instead of at you, while sharing his own insights on the subject. I truly feel better equipped after participating in this training.”

AT THE END of every training course, the UT Municipal Technical Advisory Service (MTAS) distributes an evaluation to get participants’ opinions or suggestions about the particular class they attended. One of the questions asked is...“How can we improve this course?”

At a recent MTAS training course titled Dynamics in Leadership, municipal customers were in unanimous agreement that the only improvement... would be to do more trainings like this course. Participants commented, “This is the best class I've had all year ... it was engaging and refreshing!” Another participant wrote, “It was very entertaining and very effective ... from the materials to the instruction everything was very informative.” Further comments included, “This class was excellent! Best ever!”

During the month of December, when most people were turning their focus on their holiday plans, MTAS delivered its final leadership training course to four cities across Tennessee (Germantown, Jackson, Knoxville and Nashville). The target audience was municipal employees who wanted to look at the multi-dimensions of leadership and how each might benefit both internal and external stakeholders. The course began with the typical lecture on defining the term of dynamic leadership, before long there was nothing typical about the class. This hands-on class included both lecture and tabletop exercises where participants were actively engaged in not only identifying varying approaches to leadership but integrating their methodologies in different scenarios.

Exercises included some unusual props to say the least - a book that needed to be reassembled, round projectiles that needed to travel a long distance and widgets that needed to be created under a strict time limit were among the hands on exercises demonstrated for participants. As teams were formed and their leadership skills were challenged, participants were encouraged to identify best practices in interacting with fellow employees with each new challenge. At the conclusion of the training, participants were encouraged to practice dynamic leadership in various types of settings and organizational cultures.

The course was facilitated by MTAS Training Manager, Dr. Macel Ely, and will be offered as a customized course for additional cities in 2016.
Gallatin Mayor and Department Heads Receive Training

**EACH OF THE DEPARTMENT** heads and the mayor of the Gallatin all participated in a special training, which was developed and delivered by the Municipal Technical Advisory Service (MTAS) training team. Dr. Macel Ely and Dr. P.J. Snodgrass delivered courses on DiSC Styles, customer service, leadership skills, managing conflict, collaboration and teamwork, diversity and sensitivity. The DiSC workstyle instrument reveals what personal workstyle is used when you interact with others. The four types are dominate, influencing, conscientious and steadiness. Each style has specific attributes and learners discovered not just their style, but the styles of the other department heads. Knowing the styles of others can be used to improve communications by adapting to another person’s style.

Other topics covered information on how to deal with irate customers and the importance of treating coworkers (internal customers) as well as external customers with respect. Participants also learned the value of teamwork and collaboration and how it benefits all stakeholders when done well. As part of the teambuilding component, city officials participated in a wide variety of hands-on exercises to improve their leadership and management skills.

Debbie Johnson, Director of Human Resources for Gallatin initiated the training request with MTAS and worked with Ely on the topics and matched the training needs with topics that were applicable to all leaders. The training included several activities that allowed the group to work on problem solving and collaboration as a team.

Participants in the training (as pictured below) included Donald Bandy, David Brown, Mayor Paige Brown, James Fenton, Susan High-McAuley, Debbie Johnson, Connie Kittrell, Bill McCord, Rachel Nichols, Lori Smiley, Chuck Stuart, Nick Tuttle and Zach Williamson.

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Vonore – A CMFO Success Story

**WHEN COURTNEY DALTON-VIAR** was hired as the town of Vonore city recorder, she had no experience in municipal finance. The responsibilities are challenging for a seasoned veteran, but for a new employee, preparing a budget, closing the books at year end, navigating an external audit and managing the day-to-day office operations can be overwhelming. Dalton-Viar was anxious to learn but needed a helping hand to wade through the many different functions of being a finance manager/city recorder.

The Certified Municipal Finance Officer (CMFO) program was just the vehicle she needed. She completed the coursework and the results have been noticeable to the town. Fiscal year 2013 saw five audit findings, fiscal year 2014 saw three audit findings, but the most current audit, fiscal year 2015 saw NO audit findings.

“The challenging courses involved with the CMFO program provided me with the education and training necessary to succeed in a municipal finance position. The program offers an encouraging environment and resourceful networking opportunities,” said Dalton-Viar.

After receiving hands-on training in how to close out a fiscal year properly, Dalton-Viar applied that knowledge as well as what she had learned in the CMFO program. When the auditors came to perform the 2014 audit, she presented her work to them, and within an hour, they came back to ask her, “Were you an auditor before you came to work here?” For the most current audit, fiscal year 2015, the auditors had such confidence in her work that they didn’t even come to the office – they simply asked her to send them the information they needed. The auditing fees have been reduced because she is now doing much of the work previously done by auditors.

“Courtney is eager to learn, is excited about the job, and she has a terrific demeanor. Folks who come to city hall are warmly greeted and professionally treated. Courtney is bright, capable, and has picked up so much in a short amount of time; she’s a true asset to the town,” said MTAS Management Consultant Margaret Norris.
TREEDC Initiates Renewable Energy Projects in the Philippines

ON ITS RECENT SPRING TRIP to the Philippines, the Tennessee Renewable Energy and Economic Development Council (TREEDC) delegation participated in the annual Philippine Association of Program Extension Implementers (PAEPI) conference held at the University of Philippines-Diliman. The conference consisted of over 75 universities providing outreach similar to the University of Tennessee Institute for Public Service. Members of the TREEDC also met with Makati Vice Mayor Leonardo Magpantay, Puerto Princesa Mayor Lucilo Bayron, Lapu-Lapu Mayor Paz Radaza and legal staff with Cebu Mayor Attorney Michael Rama. MTAS Management Consultant Warren Nevad and TREEDC President/Dunlap Mayor Dwain Land shared best practices in municipal management with these cities.

During the two-day PAEPI Conference, Acres Energy shared plans of coordinating renewable energy with USA technology providers to promote TREEDC’s mission of connecting renewable energy with economic development. Plans were also developed to implement solar facilities for the City of Virac and TREEDC member Catanduanes State University. Memorandums of Understandings were created with Technological University of the Philippines (TUP) and the Naga Metro Chamber of Commerce to promote educational awareness, capacity building and project development.

TREEDC also held a forum at TUP Visayas, which included TREEDC members Northern Negros College of Science and Technology (NONESCOST), Carlos Hilado Memorial State College and private schools in the Bacolod area. Negros Occidental Governor Alfred Maranon Jr. declared the province as the Solar Energy Capital of the Philippines. The TREEDC delegation also met with officials from San Beda College to share plans for community solar and student exchange programs. TREEDC also discussed replicating their organization in the Philippines with TUP to generate more support from the Philippine government and stakeholders. TREEDC concluded its trip by meeting with Renewable Energy Association of the Philippines President Oly Serafica to discuss plans for the upcoming Power Trends Conference, pico-hydro development in Mindanao, and TREEDC’s return trip in July 2016.

For more information on TREEDC, check out the website at: www.treedc.us

QUESTIONS?
TREEDC President/Dunlap Mayor Dwain Land: mayorland@gmail.com.
Warren Nevad, UT MTAS/TREEDC Director: warren.nevad@tennessee.edu
TRAINING OPPORTUNITIES

2016 Municipal Legislative Update
7/12  8:30 AM  Jackson  Jackson Energy Authority Auditorium
7/13  8:30 AM  Franklin  Franklin Police Department
7/14  8:30 AM  Knoxville  Univ of Tenn MTAS Training
7/15  8:30 AM  Collegedale  Collegedale City Hall
7/19  8:30 AM  Kingsport  Kingsport Center for Higher Education

Bringing a Human Perspective to ADA
7/26  8:30 AM  Jackson  Jackson Energy Authority Auditorium
7/27  8:30 AM  Nashville  TBI Headquarters
7/28  8:30 AM  Knoxville  Univ of Tenn MTAS Training Room

City Operations-How to determine if You are Winning or Losing
4/25  8:30 AM  Jackson  Jackson Energy Authority Auditorium
4/26  8:30 AM  Nashville  TBI Headquarters
4/29  8:30 AM  Knoxville  Univ of Tenn MTAS Training Room

Closing the Year-End Accounting System
6/8  8:30 AM  Collegedale  Collegedale City Hall
6/9  8:30 AM  Knoxville  Univ of Tenn MTAS Training Room
6/27  8:30 AM  Memphis  MLGW Training Center
6/28  8:30 AM  Jackson  Jackson Energy Authority Auditorium
6/29  8:30 AM  Franklin  Franklin City Hall

CMFO-Financial Reporting  I
6/15  8:30 AM  Nashville  Univ of Tenn - CIS Training Room
6/22  8:30 AM  Knoxville  Univ of Tenn - Conference Center
6/22  8:30 AM  Jackson  Univ of Tenn - West Tenn Research & Education Center

CMFO-Financial Reporting  II
7/13  8:30 AM  Nashville  Univ of Tenn - CIS Training Room
7/20  8:30 AM  Nashville  Univ of Tenn - Conference Center
7/20  8:30 AM  Jackson  Univ of Tenn - West Tenn Research & Education Center

CMFO-Government Accounting I
4/13  8:00 AM  Nashville  CIS Training Room
4/27  8:00 AM  Knoxville  Univ of Tenn - Conference Center
4/27  8:00 AM  Jackson  Jackson Energy Authority Auditorium

CMFO-Government Accounting II
5/18  8:00 AM  Nashville  CIS Training Room
5/25  8:00 AM  Knoxville  TBA
5/25  8:30 AM  Jackson  Univ of Tenn - West Tenn Research & Education Center

Customer Service in Government
4/5  8:30 AM  Memphis  Memphis Office of Talent Development
4/6  8:30 AM  Jackson  Jackson Energy Authority Auditorium
4/7  8:30 AM  Nashville  TBI Headquarters
4/13  8:30 AM  Knoxville  Univ of Tenn MTAS Training Room
4/14  8:30 AM  Collegedale  Collegedale City Hall

EOA06 Human Resources
4/1  3:30 PM  Knoxville  Univ of Tenn MTAS Training Room

EOA07 Public Works
4/2  8:00 AM  Knoxville  Univ of Tenn MTAS Training Room

EOA11 Economic Development
4/1  1:00 PM  Knoxville  Univ of Tenn MTAS Training Room

EOA13 Police Review
4/2  10:15 AM  Knoxville  Univ of Tenn MTAS Training Room

EOA14 Fire Review
4/1  6:15 PM  Knoxville  Univ of Tenn MTAS Training Room

Internal Control - Documentation & Policy Development
4/1  8:30 AM  Kingsport  Kingsport Center for Higher Education
4/19  1:00 PM  Murfreesboro  Embassy Suites

MMA01 Municipal Manager Overview
4/12  8:30 AM  Johnson City  Memorial Park Community Center

MMA02 Understanding Work Styles
4/6  8:30 AM  Bartlett  Bartlett Station Municipal Center
4/19  8:30 AM  Johnson City  Memorial Park Community Center

MMA03 Planning and Organizing for Results
4/13  8:30 AM  Bartlett  Bartlett Station Municipal Center
4/26  8:30 AM  Johnson City  Memorial Park Community Center

MMA04 Performance Management - Positive Discipline
4/20  8:30 AM  Bartlett  Bartlett Station Municipal Center
5/3  8:30 AM  Johnson City  Memorial Park Community Center

MMA05 Human Resource Overview
4/27  8:30 AM  Bartlett  Bartlett Station Municipal Center
5/10  8:30 AM  Johnson City  Memorial Park Community Center

MMA06 Workplace Harassment and Workplace Violence
4/21  8:30 AM  Bartlett  Bartlett Station Municipal Center
5/17  8:30 AM  Johnson City  Memorial Park Community Center

MMA07 Communication Skills
5/11  8:30 AM  Bartlett  Bartlett Station Municipal Center
5/24  8:30 AM  Johnson City  Memorial Park Community Center

MMA08 Motivating Your Workforce
5/19  8:30 AM  Bartlett  Bartlett Station Municipal Center
5/31  8:30 AM  Johnson City  Memorial Park Community Center

MMA09 Coaching, Counseling and Mentoring
5/12  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA10 Delegation Skills
4/7  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA11 Making Effective Decisions
4/14  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA12 Developing Teamwork
5/19  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA14 Interviewing, Selecting and Retaining Employees
4/28  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA18 Conflict Management
4/14  8:30 AM  Greeneville  Greeneville Central Fire Station
5/3  8:30 AM  Bartlett  Bartlett Station Municipal Center

MMA19 Managing a Diverse Workforce
4/21  8:30 AM  Bartlett  Bartlett Station Municipal Center

Planning and Zoning: Comprehensive Planning and
The Annexation Process
5/3  8:30 AM  Nashville  TBI Headquarters
5/4  8:30 AM  Collegedale  Collegedale City Hall
5/10  8:30 AM  Memphis  Memphis Office of Talent Development
5/11  8:30 AM  Jackson  Jackson Energy Authority Auditorium
5/17  8:30 AM  Algood  Algood City Hall
5/24  8:30 AM  Knoxville  Univ of Tenn MTAS Multi Room
5/25  8:30 AM  Johnson City  Memorial Park Community Center

UPCOMING CONFERENCES

TENNESSEE CITY MANAGEMENT ASSOCIATION SPRING CONFERENCE
April 13-15 | Murfreesboro

TENNESSEE ASSOCIATION OF MUNICIPAL CLERKS AND RECORDERS SPRING CONFERENCE
April 20-22 | Murfreesboro

NATIONAL ASSOCIATION OF STATE AUDITORS, COMPTROLLERS AND TREASURERS ANNUAL CONFERENCE
August 13-17 | Indianapolis, IN

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