

the EXCHANGE

A newsletter of
The University of Tennessee
Institute for Public Service

LEIC conducts training for U.S. Air Force personnel

The University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) recently completed a basic investigations awareness course for the U.S. Air Force.

cohesive teams. The training covered crime scene protection and narrative, securing and packaging evidence, post-blast investigations, fingerprinting, identifying fluids and DNA.



LEIC conducted specialized basic investigations training for members of the U.S. Air Force.

This 40-hour training at Eglin Air Force Base in Florida was the first opportunity for LEIC to share forensic expertise with a branch of the armed forces and to contribute to the skill development of the investigators.

LEIC designed the course specifically for the Air Force for the purpose of instructing teams on basic concepts in probable operating environments. The 21 uniformed participants of various ranks comprised four

Training facilitators were Kerri McClary, South Carolina Law Enforcement Division; Jeff Branyon, Georgia Bureau of Investigation; Jeff Oberdier, New York Police Department; Tim Schade, Knoxville Police Department; and Tim Kesterson, U.S. Army Biometric Fusion Center, West Virginia. All the facilitators are practitioners in various fields of forensic and crime scene investigations.



UT designated as new OSHA Training Institute

Tennessee workers and employers can now find qualified safety and health training closer to home.

The Occupational Safety and Health Administration (OSHA) has selected the University of Tennessee (UT) to serve as an OSHA Training Institute (OTI) Education Center.

North Carolina State University and the UT Center for Industrial Services (CIS) will deliver OSHA-certified training through the newly-approved Region IV OTI Education Center. The U.S. Department of Labor chose these two universities based on their occupational safety and health experience, continuing education training background, classroom and laboratory availability, and the ability to provide training throughout the region.

CIS is an agency of the statewide UT Institute for Public Service and has provided specialized safety training for Tennessee industries for about 15 years. Among CIS' key health and safety programs are courses for hazardous waste site workers and emergency responders. CIS also offers instruction in general industry and construction industry safety and delivers hospital domestic preparedness training.

"Training provided by OTI Education Centers serves the public by
(continued on page 2)

Gallatin Economic Development Agency heeds advice from MTAS

Within weeks of the UT Municipal Technical Advisory Service (MTAS) completing a Comprehensive Management Report (CMR) for the City of Gallatin Economic Development Agency (EDA), several recommendations from the report already are in place.

In the report, MTAS advised the Gallatin EDA to write a strategic plan or “work plan.” The comprehensive review validated Gallatin’s efforts to redesign its Web site (www.gallatintn-eda.com), negotiate the purchase of an expansion of the industrial park, and launch a pilot program to provide local incentives to businesses interested in relocating to Gallatin.

“MTAS told us it was obvious we knew what we planned to do, but suggested that a formal marketing plan would help ensure all of our economic development proponents were on the same page and focused on the same objectives,” said Clay Walker, executive director for the City of Gallatin Economic Development Agency. “We agreed completely with that.”

Don Darden, municipal management consultant with MTAS, and Beth Phillips,

economic development specialist with the UT Institute for Public Service, worked with Gallatin and Walker to conduct the CMR and draft the recommendations.

“I’m delighted the City of Gallatin Economic Development Agency took our review seriously and followed through with implementing several of its recommendations,” Darden said. “A strategic plan is vital to the success of any economic development agency, and the city prepared an outstanding plan.”

A CMR is an objective analysis of a municipal entity designed to assist government leaders with strategic planning, municipal management, evaluation of resources, and related issues.

“Gallatin’s actions speak highly of MTAS’ CMR program and the community’s leadership. It’s good to see Gallatin use the CMR process to add value to its economic development program,” said Phillips.

To see the complete work plan of the Gallatin EDA, visit the “About Us” section of their Web site at www.gallatintn-eda.com.



Raia completes second solid waste certification

Kim Raia, an environmental consultant with the University of Tennessee (UT) County Technical Assistance Service (CTAS), recently received training and passed the exam certifying her in landfill management and operations.

The University of Florida’s Center for Training, Research and Education for Environmental Occupations (TREEO) offered the training and is one of the nation’s top environmental training facilities. This certification, offered by the Solid Waste Association of North America (SWANA), covered regulatory and engineering concepts and provided content on environmental health and safety issues as defined in the Federal Resource Conservation and Recovery Act and in Occupational Safety and Health Administration regulations.

Raia’s national certification increases the capacity for CTAS to participate in and develop training programs for solid waste professionals in Tennessee. Raia also holds a SWANA certification in Solid Waste Collection.



UT designated as new OSHA Training Institute

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teaching (workers and employers) to recognize, avoid, and prevent unsafe and unhealthful working,” said Edwin G. Foulke Jr., assistant secretary for Occupational Safety and Health, U.S. Department of Labor. “We expect your training efforts to contribute to our overall workplace safety and health mission.”

Fewer than 30 non-profit consortiums and organizations currently serve as OTI Education Centers. The OTI Education Centers program was created in 1992 to authorize non-OSHA agencies to provide training in the private sector. OTI Education Centers trained more than 27,000 people during fiscal year 2007, representing an all-

time record for the program. OSHA provides no funding to the education centers. They support their OSHA training through their normal tuition and fee structures.

“By adding additional qualified organizations to the program, we are providing local communities with greater availability and access to quality safety and health training,” Foulke said. “These centers will extend access to a greater number of individuals who seek to incorporate OSHA safety and health practices into their workplaces.”

OTI Education Centers are instrumental in delivering the OSHA Outreach Training Program, OSHA’s primary means of training employees in the basics of occupational safety

and health. Train-the-trainer courses are available in topic areas such as construction, general industry, disaster site and maritime. Individuals who complete a one-week OSHA trainer course are authorized to teach 10-hour or 30-hour courses on safety and health hazards, and in-house trainers can issue OSHA cards for classes in which they are credentialed. These trainers offer a great deal of insight on how the training benefits their staff specifically.

For more information on the OTI Education Center and the role of CIS, contact George Smelcer via phone at (615) 532-4912 or e-mail george.smelcer@tennessee.edu.



LEIC gathers for annual staff retreat

The University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) held its annual strategic planning team retreat in Pigeon Forge at the end of January.



LEIC staff gathered in Pigeon Forge for its annual retreat.

The retreat brings the different LEIC programs together to share successes and strategies for serving customers more efficiently and effectively. Guest speaker Sandy Smith from Sandy Smith Seminars in Oak Ridge presented his interactive “It’s all about communications” seminar to the staff.

Smith is no stranger to the Institute for Public Service (IPS), having delivered presentations for the leadership and staff of IPS and its

agencies in the past. The seminar dealt with timely issues such as change and innovation, customer service, and team and trust building. Smith prepared for the retreat presentation by visiting LEIC and speaking with the staff on two different occasions.

LEIC Executive Director Dan Baker opened the retreat, and program managers made presentations about their current and future projects. Open discussions addressed the delivery of quality training to LEIC customers and continued growth of the center’s endeavors to offer services to more customers. Baker spoke about the strengths and growth of LEIC, challenging each staff member to seek more avenues and opportunities for LEIC to grow.



Baker closed the retreat by presenting the 2007 LEIC Employee of the Year award to Romeo Morrissey, program manager for homeland security training. LEIC employees nominated Morrissey for the honor, citing his teamwork, helpfulness to others and hard work to develop fee-based courses that help diversify LEIC funding streams.

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THE UNIVERSITY of TENNESSEE **UT** LAW ENFORCEMENT INNOVATION CENTER

Construction of the new National Forensic Academy™ (NFA™) space continues at the University of Tennessee (UT) Law Enforcement Innovation Center (LEIC) in Oak Ridge. In February, crews refilled all the floor cuts, poured new concrete floors, and started framing the walls. The NFA, a 10-week program for crime scene investigators, expects to move to Oak Ridge in the spring.



CTAS Training Corner

In February, the University of Tennessee (UT) County Technical Assistance Service (CTAS) offered a county purchasing class in Jackson, Knoxville and Franklin. CTAS County Government Consultant Rick Hall and CTAS Legal Consultant Libby McCroskey joined forces to lead the four-hour course, which focused on giving attendees a basic understanding of procurement procedures in county government. Approximately 150 county officials completed the training.

CTAS also conducted an ethics course for Williamson County commissioners and other elected officials. The class was offered in the evening to enable a large number of commissioners to attend. Steve Austin, CTAS legal consultant, taught the course with an emphasis on legislative ethics. The class provided the officials clarification on the model ethics policy and was well received by all of the participants.

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Law officers finish Command Academy

Law enforcement executives from across the region have completed the Southeastern Command and Leadership Academy (SECLA) at the University of Tennessee.

Knoxville Police Chief Sterling Owen IV addressed the SECLA graduates at a ceremony Jan. 25 on the UT Chattanooga campus. Other speakers included Helen Eigenberg, chair, UTC Department of Criminal Justice; Vic Bumphus, professor, UTC Department of Criminal Justice; and Mike Uher, lieutenant, Oak Ridge Police Department and SECLA class president.

Mike Hill, SECLA program manager at the UT Law Enforcement Innovation Center (LEIC), said the graduation ceremony is not only an important occasion for the participants, but also a tribute to the successful partnerships between universities, communities and law enforcement agencies nationwide.

"UT appreciates the willingness of law enforcement agencies, community leaders, and funding agents in making this solid investment in public safety," Hill said. SECLA 2008 was funded by the U.S. Department of Justice, Bureau of Justice Assistance.

SECLA consists of seven one-week sessions held over seven months. The program offers 12 undergraduate credit hours or six graduate level credit hours through UTC. Classes are held on the UTC campus.

Instructors for the program include criminologists Dr. Vic Kappeler, author and founding editor of *Police Forum* and *Police Liability*, and Dr. Larry Gaines, professor and chair of the Criminal Justice Department at California State University.

Areas of study include leadership and management, emerging trends in law enforcement, ethics and integrity, risk management and liability, planning and budgeting, managing diversity and media relations.

Applications are being accepted now for the next session, which will begin in July 2008 and graduate in January 2009. Registration is open to all law enforcement agencies. The state of Tennessee, Office of Criminal Justice Programs, and the University of Tennessee will provide funding for SECLA 2009.

SECLA is a partnership between the UT LEIC, the UTC Continuing Education Division, UTC School of Criminal Justice and the Tennessee Association of Chiefs of Police. LEIC is an agency of the statewide UT Institute for Public Service.

For more information, visit www.leic.tennessee.edu or contact Hill at (865) 946-3222.

Graduates of SECLA 2008 are:

- Joseph Ashmore, Gulfport (Miss.) Police Department
- Hunt Blair, Columbia Police Department
- Billy Church, Johnson City Police Department
- Malinda Claiborne, Knoxville Police Department
- Patrick Coleman Sr., Harrison County (Miss.) Sheriff's Department
- Joseph Dorman, Pine Bluff (Ark.) Police Department
- Eric Dougherty, Johnson City Police Department
- Robert Drace, Harrison County (Miss.) Sheriff's Department
- Robert Hembree, Knoxville Police Department
- Gregory Herman, Gulfport (Miss.) Police Department
- Van Hinton, Hamilton County Sheriff's Office
- Nealie Hogg, Chattanooga Police Department
- John Marr Jr., Harrison County (Miss.) Sheriff's Department
- Alan Massengill, Oak Ridge Police Department
- Michael McCarter, Knoxville Police Department
- Shannon Nobles, Harrison County (Miss.) Sheriff's Department
- Kathy Pappas, Knoxville Police Department
- Bob Pasinger, Vanderbilt Police Department
- Mitch Perry, Johnson City Police Department
- Troy Potts, Columbia Police Department
- David Powell, Knoxville Police Department
- Bobby Rodgers, Chattanooga Police Department
- Jeff Severs, UT Knoxville Police Department
- Davis Stone, Chattanooga Police Department
- Davis Strange, Vanderbilt Police Department
- Michael Uher, Oak Ridge Police Department
- Jerri Weary, Chattanooga Police Department
- Douglas Wilson, Hamilton County Sheriff's Office

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GET TO KNOW...

Susan Robertson, IPS CO

Susan Robertson joined the Institute for Public Service (IPS) Central Office in January as information specialist. Her duties include overseeing the production process of all IPS publications and managing content on the institute's Web site.

A native of Roanoke, Va., Robertson received her bachelor's degree in communication from East Tennessee State University. She began her career as a reporter with *The Mountain Press* newspaper in Sevierville and has spent time as an account executive with two public relations agencies in Knoxville. Most recently, Robertson served as corporate communications manager for Knoxville-based Scripps Networks, parent company of cable networks HGTV and Food Network. She brings a solid background of writing and editing to IPS.

In her free time, Robertson enjoys hiking and watching sports. She also enjoys photography, crossword puzzles and playing with her miniature Dachshund Wrigley (named after historic Wrigley Field in Chicago).



Susan Robertson

Anna Barnes, CIS

Anna Barnes joined the Center for Industrial Services (CIS) as a statistical coordinator in February.

Before she joined CIS, she worked in the logistics department of the Volkswagen Representative office in Moscow, Russia. She coordinated the import of the new Volkswagen and AUDI cars into Russia for more than 150 dealerships. Prior to that, she worked at AUDI Center North in Moscow and the DaimlerChrysler Headquarters in Stuttgart, Germany.

Barnes' education focused on ecology and environmental sciences. She has a bachelor's degree in foreign languages and master's degrees in foreign languages and environmental sciences.

In her free time she likes to ride her Honda sport-bike and go snowboarding with friends. She also enjoys a wide variety of music, literature and movies. She and her husband have a Chihuahua puppy and a kitten that came from Moscow with them. The kitten is almost twice as big as the dog. However, her favorite hobby (which drives her husband crazy) is collecting teddy bears and refrigerator magnets.



Anna Barnes

Randy Gustafson, MTAS

Randy Gustafson is a research specialist who works in the Knoxville office of the UT Municipal Technical Advisory Service (MTAS), but he also spends quite a bit of time in the Nashville office.

He joined MTAS in June 2007, and most of his job involves, as you might guess, research. He works in cooperation with the management and specialist consultants and accepts special project assignments.

Before coming to MTAS, Gustafson worked in the research division at the Tennessee Department of Revenue. He earned his bachelor's degree in economics from Vanderbilt (we try not to hold that against him) and his master's degree in economics from Middle Tennessee State University. What he likes best about his job at MTAS, so far, is the variety of projects. For example, he currently is involved in a project with Gary West, MTAS fire consultant, regarding mutual aid.

Gustafson grew up in Nashville, where his family still resides. He is married to wife Ikumi, and they have a dog Ty. Gustafson says he likes gardening and cooking what he actually grows.



Randy Gustafson

Staff Applause



Bob Schettler

To: Bob Schettler, CTAS
From: Houston Naron, Chairman
Williamson County Board of
Commissioners

On behalf of the entire Williamson County Board of County Commissioners and all the elected officials who attended the session, I want to thank you and your staff for conducting the ethics workshop. The content of the meeting was pertinent and timely for us all, and we thank Steve (Austin) for explaining it on the level that we could understand. We thank you for the continuing services and support that CTAS gives us in Williamson County. Keep up the great work!

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To: Dan Baker, LEIC
From: Chief Sterling Owen
Knoxville Police Department



Steve Austin



Dan Baker

We would like to thank you for your invaluable assistance during the 2006-2007 school year that allowed our youth programs to be successful. The partnership we have with the Law Enforcement Innovation Center has and continues to be one of the most important we have developed.

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To: Nathan Lefebvre, LEIC
From: Lt. James Molinaro
New Jersey State Police



Nathan Lefebvre

I want to extend my thanks to you, your instructors and the university for the course held at our facility. The feedback from the students has been extremely positive. The students were impressed by the course content and the instructors and their knowledge. I hope we will be able to host another one of your modular courses in the near future.

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To: Deidra Phillips, LEIC
From: Frank Wilson, Safety and Security
Coordinator, Regional Transportation
Commission of Southern Nevada



Deidra Phillips

Thank you for bringing a true "class act" to Las Vegas. Your presentation, by all reports, was impeccable, with extremely credible instructors and very relevant training aids. You are definitely on the top of my list for future training needs. Since I was unable to personally attend the entire session here, I am going to make my best attempt to attend the training in Long Beach. Thanks again for doing a great job!

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Mike Hill

To: Mike Hill, LEIC
From: Capt. Vivian Hixson
Chattanooga Police Department

Thank you for giving me the opportunity to participate in Hendersonville's Promotional Assessment Center. I was very impressed with the integrity and professionalism of the Henderson Police Department (HPD) and of the three candidates we assessed. Chief Frizzell has made remarkable progress in the HPD in a very short period of time. The department has such great potential and under Chief Frizzell's leadership, I know they will continue to thrive. Thank you for the invitation. It was a pleasure to serve.

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To: Mike Hill, LEIC
From: Joshalyn Hundley, MLK Commission

The Martin Luther King Jr. Commemoration Commission greatly appreciates your financial support to the MLK Jr. Youth Symposium. This keepsake is a reminder of Martin Luther King Jr.'s purpose and the things that were discussed at the symposium. Providing our children with significant historical facts fosters purpose for their lives and the Regional Community Policing Institute was a part of that experience this year.

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To: John Chlarson, MTAS
From: Caren Ruffner, Hamilton County
Water Quality Program, Chattanooga



John Chlarson

As you know I have resigned my position with the HC. MS4. But there are a few last minute things I would like to arrange if possible. Would you provide the housekeeping training again this year for our municipal and county employees? Your training film and your presence added to the importance of the SP3 and the SRP. We had very good response to our follow-up municipal inspection letters when we made recommendations for improvements. I believe that the approach your training film took in relation to the need to comply with our permit had a lot to do with that cooperation. It has always been my pleasure and privilege to work with you.

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To: Kurt Frederick, MTAS
From: Debora McMullin, Finance Director
City of Mount Pleasant



Kurt Frederick

Thank you! I tell everyone who will listen that if all the people we had to work with were as good at what they do and as helpful as MTAS staff, there would be nothing to fear.

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What do they do?

Here's another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the system-wide Institute for Public Service, which is separate from the Knoxville academic campus.

You could say public service runs in Scott Gordy's blood. He worked for the state of Mississippi for 10 years and served for three years as network administrator with the Mississippi Highway Patrol. Seven years ago, Gordy came on board at IPS as an IT administrator. He maintains all IPS servers and computers and sets up all programs for the staff. Using the redesigned Web templates, Gordy developed the new IPS Web site, working with a team within the office to populate the site with all pertinent information related to the institute and its agencies.



Scott Gordy is the information technology administrator in the Institute for Public Service Central Office.

In a nutshell, "I handle anything and everything technology related. I'm responsible for all computer hardware in the central office," he said.

While his job requires him to stay on top of the changing trends in technology, he said he also requires flexibility.

"It's a challenge, for me, not to be able to accomplish what I hope to on a given day just because of the nature of the business. When it comes to computers, everyone seems to have a problem at once," he said.



Campaign for Tennessee fundraising effort begins in April

The University of Tennessee officially kicks off its most ambitious fundraising campaign in school history in April. The Campaign for Tennessee, which includes all UT campuses and institutes, seeks to raise \$1 billion to benefit teaching, research and public service. The kickoff will be held on April 17 in Knoxville at Thompson Boling Arena, with more than 1,000 of the university's most generous donors in attendance.

As part of the campaign the Institute for Public Service seeks to raise \$3 million to support program improvements for IPS and its four agencies. Some of the funding priorities include workforce development, law enforcement and fire safety programs, leadership development and infrastructure management.



A SPIRIT • A VISION • A PLAN

IPS March Calendar of Events

CIS

- March 3 Lean Certificate Program, Gatlinburg
- March 4 8-Hour Emergency Response (Chlorine), Murfreesboro
- March 5 Industrial Hygiene Monitoring Equipment Exercises, Knoxville
- March 5 Industrial Hygiene Made Easy, Knoxville
- March 5 Confined Space Overview, Murfreesboro
- March 6 8-Hour Site Worker Refresher, Knoxville
- March 6 Excavation Competent Person, Murfreesboro
- March 11 16-Hour DOT, Knoxville
- March 12 Air Regulations, Nashville
- March 17 30-Hour OSHA General Industry, Bartlett
- March 18 16-Hour DOT, Nashville
- March 20 8-Hour Site Worker Refresher, Nashville
- March 25 24-Hour Emergency Response Technician, Murfreesboro
- March 25 OSHA 10-Hour General Industry, Nashville
- March 27 Safety for Supervisors, Nashville
- March 31 West Tennessee Veterans and Small Business Conference, Millington

CTAS

- March 11-12 COCTP Renewal Conference, Knoxville
- March 18-19 COCTP Renewal Conference, Jackson

LEADERSHIP PROGRAM

- March 13 TELA Forum, Nashville

LEIC

- March 4-6 Transit Terrorist Tools and Tactics, Long Beach, Calif.
- March 5-6 Transit Oriented Screening of Passengers by Observational Techniques, Dallas, Tex.
- March 11-13 Transit Terrorist Tools and Tactics, Oriskany, N.Y.
- March 18-20 Transit Terrorist Tools and Tactics, Dallas, Tex.
- March 25-27 Transit Terrorist Tools and Tactics, Tempe, Ariz.

MTAS

- March 4 Planning and Zoning, Bartlett
- March 5 Planning and Zoning, Jackson
- March 7 Developing and Maintaining Discipline, Springfield
- March 10 Customer Service, Portland
- March 11 Risk Management and Safe Workplace Environment, Knoxville
- March 11-12 Risk Management and Safe Workplace Environment, Maryville
- March 12-13 Interviewing, Selecting and Retaining Employees, Johnson City
- March 14 Developing Teamwork, Springfield
- March 17 Employee Performance Evaluations, Portland
- March 18 Planning and Zoning, Knoxville
- March 19 Planning and Zoning, Johnson City

- March 21 Workplace Harassment and Workplace Violence, Springfield
- March 24 Managing Change, Portland
- March 26 Employee Performance Evaluations, Johnson City
- March 27 Planning and Zoning, Franklin
- March 27 Employee Performance Evaluations, Johnson City
- March 28 Planning and Zoning, Cookeville
- March 28 Human Resource Overview, Knoxville
- March 28 Customer Service, Springfield
- March 31 Planning and Zoning, Collegedale
- March 31 Conflict Management, Portland

Service Anniversaries

- David Angerer, MTAS 7 years
- Sherri Cooper-Duru, CIS 11 years
- Don Darden, MTAS 12 years
- Ron Darden, MTAS 7 years
- Tess Davis, MTAS 7 years
- David Doane, CIS/CTAS 5 years
- Susan Frant, LEIC 2 years
- Kurt Frederick, MTAS 23 years
- Tammy Gage, CIS 8 years
- Keith Groves, CIS 3 years
- Pat Hardy, MTAS 19 years
- Walter Idol, CIS 23 years
- Alan Major, MTAS 22 years
- Beth Phillips, IPS CO 28 years
- Robin Roberts, CTAS 13 years
- Marie Vesser, IPS CO 27 years
- Ron Woody, CTAS 5 years

Recruitments

IPS CO
Economic Development Specialist, Nashville

CIS
Manufacturing Consultant, Nashville
Field Consultant, Nashville

CTAS
Environmental Management Consultant, Cookeville

LEIC
Accounting Assistant, Oak Ridge
Curriculum Specialist I, Oak Ridge
Coordinator I, Oak Ridge
Coordinator II, Oak Ridge

MTAS
Program Resource Specialist, Nashville
Municipal Management Consultant, Knoxville
Coordinator I, Nashville

New Hires

CIS

Anna Barnes, Nashville

MTAS

Kay Stegall, Martin

Staff Departure

MTAS

Jim Rhody, Nashville



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