UT IPS lost a familiar face, voice and infectious laugh with the passing of Brian Spears on August 4. He served as an information technology technician with UT CTAS for 17 years, and was a well-liked co-worker who always had a smile on his face. He has also worked with UT CIS and the former Center for Government Training.

The Tuskegee, Ala. native attended Whites Creek High School in Davidson County and attended Nashville State Community College. A custom computer design enthusiast, he was a member of the Nashville Club of Frontiers International, Inc.

He is survived by his sister Dr. Lolita Spears, brother and sister-in-law Eric and Dr. Teresa Spears and his niece Jordan Spears as well as a host of relatives, loved ones and friends including his extended family at UT CTAS.

In Loving Memory
September 2, 1967 – August 4, 2016
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Leadership Academy Graduation

On the Cover: Participants of PTAC Matchmaking event register their businesses See Article Page 8

ips.tennessee.edu  3
A WORD FROM DR. BYRD

Our IPS Strategic Planning sessions a month ago gave listening some new meaning! It’s amazing how much each person was able to share – mostly without speaking a single word.

Hopefully, everyone who participated has received an email or letter by now thanking them for the input. There is no way to express enough my appreciation for the time and thought that everyone invested in us (IPS) and the process. Overall, 102 employees and 131 of our program partners participated in the process – that’s input from 233 people overall! Attendance for each session is broken out in the table below. This is an exciting time for the UT Institute for Public Service. In our listening sessions we focused on past, present and future. The question “What’s working well and not so well at IPS?” helped us reflect upon the past and present. With a future orientation, we looked at the external forces impacting our success over the next 10 years from the perspectives of social, economic, technological, scientific, and political trends. We also asked for help in describing the ideal future of IPS in relation to our employees; internal and external relationships; funding; programs, services and products; facilities and equipment; how we do business; and the ideal image of what we are “known for”. The day ended with individual thoughts on “What is the crossroad IPS is facing?”

We received a large volume of high quality thought and input that kept several folks busy for weeks transcribing the data. Our strategy team spent three days in a September work session analyzing these and other data sources as we plan for the future.

You’ll be hearing more on this soon and you can expect to see goals around our funding model, workforce, programs, and marketing.

As we work to position the UT Institute for Public Service and our agencies to best achieve our mission, thank you to all of you for being our partner in the journey.

IPS Strategic Planning Listening Session Attendance

<table>
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<th>Location</th>
<th>Employees</th>
<th>Stakeholders</th>
<th>Total</th>
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<td>53</td>
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<tr>
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<td><strong>131</strong></td>
<td><strong>233</strong></td>
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</table>
The UT County Technical Assistance Service (CTAS) welcomed back a familiar face to serve as county government consultant for the northern Middle Tennessee area.

Steve Walker, who previously served in that same position, re-joined CTAS in August. His most recent position was with the Tennessee Municipal Bond Fund. His 25-year career in public service also includes a stint as director of accounts and budgets in Cheatham County. Walker is a graduate of Austin Peay State University with a bachelor’s degree in accounting.

With the addition of Walker, CTAS updated its county field services map.
The Tennessee Office of Criminal Justice Programs offered an opportunity for the University of Tennessee Law Enforcement Innovation Center to provide specialized criminal investigative training centered on domestic violence and sexual assaults for Tennessee law enforcement. Having compared arrest data and conviction rates, the disparity in some geographic areas across Tennessee was discouraging. Providing this specialized training to first responders and criminal investigators was the first step in striving to close that gap.

Through the STOP Domestic Violence funding, curriculum was reviewed and updated and facilitators who had experience in the specific areas of training were involved. Partnering with both the Tennessee Association of Chiefs of Police and the funding source, a panel of experts was convened to identify those course topics that would enhance an investigator’s skills and better aid in the prosecution of offenders. Course topics included lethality assessments, proper documentation, determining primary aggressor, interviewing techniques, and victim testimonies. Six districts were identified to receive the initial push out of the program. Bradley County Sheriff’s Office, Clarksville Police Department, Columbia Police Department, Cookeville Police Department, Madison County Sheriff’s Office, and the Johnson City Police Department were gracious enough to host these regional training courses, bringing in officers from across the state. Approximately 185 participants from over 60 agencies were trained. These represented patrol officers, investigators, prosecutors, family violence advocates and others involved in responding to domestic violence.

Overwhelmingly, the course was well received across the state and LEIC had requests for additional deliveries. Continued funding was provided to expand deliveries in FY 2017 to allow for eight more districts to receive the training. The course materials were revalidated and enhanced to increase the adult learning format and allow for more interaction with the participants.

**Training Areas:**

- Fayette
- Coffee
- Anderson
- Blount
- Davidson
- Williamson
- Shelby
- Weakley
- Hamilton
The UT Center for Industrial Services (CIS) announced the hiring of several new employees to serve the needs of Tennessee business and industry, and the promotion of some current employees as part of a reorganization.

Gordon Reed, Kenny Smith, Kevin Cooper and Bill Hicks joined CIS as solutions consultants. Reed, an industrial project management expert, represents the Upper Cumberland region; Smith, a production, quality assurance and continuous improvement expert, represents the Northeast Tennessee region; Cooper, a supply chain and planning expert, represents the Southern Middle Tennessee region; and Hicks, who previously worked for CIS, returns to represent the East Tennessee region with his expertise in Lean Manufacturing and environmental, health & safety compliance and management systems. Solutions Consultants interface with the center’s customers and drive the initiation of projects and partnerships across the state.

Felicia Roberts joined CIS as a registration specialist where she will help customers find the training they need by managing the registration process for CIS with a focus on customer service excellence. She also will manage the center’s learning management system that keeps track of customer registrations and transcripts.

Dwaine Raper and Misty DePriest, who previously served as solutions consultants, have been promoted to solutions consultant team leader and resource manager, respectively. Former Solutions Consultant Rod Kirk has taken on a new role of technology acceleration specialist. He will focus on supporting and consulting manufacturers and businesses on ways new technology and technology innovation can better their businesses.
Business owners from across the state are being introduced to purchasing agents in hopes of landing contracts with their government organizations in meetings facilitated by the University of Tennessee (UT) Center for Industrial Services (CIS) Procurement Technical Assistance Center (PTAC) team. CIS held five matchmaking events this year with the most recent taking place in August at Austin Peay State University in Clarksville. More than 300 people attended the event in order to meet purchasing agents from Fort Campbell. In addition to Clarksville, events occurred since the first of the year at UT Chattanooga with NASA, in Memphis with the Tennessee Valley Authority (TVA), and in Manchester with Arnold Air Force Base.

The PTAC team organized these meetings using two different formats. In one format, participants visited a website where they were able to see a list of purchasing agents and what types of products the agents were seeking. If the business met the criteria, a one-on-one appointment was scheduled during the event. The other allowed the purchasing agents to set up booths, and business owners would visit with them on a first-come, first-served basis. “We got rave reviews from all of our events,” Middlebrooks said. “It’s hard to get appointments set these days. This was a great opportunity for businesses to meet buyers.”

U.S. Army Corps of Engineers Chief of Small Business Roy Rossignol attended the event at Austin Peay and was matched with several businesses.

“Paul, Debbie and Russell went out of their way to make this event a success,” he said. “This was one of the better attended events I’ve been to. The software Paul used (to preschedule appointments) was great. The businesses I saw were the kind that we could end up working with someday.”

The average attendance throughout the five events was between 250 and 300 people.

Find out more at http://bit.ly/CISPTAC
UT CIS PTAC counselors have assisted more than 500 companies

Since 2000...

UT CIS PTAC counselors provide assistance in such areas as:

- Market Research
- Identifying Business Codes (NAICS, SICS, FSC & PSC)
- Registering in all appropriate databases & websites (SAM, DIBBS...etc.)
- Matching a firm's products or services with what is being purchased by government agencies (Bid Match)
- Interpretation of solicitations
- Proposal review
- Obtaining specifications
- Locating Federal Acquisition Regulations (FARS, DFARS & CFRS)
- Process Management Skills
- General Services Administration (GSA) Schedules
- and Much More...

In more than 6845 contract awards

Which have generated more than $5.8 BILLION in contract dollars

Resulting in more than 114,400 JOBS created or retained
Congratulations
to all of our winners!

10 YEARS
Doug Bodary
Nancy Gibson
Brian Spears

20 YEARS
Lynn Reed
Brett Ward

30 YEARS
Alan Major
Richard Stokes

MARY AND JACK JINKS SCHOLARSHIP
Bradley Arms, UT Chattanooga,
son of Linda Arms, CIS
Alyssa Stegall, UT Martin,
daughter of Kay Stegall, MTAS

JIM AND MARIE MURPHY SCHOLARSHIP
Amanda Shoup, UT Knoxville,
daughter of Brett Howell, CTAS
Katie Shoup, UT Knoxville,
daughter of Brett Howell, CTAS

HORIZON AWARD
Abb Oglesby, MTAS
Melanie Wolfenbarger, LEIC

BEACON AWARD
Thaddeus Grace, IPS Administration

PINNACLE AWARD
Elisha Hodge, MTAS

MARY AND JACK JINKS SCHOLARSHIP
Karen Turnmire, UT Chattanooga,
granddaughter of Sherri Brown, MTAS
Lindsay Howell, UT Chattanooga,
daughter of Brett Howell, CTAS
Adrienne Branch, UT Knoxville,
daughter of Lori Barton, IPS Administration
Amanda Luallen, UT Knoxville,
daughter of Dr. Mary Jinks, IPS retiree

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Amanda Luallen, UT Knoxville,
daughter of Dr. Mary Jinks, IPS retiree

Tom and Diane Ballard Award of Excellence in Public Service
Pam Peters, CTAS

Robert S. Hutchison Outstanding Public Service Professional Award
Mike Meyers, CTAS

2016 Project of the Year
Internal Controls Training, CTAS

Collaboration of the Year
National Forensic Academy Outdoor Training Facility, LEIC

Photos on facing page correspond with order of above list
CTAS CONDUCTS COUNTY OFFICIALS ORIENTATION PROGRAM

Shortly after the August elections, the UT County Technical Assistance Service (CTAS) provided a specialized training program for newly elected assessors of property and county highway officials. This training, known as County Officials Orientation Program (COOP), provides general information and office-specific training, along with County Officials Certificate Training Program (COCTP) information. Re-elected incumbent assessors and highway officials were also invited to attend the training as an opportunity to refresh their knowledge.

CTAS legal services kicked off the training program by providing an overview of several important legal topics for county officials including an overview of county offices, basis of authority, county official bonds and oaths, open meetings and records management, ethics, conflicts of interest, and personnel issues.

The second day of COOP consisted of separate office-specific training sessions for the property assessors and highway officials. Each session covered topics including an overview of COCTP, introduction to position-related associations, duties of the office, and various topics pertinent to each one’s elected office.

Overall, about 60 assessors of property and 60 highway officials attended the conference. These numbers include both newly-elected and re-elected officials.
The IPS Leadership Academy Class of 2016 graduated on Sep 9 in Knoxville, and members of IPS were proud to share the news on social media.

Graduates of the Class of 2016 are Michael Codega, Don Green, Jennifer Hagan-Dier, Brett Howell, Rod Kirk, Stefani Mundy, Wesley Robertson, Honna Rogers, Gail White, Rick Whitehead, and Norma Wilcox.

Find CIS, CTAS, IPS, LEIC, MTAS, and the Naifeh Center for Effective Leadership and start following them on Facebook and Twitter today!
Walter Idol (CIS) directs Oak Ridge Fire Department during building collapse training