

the EXCHANGE

A newsletter of
THE UNIVERSITY of TENNESSEE
Institute for Public Service

NFA Review Nets Leads in Cold Case

During Session XVI of the National Forensic Academy (NFA), Police Detective Kris Sanders of the Alcoa Police Department presented evidence from a cold case to his peers at the NFA and to forensic experts assembled by the NFA staff.

The purpose of his presentation was to re-examine old evidence and decide on a course of action to develop new leads in the identification of human remains found by the Alcoa Police Department in 2003.

The discussions concluded that more remains must have gone undiscovered at the scene in Alcoa. A second search was planned.

On the morning of December 2, Sanders assembled a team to research the creek bed where the human remains had originally been discovered. The team included a Knox County cadaver dog; six UT anthropology graduate students; NFA instructors Dr. Lee Jantz, Dr. Nick

Herrmann, and Dr. Joanne Devlin; and NFA Coordinator Nathan Lefebvre. The group had little expectation of finding any bones or other evidence that would help with the case. But in just seven hours, the team discovered nine bones, some as small as a single rib

or vertebra and others as large as a humerus and an ulna. Lefebvre discovered the first of three mats of the decedent's hair still at the scene.

Sanders and the Alcoa Police Department were pleased with the results of the search. Media stories and attention brought new interest to an old case, resulting in several new leads from concerned citizens and nearby law enforcement agencies.

The successful search has investigators anxious to return to the creek bed when conditions permit. Another search is scheduled for early February 2007.

★ ★ ★



LEIC Executive Director Dan Baker, Sanders, and Knoxville Police Chief Sterling Owen IV at the NFA's Session XVI graduation. Sanders received the Dr. William Bass Award for Outstanding Achievement in the Field of Forensic Investigation, an esteemed recognition from his classmates for his contributions to Session XVI.

MTAS, CTAS study downtown development

With a growing attraction to downtown areas and economic gains to be made, downtown development has become a leading issue in local government. Quality of life for downtown inhabitants—including education and the ability to live, work, and shop—is a primary concern nationwide. Still, local governments are experiencing success at reinvigorating their downtowns and attracting residents and businesses.

To answer the development needs of cities and counties in Tennessee, UT's Municipal Technical Advisory Service (MTAS) and County Technical Assistance Service (CTAS) are working with Innovation Groups, a national organization with 350 member cities and counties to promote innovation in local government.

Several city officials took advantage of new training opportunities in January.

Participating in a roundtable discussion were Richard Tripp, AIA, NCARB, principal, MSA; Geraldine Campos, economic development director, City of Clearwater, Florida; Arthur Pizzano, city manager, City of Fairfield, Ohio; and Carol Westmoreland, executive director, Florida Redevelopment Association. The panel discussed the positives behind downtown development, funding sources, mixed-use strategies, and national and local success stories. A national Webcast on downtown redevelopment was also offered.

★ ★ ★

Employee Relations Committee Celebrates Accomplishments

In November, the Institute for Public Service (IPS) Employee Relations Committee (ERC) held its final meeting of 2006 and reviewed its accomplishments from the past two years.

1. **IPS Supervisor's Survey Questionnaire**—This elicited a good response from staff. UT will do another system-wide employee survey in 2007, and IPS plans to do an internal IPS survey in 2008. IPS also will request more specific information from the system-wide UT employee survey.
2. **IPS Annual Conference content**—The ERC requested that the conference focus on the institute and its agencies. According to general comments on conference evaluation forms, the change in content has been well-received.
3. **The IPS Annual Award process** is now open year-round to let staff make nominations as situations present themselves. The IPS Award Review Committee was another ERC request. New award presentations at Annual Conference have been commended by IPS staff.
4. **IPS Scholarship**—The ERC sent this suggestion to the IPS Development Strategic Planning Team, which plans to present the idea during the IPS Family Campaign in April.

5. As a result of a request for an **IPS intranet newsletter**, *Staff News* has been created as a printed supplement to *The Exchange*. *Staff News* is published whenever information is provided by IPS staff.
6. **IPS Exit Interview Form**—This form is a direct result of the ERC. Gathering helpful information is a part of the institute's overall strategic plan, and it is up to the agencies to promote the use of the form.

As 2007 begins and new members join the ERC, the committee is excited and encouraged that IPS employees are affecting the organization, opening communication, and moving forward.

Serving on the ERC for 2007-2008 are
CIS—Beth Paton and Becky Peterson
CTAS—Libby McCroskey and Chris Payne (vice chair)
IPS CO—Pat Frost and Thaddeus Grace
LEIC—Kami Bruner and Jane Davis (secretary)
MTAS—Melissa Ashburn (chair) and Tess Davis.

Ex-officio members are Scott Gordy (IPS CO), Queena Jones (IPS CO), Armintha Loveday (MTAS), and Richard Stokes (MTAS).



Planning Is Underway for 2007 IPS Annual Conference



The 2007 Institute for Public Service Annual Conference planning committee had its first meeting in December 2006 in Cookeville.

The committee discussed potential dates, locations, and themes for the conference, along with a tentative agenda for breakout sessions and group activities. Subcommittees were selected for logistics, program, activities, food, and miscellaneous services.

Izetta Slade (MTAS) is serving as chair of this year's committee. Other team members are

CIS—Harding Aslinger, Donna Bridges, and Beverly Erwin

CTAS—Terri Kinloch and Brian Spears

IPS CO—Kasey Draney and Judy Wilhite

LEIC—Derek Brownlee and Gina Guinn

MTAS—Kurt Frederick, Sarah Holley, Warren Nevad,

Jim Rhody, and Sandy Selvage

The group is pleased with the results of their first planning session and is looking forward to their next meeting. Stay tuned for more details about this fall's Annual Conference.

Meet a CIS Customer: Lexington's Columbus McKinnon Corp.

Columbus McKinnon Corporation (CM), headquartered in Amherst, N.Y., has been in business for more than 130 years. It is a leading designer, manufacturer, and marketer of material-handling products, systems, and services that lift, secure, position, and move material ergonomically, safely, precisely, and efficiently. Their major products include hoists, cranes, chain, and forged attachments for a wide variety of commercial and industrial applications.

CM's Chain and Forged Products group consists of chain plants in Lexington, Tenn., and Santiago Tianguistenco, Mexico, with two forging plants in Cedar Rapids, Iowa, and Chattanooga, Tenn. Products include alloy chain (for overhead lifting), hoists (both electric and manual), shackles (both alloy and carbon), and load-securing systems.

CM has sold quality products to the government at the local, state, and federal levels for many years. Recently it has put together a team to aggressively pursue its role as a supplier to the federal government. Although CM falls under the category of large business, it has a distributor network of small businesses.

To stay current on the issues of the small-business sector, the Chain Division in Lexington has worked extensively with Russell Toone and Joe Flynn of UT's Procurement Technical Assistance Center (PTAC). Toone and Flynn have helped the CM government team adhere to the guidelines of the small business sector and develop larger long-term contracts. They assisted in compiling a subcontractor business plan, which has allowed CM Lexington to participate in a long-term contract for some of their higher strength chains. As a result of this relationship, other CM divisions have increased their involvement with PTAC in their areas.

PTAC is a program of UT's Center for Industrial Services.



THE UNIVERSITY of TENNESSEE 
CENTER for INDUSTRIAL SERVICES



Judie Martin received the Employee of the Year Award from LEIC Executive Director Dan Baker.

LEIC sets strategy, builds team

The Law Enforcement Innovation Center (LEIC) staff met in January in Pigeon Forge for its annual planning and team-building meeting. Briefings and demonstrations of one element from each training program were provided to inform staff members about LEIC's diverse programs. Examples of hands-on participation included fingerprinting; footprint casting; life skills training used in Tennessee school systems; cybercrime and budget quizzes; and Spanish for police. The agency's draft strategic plan was revealed, and updates were provided on new program initiatives.

In addition, Judie Martin received the Employee of the Year Award, presented by Executive Director Dan Baker. Martin has consistently demonstrated professionalism and volunteerism and has contributed to a high level of credibility for LEIC programs. Her efforts have positively affected the quality of service and customer satisfaction for the University of Tennessee, the Institute for Public Service, and LEIC.



GETTING THE WORD OUT: CTAS Changes Training Notification Process

UT's County Technical Assistance Service (CTAS) is changing the way customers learn of training classes in 2007.

Traditionally, CTAS mailed a biannual calendar of upcoming training events to customers, requiring customers to keep track of the schedule for a six-month period.

To make it easier for customers, CTAS changed the notification process to a monthly postcard, which outlines the training classes offered the following month.

In addition to the postcard, customers will receive an e-mail each month reminding them to register for upcoming classes. The postcard and e-mail will direct customers to the CTAS Web site to register for the classes.

This process will not only keep CTAS customers well-informed, it will help customers use the CTAS Web site more efficiently.



NFA Welcomes Session XVII

As the National Forensic Academy (NFA) enters its sixth year, the staff welcomed its 17th session to Knoxville.

January 8 marked the opening day for this session of the academy. Eighteen new crime scene investigators from across the country make up the class. This session's CSIs represent the states of Alabama, Alaska, Arizona, Georgia, Idaho, Illinois, Massachusetts, New Jersey, Tennessee, Texas, and Washington.

The participants are well into the 10-week in-residence program and promise to be another outstanding group of law enforcement professionals.



Update: HR0129—Performance Review

As time for performance reviews approaches, university employees should review the current version of HR0129. For information on university policies, visit <http://www.tennessee.edu/policy>.

HR0129: PERFORMANCE REVIEW

The performance review is designed to provide a fair assessment of an employee's job performance. The supervisor and employee should discuss the employee's job duties, expectations for the employee's performance, and goals for the coming year. To accomplish a fair and balanced assessment, both the employee and the supervisor will have an opportunity to express their opinions about the employment relationship. During the annual performance review, the supervisor and employee should make plans for the employee's professional development activities to be accomplished during the next review period.

Formal performance reviews occur annually for all university employees, preferably from January through March, to coincide with budget planning. The completed performance review summary forms are sent to human resources, entered into IRIS, retained in the employees' official personnel files, and used in providing information for performance-based salary increases when available.

During the first six months of an employee's regular employment, the supervisor conducts a written performance review with the employee. This review is sent to human resources to be included in the employee's official personnel file.



GET TO KNOW...

Sherri Brown IPS CO



The IPS Central Office has a new principal secretary, Sherri Brown, who assumed that role on January 1, 2007. She will coordinate the Central Office contract review process, putting to use the associate's degree in paralegal studies she recently received. Brown also will assist with reception duties and other administrative tasks.

Coming to IPS is a major life change for her. She worked at Food City for many years, demonstrating a remarkable work ethic. She only missed two days of work over a 10-year period. When her daughters Kimberly and Rebecca went to college, they encouraged her to do the same. She accepted the challenge and successfully balanced college with a full-time job and a full-time family.

Brown lives in Maryville but is a native of Teegarden, Indiana, a small town near South Bend. When she was 14, her family moved to El Paso, Texas, where she later met her husband Clarence. They moved to Tennessee in 1988.

What Brown enjoys most about her new job is the challenge of learning new things. When she's not at IPS, she enjoys gardening, knitting, reading, and watching her husband do the cooking. They have three grandchildren in Knoxville and regularly visit family in Texas and Indiana. The Browns are also well-acquainted with many catfish in Lake Loudon, which they catch and release when they are not busy with all the other activities in their lives.

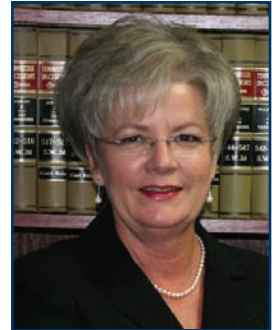


Familiar Face ... New Name

Mrs. Mary Hodge Jinks may not sound familiar, but you probably know who she is. Known for years as Mary H. Taylor, the assistant vice president of UT's Institute for Public Service became Mrs. Jinks on January 1, 2007, when she married Jack Jinks. A retired captain with the Knoxville Police Department, Jack is now a boat safety officer with the Tennessee Wildlife Resources Agency. The Jinkses were married in Gatlinburg and now live in Ten Mile.



Debra Blanchard



Debra Blanchard has been a program resource specialist with the County Technical Assistance Service (CTAS) since January 2001. Blanchard is the main liaison among CTAS and the Tennessee County Services Association (TCSA), the Tennessee County Highway Officers Association (TCHOA), and the Tennessee County Commissioners Association (TCCA). In this capacity, she organizes and manages conferences and meetings, maintains the county officials database, designs and updates the association Web sites, produces a regular highway official association newsletter, and provides assistance to county officials. She constantly looks for ways to improve the services the CTAS-supported associations provide to county officials.

Before joining CTAS, she worked with the Tennessee General Assembly for eight years and the Department of General Services for seven. In her spare time, Blanchard likes to travel and enjoy new experiences from mining for gems in the mountains of North Carolina, to taking a chance with the one-armed bandits of Las Vegas. While home, she enjoys cooking and tackling home-improvement projects.

What Blanchard likes most about working for CTAS is the variety of issues that come up daily and the ability to brainstorm with coworkers on how to provide better customer service. According to Blanchard, "No two days are ever the same with this organization!"



CIS Staff Honor Wicker



In recognition for his service on the University of Tennessee Center for Industrial Services (CIS) Advisory Council for the past six years, Dr. Mary H. Jinks, assistant vice president for the Institute for Public Service, and David Hall, CIS executive director, awarded a certificate of appreciation to Chuck Wicker at the January 11 Advisory Council meeting in Nashville.



Staff Applause



Mike Hill

To: Mike Hill, LEIC
From: Officer Kenny Bradley
UT Knoxville Police Department

I thoroughly enjoyed the training program presented by Capt. Don Jones. It was the best in-service class I have attended in some time. Keep up the good work.

★ ★ ★



Dan Baker

To: Dan Baker, LEIC
From: Jim Burch II, Deputy Director,
Bureau of Justice Assistance,
U.S. Department of Justice

Kudos regarding the quality of the status report provided to my office highlighting the current status of the NFA and its plans to increase classes and capacity. We are extremely grateful for all the work being done at the LEIC and look forward to a bigger and better partnership in 2007 and beyond. Also, your Regional Community Policing Institute has a reputation for quality and as can-do people.

★ ★ ★



Jon Walden

To: Jon Walden, CTAS
From: Chris Goodwin, District III
Rhea County Commissioner

Thanks for the heads up in your e-mail regarding the Ethics Reform Act of 2006. The policy has been assigned for review and recommendation for implementation to our county attorney. I would like to thank you and CTAS for all of your help in these and other matters. I consider your organization absolutely invaluable.

★ ★ ★



Albert Tieche

To: Albert Tieche, CIS
From: Carol Wade
Giles County Kiwanis

Thank you so much for your presentation at our Kiwanis meeting. It was very informative. I shared one of your information folders with a local industry. I am sure someone will be calling on you. We appreciate your interest in helping Giles County grow!

★ ★ ★



Mike Garland

To: Mike Garland, CTAS
From: Bob Wormsley, Vice President
Local Government Insurance Pool

It has recently come to my attention that Debbie Blanchard and Brett Howell completed the daunting task of updating and correcting the government mailing list (GML). I just wanted to take this opportunity to commend their work. Having served in your position, as well as TCSA executive director, I am very much aware of the importance of the GML for IPS, CTAS, and other government agencies that use it. Keeping the GML updated and accurate is an awesome and time-consuming task, and one of the most under-appreciated jobs in the organization. When I was in your position and while at TCSA, I was continuously frustrated by the error rate in the GML. Now that Debbie and Brett have taken the initiative to do a comprehensive update, let me encourage you to put a high priority on keeping it updated. From my perspective the value of the GML cannot be overstated. Again, my commendation and congratulations to Debbie and Brett for an outstanding job on such an important part of what makes CTAS a preeminent public service organization.

★ ★ ★



Debra Blanchard

To: Mike Garland, CTAS
From: Doug Goddard, Executive Director
Tennessee County Commissioners
Association

I want to express my appreciation to you and your staff who assisted and supported my efforts during our Tennessee County Commissioners Association fall regional meetings. Attendance at this year's eight meetings surpassed all previous records. Your staff members helped with the meetings in their area by responding to questions or needs from county commissioners or county mayors at each meeting. I want to pay a special compliment to Debra Blanchard and Brett Howell for their commitment to get the government mailing list correct, as well as their assistance and attention to details at each of my regional meetings. This took a special effort to check, again and again, every county official's contact information for accuracy. As you know, having this data correct is vitally important for all communications, including meeting notices, mail-outs, and distribution of the *Tennessee County News*. Thanks again for everyone's help and support.

★ ★ ★



Brett Howell

Staff Applause

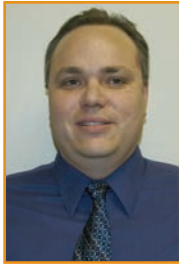


John Erdmann

To: John Erdmann, CIS
Gary Hedgcoxe, CIS
From: Bryan Lane, Consultant, CIS

We recently facilitated the TOSHA Bloodborne Pathogens for Healthcare training. Before the class began, John Erdmann suggested that we make copies of the bloodborne pathogens video that we had done for TOSHA a couple of years ago. Gary Hedgcoxe made 30 copies of the CD, and we handed them out to attendees during the class. We also gave each attendee one of our UT Band-Aid kits. So, first, thanks to John and Gary for going above and beyond for this class. The overall rating was 4.8 out of a possible 5. For Becky Peterson, Beverly Erwin, and Bob Dowd, here is a quote from one of the evaluations: "Thank you for offering the copies of the teaching CD free—yeah! Also, thanks for providing a comfortable facility, breaks, coffee/snacks, and UT Band-Aids."

★ ★ ★



Gary Hedgcoxe



Sarah Holley

To: Izetta Slade, MTAS
From: Kristi Reynolds, Knox County

As you are aware, I have been facilitating for MTAS within the Municipal Management Academy for several months now. Based on my experience, I would like to take a moment and share some feedback with you. Sarah Holley has been instrumental in my success as a facilitator thus far. She is always prompt and thorough when delivering materials and feedback relative to my facilitation. If I have a problem with receiving the materials via e-mail, Sarah always makes sure that we find a solution to the problem. For instance, before the Thanksgiving break, Sarah attempted to send me materials for the MMA 10 class that I will be facilitating in 2007. After numerous attempts, we spoke yesterday, and Sarah found a simple solution—she sent me smaller individual files so my server would not automatically kick them out. This is just one of MANY examples of Sarah's willingness to accommodate the needs of others even when her plate is full. I appreciate the opportunity to facilitate for MTAS, and working alongside Sarah Holley is a bonus!

★ ★ ★



Izetta Slade



Ron Darden

To: Ron Darden, MTAS
From: Kelly Kent, City Recorder
New Johnsonville

I received the beer board ordinance from you before I left yesterday—thank you! I know that it is your job to help us, but I have to tell you, I am so proud to have you as my MTAS consultant! I was spoiled with Margaret Norris, and it is so good to know you are here for me just like she always was. I was told by Pat Williams of Tullahoma that both you and your brother, Don, are absolutely wonderful. I don't know Don, but as for you, I agree! Just know I am appreciative for all you do!

★ ★ ★



Justin O'Hara

To: Bob Schwartz, MTAS
From: Corinne Miller, IT Specialist and
Network Administrator, Gordonsville

I have received several e-mails about a Web page that Justin O'Hara is putting together for IT professionals for use as a question-answer type thing or as a contact page of other IT professionals. I ran into a problem with our network when our police department needed to communicate with the TBI over a VPN network. The DSL modem that we have is simple and could not handle the VPN network. I was advised by the TBI and our ISP that we had to get a router to do this. When the router was connected, I was to contact our ISP, and they were to walk me through bridging the modem. After that I noticed that our desktops were not able to get online, but the wireless laptops were working great. I had done everything I knew to do, so I e-mailed Justin O'Hara. He replied quickly. I briefed him about the situation, and he said he would be happy to help. After being on the phone for some time and trying several different things, he fixed the problem. I just wanted you to know how much I appreciate him and the time he took to help the city of Gordonsville.

★ ★ ★

February Calendar of Events

CIS

Feb. 1	Hazardous Waste Annual Report, Chattanooga
Feb. 1	Tier II, Chattanooga
Feb. 1	8-Hour Site Worker Refresher, Bartlett
Feb. 1	Recordkeeping 300 Log, Knoxville
Feb. 1	Safety Managers Survival Guide, Knoxville
Feb. 6	Hazardous Waste Annual Report, Cookeville
Feb. 6	Tier II, Cookeville
Feb. 6	OSHA 10-Hour Construction Safety, Bartlett
Feb. 6	Shingo Examiners Workshop, Nashville
Feb. 6	SBIR Proposal Writing Phase II, Oak Ridge
Feb. 7	SBIR Proposal Writing Phase I, Chattanooga
Feb. 8	Hazardous Waste Annual Report, Johnson City
Feb. 8	Tier II, Johnson City
Feb. 8	SBIR Proposal Writing Phase I, Memphis
Feb. 13	Energy Management Certificate I, Knoxville
Feb. 13	Industrial Hygiene Made Easy, Nashville
Feb. 13	Combining Lean with Safety, Nashville
Feb. 14	First Aid, CPR, and AED Workshop, Nashville
Feb. 15	Energy Management Certificate I, Jackson
Feb. 16	Energy Management Certificate I, Nashville
Feb. 20	Industrial Hygiene Made Easy, Knoxville
Feb. 20	Combining Lean with Safety, Knoxville
Feb. 21	Clandestine Meth Lab, Nashville
Feb. 21	First Aid, CPR, and AED Workshop, Knoxville
Feb. 27	Industrial Hygiene Made Easy, Jackson
Feb. 27	Combining Lean with Safety, Jackson
Feb. 28	First Aid, CPR, and AED Workshop, Jackson

CTAS

Feb. 26	County Budgeting, Knoxville
Feb. 26	Select County Budgeting, Knoxville
Feb. 27	Capital Budgeting, Knoxville

LEIC

Jan. 8- March 16	NFA Session XVII, Knoxville
Jan. 29- Feb. 2	T4 Pilot #3, San Diego, CA
Feb. 1	Intro to Secured & Prepared Schools Overview for TACP, Nashville

Feb. 1	LifeSkills Training, Jackson
Feb. 1	TN Secured & Prepared Schools Presentation to TN Sheriff's Meeting & the TN Chiefs of Police Meeting, Nashville
Feb. 7-8	School Security Team Training (Tier 2), Chattanooga
Feb. 7	LifeSkills Training, Cookeville
Feb. 13-14	Critical Infrastructure Protection Program, Nashville
Feb. 15-16	Critical Infrastructure Protection Program, Knoxville
Feb. 21-23	Leadership for Law Enforcement, Gatlinburg
Feb. 26-27	Yes2Kids 2007 Conference, Cool Springs
Feb. 28- March 1	School Security Team Training (Tier 2), Jackson

MTAS

Feb. 1	Municipal Manager Overview, Kingsport
Feb. 1	Understanding Workstyles, Springfield
Feb. 1	Risk Management & Safe Workplace, Bristol
Feb. 6	Business Tax, Bartlett
Feb. 6	Human Resource Overview, Knoxville (KCDC2)
Feb. 7	Business Tax, Jackson
Feb. 7-8	Making Effective Decisions, Johnson City
Feb. 8	Making Effective Decisions, Kingsport
Feb. 13	Understanding Workstyles, Collierville
Feb. 13	Develop & Maintain Discipline, Jefferson City, White Pine, & Dandridge
Feb. 14	Understanding Workstyles, Red Bank (5 cities)
Feb. 15	Business Tax, Franklin
Feb. 15	Understanding Workstyles, Kingsport
Feb. 15	Planning & Organizing, Springfield
Feb. 20	Risk Management & Safe Workplace, Knoxville (KCDC2)
Feb. 20	Delegation Skills, Elizabethton & Jonesborough
Feb. 21	Business Tax, Johnson City
Feb. 21	Developing Teamwork, Johnson City
Feb. 22	Business Tax, Knoxville
Feb. 22	Communication Skills, Morristown
Feb. 22	Developing Teamwork, Johnson City
Feb. 22	Developing Teamwork, Kingsport
Feb. 27	Municipal Manager Overview, Bartlett
Feb. 28	Business Tax, Cookeville
Feb. 28	Planning & Organizing, Red Bank (5 cities)
Feb. 28	Delegation Skills, Bartlett

Recruitments

IPS CENTRAL OFFICE

Manager of Operations, Knoxville

MTAS

Human Resource Consultant, Knoxville
Research Specialist, Knoxville
Training Consultant, Knoxville
Program Resource Specialist, Nashville

New Hires

IPS CENTRAL OFFICE

Sherri Brown, Knoxville
Administrative Support Assistant

MTAS

Josh Jones, Nashville
Legal Consultant
Janet Kelly, Knoxville
Finance and Accounting Consultant
Elaine Morrissey, Knoxville
Administrative Support Assistant

February Service Anniversaries

Kim Arms, CIS.....	11 years
John Erdmann, CIS.....	8 years
Thaddeus Grace, IPS CO.....	20 years
Ken Hardison, CIS.....	15 years
Debbie Hartzell, LEIC.....	4 years
Bryan Lane, CIS.....	9 years
Kevin Lauer, CTAS.....	6 years
Margaret Norris, MTAS.....	6 years
Sandy Selvage, MTAS.....	20 years
Lori Ungurait, LEIC.....	7 years
Rick Whitehead, MTAS.....	3 years
Johnny Winstead, CIS.....	13 years



The EXCHANGE is a newsletter of
THE UNIVERSITY of TENNESSEE

Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528
www.ips.tennessee.edu

DR. JOHN PETERSEN

President

HANK DYE

Vice President for Public and

Government Relations

DR. MARY H. JINKS

Assistant Vice President

Institute for Public Service



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

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

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/T/Y available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.
IPSO524 • 475 • E13-0110-000-017-07



CTAS PLAYS SANTA

The County Technical Assistance Service (CTAS) traditionally “adopts” a family each year to help during the holidays. This year, CTAS adopted two families of underprivileged children who attend Smyrna Elementary School. One family has four children, ages 10, 7, 4, and 6 months, and the other has three, ages 12, 10, and 8. Libby McCroskey and Debra Blanchard were “co-captains” of the CTAS Christmas fund project. Cash contributions totaled \$1,962, with additional contributions in the form of toys and a frozen turkey. Each child received at least two complete outfits of clothing, shoes, a watch, school supplies, and toys; coats and backpacks were supplied for the children who needed them; and a car seat was purchased for the 6-month-old child. Each family received a \$100 Wal-Mart gift certificate to buy food, clothing, or necessary supplies.

CTAS staff members helped wrap all the gifts. Each child received a giant bag full of individually wrapped presents. The parents of the children were extremely appreciative and overwhelmed by the generosity of the gifts.

After buying all the gifts, \$450 remained in the CTAS Christmas Fund; this, along with the frozen turkey, was donated to the Second Harvest Food Bank. CTAS received the following letter of appreciation from the Second Harvest Food Bank.



Thanks to Libby McCroskey and Debra Blanchard for all the hard work on this project and to all the CTAS staff and friends who donated to the project.

Thank you for reducing hunger in our community with your recent gift of \$450 to Second Harvest Food Bank of Middle Tennessee. I am so thankful to have you as a partner in the fight to end hunger.

I recently gave a tour to a little girl who had saved her allowance to help less fortunate people. As I showed her our pallets of food, she asked where the less fortunate people were. I explained to her that we secure donated food and our partner agencies help us to distribute the food to those in need.

While my new friend was pleased that her donation would be used in the most efficient way, she still wanted to see a hungry person. And it occurred to me that she simply wanted to see what a hungry person looked like. The fact is hungry people look a lot like you and me.

I would like to share with you a story about one of the many families we serve, so you can see how important your gift is to Tennesseans in need.

Carol is a divorced, working mother with two children. Although Carol's ex-husband is court-ordered to pay child support, she is unable to collect that support. When the courts garnished his wages to pay Carol the support she is due, her ex-husband quit his job. Carol was left to figure out how to provide shelter, food, clothing and childcare for her children. While Carol tries to stretch paychecks to cover her expenses, she occasionally picks up food boxes in order to make sure her children have enough to eat.

If Carol turns to the Food Bank it is only after she has exhausted all other options, after she has skipped meals to give her children dinner, or after an unforeseen car expense and she has to make that hard decision of paying rent or buying food.

Your gift helped to ensure that Carol, and thousands of Tennesseans like her, has a place to turn in times of need. Thank you for caring. Together we will “fight hunger and feed hope.” Thank you for the support of UT's County Technical Assistance Service.

Cindy Breithaupt Patterson
Vice President of Development
Second Harvest Food Bank