

Fall 2016

*A Publication of The University of Tennessee Institute for Public Service*

# IPS CONNECT



# *Brian Spears*

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



8

## Cover Story | PTAC Matchmaking

IPSCONNECT is a publication of  
The University of Tennessee  
Institute for Public Service

1610 University Avenue  
Knoxville, TN 37921  
Phone: (865) 974-6621  
Fax: (865) 974-1528

Dr. Joseph DiPietro  
President

Dr. Herb Byrd, III  
Vice President of Public Service

Charles E. Shoopman  
Assistant Vice President

Steven T. Thompson  
Assistant Vice President

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.

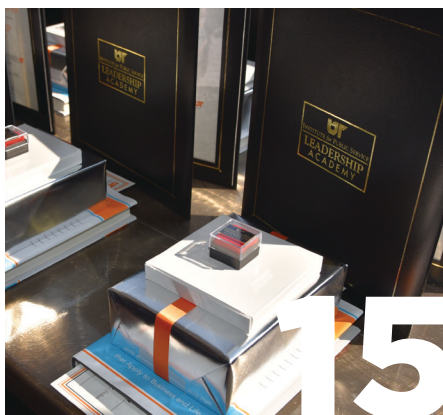
The University does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of the Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans 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/TTY available) or 974-2440.

Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 105 Student Services Building, Knoxville, TN 37996-4125

IPS35 • E13-0110-035-17

Vice President's Message.....	4
Spotlight   Steve Walker .....	5
IPS Annual Conference Awards.....	10
CTAS COOP .....	14



Leadership Academy Graduation



STOP Domestic Violence Training

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

# 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			
Location	Employees	Stakeholders	Total
Jackson	19	53	72
Nashville	24	60	84
Oak Ridge	59	18	77
Total	102	131	233

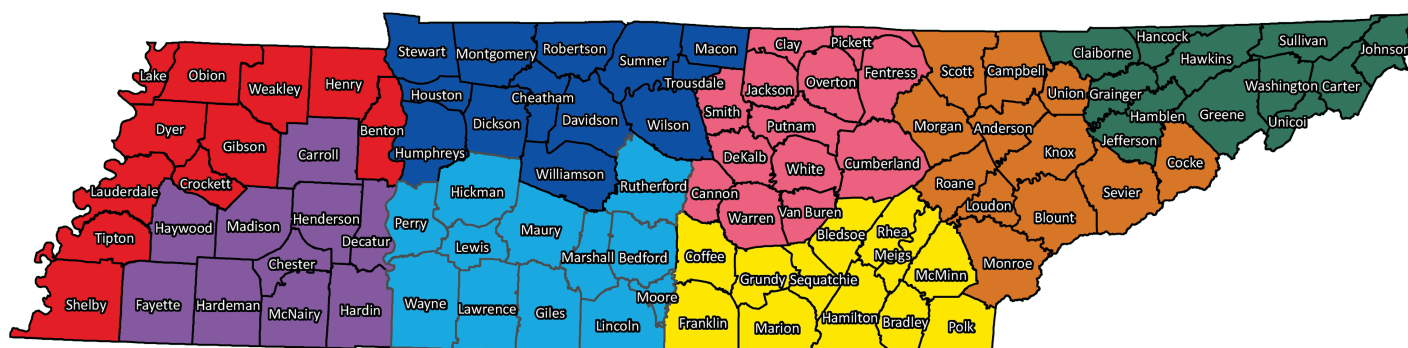
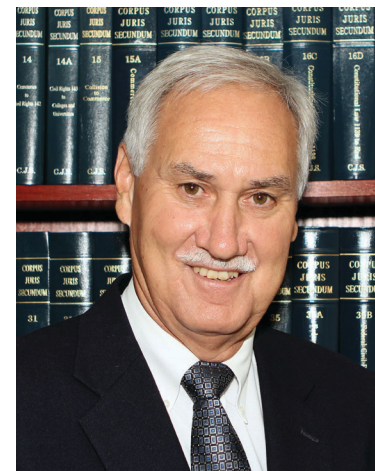
# Employee Profile

## STEVE WALKER

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.



### Region 8

**Mike Galey**

(731) 514-5499

[mike.galey@tennessee.edu](mailto:mike.galey@tennessee.edu)

Benton, Crockett, Dyer, Gibson,  
Henry, Lake, Lauderdale, Obion,  
Shelby, Tipton, Weakley

### Region 6

**Steve Walker**

(615) 714-6182

[steve.walker@tennessee.edu](mailto:steve.walker@tennessee.edu)

Cheatham, Davidson, Dickson,  
Houston, Humphreys, Macon,  
Montgomery, Robertson, Stewart,  
Sumner, Trousdale, Williamson,  
Wilson

### Region 3

**Ben Rodgers**

(931) 525-3535 or  
(931) 510-6902

[ben.rodgers@tennessee.edu](mailto:ben.rodgers@tennessee.edu)

Cannon, Clay, Cumberland, DeKalb,  
Fentress, Jackson, Overton, Pickett,  
Putnam, Smith, Van Buren, Warren,  
White

### Region 1

**Rick Hall**

(423) 282-4141 or  
(423) 612-3325

[rick.hall@tennessee.edu](mailto:rick.hall@tennessee.edu)

Carter, Claiborne, Grainger, Greene,  
Hamblen, Hancock, Hawkins,  
Jefferson, Johnson, Sullivan, Unicoi,  
Washington

### Region 7

**Bobby Phillips**

(731) 225-3287

[bobby.phillips@tennessee.edu](mailto:bobby.phillips@tennessee.edu)

Carroll, Chester, Decatur, Fayette,  
Hardeman, Hardin, Haywood,  
Henderson, Madison, McNairy

### Region 5

**Doug Bodary**

(615) 653-7001

[doug.bodary@tennessee.edu](mailto:doug.bodary@tennessee.edu)

Bedford, Giles, Hickman, Lawrence,  
Lewis, Lincoln, Marshall, Maury,  
Moore, Perry, Rutherford, Wayne

### Region 4

**Gary Hayes**

(423) 280-7854

[gary.hayes@tennessee.edu](mailto:gary.hayes@tennessee.edu)

Bledsoe, Bradley, Coffee, Franklin,  
Grundy, Hamilton, Marion, McMinn,  
Meigs, Polk, Rhea, Sequatchie

### Region 2

**Wesley Robertson**

(931) 797-6474 or  
(865) 974-1846

[wesley.robertson@tennessee.edu](mailto:wesley.robertson@tennessee.edu)

Anderson, Blount, Campbell, Cocke,  
Knox, Loudon, Monroe, Morgan,  
Roane, Scott, Sevier, Union

# LEIC STOP DOMESTIC VIOLENCE TRAINING

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**

STOP Domestic Violence Training at Bradley County Sheriff's Office, 2016



# UT CENTER FOR INDUSTRIAL SERVICES ANNOUNCES HIRINGS, PROMOTIONS



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.

Pictured (left to right):  
Dwaine Raper, Kenny Smith,  
Misty DePriest, Felicia Roberts,  
Kevin Cooper, Gordon Reed,  
Bill Hicks, Rod Kirk

# PTAC MATCHMAKING

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.



“These events have really been driven by the agencies – NASA, TVA, Fort Campbell and Arnold Air Force Base. They wanted to work with us so it’s really a two-way street,” said Paul Middlebrooks, program manager for CIS’ PTAC. Middlebrooks along with Russell Toone and Debbie Barber make up the PTAC team. Their role is to work with businesses across Tennessee to help coach them through the federal government contract process.

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>**

# QUICK LOOK | PTAC MATCHMAKING

*Since 2000...*

UT CIS PTAC counselors  
have assisted more than  
**500 companies**



 = 10 COMPANIES

In more than  
**6845**  
contract awards



Which have generated more than  
**\$5.8 BILLION**  
in contract dollars

*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...

Resulting in more than  
**114,400 JOBS**  
created or retained



# 2016

**Congratulations  
to all of our winners!**

## IPS ANNUAL CONFERENCE AWARDS

### 10 YEARS

Doug Bodary  
Nancy Gibson  
Brian Spears

### 20 YEARS

Lynn Reed  
Brett Ward

### 30 YEARS

Alan Major  
Richard Stokes

### 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*

### 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*

### FIVE FRANKLINS AWARD

Chris Jones, LEIC  
Lori Barton, IPS Administration  
Dan Anselment, LEIC  
Ronnie Neill, MTAS  
Keith Groves, CIS

### 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*



UT IPS  
ANNUAL CONFERENCE  
August 2016 | Chattanooga, TN





For more photos, visit  
our Facebook page!  
[fb.me/UTIPS](https://fb.me/UTIPS)

# 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.

Robin Roberts (CTAS) leads COCTP course



# UT INSTITUTE FOR PUBLIC SERVICE ON SOCIAL MEDIA

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!



Law Enforcement Innovation Center shared The University of Tennessee Institute for Public Service's post.

September 9 at 3:41pm

A two year commitment, dedicated to professional development for IPS employees focused on leadership. Added benefit of touring each campus across the UT System. Next Leadership Academy Session will begin in the Fall of 2017.



The University of Tennessee Institute for Public Service added 2 new photos – with Honna Brown Rogers and 3 others

September 9 at 3:31pm

Congratulations to our Leadership Academy Class of 2016! These IPS employees have dedicated 2 years to strengthening their leadership skills in order to better serve the communities of Tennessee. Thank you all for your hard work and dedication!

Like Comment Share



UT CIS @UTCIS • Sep 9

We are proud of our CIS @UT\_IPS Leadership Academy graduates @hagandier @RoddyLeeKirk @CodegaMike #leadershipmatters

Paul H. Jennings



Retweet 1 Heart Like ...



UT IPS @UT\_IPS • Sep 9

#flashbackfriday to 2014 & the first session for the Leadership Academy Class of 2016 #leadershipdevelopment



Retweet 1 Heart Like ...



Charles Shoopman @Ceshoop • Sep 9

Very proud to have worked w/these leaders during @UT\_IPS Leadership Academy III



Retweet 1 Heart Like ...

Walter Idol (CIS) directs Oak Ridge Fire Department during building collapse training

