

Winter 2016

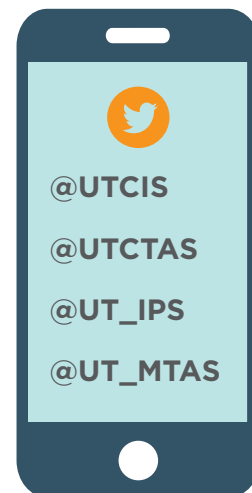
IPS CONNECT

A Publication of The University of Tennessee Institute for Public Service



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Naifeh Center for Effective Leadership with Macel Ely and Stefani Hope Mundy.

December 6 at 12:19 pm

City and county government officials completed the Naifeh Center for Effective Leadership's Local Government Leadership program last week. Participants learned core leadership principles in coursework in the classroom followed by evening networking activities. Participants gather in front of General Neyland's Game Maxims as a tribute to lasting leadership. To this day, Vol teams still recite the Maxims in the locker room before every game.



Like Comment Share



The University of Tennessee Institute for Public Service at UT Arboretum.

December 6 at 9:06 am

IPS Vice President Herb Byrd III presents MTAS Executive Director Jim Thomas with his five-year anniversary gift from UT.



Like Comment Share

UT CIS @UTCIS · Oct 10
⚡ "#MFGDay 2016 was a huge success!"



#MFGDay 2016 was a huge success!

via @UTCIS

Manufacturing is cool and kids are learning more about this exciting industry with hands on experiences like workshops, site tours, and informational sessions with industry experts. Let's keep this...

Moments

1 1

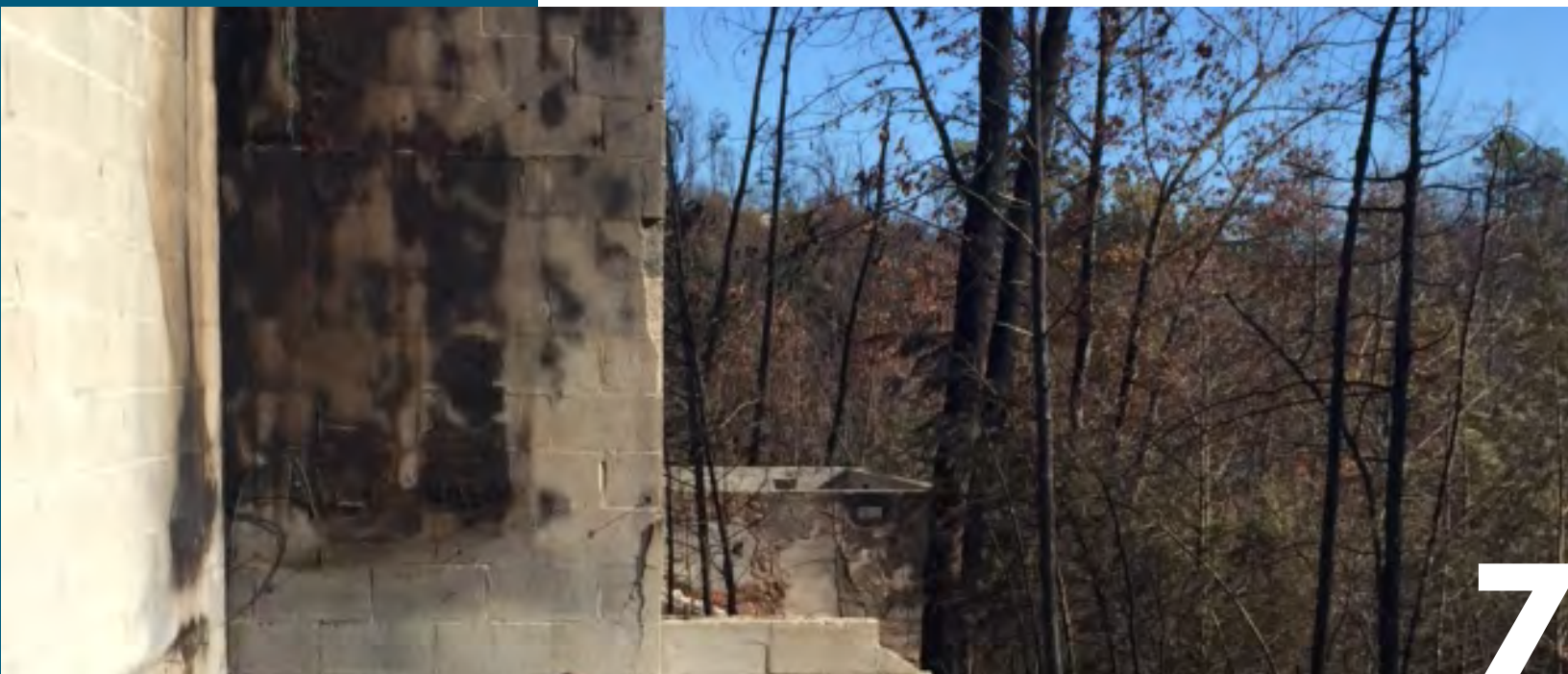
UT CIS Retweeted

UT IPS @UT_IPS · Nov 15

In Jefferson City for @UTCIS staff teaching Farm & Machinery Rescue course. #tnfiredept



2 5



Cover Story | Gatlinburg Wildfire

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Rebel the Service Dog



LEIC NARCAN Training

On the Cover: View of mountains after the wildfire
See Article Page 7

A **WORD** FROM **DR. BYRD**

They say more than 2,400 structures were damaged or destroyed. Over 17,000 acres have burned. Total damages were valued at more than \$500 million. The Gatlinburg fires, pushed by hurricane force winds, covered the area in 21 minutes on the evening of Monday, Nov. 28 requiring the evacuation of 14,000. Fourteen didn't make it out. At this writing, one still has not been positively identified.

Tuesday evening Nov. 29, amid the hopes for fire-quenching rain, tornados touched down in Manchester and Tullahoma. In the early hours of Wednesday, Nov. 30, a tornado caused extensive damage in Athens, damaging 30 structures and injuring 20 people.

The heartache, devastation and loss over just a few days has been overwhelming when considered en masse.

While the news reports continue to document all of this, the real story is about the people. You can read in this issue of IPS Connect of the work Kevin Lauer and Walter Idol are involved with in Gatlinburg. I know that many IPS employees have collected and donated emergency supplies and have contributed to support groups working in the area. Furthermore, the stories continue to come in of public officials, elected and appointed, who have put the needs of their constituents above their own interests. In at least one case, a mayor lost both home and business but continued to serve with distinction.



IPS employees of the University of Tennessee have the privilege of serving local officials, law enforcement officers, firefighters and others who work to make a positive difference in our state, especially in times like these. We work each day serving business and government to improve the lives of Tennesseans.

We are grateful to be partners in the work, and to work alongside dedicated, talented, and diligent men and women who care about people's wellbeing and the places we call home.

Our hearts go out to those who have suffered loss and to the public servants who are relentless in preparation for times like these.

Employee Profile | Adam Foote

Adam Foote is the marketing specialist for UT CIS. He is based in the Nashville office and manages all marketing efforts for CIS. Adam joined CIS in 2014 after four years working for Hilton Hotels.

A Mississippi State graduate ('08), he is currently enrolled in UT Martin's MBA program, with an expected graduation date of Fall 2017.

As a dedicated community man, Adam volunteers as a Big Brother in Big Brothers Big Sisters of Middle Tennessee; he serves on the Tennessee Department of Education Marketing, Business, and Finance Advisory

Council; he is a certified therapy dog handler for his dog, Suede; he is co-founder of a local non-profit, 100 Men Who Care; and he serves on the Tennessee State Museum Young Professionals Council.

Adam is married with 2 dogs and a cat, and lives in the Rosebank neighborhood of East Nashville. In his free time, he loves to mountain bike, snowboard, play guitar, travel with his wife, play with his dogs, cook, and watch movies.

Adam Foote (left) at IPS's 2015 Annual Conference



MTAS PARTNERS WITH UT MARTIN, TREEDC TO BRING ENERGY CONSERVATION AWARENESS TO WEST TENNESSEE

West Tennessee's energy footprint was the topic of discussion at a forum hosted by the Municipal Technical Advisory Service (MTAS), the University of Tennessee Martin and the Tennessee Renewable Energy and Economic Development Council (TREEDC).

Attendees included local leaders and UT Martin engineering students. The forum also included UT Martin's mobile energy classroom, which was financed through a grant from the United States Department of Agriculture. The project, led by John Cole and co-authored by Paula Gale and Rachna Tewari, all from the department of agriculture, geosciences and natural resources, included both static and hands-on demonstrations of current energy production,

conservation and renewable technology.

Brian Stone, of NORESKO, LLC, addressed energy contracting for community facilities, and James Talley, of Hannah Solar discussed case studies in solar power from Hawkins County. Pat Riley, director of Gibson County Utilities, explained the benefits of using compressed natural gas for university fleets, and Warren Nevad of MTAS, discussed the Port of Cates Landing municipal waste-to-energy project proposal to the Tennessee Valley Authority.

MTAS and TREEDC will also partner on an upcoming energy and water conservation forum at UT Chattanooga on Feb. 17, 2017.

TREEDC Board Member/ Gibson County Utilities Director Pat Riley and UT Martin's mobile energy classroom



MUTUAL AID AGREEMENT AND GATLINBURG WILDFIRE

Kevin Lauer's Facebook Post from Nov. 29

"Twenty-four years ago I responded as a rookie Sevierville firefighter to what I could only imagine would be the biggest fire I would ever see. That was the Rebel Corner (the block where the space needle sits) in Gatlinburg. My mind could not imagine that I would one day have the responsibility of leading and coordinating the largest mutual aid deployment in the history of the Tennessee Fire Chiefs Association (TFCA) Mutual Aid Response team to that very same area. Today, over 120 apparatus, several incident management team members, and over 300 personnel were deployed and serving the county that I grew up in.

"Our mutual aid system works and has been tested heavily the past several weeks. Thank you to all the men and women that bravely respond and the fire departments, along with their families that support them, that makes our system a model that many states work toward achieving! Keep up the good work and let's continue to make it stronger."

As statewide coordinator for the Tennessee Fire Chiefs Association's (TFCA) Mutual Aid response team, UT County Technical Assistance Service's (CTAS) Fire Management Consultant Kevin Lauer makes sure systems are in place and resources are accounted for in the event that the mutual aid response plan needs to be deployed. The need arose Nov. 29 as massive wildfires spread through the Great Smoky Mountains National Park and the adjoining tourist town of Gatlinburg.

The mutual aid response team was formed by the TFCA and UT Institute for Public Service agencies CTAS and the Municipal Technical

Advisory Service (MTAS) to provide fire service resources in quantities beyond the means of any single fire department. As part of the plan, the state is divided into nine districts and each district consists of one to four coordinators who help deploy departments when needed. Lauer works with the district coordinators to schedule availability of resources and deployments.

The plan has been activated for large fires and natural or man-made disasters that have overwhelmed the local community's capabilities. The team has sent aid to fires across the state, jumped into place during the 2010 flooding in Nashville and earlier this year sent swift water rescue teams to South Carolina. Firefighters from across the state were working the response for a couple of weeks with the fires in Chattanooga and other parts of East Tennessee. Many of those same agencies that were receiving assistance two weeks, were deployed to respond to Sevier County, Lauer said.

"I went to a briefing with TEMA early Monday. We already knew about the Chimney Tops fire and knew the winds were picking up," Lauer said. Lauer contacted the Sevierville fire chief and subsequently the Gatlinburg fire chief to ask if they wanted to use the mutual aid plan to get firefighters in place prior to the fire spread from the park into the cities and county. Those calls led to the deployment of strike teams from the Knoxville Fire Department, the Karns Fire Department, Rural-Metro and the Jefferson County Fire Department, soon followed by firefighters from Murfreesboro and LaVergne. More firefighters arrived from Nashville, Brentwood, Ashland City, Johnson County and Chattanooga. More than 150 fire and rescue agencies have deployed under the plan to provide apparatus and incident management team members.



Walter Idol,
Center for
Industrial Services



Kevin Lauer,
County Technical
Assistance Service

"The rest of today, tonight and tomorrow they will be searching every piece of property and car," Lauer said on the Wednesday after the fire.

Several days after the fire burned more than 17,000 acres and damaged or destroyed over 2,000 structures, firefighters switched to rescue and recovery mode. As of this printing, the fire claimed 14 lives and injured more than 190.

Center for Industrial Services (CIS) Health and Safety Program Manager Walter Idol was called in by the Pigeon Forge Fire Department to offer technical guidance on structural assessments. "The Pigeon Forge Fire Department is a long-time CIS customer and we have an outstanding relationship with them," Idol said. He assisted the department with determining if structures were safe for entry by recovery teams.

FIRST FOUR-LEGGED INVESTIGATOR ATTENDS NATIONAL FORENSIC ACADEMY

He doesn't participate in every module of the academy and he won't be expected to take the post-test during week 10, but the first four-legged attendee in the 15-year history of the Law Enforcement Innovation Center's (LEIC) National Forensic Academy (NFA) is considered a class member just the same.

Rebel, a 2-year-old Springer Spaniel, is the canine partner of Kelli Wright, a special agent in the Southern Piedmont region of the North Carolina State Bureau of Investigation and a member of the NFA's Session XLII. Rebel is originally from England, came to the United States via Holland and was assigned to Wright by the bureau and its Canine Coordinator Kim Mathias. Before Wright came to Oak Ridge for the NFA, she and Rebel attended a month-long cadaver dog training at Western Carolina University.

"He's with me all of the time, he goes home with me, sleeps with me; he goes everywhere I go," Wright said. When she left for Tennessee to attend the NFA, she knew she would have to bring Rebel with her. "The first day of class, I asked if anybody had allergies. The class really likes him, they say it will be neat to be the first (NFA) class with a mascot."

Rebel is trained in human remains identification and recovery, and was able to work alongside Wright during the class' practical exercises at the UT Arboretum and LEIC's Outdoor Forensic Training Facility.

While Wright is in class, Rebel stays in a crate in the office of LEIC Training Specialist Melanie Wolfenbarger. When he is let out of the crate for breaks, the energetic pup loves to interact with the other academy participants.



Kelli Wright and Rebel the Human Remains Recovery K9

"Sometimes when we are in class I hear the tags on his collar making noise, and I turn around to see him sitting on somebody's lap," Wright said. "It's like having a little kid, he's all over the place. One day he stepped in gum."

To show their fondness for the furry classmate, Session XLII participants plan to include Rebel on the traditional t-shirt designed at the conclusion of each NFA session. One of the participants submitted a design that shows Rebel clutching his favorite ball.

Concluding their 10 weeks of in-resident training, 28 crime scene investigators from across the country graduated in November from the Law Enforcement Innovation Center's National Forensic Academy.

Making up Session XLII (42) are:



Rick Alexander Jr. | Tennessee Highway Patrol
Rusty Borden | Alcoa Police Department
Courtney Bouchie | Metro Nashville Police Department
Sterling Brown | Army Criminal Investigation Command
Brittany Burke | Tennessee Bureau of Investigation
Kenny Burnette Jr | Chattanooga Police Department
Wayne Buxton | Texas Rangers
Kim Covington | Tennessee Bureau of Investigation
Justin Cregan | Metro Nashville Police Department
Celinda Davidson | Tennessee Bureau of Investigation
John Felix Foley | Maryville Police Department
Toni Harris | Smyrna Police Department
Keith Herron | Tennessee Bureau of Investigation
Brandt Holt | Tennessee Bureau of Investigation
Tim Hutchings | Decatur Police Department
Darby Hutchison | Tennessee Bureau of Investigation
Joe Jaynes | Johnson City Police Department
William “Scott” Jones | Army Criminal Investigation Command
Mike Loggia | Tennessee Bureau of Investigation
Michael Morrison | Morristown Police Department
Michael O’Keefe | Tennessee Bureau of Investigation
Ryan Parker | Knoxville Police Department
Trint Phillips | Henderson County Sheriff’s Office
Ryan Smith | Madison County Sheriff’s Office
Juan “JT” Torrez | Texas Rangers
Phil Warren | Tennessee Highway Patrol
Cary Webb | Tennessee Bureau of Investigation
Kelli Wright | North Carolina State Bureau of Investigation
Rebel | Human Remains Recovery K9, North Carolina State Bureau of Investigation

WOMEN IN PUBLIC SERVICE SYMPOSIUM INSPIRES, UNIFIES TENNESSEE FEMALE LEADERS

Women representing various positions in local and state government from across Tennessee attended the third annual Women in Public Service Symposium. The symposium was a collaborative effort between three IPS agencies: the Municipal Technical Advisory Service (MTAS), the County Technical Assistance Service (CTAS), and the Naifeh Center for Effective Leadership (NCEL).

The stage was set by former University of Tennessee Women's Athletic Director Joan Cronan as she delivered a message of making good decisions in life and how personal discipline is critical to personal success. She also shared some important lessons she learned from Coach Pat Summitt, who she said was a legendary coach but also very humble person. Cronan, who recently authored a book entitled *Sport is Life with the Volume Turned Up: Lessons Learned that Apply to Business and Life*, shared insights from her newest project offering a new look at both the business world and day-to-day life, specifically for women in public service.

"The women's symposium was a phenomenal experience, both insightful and inspiring," said Kira Johnson, special agent with the Tennessee Bureau of Investigation. "I laughed, I cried and I gained wisdom from women, like me, who are committed in serving others. The speakers were informative and definitely amongst the best in public service. All were great speakers sending powerful messages."



Dr. Kay Cole James shares her story at the Women In Public Service Symposium

Professional comedienne and UT alumna Leanne Morgan brought the crowd to tears of great joy as she shared her daily comedic life about her struggle to juggle both work and family. She showed the group that even when life is not going so well humor can be found and lessons can be learned.

The keynote speaker for the symposium was Kay Coles James. James is a nationally known, top-level public administrator who served under the Reagan and both Bush administrations. She is currently a budget and finance member of the transition team for the newly formed Trump Administration. James also authored the book *Never Forget, Transforming America: From*

the Inside Out. She shared how she achieved success in public service, and has been successfully able to assist both major political parties succeed when governing. James expressed that her experiences have taught her many things, including that it is not one's political views that garner success. Instead it is the level of one's professionalism and confidence that enables women to work with others, and accomplish the common goal of running government efficiently and effectively.

The day ended with well-known public speaker and former Belmont University faculty member Susan Williams. Williams spoke to women about igniting their power and provided advice on how to not give away personal power.

I really enjoyed the symposium and plan to attend again next year. Every year it gets even better than the year before." Said Alderman Tammy Wade of Milan. "I love the networking and meeting wonderful, professional ladies from all over the state. I leave each year so inspired."

Next year's event is scheduled for Nov. 14, 2017 in Franklin.

UT INSTITUTE FOR PUBLIC SERVICE NAMES NAIFEH CENTER DIRECTOR

The University of Tennessee Institute for Public Service (IPS) named Macel Ely director for its Naifeh Center for Effective Leadership, a role he assumed in October.

Ely, who was training program manager for IPS's Municipal Technical Advisory Service (MTAS), served as a training specialist with the Naifeh Center from 2007-2013. He succeeds former Naifeh Director Gary Peevely, who retired in the spring.

"With his background at the Naifeh Center, his experience as a training manager and his partnerships across the state, Macel will capably lead the Naifeh Center into the future," said IPS Vice President Herb Byrd III. "We're pleased to have someone with his experience and many talents taking the helm of the center."

Ely received a bachelor's degree in public administration from Kentucky Wesleyan University, as well as a master's in public administration and doctorate in educational leadership and policy studies from UT Knoxville.



LEIC PARTICIPATING IN PROGRAM TO STEM OPIOID OVERDOSES

When the BlueCross BlueShield of Tennessee Health Foundation needed to reach law enforcement agencies in Tennessee, it contacted the group that trains about 1,000 law enforcement personnel a year – the UT Law Enforcement Innovation Center (LEIC).

BlueCross received a grant to combat the widespread problem of opioid abuse in Tennessee. As part of that grant, it partnered with LEIC to provide training to agencies across the state on the use of Naloxone, a drug that can be administered as a nasal spray or injection to reverse the deadly effects of opioid drug overdoses.

“We will be reaching across the state to provide this training on how to respond to opioid overdoses to 350 to 600 law enforcement professionals across the state,” said LEIC Executive Director Don Green. “We will instruct them on the use and give them the information to apply to BlueCross for the product at no cost to their jurisdiction. We are proud to be a part of this endeavor.”

LEIC is adding the 15-minute training to its already scheduled STOP Domestic Violence training and other statewide courses.

The program is part of a larger program by BlueCross to fight the growing opioid abuse problem. A \$1.3 million grant is expanding statewide the successful Count It! Lock It! Drop It! program of the Coffee County Anti-Drug Coalition.

The TBI estimates that **80%** of crimes in Tennessee are tied to drugs.

1 in 6

Tennesseans estimated to be **misusing** or **abusing** opioids or in treatment

50% of **kids in state custody** are there due to parental drug use





LEIC's Chris Jones talks to class members about Naloxone

“Opioid abuse is a complex issue that takes multiple efforts to address,” said Dawn Abel, BlueCross director of community relations and foundations. “We see this partnership with the Law Enforcement Innovation Center as another effective tool to fight the problem.”

Photos by Sergio Plecas of
BlueCross BlueShield of Tennessee

Infographics supplied by
BlueCross BlueShield of Tennessee



\$155.2 million
in lost productivity

\$27.9 million
Estimated health care cost for
prescription opioid poisoning,
a **600%** increase in 10 years



CERTIFIED MUNICIPAL FINANCE OFFICER PROGRAM IS READY FOR 2017

Since the Certified Municipal Finance Officer (CMFO) Program was rolled out by the UT Municipal Technical Advisory Service (MTAS) in 2008 it has gained the reputation as a high-quality government finance and accounting training program. By the end of 2016, 550 local government finance employees have completed the CMFO program, and 50 are signed up for classes in 2017.

The CMFO program was developed after the Tennessee legislature created an act that required most cities to have a chief financial officer who is a CMFO or who is exempted from earning the certification. The materials were developed in cooperation with the Tennessee Comptroller of the Treasury staff and the development team consisted of Certified Public Accountants, Certified Government Financial Managers, MTAS personnel with doctorate and master’s degrees and combined experience of well over 200 years. Individuals seeking certification must be approved by the state however the program is open to anyone, not just municipal employees.

Seventy-two percent of CMFOs have college degrees, 11 percent hold a certificate or have some post-secondary education and 16 percent have high school educations. Many of those with only high school educations are long- time local government employees who have a wealth of hands on knowledge which provided an ideal background for the program. Many of those with master’s degrees are from other states or may specialize in a particular functional area and the program provided the big picture of Tennessee municipal government

operations. The program has something to offer anyone working in or with governments. Some people have attended just the classes that interested them the most and others started to take one or two and learned so much they decided to take all 11 classes, and become certified.

Total CMFOs at the end of 2016: **550**

65 and Older	10%
55-64	28%
40-54	43%
Under 40	19%
Oldest	81 Years Old
Youngest	25 Years Old

High School or Equivalent	18%
Some Secondary	11%
Certificate	2%
Associate Degree	10%
Bachelor’s Degree	39%
Graduate Degree	19%
Doctorate Degree	1%

CTAS ADDS PROPERTY ASSESSMENT PROGRAM

Reprinted from Tennessee County News

An appropriation by the Tennessee General Assembly has helped pave the way for the creation of a new property assessment program with the UT County Technical Assistance Service (CTAS). Funding that began in the current fiscal year will enable CTAS to offer direct technical assistance to assessors of property, as well as to county mayors and members of county legislative bodies, who regularly use data and recommendations from the assessor in such things as budgeting for county operations, according to CTAS Executive Director Robin Roberts.

“We will be able to offer technical assistance to property assessors and offer training to mayors and commissioners about the role of that office, which has a hand in setting the tax rate in every county,”
Roberts said.

This is the first new program added to CTAS’ workload since hiring a jail management consultant in 2008. Two property assessment consulting positions are being added as a way to compliment the assistance already provided by the state Comptroller’s Office and its Division of Property Assessment (DPA).

“Our having staff on board means county officials will be able to solicit assistance from a non-

monitoring or non-regulatory entity,” Roberts said. The training CTAS will now be able to offer assessors of property and other county officials will help fill a gap that will only help counties in the long term, as officials come to better understand the nuances of assessing the reappraisal process and equalization.

Joe Griffin, a 15-year DPA veteran, is the first of two consultants hired by CTAS. Griffin joins CTAS with more than 18 years of property assessment experience, including three years with the Metro

Nashville Davidson County Property Assessor’s office where he was assessments manager. He earned the designation of Tennessee Master Assessor in 2005, and he received the Award of Excellence in 2011 from the Tennessee Association of for Assessing Officers. He earned his bachelor’s degree in business management, with a minor in general business/marketing, from Austin Peay State University.



Joe Griffin,
County Technical
Assistance Service

LGLP participant Lori Bryant, Greene County Clerk, enjoys a tour of Neyland Stadium provided by the Naifeh Center for Effective Leadership

