

Summer 2021

BRIGHTER TENNESSEE

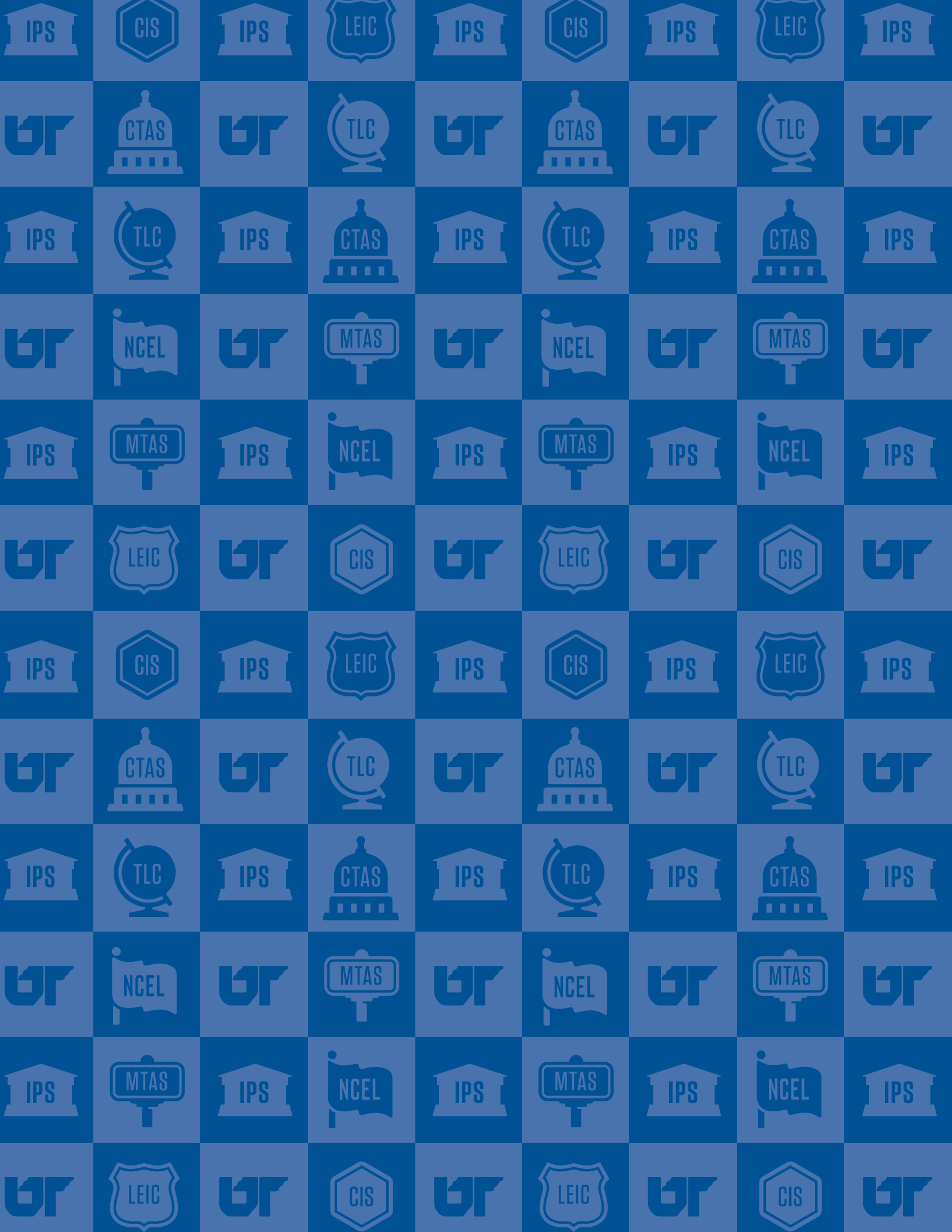


A Publication of the UT Institute for Public Service

A background graphic featuring a network of glowing blue and orange nodes connected by lines, overlaid on a dark blue map of the United States. The state of Tennessee is highlighted in orange and contains a white heart and a white hand icon.

OUTREACH

THROUGHOUT THE STATE, AND ACROSS THE COUNTRY





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INSTITUTE for PUBLIC SERVICE



A Word *from* Dr. Byrd



They called it the “Grand Experiment.” The Land-Grant College Act of 1862 or the Morrill Act provided grants of land to states to fund the establishment of colleges specializing in agriculture and mechanic arts. The Hatch Act of 1887 gave federal funds to these colleges to create agricultural experiment stations to conduct research. Finally, the Smith-Lever Act of 1914 established a system of cooperative extension services for land-grant colleges. As a land-grant school, The University of Tennessee’s mission is to educate, conduct research and extend the services of the university across the state through outreach. Our role, here at the Institute for Public Service, falls into the outreach category.

When it all came together, as some noted, “The People’s College” gave residents of every state access to a college degree close to home, and solutions to local problems. Your Land-Grant University puts knowledge to work everywhere in Tennessee.

On average, IPS employees, through our six agencies, receive about 38,000 requests for assistance a year from

across the state. These requests come from our customers – state and local government officials, law enforcement, business and industry or anyone looking to expand their language skills. The theme of this issue is outreach and you’ll read about our employees who take their expertise across the state, and sometimes across state lines, to help our customers learn, grow, solve problems or become more efficient and/or effective in operations.

Most of our work is done within the borders of Tennessee, but sometimes through federal grants or simply networking with a previous customer, our agencies are called upon to travel further for their work. I hope you’ll read about our Center for Industrial Services (CIS) Program Manager Walter Idol and his recent work in New Hampshire to train fire department personnel in trench rescue. In another story, learn how the Law Enforcement Innovation Center (LEIC), through a federal grant, is providing training for rural law enforcement agencies across the United States.

You never know where our employees might be. LEIC opens the month with Advanced Leadership Training in Sturgis, South Dakota. CIS is conducting an economic development Marketing and Attraction class in Chattanooga and 40-Hour Hazardous Waste Site Worker training in Knoxville. The month of June offers a perfect snapshot of how we execute our outreach mission. There are only two weekdays in June when training is not on the calendar.

Keep in mind, training is just one part of IPS. We also have technical consultants who help customers with everything from municipal public works questions to county landfill environmental compliance and everything in between.

IPS is celebrating our 50th anniversary this year. It was 50 years ago that the UT Board of Trustees approved establishment of IPS after UT President Emeritus Dr. Edward Boling recommended that UT needed an institute that would serve the extension function in the area of public service. We lost Dr. Boling in 2015, but I’m sure he would be pleased that IPS continues to stay dedicated to our mission and to his vision from so long ago.

“You never know where our employees might be.”



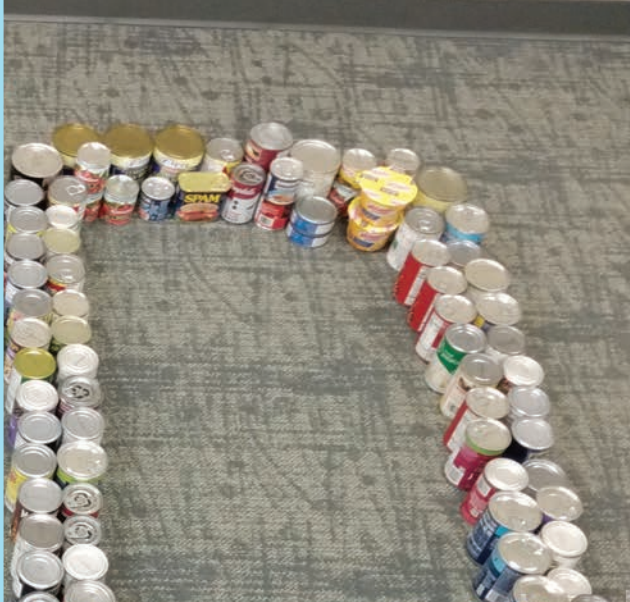
Dr. Herb Byrd III, Vice President

**“Can” you believe
it’s been 50 years?**



CELEBRATING 50 YEARS

To help celebrate its 50 years of service to Tennessee, the Institute for Public Service and its six agencies organized a canned food drive in five offices across the state. After building the number 50 structures with the food, it was then donated to food banks in Knoxville and Nashville.



CELEBRATING 50 YEARS of service by donating canned food to food banks.



FELICIA ROBERTS AND OWEN HARVEY with CIS drop food off at a food bank in Nashville.



IPS VICE PRESIDENT DR. HERB BYRD III accepted a resolution honoring the IPS 50th Anniversary from Tennessee Senator Dr. Richard Briggs.

DR. BYRD ACCEPTED A RESOLUTION from
Goodlettsville City Manager Tim Ellis and
Assistant City Manager Julie High.



UT MURALS GOING UP ACROSS THE STATE

An aerial photograph of a rural landscape featuring rolling hills, green fields, and a small pond. In the foreground, a large red barn with a white base is visible. A magnifying glass is positioned over the barn's roof, focusing on a mural that reads "EVERYWHERE YOU LOOK, UT" in white and yellow letters. The background shows a road, a white fence, and a small white house. The sky is clear and blue.

EVERYWHERE
YOU LOOK, UT



As a land-grant university, The University of Tennessee fulfills a mission to educate, conduct research and provide outreach to the state. This mission of public service outreach falls to the Institute for Public Service.

To tout its outreach to all corners of the state, The University of Tennessee System has a goal to paint an “Everywhere You Look, UT” mural in each of Tennessee’s 95 counties. UT has completed 14 murals since its launch in 2018. Murals have been painted in Shelby, Weakley, Knox, Greene, Sullivan, Meigs, Houston, Roane, Trousdale, Gibson, Grainger, Sumner, Lincoln and Giles counties. Each mural helps to tell the story of UT’s presence across the state.

Soon, a mural can be seen between Exits 317 and 318 along Interstate 40 in Cumberland County. The mural

will appear on a barn owned by Janson and Nancy McClanahan, whose family has strong ties to the university.

FameYah Media partners with muralist Kim Radford to support the UT mural campaign. Radford, a Nashville native who transitioned from art teacher to full-time artist in 2013, has painted a 30-foot, 75th Dolly Parton Birthday Mural in Nashville and a 50-foot, This Girl Can 19th Amendment Mural in Huntsville, Alabama.

To learn more about the UT campaign, each location and to nominate a canvas for use, visit:

Everywhere.Tennessee.edu/Murals

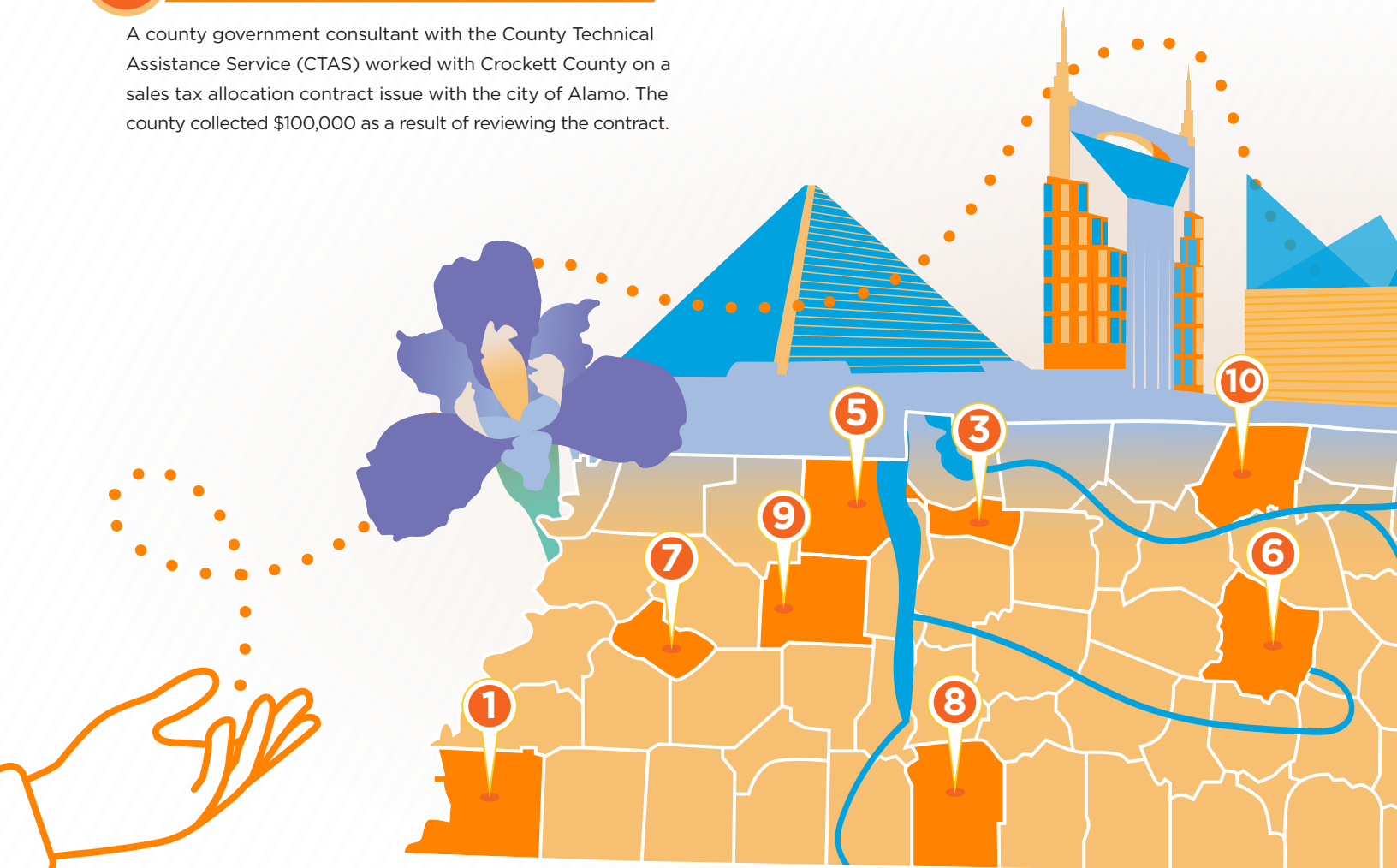
9 CARROLL COUNTY

At the request of the city of McKenzie, the Municipal Technical Advisory Service (MTAS) public works consultant developed a solid waste bid package for the city. He helped plan the advertising and bid opening schedule, attended the bid opening and reviewed bids for compliance, conformance and completeness.

7 CROCKETT COUNTY

A county government consultant with the County Technical Assistance Service (CTAS) worked with Crockett County on a sales tax allocation contract issue with the city of Alamo. The county collected \$100,000 as a result of reviewing the contract.

STATEWIDE OUTREACH



1 SHELBY COUNTY

With assistance from the Center for Industrial Services' (CIS) Procurement Technical Assistance Center (PTAC) several Shelby County businesses secured government contracts worth more than \$72 million. PTAC consultants work with businesses across Tennessee to help coach them through the federal government contract process.

8 WAYNE COUNTY

A County Technical Assistance Service (CTAS) environmental consultant worked with Wayne County solid waste on several issues including the possibility of forming a solid waste utility between three cities and the county. The consultant also worked with the department to help it obtain personal protective equipment with the onset of the COVID-19 pandemic.

5 HENRY COUNTY

With assistance from the Center for Industrial Services' (CIS) Procurement Technical Assistance Center (PTAC) a Henry County business secured government contracts worth more than \$32 million. PTAC consultants work with businesses across Tennessee to help coach them through the federal government contract process.

3 HOUSTON COUNTY

The Municipal Technical Advisory Service (MTAS) worked with Rural Development to obtain funding for the city of Erin to purchase a used aerial fire apparatus. The department plans to spend approximately \$200,000 on apparatus and equipment. Rural Development needed an opinion from MTAS on the apparatus predicated life span in order to fund the project.

10 SUMNER COUNTY

The Tennessee Language Center (TLC) provided language services including instruction, translation and interpretation to more than 750 individuals and businesses in Sumner County. The businesses included healthcare providers in the county.

2 KNOX COUNTY

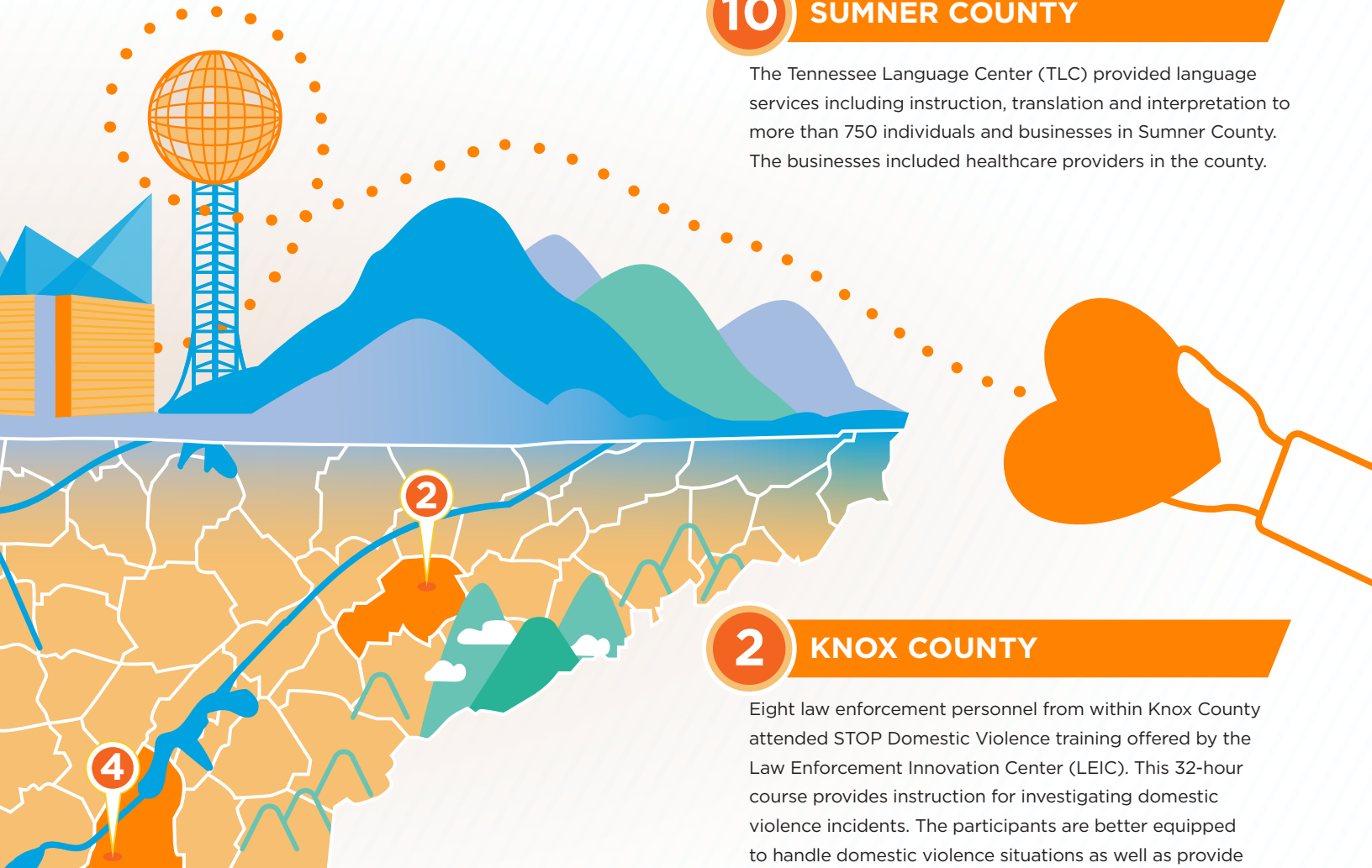
Eight law enforcement personnel from within Knox County attended STOP Domestic Violence training offered by the Law Enforcement Innovation Center (LEIC). This 32-hour course provides instruction for investigating domestic violence incidents. The participants are better equipped to handle domestic violence situations as well as provide resources for victims.

6 RUTHERFORD COUNTY

The Tennessee Language Center (TLC) provided interpretation services for Rutherford County Schools in a variety of languages including French, Spanish, Haitian Creole, Burmese, Farsi and Mandarin.

4 HAMILTON COUNTY

Twelve local officials from within Hamilton County attended the Naifeh Center for Effective Leadership's (NCEL) Local Government Leadership Program (LGLP). LGLP helps local government officials enhance their leadership knowledge and skills so they can fulfill their leadership roles more effectively.





SMALL LAW ENFORCEMENT AGENCIES TAKE ADVANTAGE OF LEIC RURAL GRANT

Rural law enforcement officers are seeing the benefits of a \$1.3 million grant awarded to the University of Tennessee Law Enforcement Innovation Center (LEIC) by the United States Department of Justice's Office of Community Oriented Policing Services (COPS Office).

This project was supported, in whole, by federal award number 2020CKWXK056 awarded to the University of Tennessee, Law Enforcement Innovation Center by the U.S. Department of Justice, Office of Community Oriented Policing Services. As a result of COPS Office funding, this training is tuition-free for small law enforcement agencies across the country.

"We have built up a solid cadre of instructors from all over the nation to help us deploy research-based and highly interactive classes under this grant," LEIC Program Manager Emily Miller, who is overseeing the training along with Training Specialist Greg Coker.

“We anticipate serving over 1,000 law enforcement officers through this grant and visiting over 40 states with our trainings.”

- Emily Miller, LEIC Program Manager



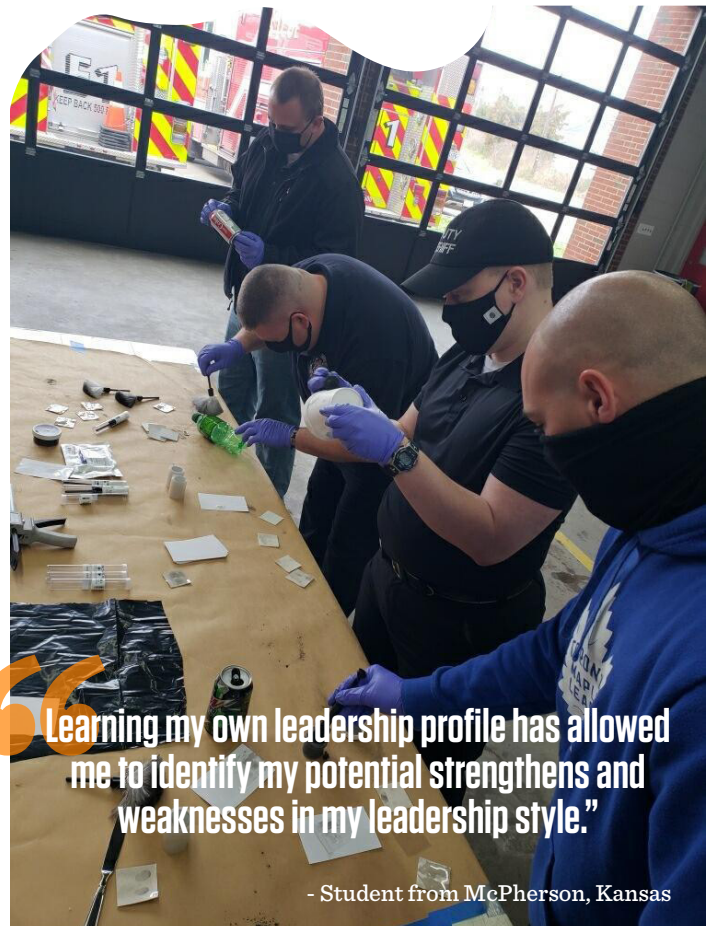
To date, LEIC has provided a 40-hour crime scene operations class in Tappahannock, Va.; a three-day advanced leadership class in Cherokee County, Ala.; and a three-day first line leadership class in McPherson, Kan. Upcoming classes are set in New Mexico, Texas, South Dakota, Wisconsin, Wyoming and Pennsylvania.

LEIC anticipates at least 35 in-person deliveries in the next two years, including for small agencies in Tennessee, and is developing online training for even more agencies.

“The participants in our rural grant training center classes are just so appreciative of the opportunity to have research-based, applicable training from the University of Tennessee brought to them for zero cost,” said Miller. “Normally it is hard for these agencies to send someone away for a week at a time, so the fact we can bring the training to them and serve agencies all around the area is fantastic!”

One of the officers who participated in the McPherson class said he was glad his department had access to such professional training.

“This was, without a doubt, one of the best and most interactive trainings I have attended,” the officer said about the first line leadership class.



“Learning my own leadership profile has allowed me to identify my potential strengths and weaknesses in my leadership style.”

- Student from McPherson, Kansas



FIRST ONLINE CYBERSECURITY AWARENESS TRAINING GRADUATE AWARDED CERTIFICATE

Cybersecurity has quickly become a topic of concern and focus for many organizations, especially local governments, given the pace of technology development and improvements. In early 2021, County Technical Assistance Service (CTAS) put together an online cybersecurity training program designed to provide a solid understanding of cybersecurity, what it entails, and what participants should do to prepare for a cyber-attack. Topics covered include (but not limited to): implementing computer and internet safety best practices; detecting & handling malware and phishing; and developing an incident report plan. The CATC program consists of 10 courses equating to 12 credits and costs \$50 to enroll.



AUTUMN COMPTON, Madison County Mayor's Office, recently became the first graduate of the new online Cybersecurity Awareness Training certificate (CATC) program.



UT CENTER FOR INDUSTRIAL SERVICES CERTIFIES NEW ECONOMIC DEVELOPERS

The University of Tennessee Center for Industrial Services (UT CIS) recently graduated the 13th class through its Tennessee Certified Economic Developer (TCED) Program. This cohort brings the total number of Tennessee certified economic developers to 77.

Graduation was held at the new IPS Training Center in Nashville. During the session, the graduates presented their

Capstone Projects, the final requirement for certification. TCED candidates completed a week-long Basic Economic Development Course in addition to a series of six core courses pertinent to economic and community development. The TCED Program gives participants a broad-based knowledge of economic trends, tools and core components required to compete in today's global economy.

The Spring TCED graduates are:



ROSEMARY BATES
Special Projects Director, Gallatin
Economic Development Agency



KALEE HARRYMAN
Assistant Director, Industrial
Board of Coffee County



RICHARD KIRKLAND
Commissioner, Monroe County




JENNIFER PERRYMAN
Executive Director, Savannah
Industrial Development Corp.

“All of our Tennessee certified economic developers made a serious commitment to achieve this designation. They now will be able to use this in-depth knowledge to benefit their communities and regions.”

- Kim Denton, Director of the TCED Program

New graduates will be invited to join the TCED Alumni Group, which provides continuing education and networking opportunities throughout the year.





“You don’t have to spend a lot of money to get money back. Sometimes you just have to communicate with your employees.”

CPM CAPSTONE PROJECT SAVES MONEY FOR TOWN OF TROY

Johnny McTurner, city recorder for the small Northwest Tennessee town of Troy, knew that getting to know the city’s 13 employees and their capabilities would pay off – and it has, literally.

McTurner participated in and completed the 2020 class of the Certified Public Manager (CPM) program, operated by the Naifeh Center for Effective Leadership. The CPM program is held one day a month for a year and culminates with each participant completing and presenting a capstone project. The title of McTurner’s final project was Cutting Costs with Simple Communication.

“I looked at what they call low-hanging fruit,” he said. “You don’t have to spend a lot of money to get money back. Sometimes you just have to communicate with your employees.”

McTurner realized that the city’s public works employees were using contractors for many jobs they could probably take care of themselves.

“We’ve always used contractors. We call them and they drop almost everything to come running. That’s the easy thing is just call them and have them come fix it,” he said. But by getting to know the employees’ capabilities, he saw that they could be trusted to fix certain things in lieu of calling contractors.

The goal of his CPM project was to cut repair costs in

the water, sewer and gas departments by 25 percent. He compared costs from 2019 to 2020 and held face-to-face meetings with employees.

“They might be mowing and run across a water leak. Mowing is important, but this water leak is an easy fix and is just as important. We want them to realize they can fix the leak themselves and not have to call a contractor,” McTurner said. He urged the employees to think more big picture rather than solely on the task at hand.

McTurner found that water/gas repair contractor amounts decreased by 39 percent when employees started to address the issues themselves; and wastewater contractor repair amounts fell by 97 percent. Electrical contractor amounts increased by 5 percent, because employees felt they didn’t have the skills necessary for electrical repairs. By having employees repair issues previously fixed by contractors, the city was able to save more than \$36,000.

The CPM program, a nationally accredited comprehensive management program, is open to employees of state and local governments; and classes are held in Knoxville, Nashville and Jackson. The National Certified Public Manager® Consortium (NCPMC) establishes and preserves standards for the CPM designation across the country. The Naifeh Center runs the Tennessee program for the consortium.

NEW HAMPSHIRE FIRE DEPARTMENT HOSTS CIS TRENCH RESCUE TRAINING





While the majority of outreach by IPS agencies is within the Tennessee state lines, occasionally their work takes them to other parts of the country. Such was the case recently when

Center for Industrial Services (CIS) Program Manager Walter Idol conducted trench rescue training for members of the Plaistow, NH fire department.

The fire department's training manager previously held the same role with the Pigeon Forge fire department and was familiar with Idol and the CIS training.

Construction workers are 11 times higher to die from a trench/excavation collapse than any other aspect of construction. There are approximately 75-100 deaths annually that are caused by excavation accidents. Cave-ins contribute a large percentage of these accidents. To increase the possibility of surviving a collapse, local emergency services must be equipped with specialized shoring equipment and trained to operate in this type of technical environment.

Plaistow fire department purchased the necessary rescue equipment and trained 20 members to serve on its technical trench collapse team.

“ This addition to our response capability will significantly reduce the time required for a mutual-aid department to arrive at an incident. Therefore, increasing the chances of survival for any victims and reducing injuries of untrained personnel trying to perform a rescue in good faith. ”

- Chief Chris Knutsen, Plaistow Fire Department



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