Another new year and I am still ETPA President! While it has been my privilege to serve you, this will be my last year as President. Four years is long enough and it is time for “new blood” and new ideas in ETPA’s leadership. I encourage you to consider your role within ETPA and within our profession. 2018 promises to be a busy year with many activities occurring:

Year of the Public Procurement Professional
By the vast authority you have vested in me (and in Debbie Dillion TAPP’s President), I am declaring 2018 the Year of the Public Procurement Professional. I challenge every member to participate and to increase your entity’s professionalism. If you know me well, you are aware that I have urged an increase in procurement professionalism in Tennessee for many years. Being a professional is much more than “checking the do’s and don’ts off a list.” There are many ways to increase our professionalism but here are some that I have identified:

- Obtain your professional certification (such as CPPB/CPPO)
- Obtain certification for your agency (such as the OA4 or Pareto)
- Take NIGP’s Procurement Maturity Pathway assessment
- Implement steps to move further in the Maturity Pathway
- Active participation in Procurement Month (March)
- Participate in a NIGP free webinar during 2018
- Volunteer to serve in ETPA and NIGP
- Read professional journals (within and outside of procurement) regularly

You may have ideas to make those bullet points fun or you may want to create a challenge to your fellow public procurement officials. If so, feel free to use ETPA’s “Forum” email chat. If you do any three of the five italicized bullet points above in 2018, your name will be entered into a drawing for a free NIGP educational seminar in 2019.

I hope that we will have some special events and training sessions in 2018 to coincide with our theme. When we work those out, I will share the details.

(Continued on next page)
Message from the President (continued)

Roundtable
ETPA will host a roundtable for new members, those new to the profession and anyone else that wishes to participate. We did this event once before and it was extremely well received. I heard many positive comments about it. Details soon . . . but please forward your ideas to me.

ETPA New Member Breakfast
For the second year, I will host an ETPA New Member” Breakfast to welcome those who have joined ETPA recently. This also provides an opportunity for them to ask questions and learn about us. Details are forthcoming.

The Merger Committee
As you are likely aware the three chapter presidents in Tennessee (ETPA, MTPPA, TAPP) proposed, and the membership accepted a proposal, to create a committee to consider merging the three chapters into one statewide chapter. The committee’s task is to look at the pros and the cons of such a merger and then to make a recommendation back to the membership in the fall of 2018. If the recommendation is to merge, part of the presentation is a revised constitution and bylaws. All three 2018 presidents are on the committee. As the merger committee asks for input, please provide yours. This is a major undertaking and since it is critically important we need everyone’s input.

NIGP’s 2018 Forum in Nashville (August 19-22)
In eight months, NIGP’s annual forum is in Nashville. This is a great opportunity for you to interact with around 1,000 other public procurement professionals from the United States and around the world. Not only is the networking important, I can tell you that the educational sessions are outstanding. I know for some members, this may be their only chance to attend a Forum. ETPA is examining ways we can assist members in attending forum and you will hear more about that later. One thing we are looking into is “Group Registration” this provides even lower regular registration costs. We will likely use TAPP’s webpage for this-details will be provided soon.

Brian Wilcox, chair of the 2018 Local Planning Committee will be providing details on other benefits and needs. We will need many volunteers to represent our great State and to make this event a success. As you start your budgeting for FY19, please do what you can to get funding to attend!

It is an honor for me to serve our organization again in 2018. I extend my gratitude to the team of volunteers that make our events successful. This Chapter cannot function without its volunteers. Our volunteers work many hours to bring quality events to you! Our Board and committee members make my work simple and I appreciate that!

Please use email and ETPA’s message exchange function to let us know what you do in The Year of the Public Procurement Professional.

Terry
Member News & Announcements

- Congratulations to David Griffin, Knoxville Public Building Authority, and Ben Sharbel, Knox County, on earning their CPPO certification, way to go guys!
- After 16 years with the City of Knoxville’s Purchasing Department, Sherry Bennett, who is currently the Small Business Specialist, was promoted to Admin Tech in the Public Service Department. Good luck Sherry!
- Congratulations to Lynn Farnham, CPPO, CPPB, Roane County Purchasing Agent, on her appointment to the NIGP Forum and Products Exposition Committee!
- Congratulations to Terry McKee for winning the 2017 NIGP Manager of the Year Award!
- The 2018 ETPA Scholarship application and program will soon be available, look for an email to follow with more details!

Welcome

Please give a warm welcome to Natalie Reyes, she is the new Contract Manager for the City of Knoxville. She spent the last year working for the City of Knoxville’s Engineering Department as their Capital Projects Technician. Natalie holds a bachelor’s degree in Business Administration, with a major in Accounting and a minor in Finance, from the University of Tennessee at Knoxville. Prior to coming to the City, Natalie led an after-school and summer program at a Community Center in Knoxville’s largest public housing community. Natalie is a native of Athens, Tennessee, but has lived in Knoxville since 2003. She lives with her husband (of almost two years) Phillip and step-son Britton.

Thanks!

For the last few years Ed Stockton, the owner of Country Fresh Food in Oliver Springs, has graciously donated multiple containers of fudge for door prize giveaways at Fall Conference. This year to thank him for his continued support of our association, the ETPA leadership authorized me to spend $30 in his shop to thank him for his support. Mr. Stockton stepped out of his office to say hello as I was paying for the six containers I had selected, we talked for several minutes and before I left he pulled out two boxes of fudge (48 pieces in each box) to donate as door prizes. I estimate the value of his donation to be over $200. He also said for us to make sure we come back next year for another donation.

If you get a chance please visit his shop located 409 Main Street, Oliver Springs, TN 37840 or their website www.countryfreshfood.com the fudge can also be found in Cracker Barrel and Pilot stores.
50% OFF
ETPA LOGO CLOTHING

(All in stock items only)
Get yours now and it will be delivered to the February Quarterly Meeting.

Send email to dgriffin@ktnpba.org for your item/sizing availability.
I have watched many of my friends be labeled with FOUR letters. How can FOUR letters mean so much? How can it stir such emotions from us? It seems growing up we spend our early years in life avoiding being “labeled”. Maybe it was the style of clothes we wore. Maybe we were not very athletic or truthfully, we were pretty clumsy. Maybe we didn’t drive the nicest name brand cars that the “in-crowd” did. Maybe that haircut we got once lost us a few so-called friends or as some of my friends did, their hair started receding in high school.

As we get older, we become seemingly less concerned with how people recognize us or how they may label us. We discover that what people think about us doesn’t define who we are. We get jobs. We work hard to advance, to be a part of a team. Life just happens. Most of us in ETPA have come into the profession of government procurement through an ever-winding, or even mind-boggling path. Last fall at the retirement dinner ETPA hosted, we recognized some “trail-blazers” in our profession. Some of them were the “first generation” of procurement professionals to gain certifications and be “labeled” with FOUR letters.

Still, many of us struggle in our entities to gain the recognition deserved for the money we save and the legal proceedings we keep them out of. We serve in a relatively new field where other departments don’t understand the value of what we bring to the table. So why do very few of us attempt to gain a certification? We all have our reasons for doing the things we do. As someone who just gained a proverbial FOUR letter “label” and from someone who was full of reasons not to, I hope to encourage you to believe you can too and to take the first step. “I am not the smartest person in ETPA.” “I am not the smartest person in my entity.” “I am not even the smartest person in my household.” “It has been years since I had studied and had to take a test.” “I cower at the thought of trying and failing.” “I’m from a small entity.” These are excuses and either you have these or you have created others. You need to hear, “YOU CAN DO IT!”

The CPPB and CPPO designations are important to the government procurement field as a whole to show standardization, best practice and a “higher level” of process. The world recognizes effort and achievement. Yes personally it took time, some sacrifice, it required taking a risk and staring-down my doubts. We should not focus on the “why nots”, but on the reasons why we should. “You can do it.” “You deserve it.” “It gives me confidence.” “Other people will respect my effort and achievement.”

A final reason to take the step towards certification is that your friends in ETPA can and will help. If we are truly lucky, we have friends who believe in us and a family that encourage us. We work in places that allow us to grow professionally and we belong to professional organizations that can serve as our substitute “cheerleader”. For ETPA, the next step is to not only provide encouragement but to create a support group by which people can jumpstart their path to certification and gain the assistance necessary to achieve certifications. If any ETPA member is considering a certification or just has questions about the process, I will be glad to talk and share about my experience and I believe there are others who would as well because they did it for me. If you hold a certification and are willing to assist others seeking certification, please send me an email and let me know what you might be willing to do. As we do in many things, may ETPA lead the way! Remember, some labels are good!
10 Tips: Professionalism in Public Procurement

Jason Soza, CPPO, CPPB, Chief Procurement Officer, State of Alaska | Mar. 15, 2017

Recently, the Alaska-Hawaii Governmental Purchasing Association, a newly-formed “virtual” chapter of the National Institute of Governmental Purchasing (NIGP), offered me the privilege of presenting to their membership. Using available technology, like web-based presentations, this chapter has found a way to span 3,000 miles of the Pacific Ocean and link buyers in the 49th and 50th states who, despite being on opposite ends of the spectrum in many ways – geography, climate, population density, and so on – have many common problems related to our isolation from the 48 contiguous states, not to mention all the other problems everyone else in this field encounters on a daily basis.

The theme they were looking at was professionalism, one of NIGP’s core values and something I think largely comes naturally to those who find themselves in public procurement as a career. (We put the "pro" in "procurement," right!?) We instinctively know that any break in our professionalism – whether in dealing with a legislator, customer agency, or a vendor – can very quickly land our agency in the paper, cost us valuable time and money spent on a protest, or even cost us our job. That said, putting a presentation around the topic forced an objective look at why professionalism is such an important part of what we do, what it really looks like, how we can objectively measure it, and how we can be better at it.

Before we get to the tips, a couple of fun stats that prove why professionalism is such an important part of what we do:

For every 100 people we send away dissatisfied, just four of them will ever tell us about it.

Even more compelling, of those same 100 dissatisfied customers, 91 of them will never willingly come back and do business with us.

Let that sink in for a moment.

That means that if we send someone away with a feeling of dissatisfaction, they will very likely never even tell us about it and they’ll probably do whatever they can to avoid dealing with us again. When they have no other option but to come to us, which is common when it comes to government, you can imagine the degradation in attitude that comes with their being forced into it. That doesn’t make things any easier or more pleasant for anyone.

This all gave me plenty to think about and present on. However, to fit within the 30 minutes allotted for the presentation, I distilled my thoughts to ten tips for improving and maintaining our professionalism:

- **Empathy!** Be empathetic to whoever is on the other end of the interaction. Try to put yourself in their shoes and give them the benefit of the doubt when you can. We don’t know what that person is dealing with, whether they’re just having a bad day, are running under tight deadlines with no help, or maybe they just lost a bid they were counting on and are facing layoffs or bankruptcy. Good active listening and empathy will go a long way.
• **Accountability!** Be accountable for your own actions. Own your mistakes and address them. Nothing good ever comes of trying to sweep things under the rug and when those things are inevitably found, it will cast a shadow over your entire reputation and that's not something you want as a procurement officer.

• **Improve!** Always look for better ways to do what you do. Learn from your interactions with others and think about how you could have done something better. When you have some downtime, go learn something! It doesn't take much - read a book (if you haven't already read it, I highly recommend Influence: The Psychology of Persuasion by Dr. Robert Cialdini - it provides incredibly useful insight to anyone involved with dealing with sales and negotiations), think of something you've been interested in and do an internet search on it, or go watch some applicable TED talks. It only takes a few minutes here and there, but you'll find you're applying things you learn in no time.

• **Just do it!** It’s not just a slogan for athletic clothing companies. One of my personal mantras is “do what you say you’re going to do when you say you’re going to do it.” If you can, do more than you said you would and do it faster. Also, follow up is key. You know that feeling when you’re told by a vendor or a program manager, “I’ll get back to you,” and days/weeks/months pass with no contact? Don’t be that someone.

• **R-E-S-P-E-C-T!** This goes hand-in-hand with being empathetic. Being consistently respectful and honest to those you deal with will earn some level of their respect – even if they don’t necessarily act like it.

• **Be the example!** Especially if you’re a leader, setting a good standard for those around you to follow is paramount. If you’re not yet a leader, being a good model will get you there.

• **Integrity!** In public procurement, integrity is key, but you have to live it to earn it. Being looked upon by those around you as one who consistently upholds a high level of integrity and ethics will overcome even the nastiest mud-slinging.

• **No blame!** Fault and blame don’t get anyone any closer to fixing a problem. Instead, stay objective, focus on the problem, and...

• **Stay positive!** As difficult as it may be, do your best to maintain a positive outlook. Speak in terms of “we” to make finding a solution a team effort. This helps you as much as whoever you’re speaking with and keeps all eyes on the target of finding resolution. Dealing with a protest? Don't look at it as a bad thing - look at it as a way to show your team made the right decision or as an opportunity to correct a flaw in the process.

• **Measure!** Measuring a soft skill like professionalism can be tricky, but how will we ever know if we’re getting better? A great approach would be to start surveying your customers if you’re not already and toss in a question about their opinion of the professionalism displayed by whoever helped them. This will give you an objective base to compare against as you continuously improve. If you have other ways or ideas related to measuring professionalism, I'd love to see them in the comments!

In the end, putting a structure around professionalism in the public procurement sector proved to be a very valuable exercise for me personally and I’m excited to share what I learned. I encourage you to think about what professionalism means to you as well, regardless of what you do for a living.

Remember, being a professional means always looking for improvements – so even if you feel you’ve mastered being the consummate professional in your line of work, that doesn’t mean you can't try to be even better!

Jason has written several, really great Procurement-related articles, be sure to check them out on LinkedIn!

https://www.linkedin.com/today/author/jasonsoza
ETPA Membership

Hazel Orick Gibson, Purchasing and Materials Specialist, KCDC

ETPA’s membership grew by 13% in 2017; but it’s not enough. We must continually seek to engage those individuals in public procurement who are not yet part of our organization. ETPA membership brings many benefits including peer support, professional development, outreach opportunities and social interaction. One simply cannot find a better value for the low cost of ETPA membership! According to www.higherlogic.com, a 25 million member cloud-based community where like-minded individuals come together to share ideas and interact, the number one tool for attracting and recruiting new members is peer recommendation. We trust our peers and often look to them for guidance and counsel. It is this relationship that will open the door for a discussion regarding the benefits of becoming part of the ETPA family.

Many of us live in close knit communities and have some basic knowledge of the officials in our cities, counties, schools and public housing authorities. Receiving a phone call, visit or email from someone in the same locality is often better received than contact from a stranger. So today, I challenge each of us to reach out to those with whom we have some common procurement ground and invite them to become part of the ETPA community!

NIGP Partners with Norwich University

Penny Owens, CPPO, Assistant Purchasing Agent, City of Knoxville

NIGP: The Institute for Public Procurement announced on January 4, 2018 a new partnership with Norwich University to provide an accelerated pathway to obtaining graduate and undergraduate degrees for government procurement professionals. What does that mean to you? As a member of NIGP, you can now apply up to 12 credit hours of your NIGP coursework toward Norwich University’s Bachelor of Science in Management Studies (beginning with Summer 2018 term) or up to 6 credit hours toward Norwich’s Master of Public Administration degree (beginning with Spring 2018 term).

In addition, those degree candidates already holding active public procurement certifications may also be considered for credit.

Norwich University was founded in 1819, is the oldest private military college in the United States, and is the birthplace of the Reserve Officers’ Training Corps (ROTC). Norwich offers an online study program and has done so for 20 years, currently serving approximately 2,000 students in the online environment.

NIGP is very excited to form this partnership with Norwich University and hopes it will result in growing the number of certified procurement professionals. To see the full article, including quotes from NIGP CEO Rick Grimm, please http://www.prweb.com/releases/2017/12/prweb14983667.htm
November 15, 2017

East Tennessee Purchasing Association
Middle Tennessee Purchasing Association
Tennessee Purchasing Association

Dear SCFM friends,

Sevier County Food Ministries thanks you for your support in the recent food drive at your convention in Pigeon Forge. It is much appreciated!

SCFM is proud to offer food assistance to our community as we mark our 25th year in existence. It would not be possible without the support of the many churches, businesses and individuals like you, believers who are the backbone of our mission.

Jesus said, “You give them something to eat,” in Mark 6:37, and that’s what we do, powered by 150 blessed volunteers and God’s direction.

It’s been a great partnership between SCFM and our local community. God has richly blessed SCFM over the many years since leaders of our faith community got together and opened the doors to this ministry to serve those in need at the old Broady Hospital building in 1992. Your support and prayers are a big reason we can do what we do. For our partners who believe in our mission, we are grateful...

Through it all, SCFM is striving to feed the hungry. With God’s direction and your aid, SCFM is serving about 1,600 families each week, touching the lives of more than 5,000 people with a supplemental bag of groceries intended to stretch their food supply.

The fast-paced, cooler days of autumn are here. The holidays and then the darker days of winter are coming. SCFM will continue making a difference. We are pleased to be able to aid families needing a little help to make ends meet. We are thankful for your contributions and ask God’s blessings on you as you have blessed our ministry.

Sincerely,

Jim Davis

Jim Davis, Director
Sevier County Food Ministries
February 8, 2018—1st Quarterly Meeting

Date: February 8, 2018
Time: 3:00 p.m.—Dinner & business meeting to follow speaker
Cost: $26.00 per attendee (menu on following page)
Location: Calhoun’s at Turkey Creek
625 Turkey Cove Lane
Knoxville, TN 37934
865.288.1600
Directions: Google Maps

Educational Topic: Construction Projects and Insurance
Speaker: Matt Chappelle (bio on next page)

Registration: Use ETPA’s webpage (www.etpanews.org) to register and pay by February 5th at Noon. If necessary, you may fax your registration to Lynn Farnham (865) 376-4318 or email her at lynn.farnham@roanecountytn.org. Payment may be made at the meeting, but please fax your registration form so we may R.S.V.P. at the restaurant. If you do not use the ETPA webpage, mail checks (payable to the East Tennessee Purchasing Association) to Lynn Farnham, ETPA Treasurer, Roane County Purchasing, 200 East Race Street, Suite #3 Kingston, TN 37763.

NOTE: Submission of a registration form obligates payment whether or not you attend the event.

Name: ___________________________________________ Agency: ________________________________
Phone: __________________ Fax: __________ Email: _________________________________________

Name: ___________________________________________ Agency: ________________________________
Phone: __________________ Fax: __________ Email: _________________________________________

Name: ___________________________________________ Agency: ________________________________
Phone: __________________ Fax: __________ Email: _________________________________________

Name: ___________________________________________ Agency: ________________________________
Phone: __________________ Fax: __________ Email: _________________________________________

Name: ___________________________________________ Agency: ________________________________
Phone: __________________ Fax: __________ Email: _________________________________________
The Venue

Buffet Menu - $26.00/Per Person

Hickory Smoked Pulled Pork, Fried Chicken Tenders

Smokey Mountain Baked Beans, Cole Slaw, Tennessee Corn Pudding, Fresh Baked Bread

or

Entrée Salad Option Available

And Chocolate Chip Cookies for Dessert!

Calhoun’s at Turkey Creek
625 Turkey Cove Lane
Knoxville, TN 37934
865.288.1600

For more information contact Heather Whitehead heather.whitehead@knoxcounty.org | 865.215.5751

The Speaker

Matt Chappelle, Christman Company
Senior Vice President, Finance/Chief Financial Officer
Central Michigan University, B.S., Business Administration
Walsh College, M.S., Finance

As chief financial officer and treasurer of Christman’s board of directors, Matt — a 25-year construction industry veteran - directs all financial operations of Christman and its affiliate companies. His expertise in debt and equity financing are particularly valuable in assisting the company's real estate development group to create sound opportunities for Christman and clients alike. He is also responsible for a wide variety of related areas, including risk management, information systems, benefits administration, and supplier diversity programs. Matt joined Christman in 1999 as controller, promoted to vice president in 2006, to senior vice president in 2008, and to Christman’s executive committee in 2016. He is also a member of the company's board of directors.
Calendar of Events

2018 is a BIG year for ETPA!

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>January 29th</td>
<td>UPPCC Spring Certification application deadline</td>
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<tr>
<td></td>
<td>(late application deadline is February 12th)</td>
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<tr>
<td>February 8th</td>
<td>First ETPA Quarterly, Knoxville, TN</td>
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<td>Recognition Committee presents the 2017 ETPA Awards</td>
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<tr>
<td>February 15th</td>
<td>New Member Breakfast at The Egg &amp; I, Knoxville, TN</td>
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<tr>
<td>March 26th</td>
<td>UPPCC Spring Certification Exam Scheduling Deadline</td>
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<tr>
<td>April 11th-13th</td>
<td>2018 TAPP Spring Professional Development Conference</td>
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<td></td>
<td>Clarksville, TN (April 11th is the 1-day NIGP Class)</td>
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<tr>
<td>May 3rd</td>
<td>Second ETPA Quarterly Meeting, Kingsport, TN</td>
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<tr>
<td>May 7th-19th</td>
<td>UPPCC Spring Certification Testing Dates</td>
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<tr>
<td>May/June (Date TBD)</td>
<td>2018 Business Matching Event, Chattanooga, TN</td>
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<tr>
<td>July (Date TBD)</td>
<td>Third ETPA Quarterly Meeting</td>
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<tr>
<td>August 19th – 22nd</td>
<td>2018 NIGP Forum, Nashville, TN</td>
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<tr>
<td>October 25th – 26th</td>
<td>2018 ETPA Fall Professional Development Conference</td>
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<tr>
<td></td>
<td>Franklin, TN (NIGP Class dates to be determined)</td>
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Happy Birthday!

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<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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</thead>
<tbody>
<tr>
<td>5th Janice McClelland</td>
<td>3rd Penny Owens</td>
<td>9th Dorothy Moss</td>
<td>10th Ellen Wentworth</td>
<td>5th Jose Paez III</td>
</tr>
<tr>
<td>9th Linda Blackburn</td>
<td>4th David Rose</td>
<td>26th Robert Minter</td>
<td>11th Dedra Partridge</td>
<td>17th Diane Woods</td>
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<td>27th Jay Garrison</td>
<td>16th David Carmody</td>
<td>29th Susan Huskey</td>
<td>14th Misty Guge</td>
<td>27th Bree White</td>
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<tr>
<td></td>
<td>20th Lyn Majeski</td>
<td>31st Debbie Talley</td>
<td>15th Wanda Hayes</td>
<td>28th Debbie Dillon</td>
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<tr>
<td>22nd Victor Howell</td>
<td></td>
<td></td>
<td>19th Boyce Evans</td>
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<td></td>
<td></td>
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<td>21st Hazel Orick Gibson</td>
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### Treasurer’s Report

#### TREASURER’S REPORT

**January - December 2017**

<table>
<thead>
<tr>
<th>Month</th>
<th>Beginning Balance</th>
<th>Revenue</th>
<th>Expenses</th>
<th>Ending Balance</th>
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<tbody>
<tr>
<td>January</td>
<td>$17,771.54</td>
<td>$440.00</td>
<td>(416.53)</td>
<td>17,795.01</td>
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<td>4,221.70</td>
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<td>625.00</td>
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<td>May</td>
<td>Beginning Balance</td>
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<td>Expenses</td>
<td>Ending Balance</td>
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<td>Sep</td>
<td>17,752.72</td>
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<td>28,236.22</td>
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<td>(1,308.96)</td>
<td>23,167.37</td>
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<td>Revenue</td>
<td>Expenses</td>
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<td>Aug</td>
<td>23,592.03</td>
<td>365.00</td>
<td>(2,305.20)</td>
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<tr>
<td>Jan</td>
<td>Beginning Balance</td>
<td>Revenue</td>
<td>Expenses</td>
<td>Ending Balance</td>
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#### Financial Balances by Fund

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<td>General Fund</td>
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<td>Business Matching</td>
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<td>Fall Conference</td>
<td>4,988.37</td>
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<td>2018 NIGP Forum</td>
<td>1,416.25</td>
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<tr>
<td>Scholarship</td>
<td>7,254.50</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>22,905.64</strong></td>
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#### 2017 Agency Members

- Anderson County City of Knoxville Maryville City Schools
- Blount County City of Morristown Metropolitan Knox Airport Authority
- Chattanooga Housing Authority City of Oak Ridge Morristown Housing Authority
- City of Alcoa Hamilton County Oak Ridge City Schools
- City of Bristol Hamilton County DOE Public Building Authority
- City of Chattanooga Jefferson County Rhea County
- City of Clarksville Johnson County Roane County
- City of Cleveland Johnson County BOE Shelby County
- City of Decatur, AL KCDC Sullivan County
- City of Elizabethton Knox County Union County
- City of Johnson City Knox County Sheriff University of TN, Chattanooga
- City of Kingsport Knoxville Utilities Board University of TN, Knoxville
- City of Kingsport Schools Loudon County
Snapshots – 2017 Fall Conference

Don’t forget you can view these and many more pictures on ETPA’s Facebook page!
Snapshots – 2017 Fall Conference