

# 2013-2014 ANNUAL REPORT

# TENNESSEE HUMAN RIGHTS COMMISSION



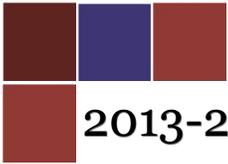


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# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014



## TENNESSEE HUMAN RIGHTS COMMISSION CENTRAL OFFICE

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Friday, September 19, 2014

Governor Bill Haslam  
State of Tennessee  
1st Floor, State Capitol  
Nashville, TN 37243

Members of the General Assembly  
State of Tennessee  
Legislative Plaza  
Nashville, TN 37243

Dear Governor Haslam & Members of the General Assembly:

It is my honor to provide you with the 2013-2014 Annual Report for the Tennessee Human Rights Commission. This report reflects the Commission's activities from July 1, 2013 - June 30, 2014.

The Commission staff continues to work diligently to investigate allegations of discrimination in an efficient and timely manner, provide education using a variety of formats to more diverse audiences, and ensure compliance with Title VI of the Civil Rights Act of 1964.

This report covers the culminating ceremony of our 50th Anniversary, the Status on Human Rights in Tennessee hearings held in four communities across the state, and a report of the actions, accomplishments and measures the Commission undertakes to protect individuals from discrimination through enforcement and education.

Sincerely,

A handwritten signature in black ink, appearing to read "Beverly L. Watts".

Beverly L. Watts  
Executive Director



## MESSAGE FROM THE CHAIR

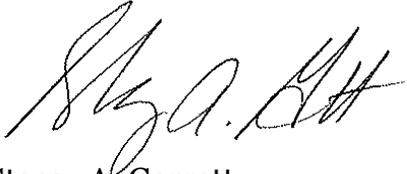
This had been a full and exciting year for the Commission. At the beginning of this year we concluded the yearlong 50th Anniversary with a culmination ceremony where we honored five additional human rights advocates from across the state and heard from three outstanding civil rights icons - Dr. Bernard Lafayette, the late John Seigenthaler, and Dr. Rip Patton. During the 3<sup>rd</sup> and 4<sup>th</sup> quarters of this Fiscal year, we held important hearings about the status and necessary work to advance human rights in Tennessee. We have developed informative initiatives, continued to build and expand relationships with our partners and add new ones. We continue to review and develop important changes to the Commission. We developed educational webinars, added a YouTube Channel, increased our followers on Facebook and are continuing to expand our digital presence while maintaining our traditional methods in education and outreach.

I am proud to serve as Chair of the Tennessee Human Rights Board of Commissioners. During the last legislative session changes were made to the board's structure that will become effective January 1, 2015. This Board of Commissioners and I have begun the transition process that will continue the tradition of the earlier Commission Boards. We continue to provide guidance and oversight to enhance the enforcement process to the public, and to employers and housing providers; to build on our long term working relations with the U.S. Equal Employment Opportunity Commission and the U.S. Department of Housing & Urban Development; and to enhance compliance guidance to state agencies.

Staff continues to work to develop progressive communication and effective enforcement strategies to educate the public and conduct thorough investigations to safe guard individuals from discrimination in our state.

Please find a detailed account of the Commission's many worthwhile services and activities within this report. On behalf of the entire Board of Commissioners, I thank Governor Bill Haslam and the Legislature for their support.

Sincerely,



Stacey A. Garrett  
Chair, Board of Commissioners



## HISTORY

On September 30, 1963, Governor Frank G. Clement signed Executive Order 18 creating the Tennessee Human Relations Commission. At that time, the Commission's purpose was to advise the public on their human rights, researching and making reports on human relations and reporting these findings to the Governor. The Commission accomplished this by working closely with other governmental agencies with similar duties. In 1967, legislation was passed creating the Tennessee Commission on Human Development which absorbed the duties of the previous Commission, adopted rules and regulations to govern its proceedings and added a prohibition against sex discrimination.

In 1978, the Tennessee Human Rights Act (THRA) became law transforming the Commission from an advisory agency to an enforcement agency. Current Commissioner Jocelyn Wurzburg of Memphis, Tennessee was the author of this legislation, and her leadership was critical to its passage. In 1979 and 1980, the law was amended to include disability and age as protected classes. In 1983, the Commission officially became the Tennessee Human Rights Commission (THRC). In 1984, the law was amended to prohibit discrimination in housing. In 1990, the expansion was extended to include familial status and disability as protected classes. Today, the THRA prohibits discrimination based on race, color, creed, religion, sex, national origin, age (employment only), familial status (housing only), and disability (employment and housing only). In 2009, the THRA was expanded and given the authority to verify that state governmental entities comply with requirements of Title VI of the Civil Rights Act of 1964 (Title VI). Title VI prohibits recipients of federal financial assistance from discriminating on the basis of race, color or national origin.

THRC has had collaborative partnerships with the federal government for more than 30 years. In 1979, the Commission partnered with the U.S. Equal Employment Opportunity Commission (EEOC) through an employer monitoring grant, now expanded into a work-share agreement. In 1985, THRC began its partnership with the U.S. Department of Housing and Urban Development (HUD) as a substantially equivalent agency. These relationships allow the Commission to investigate cases involving alleged violations of Title VII of the Civil Rights Acts of 1964, the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act of 1990, the Americans with Disabilities Act Amendments Act of 2008 and Title VIII of the Civil Rights Act of 1968 (Fair Housing Act).

The mission of the THRC is to safeguard individuals from discrimination through enforcement and education. The Commission executes its mission through a 15-member Board of Commissioners and staff of 29 in four offices (Nashville, Memphis, Chattanooga and Knoxville). Through 10 Rule 31 trained mediators, the Commission has operated a successful Mediation Program since its reactivation in 2008. The THRA and Tennessee Disability Act are enforced through receiving, mediating, investigating, conciliating and, when necessary, litigating allegations of discrimination. Since 2009, the Commission has also coordinated the state of Tennessee's compliance with Title VI of the Civil Rights Act of 1964. The Commission uses a variety of public meetings, outreach events and resources to educate the public about their rights.



# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

## MISSION

To safeguard individuals from discrimination through enforcement and education.

## VISION

Ensure that all those in the State of Tennessee are treated with respect and equality.

## VALUES

Integrity, Respect, Equality, Competence, Dependability and Dedication.

## 2013-2014 HIGHLIGHTS :

- ◇ In January, THRC was honored by the Dr. Martin Luther King, Jr. Commemorative Commission of Greater Knoxville in recognition of its community service. In June, Director Watts was honored by the Chattanooga-Hamilton County NAACP with the Thurgood Marshall Award.
- ◇ From January through May, the Commission held hearings across the state on the Status of Human Rights in Tennessee.
- ◇ The Customer Service Division processed 8,764 calls from the public.
- ◇ Over \$490,000 in monetary benefits were awarded to Complainants for all conciliations, mediations and settlements.
- ◇ The Employment Division closed 401 cases of which thirty-three (33) were resolved through mediation resulting in monetary benefits of \$396,341 and non-monetary benefits that included job reinstatement, promotions and training. The success rate for mediations held was 63%. An additional \$27,500 in benefits was obtained through settlements.
- ◇ The Housing Division closed a total of 97 cases, of which forty-three (43) were conciliated resulting in monetary benefits of \$66,377 and non-monetary benefits that included providing reasonable accommodations and modifications, removing eviction records, making policy revisions and providing housing opportunities. The Housing Division exceeded the HUD Cooperative Agreement efficiency goal by closing 60% of dual filed cases in 100 days or less.
- ◇ The Legal Division exceeded its numbers from last year by reviewing and recommending 470 cases for closure, finding reasonable cause in six (6) cases and conciliating five (5) cause cases.
- ◇ The Title VI Compliance Program reviewed forty-two (42) state agencies' implementation plans, conducted one (1) compliance review and completed a corrective action schedule for one (1) state agency.
- ◇ The Education & Outreach Division increased the number of outreach activities in which the Commission participated to 139, partnering with 112 state and federal agencies, non-profits, private and faith-based organizations. Through



# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

## BOARD OF COMMISSIONERS

The Commission's 15-member board is made up of Tennesseans that represent employers, business owners, religious groups, trade unions, human rights groups and the general public. These individuals are appointed by the Governor to serve six year terms. Five commissioners from each of the state's three Grand Divisions are appointed to serve on a non-partisan basis.

The Board met a total of six times during this year, both in person and telephonically. At these meetings, the Board exercised its authority as defined by the Tennessee Human Rights Act. A complete record of minutes from these meetings can be found on the Commission [website](#).

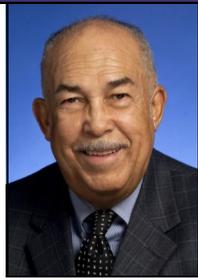
### East Tennessee



Patricia Pierce  
Harriman



William Coleman, Jr.  
Johnson City



Paul McDaniel  
Chattanooga



Annazette Houston  
Knoxville



Chrystal Horne  
Chattanooga

### Middle Tennessee



Chair  
Stacey Garrett  
Nashville



Karla Miller  
Nashville



A.J. Starling  
Nashville



Joseph Walker  
Nashville



Bill Martin  
Nashville

### West Tennessee



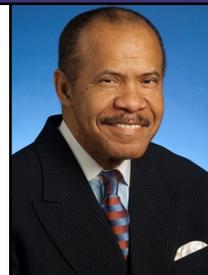
Rieta Selberg  
Memphis



David Cocke  
Memphis



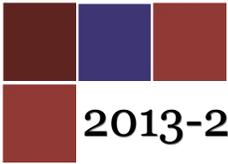
Robert Jones  
Memphis



Ralph White  
Memphis



Jocelyn Wurzburg  
Memphis



### CUSTOMER SERVICE & INTAKE DIVISION

Through the Commission’s Customer Service & Intake Divisions, individuals can find answers to questions regarding discrimination. The Customer Service Division serves as the initial point of contact for the Commission. They provide information on how to file a complaint, send out complaint forms to interested parties and make referrals to other agencies, if necessary. Interested parties may obtain the information and documents needed to file a complaint at any of the Commission’s four regional offices or on the Commission website. The Commission must receive a complaint form with the original signature in order to process the complaint.

#### In fiscal year, 2013-2014, the Customer Service Division:



Received  
**8,764**  
Phone Call  
Inquiries



Complaint  
Forms were  
sent by mail &  
by email  
**1,240**



Additional forms  
were accessed via  
the Commission’s  
website  
**2,325**



Copy Requests  
Processed by  
Customer  
Service Division  
**68**

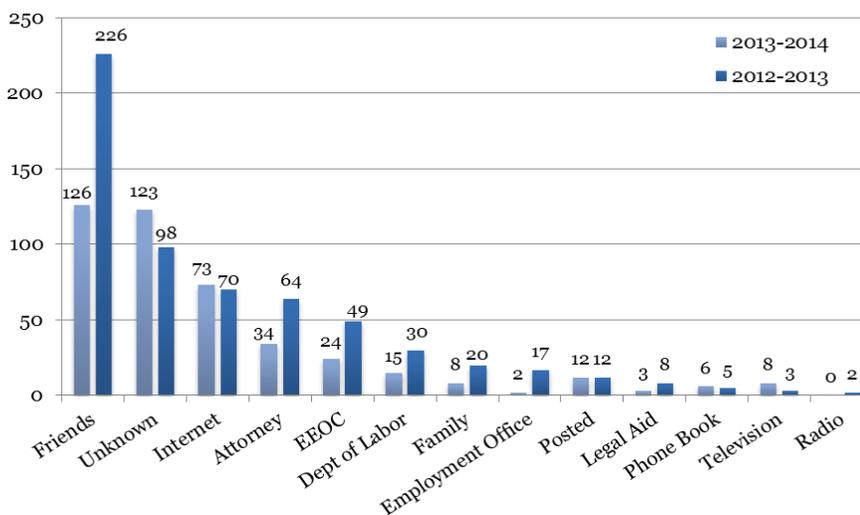


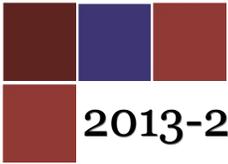
The Customer  
Service Division is  
responsible for  
processing copy  
requests.



**Complaint forms** in employment and public accommodations are sent to the Commission’s Intake division to process. Intake determines jurisdiction, provide clarification on our statutes, notifies Respondents of the charges filed against them, and requests the Respondent’s position statement. Intake offers mediation to both the Complainant and the Respondent before a complaint is assigned to an investigator. If both parties agree, then the complaint is referred to mediation. If both parties do not agree, the complaint is forwarded to the Employment division for a full investigation.

#### How Complainants Learn of the Commission





### MEDIATION

The purpose of mediation is to facilitate an atmosphere for both parties to discuss their perspectives on the conflict and work toward a possible resolution of the dispute. Mediation is provided at no cost to either party and is done in a secure and controlled environment. Mediation is an alternative to undergoing a full investigation or litigation. Complainants and Respondents must agree to attempt mediation. If the parties agree to a resolution, the case is closed. However, if an agreement is not reached, the case is then sent to investigation.

- ◆ From 33 successful mediations, \$396,341 were awarded as monetary benefits to complainants.
- ◆ These individual benefits ranged from \$250 - \$150,000.
- ◆ Non-monetary benefits awarded included: policy changes, training, not contesting unemployment benefits and reinstatement.
- ◆ Mediation program achieved a 63% resolution rate in mediations held.

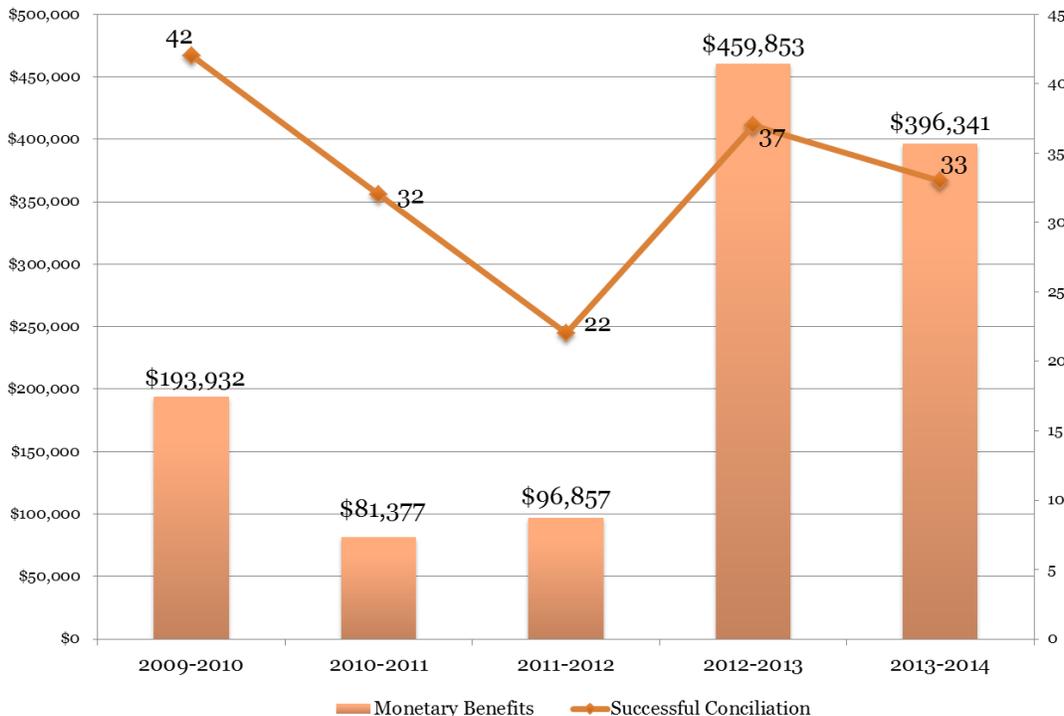
Through ten Rule 31 trained mediators on staff and a contract with the Nashville Conflict Resolution Center (for Spanish-speaking parties), the Commission held 52 mediations this fiscal year.

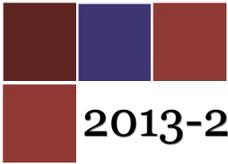
**60**  
MEDIATION  
ATTEMPTS

**52**  
MEDIATIONS  
HELD

**33**  
SUCCESSFUL  
MEDIATIONS

Mediation - Monetary Benefits Since 2009





# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

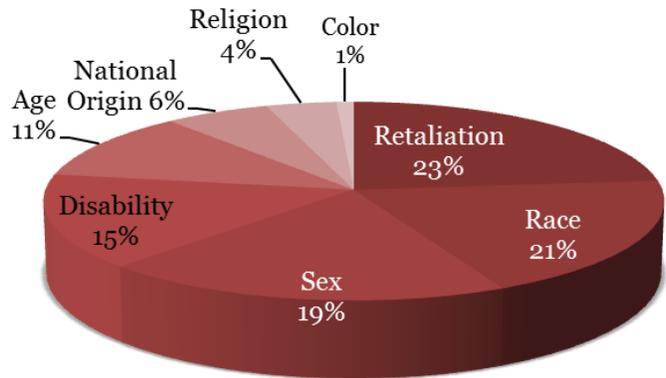
## EMPLOYMENT DIVISION

The Employment division is responsible for resolving complaints of discrimination. Eight full-time employment investigators: four in Nashville, two in Chattanooga, and two in Memphis, resolve complaints through mediation and investigation, in the areas of employment and public accommodation on the basis of race, color, creed, national origin, religion, sex, disability, and age (40 and over). The Commission has a work-share agreement with the U.S. Equal Employment Opportunity Commission (EEOC) to investigate cases of employment discrimination when businesses have 15 or more employees. This partnership allows the federal and state agencies to coordinate their investigations and avoid duplication of efforts in seeking to end discrimination.

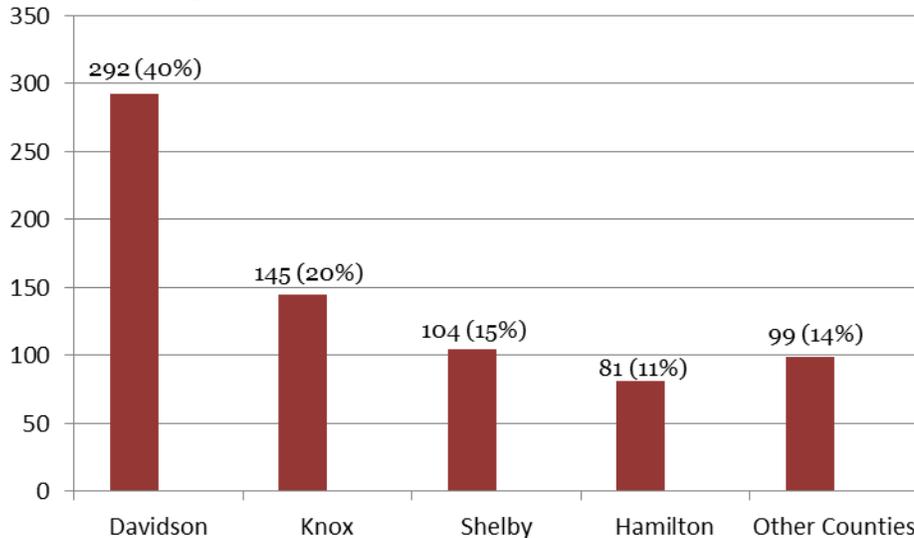
In fiscal year 2013-2014, the Employment Division received:	<b>721</b>	<b>401</b>	<b>56%</b>	<b>401</b>
	INQUIRIES	ACCEPTED COMPLAINTS	ACCEPTANCE RATE FOR INQUIRIES	CLOSED CASES

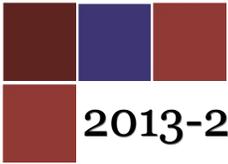
### Alleged bases for discrimination in Employment from total complaints.

The 401 complaints filed included 712 alleged bases due to Complainants alleging multiple bases. The percentages to the right are based upon allegations involving multiple protected classes.



### Complaints originated from the following counties:

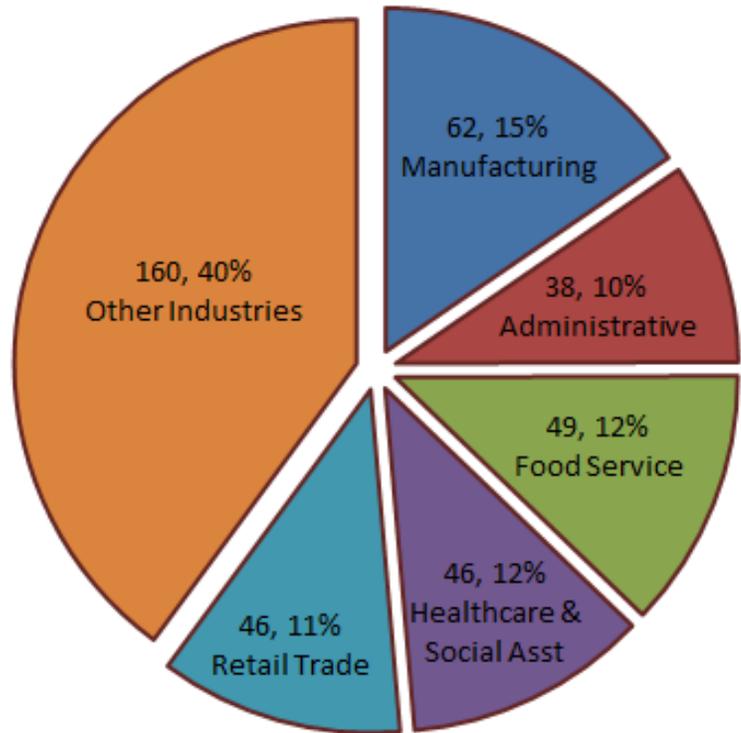




### EMPLOYMENT DIVISION

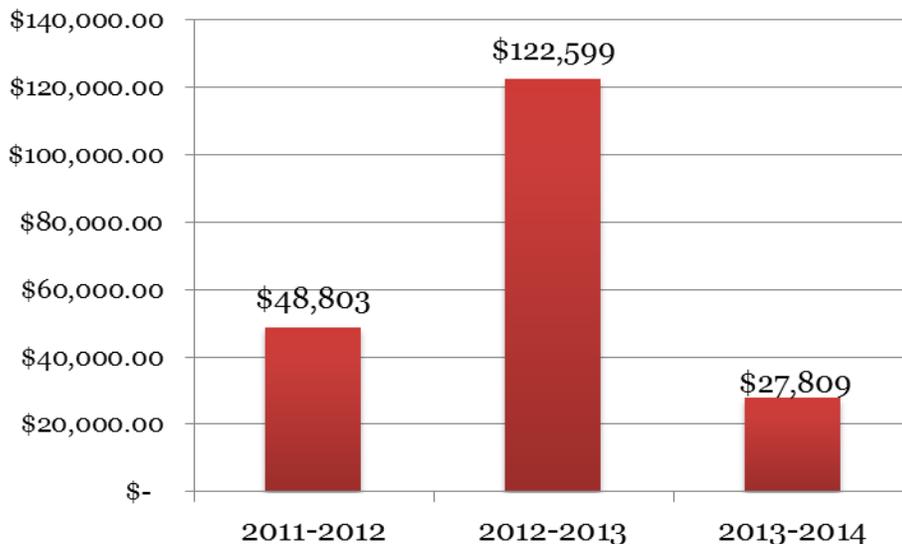
A review of complaints by industry revealed that the top five industries accounted for approximately 60% of all complaints filed.

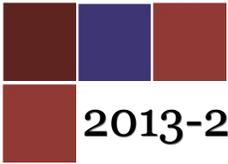
The chart pictured to the right illustrates the complaints received by industry.



- Fifteen (15) complaints were resolved through settlements outside of mediation resulting in both monetary and non-monetary benefits.
- From 15 settlements, \$27,809 were awarded as monetary benefits to the complainants.
- Non-monetary benefits awarded included: job reinstatement, promotions and training.

### Monetary Benefits Awarded Since 2011





# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

## HOUSING DIVISION

The Housing division is responsible for resolving complaints of discrimination. Five full-time housing investigators located in Knoxville resolve complaints through conciliation and investigation, including in the areas of sale, rental, advertisement and financing of housing and commercial property on the basis of race, color, creed, national origin, religion, sex, disability, and familial status. The Commission has a Memorandum of Understanding with the U.S. Department of Housing & Urban Development (HUD) to process cases of housing discrimination when landlords have 4 or more properties. This partnership allows the federal and state agencies to coordinate their investigations and avoid duplication of efforts in seeking to end discrimination.

In fiscal year 2013-2014, the Housing Division received:

**281**  
INQUIRIES

**138**  
ACCEPTED  
COMPLAINTS

**49%**  
ACCEPTANCE  
RATE FOR  
INQUIRIES

**97**  
CLOSED  
CASES

**93**  
OF WHICH  
WERE DUAL  
FILED

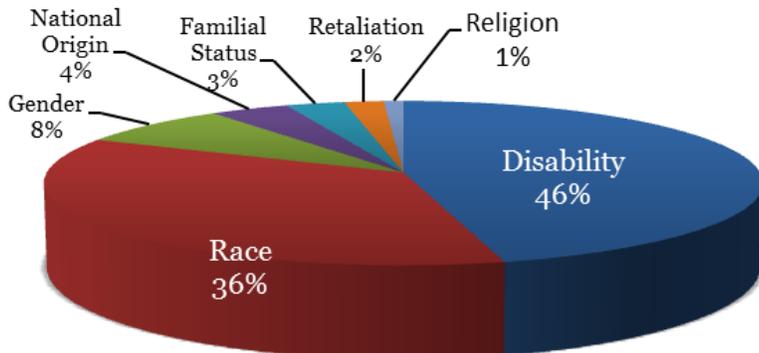
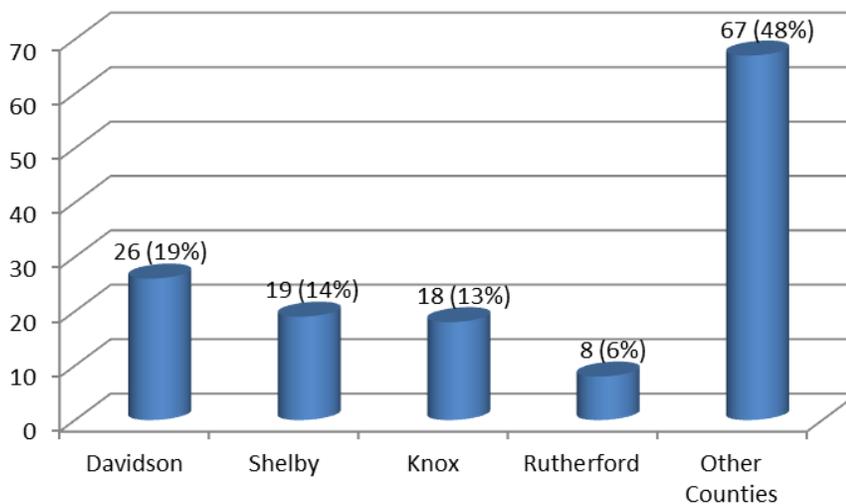
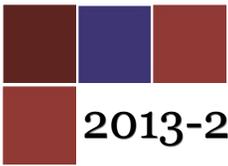


Chart to the left: Alleged bases for discrimination in Housing from total complaints

### Complaints originated from the following counties:





# TENNESSEE HUMAN RIGHTS COMMISSION

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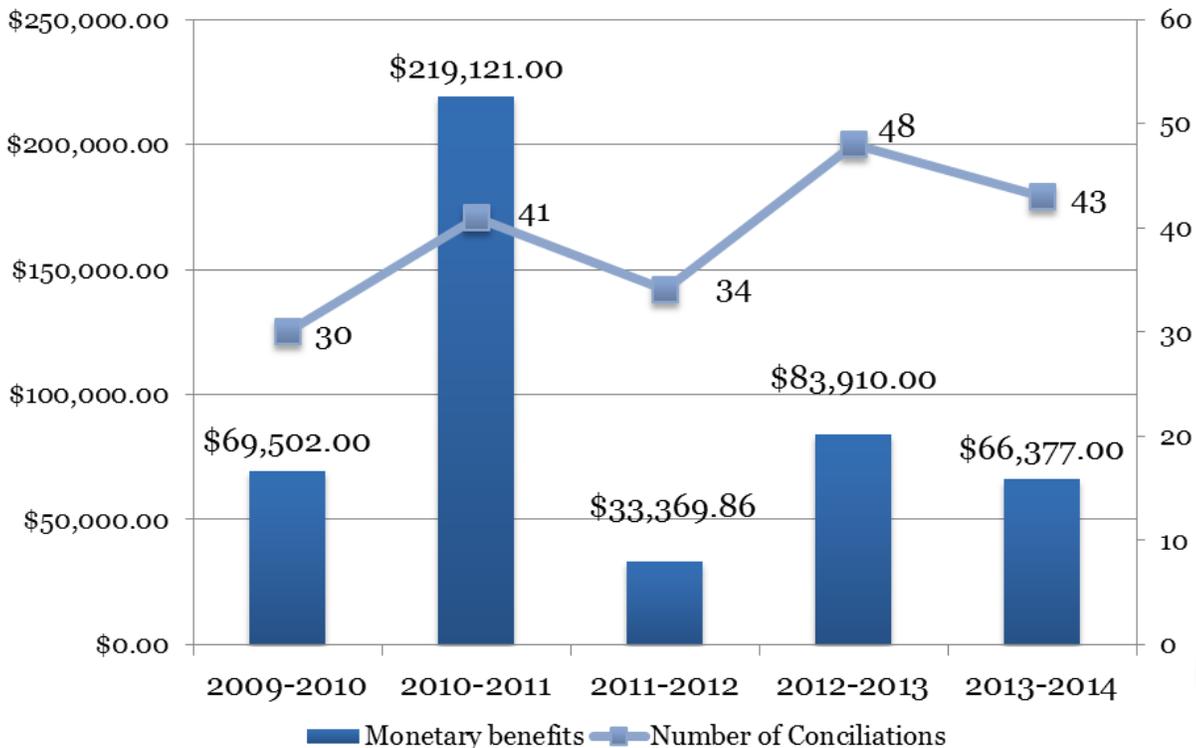
## HOUSING DIVISION

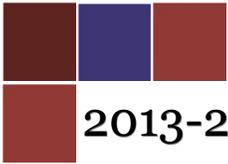
The Housing division in four successive years has continued to exceed its HUD cooperative efficiency goals which is closing 50% of its cases within 100 days. This year, we closed 60% of cases within 100 days. The chart below reflects the closures by age.

CASE CLOSURES BY AGE (DUAL FILED CASES)					
100 days or less	101 days to 150 days	151 days to 200 days	201 days to 250 days	Over 250 days	Total
56	12	10	5	10	93
60%	13%	11%	5%	11%	100%

- Forty-three (43) complaints were resolved through conciliations outside of mediation resulting in both monetary and non-monetary benefits.
- From 43 conciliated cases, \$66,377 were awarded as monetary benefits to the complainants.
- Non-monetary benefits awarded included: providing reasonable accommodations and modifications, removing eviction records, attending fair housing training, third-party monitoring, making policy revisions and providing housing opportunities.

### HOUSING CONCILIATIONS & MONETARY BENEFITS SINCE 2009





# TENNESSEE HUMAN RIGHTS COMMISSION

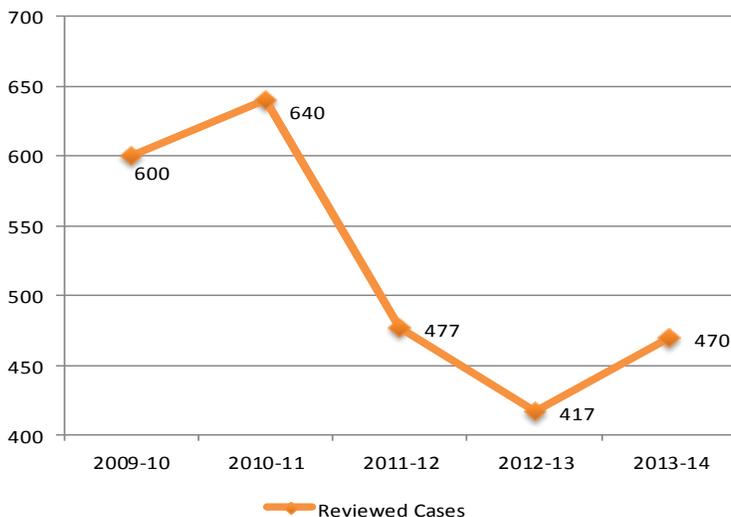
2013-2014

## LEGAL DIVISION

The Legal Division serves as in-house counsel by providing guidance and training to staff and Commissioners, conducting internal policy reviews, monitoring legislation and court cases that impact the Commission, drafting rules to comply with legislative changes, ensuring compliance of conciliation agreements and conducting educational presentations for stakeholders. The division reviews and reconsiders all cases investigated and prosecutes cases where the Commission has found that there is reasonable cause to believe that discrimination has occurred. The Legal Department’s primary role is to work with the other divisions of the agency at the various stages of the investigative process to ensure that the investigators’ recommendations in cases are legally sufficient.

In fiscal year 2013-2014, the Legal Division:	<b>REVIEWED &amp; RECOMMENDED FOR CLOSURE</b>	<b>470</b>	<b>CASES</b>
	<b>REVIEWED</b>	<b>45</b>	<b>INVESTIGATIVE PLANS</b>
	<b>APPROVED</b>	<b>37</b>	<b>COPY REQUESTS</b>
	<b>CONDUCTED</b>	<b>18</b>	<b>RECONSIDERATIONS</b>
	<b>FOUND REASONABLE CAUSE IN</b>	<b>6</b>	<b>CASES</b>
	<b>CONCILIATED</b>	<b>5</b>	<b>CAUSES CASES</b>

**LEGAL CASE REVIEWS SINCE 2009**



### CAUSE CASES

When the Commission issues a finding of reasonable cause in a case, our statute requires us to make attempts at conciliation. If these attempts fail, then the case proceeds to a hearing. Not all cases are resolved (whether by conciliation or hearing) within the same fiscal year as a reasonable cause finding is issued. For this fiscal year, all resolved cause cases were conciliated.

LEGAL DIVISION 

RESOLVED CAUSE CASES

**EMPLOYMENT.** *Failure to Hire based on Pregnancy.* The Commission found that Respondent interviewed Complainant for a cashier position and decided to hire her, but retracted the offer when her pregnancy was disclosed. Respondent told Complainant that she could be hired once she had the baby. The evidence showed that Respondent had an unwritten policy of not hiring pregnant individuals. The case was mediated with \$13,500.00 to the Complainant as compensatory damages, \$1,500.00 to the Commission for education and outreach, and Respondent must develop and implement a formal anti-discrimination policy to include, but not be limited to addressing the issue of pregnancy discrimination. All of Respondent's employees shall attend a employment discrimination training (minimum of 6 hours).

**HOUSING.** *Eviction and Failure to Permit Reasonable Accommodation based on Disability.* Complainant requested an emotional support animal to assist with her disability and offered to provide a letter from her doctor. Respondents had a "no pet" policy. Respondents never considered her request and wrote her up for violating their "no pet" policy and then evicted her for violating the policy. The evidence showed that Complainant's dog was authorized by a person treating her for disabilities and that Respondents failed to recognize that Complainant was making an accommodation request. This case mediated with \$3000.00 to the Complainant, \$2000.00 to the Commission's outreach and education fund, mandatory attendance to at least a 3-hour fair housing training, and implementation of an appropriate reasonable accommodation policy.

**HOUSING.** *Eviction based on Familial Status.* Complainant was employed for Respondent which required him to live at the property. He lived in a 3 bedroom apartment with his fiancée and 4 kids. When she became pregnant, Respondent informed Complainant that they had 1 year to move out and to find a new job because of their occupancy policy of 2 people per bedroom. Respondent's position was that the newborn would produce health & sanitation issues. The Complainant passed away and his next of kin did not pursue the case, so per our statute, the Commission settled with the Respondents: \$1000.00 to the Commission's education & outreach fund; Respondents will attend a fair housing training which also covers familial status discrimination, and Respondents will provide training to its staff on renting units in accordance with occupancy standards and HUD guidelines.

**HOUSING.** *Refusal to Rent and Discriminatory Statements based on Race.* Complainant called Respondent about the availability of an apartment for rent in his house. Respondent initially told the Complainant that the apartment was available, then later during the call, said it was no longer available. Respondent admitted to the Complainant, and to the THRC Investigator later, that it was not available because Complainant was "black." This case settled with \$650.00 to the Complainant and \$600.00 to THRC's education and outreach fund. Respondent agreed to no longer rent out any properties, and the parties will have dinner.



### LEGAL DIVISION

**HOUSING.** *Failure to provide a Reasonable Accommodation based on Disability.* Complainants have a child with a disability who uses a wheelchair. They requested a ramp at the front door of the Respondents' rental home. Respondents wanted the ramp put in the garage. The organization providing the ramp couldn't do this because the garage doors were electronic, creating a safety issue. This case was settled. Respondents agreed not to seek a judgment for rent arrearage against the Complainants, \$100.00 went to the Complainants for moving expenses, \$100.00 was donated to the Spinal Muscular Atrophy Association, and fair housing training was required for the Respondents.

### LEGISLATION AND COURT CASES



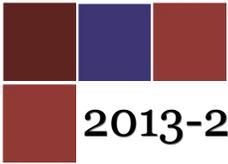
The Legal Department monitors state and federal legislation and recent court decisions in discrimination law. The 108th General Assembly of the State of Tennessee convened on January 14, 2014, and adjourned on April 17, 2014. This session was one of the busiest for THRC. We monitored numerous bills that could potentially affect the statutes that we enforce, the Tennessee Human Rights Act (THRA) and the Tennessee Disability Act (TDA). Two of these bills passed, SB2054/HB24449 and SB2126/HB1954.

**HOUSE BILL 2449 / SENATE BILL 2054 (PASSED):** Amends the Tennessee Human Rights Act at T.C.A. §4-21-201 by reducing the Commission's board from 15 members to 9 members, with 2 members being appointed by each of the senate and house speakers, and 5 appointed by the governor. The Commission's new board will begin on January 1, 2015.

**HOUSE BILL 1954 / SENATE BILL 2126 (PASSED):** This bill made changes to the two laws the Commission enforces, the Tennessee Human Rights Act (at T.C.A. §§4-21-301 and 4-21-401) and the Tennessee Disability Act (T.C.A. §8-50-103), and also to the Tennessee Public Protection Act (T.C.A. §50-1-304) which the Commission does not enforce. The significant changes to the THRA and TDA include removing individual liability from supervisors and agents for employers, adding caps to nonpecuniary damages, and not allowing employees to maintain any cause of action in state and federal court if both cases are based on a "common nucleus of operative facts." The bill also clarifies that the Tennessee Disability Act applies to employers employing 8 or more persons within Tennessee.

**U.S. SUPREME COURT CASE: *Schuette v. Coalition to Defend Affirmative Action***, April 22, 2014. In November 2006, 58% of Michigan voters approved Proposal 2, banning discrimination and preferential treatment in public employment, education and contracting. The Court found that the ban on affirmative action in the Michigan Constitution is constitutional, and that states are allowed to change their state constitutions to ban public institutions from taking race into account during university admissions' processes.

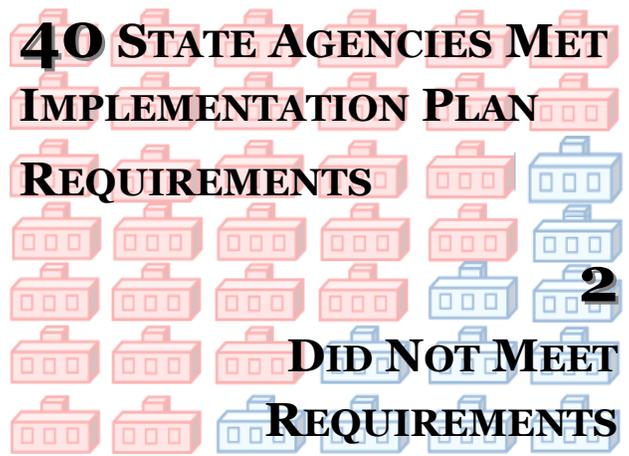




### TITLE VI COMPLIANCE PROGRAM

The Title VI Compliance Program is responsible for verifying that state governmental entities that are recipients of federal financial assistance comply with the requirements of Title VI of the Civil Rights Act of 1964 (Title VI). Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Commission serves as the central coordinating agency for executive branch departments and agencies for technical assistance, consultation and resources to encourage and assist with compliance.

State agencies that receive federal financial assistance are required to submit an annual implementation plan - a report of measures taken to meet Title VI requirements, to the Commission. This year 42 state agencies submitted a plan. Review of these plans, which are due October 1st of each year, is a significant role of the program. During the review, agencies are evaluated on compliance items such as training departments on Title VI requirements, Limited English Proficiency (LEP) policies, data collection and the monitoring of subrecipients' use of federal funds.

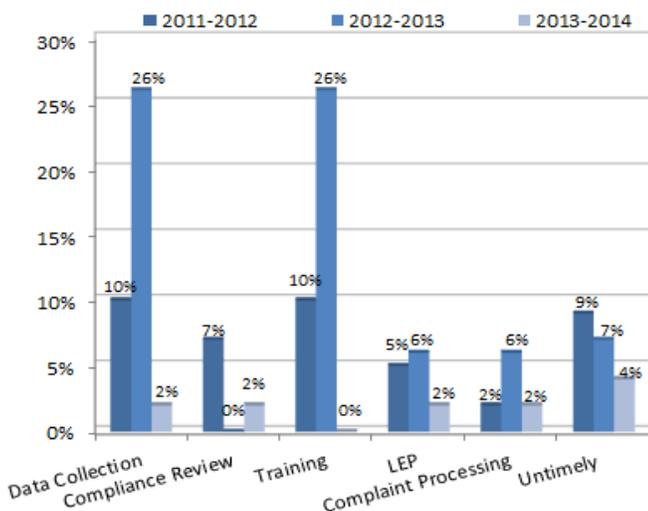


Forty (40) departments met the implementation plan requirements and did not receive any findings. For those 2 agencies that did not meet Title VI Implementation Plan Requirements, the Title VI Program issued a "Notice of Final Findings." Of those agencies:

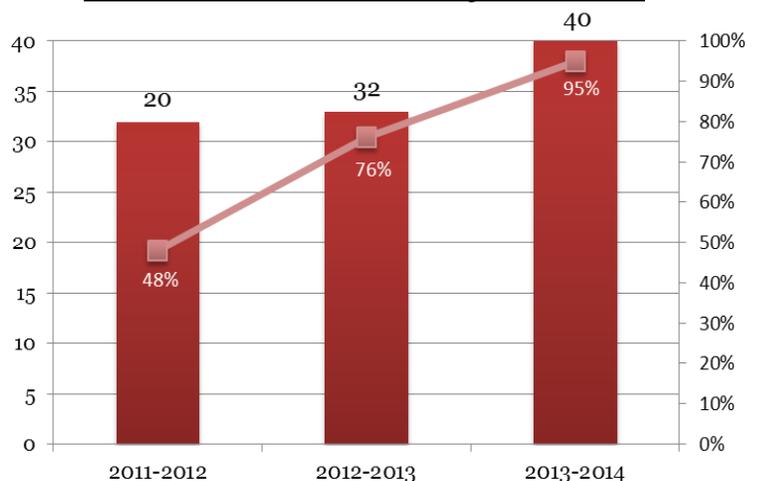
- One (1) department received five (5) findings;
- One (1) departments received one (1) finding;

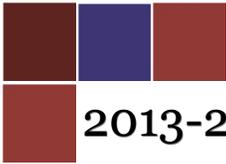
The findings included failure to submit implementation plans on time, incorrect data collection related to Limited English Proficiency, complaint processing, and compliance review.

**AREAS OF NONCOMPLIANCE**



**STATE AGENCIES MEETING IMPLEMENTATION PLAN REQUIREMENTS:**





# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

## TITLE VI COMPLIANCE PROGRAM

### Internal Investigations & Compliance Reviews

In 2011, the Title VI Program expanded its activities to include on-site visits to better assist agencies in compliance. During fiscal year 2013-2014, the division conducted one (1) compliance review and completed a corrective action schedule for one (1) state agency to remedy findings from a compliance review conducted in the previous fiscal year.

The division has initiated one (1) direct investigation which is currently in progress.

### Title VI Complaints

Another responsibility of the division is the receipt, review and referral of complaints alleging discrimination by a state agency under Title VI. Inquiries deemed jurisdictional under Title VI are filed as complaints and referred to the department that administers the program or activity referenced in the complaint for investigation. Complaints are not closed with the Commission until written notification of the resolution is received from the referring department.

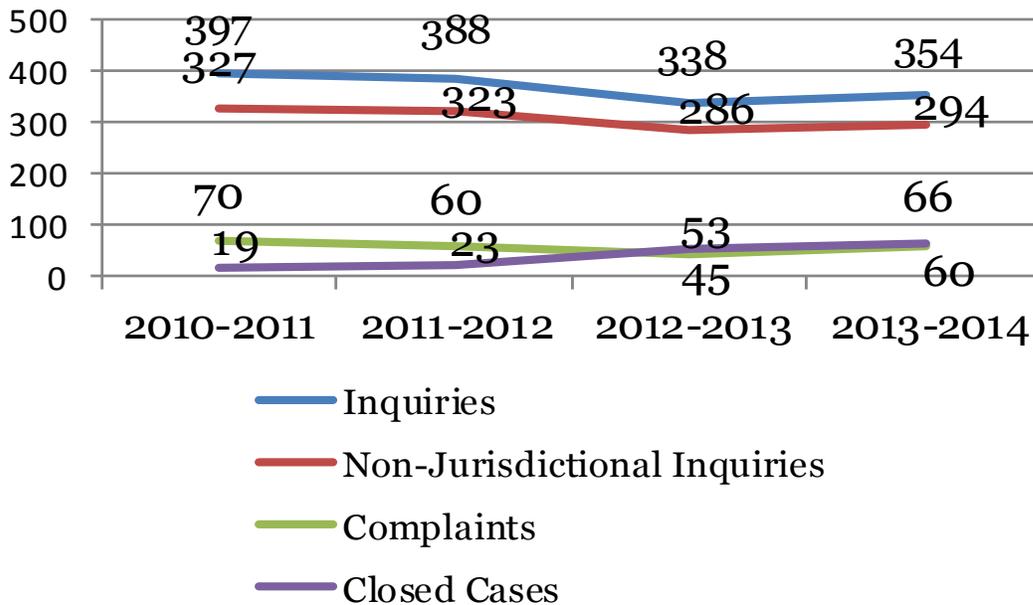
**In fiscal year 2013-2014, the Title VI Compliance Program Received:**

**354**  
INQUIRIES

**294**  
NON-JURISDICTIONAL  
**60**  
ACCEPTED COMPLAINTS

**66**  
CASES CLOSED  
(INCLUDES CASES  
FROM FY12-13)

**TITLE VI INQUIRIES, COMPLAINTS & CLOSED CASES SINCE 2010**



### TITLE VI COMPLIANCE PROGRAM

#### Technical Assistance

The Title VI Division provided technical assistance to state departments and agencies on Title VI compliance, issued implementation plan guidelines and conducted several training sessions on Title VI compliance requirements to various entities.

- ⇒ On July 23, 2013, the Commission conducted training for 75 Title VI personnel and department heads representing 53 departments and divisions concerning the duties and responsibilities of the Title VI Compliance Program. Information presented during this training included Implementation Plan Review findings and Guidelines for FY12-13 and complaint investigation requirements.
- ⇒ The annual training for state Title VI Coordinators was also held on July 23, 2013. Information presented during this session included Implementation Plan Review findings for FY 2012-2013, Implementation Guidelines for FY2013-2014, and complaint investigation requirements.
- ⇒ The division also provided training on Limited English Proficiency (LEP) policies at a Title VI Symposium hosted by the University of Tennessee Office of Equity and Diversity on September 19, 2013.

For a full report on the activities, findings and accomplishments of the Title VI Compliance Program please see the [Report to Governor and General Assembly](#).

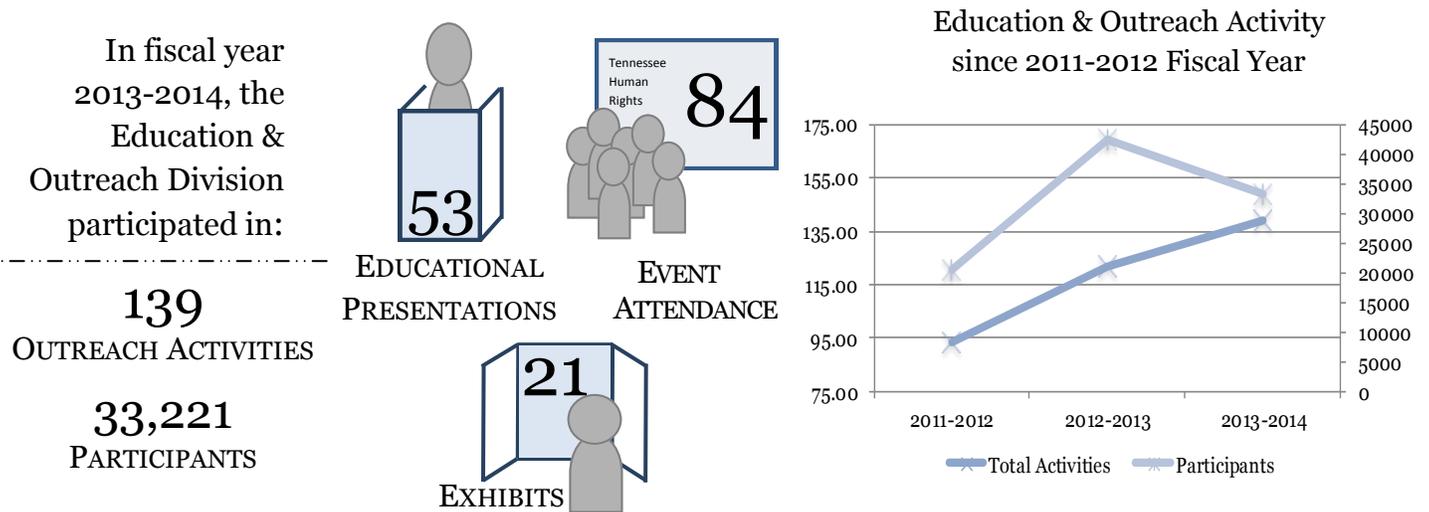


*Pictures from the July 23, 2013 Title VI Annual Training to Title VI Coordinators*



### EDUCATION & OUTREACH DIVISION

The Commission participates in a variety of outreach programs across the state to provide citizens with understanding of discrimination laws, what constitutes discrimination and the Commission complaint process. During this fiscal year, the Commission participated in 139 outreach activities. The Commission partnered with 112 state and federal agencies, non-profits, private and faith-based organizations to promote an understanding of the Commission’s work. Through these events the Commission reached over 33,000 individuals.



The Commission communicated to the public through a variety of media outlets. It is estimated that these efforts reached over 4 million individuals.

Traditional Media			Internet Media		
Radio	Television	Print	Website	Facebook	YouTube
<ul style="list-style-type: none"> <li>•95 radio spots ran on radio stations across the state for Fair Housing Month, 50th Anniversary and general exposure.</li> <li>•THRC was interviewed on three radio segments in Bolivar and Nashville</li> </ul>	<ul style="list-style-type: none"> <li>•International Human Rights Day was aired on Nashville Public Television</li> <li>•Knoxville Hearing: Status of Human Rights aired on Knoxville Community TV</li> </ul>	<ul style="list-style-type: none"> <li>•Forty-two articles featured the Commission</li> <li>•Five opinion/editorial articles were published by THRC representatives</li> </ul>	<ul style="list-style-type: none"> <li>•THRC website received 2,000 views on average monthly</li> </ul>	<ul style="list-style-type: none"> <li>•THRC Facebook page’s fans grew by 63%</li> <li>•218 Facebook posts reached over 7,500 individuals and engaged 299 individuals.</li> </ul>	<ul style="list-style-type: none"> <li>•The Commission launched a YouTube Channel to share educational videos and event footage.</li> <li>•The Commission shared 54 videos with the public.</li> <li>•The Channel received 1,277 views and has 12 subscribers.</li> </ul>

# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

## EDUCATION & OUTREACH DIVISION

### ANNUAL EMPLOYMENT LAW SEMINAR



**June 12, 2014 - Nashville, TN**  
153 Attendees, 89 Organizations

#### **SPEAKERS:**

- Justice Cornelia Clark
- Danielle Barnes
- Waverly Crenshaw
- Jeb Gerth
- Shirley Richardson
- Shalini Rose
- Eric Stevens
- Kim Vance
- Luther Wright

The annual Employment Law Seminar in Nashville (held in partnership with Department of Human Resources) welcomed Tennessee State Supreme Court Justice Cornelia A. Clark as the keynote speaker. Evaluation results indicated that 100% of attendees “strongly agree” or “agree” that the information presented at these seminars was valuable.



## HEARINGS ON THE STATUS OF HUMAN RIGHTS

The Tennessee Human Rights Commission held Hearings in Spring 2014 in communities across the state. Leaders from community organizations, government, advocacy groups and researchers brought testimony related to their own areas of expertise. These written and oral testimonies are included in the report, [The Status of Human Rights in Tennessee](#), in addition to trends and information from the Commission. The video footage of the hearings are also available online to view.

#### **Hearing Schedule:**

January 28, 2014 - Memphis Hearing - Rhodes College, Barret Library - [View Footage](#)

February 24, 2014 - Chattanooga Hearing - UTC Campus, University Center - [View Footage](#)

March 25, 2014 - Knoxville Hearing - UT Extension Campus - [View Footage](#)

May 12, 2014 - Nashville Hearing - Downtown Public Library - [View Footage](#)



# TENNESSEE HUMAN RIGHTS COMMISSION

2013-2014

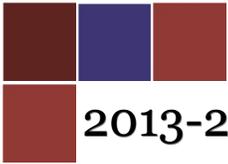
## 50<sup>TH</sup> ANNIVERSARY OF THE TENNESSEE HUMAN RIGHTS COMMISSION



During the Spring of 2013, the Commission convened across the state to celebrate our 50th Anniversary. Not only a celebration, these events were also an acknowledgment to those individuals and organizations in local communities who have been integral in securing equal rights for citizens of this state and country. These individuals were interviewed during the summer of 2013, to create a documentary film project, [\*Reflections from Human Rights Advocates\*](#), in partnership with Tennessee State University, University of Tennessee at Chattanooga, University of Tennessee at Knoxville and WKNO (Memphis), documenting their life long advocacy efforts.

On October 4, 2013, the Commission celebrated its 50th Anniversary with a Commemorative Celebration. During which, 255 community members gathered to acknowledge the history of the Commission, which included a film of the Commission history. Honorees included former and current Commissioners, former and current staff and community leaders designated Human Rights Advocates (Dr. Fred Cloud, Inez Crutchfield, Jeanne Varnell, Yvonne Wood, First Baptist Church Capitol Hill). Special recognitions were given to longest serving Chair Francis Guess and the Jocelyn D. Wurzburg Civil Rights Legacy Award was given to its namesake as the first recipient. Panel conversationalists - the late John Seigenthaler, Dr. Rip Patton and Rev. Dr. Bernard LaFayette - shared reflections on the past and hope for the future with moderator Anne Holt. Additionally, [\*Reflections from Human Rights Advocates\*](#), was debuted during this event.





# OFFICE LOCATIONS

## Central Office - Nashville

William R. Snodgrass Tennessee Tower  
312 Rosa L. Parks Avenue, 23rd Floor  
Nashville, TN 37243

### Memphis Office

One Commerce Square  
40 South Main St., Ste 200  
Memphis, TN 38103

### Knoxville Office

7175 Strawberry Plains, Ste 201  
Knoxville, TN 37914

### Chattanooga Office

540 McCallie Avenue  
6th Floor, Room 614  
Chattanooga, TN 37402



# STAFF

Executive Director, Beverly L. Watts

Cathy Abramowitz*	Richard Gadzekpo	Linda Reed
Monica Alexander	Barbara Gardner	Jennell Riddle
Rachel Appelt	Michael Giove	Shalini Rose
Thierno Bah	Frank Guzman	Dianna Ruch
Kaleda Bentley	Billie Jean Haddock	Renee Smith
Susannah Berry*	Sabrina Hooper	Matthew Stephenson
Laura Burch	Leon King	Tiffany Taylor*
LaShondia Chambers	Lisa Lancaster	Teresa Thompson
Tracy Davidson	Erica Kesse	Saadia Williams
Richard Ettensohn*	Suzanne Land	



\*These individuals are former staff members who served the Commission during the 2013-2014 Fiscal Year.