



STATE OF TENNESSEE  
DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

5th FLOOR, ANDREW JACKSON BUILDING  
500 DEADERICK STREET  
NASHVILLE, TENNESSEE 37243

BILL LEE  
GOVERNOR

MARIE WILLIAMS  
COMMISSIONER

Division of Mental Health Services  
Civil Rights - Title VI  
Agency Self-Survey Monitoring  
Form FY20 (7/1/20 - 6/30/21)

Agency Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Title VI Coordinator \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Fax: \_\_\_\_\_

1. Type of business:

- Governmental
- Educational
- 501-C3
- Private Corporation
- Minority
- Faith based
- Sole Proprietorship

2. Describe the duties and responsibilities of the Agency Title VI Director/Coordinator (Attach to survey and label as 2A) **\*A template is available at Title VI Sample Forms**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Describe the Title VI services and training that are provided at your agency (Attach to survey and label as 3A). **\*A template is available at Title VI Sample Forms**

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4. Identify the beneficiaries of your programs or services and include racial and ethnic data both number and percentage demonstrating the extent to which members of minority groups are beneficiaries of your TDMHSAS funded services.

**Total Number of People Served \_\_\_\_\_**

**Of the total people served: Adults\_\_\_\_\_, Youth\_\_\_\_\_, Male\_\_\_\_\_, Female\_\_\_\_\_ AND**

- a)\_\_\_\_\_ are Caucasian (C) for a percentage of \_\_\_\_%
- b)\_\_\_\_\_ are African American (AA) for a percentage of \_\_\_\_%
- c)\_\_\_\_\_ are Hispanic (HSP) for a percentage of \_\_\_\_%
- d)\_\_\_\_\_ are Asian (ASN) for a percentage of \_\_\_\_%
- e) \_\_\_\_\_ are American Indian (AI) for a percentage of \_\_\_\_%
- f) \_\_\_\_\_ are Alaska Native (AN) for a percentage of \_\_\_\_%
- g) \_\_\_\_\_ are Native Hawaiian and Other Pacific Islander (NH/OP) for a percentage\_\_\_\_%
- h)\_\_\_\_\_ are Other (O) Please note race ( \_\_\_\_\_ ) for a percentage of \_\_\_\_%

5. List the sources of federal and state funds your agency received through contracts/grants with DMHS for the current fiscal year (Attach to survey and label as 5A, if necessary).

Federal / State Source	Program	Amount

***\*Attach a separate sheet if necessary and label it 5A.***

6. How long has your agency been contracting with TDMHSAS/Mental Health?

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## Title VI Compliance

7. Please explain how your agency interprets Title VI implementation and compliance.  
***Attach a separate sheet detailing this policy & procedure information and label it 7A.***  
***\*A template is available at Title VI Sample Forms***

8. Has the Title VI Coordinator attended a Title VI coordinators training session during this fiscal year? If yes, when? What method was used? If not, why not?

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9. Are Title VI posters and brochures (in English and Spanish) prominently displayed in areas where services are provided within your facility? If yes, where?

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10. What is your agency's process for letting staff, volunteers, and service recipients know of their right to file a complaint? (Attach to survey and label as 10A) ***\*A template is available at Title VI Sample Forms***

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11. Does the name of your agency's Title VI Coordinator, to whom complaints should be referred, appear on the Title VI poster?

YES  NO

12. Are program brochures or posters available in languages other than English?

YES  NO

13. If yes, please list the languages.

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14. List the vital documents that are available in languages other than English.

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15. How does your agency disseminate Title VI information?

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16. If your agency has sub-contractors, please include how Title VI information is disseminated to the sub-contractors?

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17. Are your sub-contracts monitored for non-discrimination?  YES  NO

18. How does your agency monitor for non-discrimination compliance for the agency and the agency's sub-contractors?

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19. Did your agency have any Title VI Complaints filed from **7/1/20- 6/30/21** and if so, attach an **explanation**: how many, date of complaint, type of complaint, number of complaints closed (and closed because of 1. administrative e.g. timeliness; 2. failure to cooperate, etc.; 3. failure to meet prima facie case; and 4. settlement and/or resolution reached) and if not closed what is the current status?


20. How many Title VI Complaints filed from **7/1/20– 6/30/21** were referred to the state or Federal Department of Justice or other agency (identify the agency and the reason).


21. Did your agency have any Lawsuits from **7/1/20– 6/30/21** alleging discrimination on the basis of race, color or national origin? **If none, then state that “there were no lawsuits filed alleging discrimination on the basis of race, color or national origin under any federally funded program or activity.”**

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22. Are records kept of Title VI Complaints? If yes, for how long?

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23. What number of complaints was resolved during this survey period?

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## Service Region

24. List the counties that you serve

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25. What is the racial composition by percent of your geographical service area? (Use Most Recent Census Numbers for the counties you serve)? Refer to [www.census.gov](http://www.census.gov) “quick facts to get data. **Please provide the grand total of percentages of each racial composition for all counties you serve.**

Note the source of your information \_\_\_\_\_

Note the Year of this data \_\_\_\_\_

- a) \_\_\_\_\_% are Caucasian (C).
- b) \_\_\_\_\_% are African American (AA).
- c) \_\_\_\_\_% are Hispanic (HSP).
- d) \_\_\_\_\_% are Asian (ASN).
- e) \_\_\_\_\_% are American Indian (AI).
- f) \_\_\_\_\_% are Alaska Native (AN).
- g) \_\_\_\_\_% are Native Hawaiian and Other Pacific Islander (NH/OP).
- h) \_\_\_\_\_% are Other (O) *Please note race* (\_\_\_\_\_).

### Service Recipients

26. Are service recipients informed of their rights and how to file a complaint under Title VI and other laws regarding non- discrimination?

- YES       NO

27. Who is responsible for informing your service recipients of their rights under Title VI?

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28. What method is used to inform service recipients of their Title VI rights and how to file a complaint?

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29. How is the process of informing service recipients of their rights documented?

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## Employees & Volunteers

30. When are new employees and volunteers informed of their Civil Rights (circle the one that applies: at orientation; within thirty (30) days of service; within sixty (60) days of service; after sixty days of service? Who informs them and what method is used:

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31. Is this particular process being periodically reviewed and monitored?  YES  NO

32. Are new employees and volunteers trained on Title VI before beginning services?

YES  NO

33. Does each employee's personnel file contain a record of Title VI training (upon service and then annually thereafter), or are the records kept electronically including penalties for non-compliance?

YES  NO

34. What is the total number and percentage of agency employees (both full time and part time) \_\_\_\_\_ and volunteers \_\_\_\_\_?

Of the above total number, how many were Title VI trained (with documented verification in personnel file or kept electronically) during **July 1, 2020 to June 30, 2021**:

Employees both (full & part time) \_\_\_\_\_ Volunteers \_\_\_\_\_.

With the percentage of the total number being: \_\_\_\_\_% Volunteers \_\_\_\_\_%

***Please attach a list of employees and volunteers that were trained during 7/1/20-6/30/21 noting the date that they were trained (Attach to survey and label as 34A)***

35. Identify the racial/national origin composition of your agency **staff** by providing the **total numbers and percentages by race, color and/or national origin.**

The Total Number of Agency Full-time Staff is \_\_\_\_ Part-time Staff is \_\_\_\_ and Volunteers is \_\_\_\_\_. Of these staff:

a) \_\_\_\_\_ are Caucasian (C) for a percentage of \_\_\_\_\_%

b) \_\_\_\_\_ are African American (AA) for a percentage of \_\_\_\_\_%

c) \_\_\_\_\_ are Hispanic (HSP) for a percentage of \_\_\_\_\_%

d) \_\_\_\_\_ are Asian (ASN) for a percentage of \_\_\_\_\_%

e) \_\_\_\_\_ are American Indian (AI) for a percentage of \_\_\_\_\_%

f) \_\_\_\_\_ are Alaska Native (AN) for a percentage of \_\_\_\_\_%

g) \_\_\_\_\_ are Native Hawaiian and Other Pacific Islander (NH/OP) for a percentage of \_\_\_\_\_%

h) \_\_\_\_\_ are Other (O) *Please note race (\_\_\_\_\_)* for a percentage of \_\_\_\_\_%

36. When (date/s) was the most current training or technical assistance conducted by your agency for Title VI compliance and who conducted the training or technical assistance?

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37. Do all TDMHSAS direct service contracts entered into by your agency contain a Title VI statement of compliance?

YES       NO

### **Governing/ Advisory Board Members**

38. What is the racial composition, by total number and percentage, by race of your agency's Advisory Board or Governing Body?

The Total Number of Advisory Board or Governing Board members are \_\_\_\_\_. Of these members:

a) \_\_\_\_\_ are Caucasian (C) for a percentage of \_\_\_\_\_%

b) \_\_\_\_\_ are African American (AA) for a percentage of \_\_\_\_\_%

c) \_\_\_\_\_ are Hispanic (HSP) for a percentage of \_\_\_\_\_%

d) \_\_\_\_\_ are Asian (ASN) for a percentage of \_\_\_\_\_%

e) \_\_\_\_\_ are American Indian (AI) for a percentage of \_\_\_\_\_%

f) \_\_\_\_\_ are Alaska Native (AN) for a percentage of \_\_\_\_\_%

g) \_\_\_\_\_ are Native Hawaiian and Other Pacific Islander (NH/OP) for a percentage of \_\_\_\_\_%

h) \_\_\_\_\_ are Other (O) *Please note race (\_\_\_\_\_)* for a percentage of \_\_\_\_\_%



39. What is the racial composition by percent of your geographical service area? (Use Census numbers for the counties you serve)?

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40. What are the lengths of the terms for an individual to serve on the Board?

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41. How are members of your Governing/Advisory Board selected?

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42. If your geographic region has a non-white population that represents a minimum 5% of the geographic service area population, your Governing Body should reflect this make-up.

Does your Governing Body reflect your geographic region?     YES     NO

If your governing body does not reflect this make-up, what steps are being taken to obtain this representation? ***Please attach an explanation with copies of advertisements, announcements, information packets, etc., that reflect efforts being made and label as 42 A.***

### Limited English Proficiency (LEP)

43. Please conduct a LEP Four Factor Analysis by answering the following questions:

I. What is the number or proportion of LEP persons eligible to be served or likely to be encountered by the program/s (Refer to your Regional Census Data on question 25):

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II. What is the frequency with which LEP individuals come in contact with the program/s; (Refer to your Agency demographic data)

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If minimal LEP frequency list agency barriers: \_\_\_\_\_

III. What is the nature and importance of the program, activity, or service you provide to people's lives:

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IV. What are the resources available to the LEP grantee/recipient and what is your agency doing to enhance LEP resources?

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44. When your agency provided translation to beneficiaries, who provided that service?

Please list:

Name of Translation Service	Language Translated	Location	Phone Number

45. How is this service paid for?

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46. How many staff members are proficient in other languages and what languages?

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47. What are your specific gaps in the service system that hinder your ability to provide language interpreters?

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The following questions require an Attachment:

48. identify your agency's **Title VI (Race, Color & National Origin) Complaint policies and procedures** that describe the **a)** the complaint process, **b)** the investigation process, **c)** the report of findings, **d)** the hearings and appeals procedures and **e)** a copy of the discrimination complaint forms and **f)** **Retaliation** policy and procedures. **attach and label as 48A** - **A template is available at Title VI Sample Forms**

49. identify your agency's Title VI Training Policy and Procedures which describe **a)** the Title VI training program provided to staff, volunteers and contractors, **b)** the dates that Title VI training was made available to employees, volunteers, contractors and service recipients, 100% **c)** the total number of agency staff at the agency and the total number of staff trained (including the percentages trained), 100% and **d)** the total number of volunteers that were trained (including the percentages), 100% and **e)** **list proposed future dates for Title VI training that will be offered to all staff, volunteers, subrecipients and contractors during July 1, 2021 – June 30, 2022.** **attach and label as 49A** – **A template is available at Title VI Sample Forms**

50. Identify your agency's Limited English Proficiency (LEP) policy and procedure, that describe: **a)** the policy and procedures, **b)** a list of translator and interpreter services available, **c)** agency documents that have been translated and in which languages, and **d)** the steps and goals toward breaking down barriers to LEP challenges. **attach and label as 50A** **A template is available at Title VI Sample Forms**

#### *Other Documents*

51. Identify your agency's (non-civil rights) Fraud, Waste and Abuse Policy and Procedures (**Attach to survey and label as 51 A**) **A template is available at Title VI Sample Forms**

## Signature

Print the name, credentials and title of the person completing this self-report form: \_\_\_\_\_

Sign this self-report (a signature must be on this form when this self-survey is sent by e-mail).  
*The signature of the person on this form is vouching that the submitted information is truthful and accurate.*

**(SIGNATURE)** \_\_\_\_\_

**Date Signed** \_\_\_\_\_

Please return this self-survey:

1) **Completed** all questions answered and all attachments are included

2) **Signed** by authorizing Agent

3) **Sent via e-mail** to Gwen Hamer at [Gwen.Hamer@tn.gov](mailto:Gwen.Hamer@tn.gov)

4) **Timely** (received by Gwen Hamer at TDMHSAS from 7/1/21 - 7/31/21)

Thank you for your continued cooperation, thoroughness, and diligence.  
Gwen Hamer 615-532-6510

Revised  
3/26/2021