Annual Title VI Compliance Report and Implementation Plan
October 2017

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Roger Hutto, Deputy Commissioner
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Lori Bullard, Assistant Commissioner, Driver Services
Colonel Tracy Trott, Tennessee Highway Patrol
Shannon Hall, Title VI Coordinator
<table>
<thead>
<tr>
<th>SECTION</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>3</td>
</tr>
<tr>
<td>Responsible Officials</td>
<td>5</td>
</tr>
<tr>
<td>Definitions</td>
<td>6</td>
</tr>
<tr>
<td>Non-discrimination Policy</td>
<td>8</td>
</tr>
<tr>
<td>Organization of the Civil Rights Office/ Civil Rights Coordinator</td>
<td>10</td>
</tr>
<tr>
<td>Discriminatory Practices</td>
<td>10</td>
</tr>
<tr>
<td>Federal Programs or Activities</td>
<td>11</td>
</tr>
<tr>
<td>Data Collection and Analysis</td>
<td>15</td>
</tr>
<tr>
<td>Limited English Proficiency (LEP)</td>
<td>16</td>
</tr>
<tr>
<td>Complaint Procedures</td>
<td>18</td>
</tr>
<tr>
<td>Title VI Training Plan</td>
<td>19</td>
</tr>
<tr>
<td>Sub-recipient Monitoring</td>
<td>20</td>
</tr>
<tr>
<td>Public Notice and Outreach</td>
<td>23</td>
</tr>
<tr>
<td>Compliance Reporting</td>
<td>24</td>
</tr>
<tr>
<td>Evaluation Procedures</td>
<td>24</td>
</tr>
<tr>
<td>Appendices</td>
<td>25</td>
</tr>
</tbody>
</table>
Purpose

The Tennessee Department of Safety and Homeland Security affirms its policies to assure all individuals the opportunity to participate in federal financially assisted programs. The Department of Safety and Homeland Security adopts Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. 2000d, which states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance”.

General Agency Overview

The Tennessee Department of Safety and Homeland Security (TDOSHS) was established in 1939 by the General Assembly to exercise the authority of the Tennessee Highway Patrol (THP). During its 78 years of service, the department has evolved into a multi-faceted agency providing five main areas of service: law enforcement, driver services, terrorism prevention, education and training, and administrative support. While each area performs distinctly different functions, they all work together toward the department’s mission, which is to serve, secure, and protect the people of Tennessee. (See Appendix A for an organizational chart of the department.)

The department’s services extend to virtually everyone within the state’s borders, including: motorists, commercial motor vehicle firms and operators, and other state and local law enforcement agencies. TDOSHS interacts with students, teachers, courts, financial institutions, insurance companies, and the news media.

Approximately half of the employees are commissioned law enforcement officers. The department has a strong local presence throughout the state with its eight patrol districts, eleven homeland security districts, the Tennessee Highway Safety Office, and 42 driver service centers, and with the county clerks and municipal city administrators who serve as the department’s agents for driver licensing services.

The Department of Safety and Homeland Security is accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1999. In 2012, The Tennessee Law Enforcement Accreditation (TLEA) Program governing board also awarded the Tennessee Department of Safety and Homeland Security state accreditation. The department is the first state agency in Tennessee to earn both state accreditation and national accreditation by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). We are recognized as an outstanding law enforcement agency demonstrating excellence in management service by meeting an established set of professionally developed criteria. The Department of Safety and Homeland Security’s programs touch virtually everyone in the state. The vital nature of the
department's legislative mandates makes it especially important for TDOSHS to be at the forefront of responsive, effective public service.

General Order 201-1, “Equal Employment Opportunity”, (see Appendix B for full text of all General Orders on nondiscrimination discussed in this section) outlines the policy of the Department of Safety and Homeland Security to provide equal employment opportunity for all qualified persons, without discrimination because of race, color, religion, sex, national origin, ancestry, age, disability or other non-job related factors, and to comply with all laws, federal and state, dealing therewith.

General Order 216-1, “Ethics, Compliments, Complaints and Disciplinary Regulations”, section IX, part 6, discusses expectations of courtesy from all Department of Safety and Homeland Security employees. This section also states that employees shall not express any prejudice concerning race, religion, politics, national origin, lifestyle, or similar personal characteristics.

General Order 217, “Workplace Harassment and Illegal Discrimination”, establishes guidelines that ensure the Tennessee Department of Safety and Homeland Security workplace is free of harassment and illegal discrimination based on a person’s race, color, national origin, age (over 40), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws. Further, this written policy shall ensure that the Department of Safety and Homeland Security is free of a hostile or offensive work environment.
Responsible Officials

This Title VI Compliance Report has been reviewed, and is respectfully submitted, to the Tennessee Human Rights Commission.

David Purkey  
Commissioner  
Tennessee Department of Safety and Homeland Security  
TN Tower, 25th Floor  
312 Rosa Parks Avenue  
Nashville, TN 37243

______________________________________________

Shannon Hall  
Title VI Coordinator  
TN Department of Safety and Homeland Security  
1158 Foster Avenue  
Nashville, TN 37243

______________________________________________

TENNESSEE DEPARTMENT OF SAFETY AND HOMELAND SECURITY

TN Tower, 25th Floor  
312 Rosa Parks Avenue  
Nashville, TN 37243  
615.251.5166  
email.safety@tn.gov  
www.tn.gov/safety
Definitions

1. **Assurance:** A written statement or contractual agreement signed by the agency head in which a recipient agrees to administer federally assisted programs in accordance with civil right laws and regulations.

2. **Beneficiaries:** Those persons to whom assistance, services or benefits are ultimately provided.

3. **Civil Rights Compliance Reviews:** Regular systematic inspections of agency programs conducted to determine regulatory compliance with civil rights laws and regulations. Compliance reviews determine compliance and noncompliance in the delivery of benefits and services in federally assisted programs. These reviews help to measure the effectiveness of agency civil rights programs. They identify problems, such as denial of full benefits, barriers to participation, different treatment, lack of selection to advisory boards and planning committees, lack of information, and denial of the right to file a civil rights complaint. Compliance reviews may be conducted on-site or through desk audits.

4. **Complaints:** A verbal or written allegation of discrimination which indicates that any federally assisted program is operated in such a manner that it results in disparity of treatment to persons or groups of persons because of race, color, or national origin.

5. **Compliance:** The fulfillment of the requirements of Title VI, or other applicable laws, implementing regulations and instructions to the extent that no distinctions are made in the delivery of any service or benefit on the basis of race, color, or national origin. (See also conciliatory agreement and noncompliance)

6. **Conciliatory Agreement:** A voluntary agreement between a federal agency and the state or between the state and a sub-recipient that provides for corrective action to be taken by a recipient to eliminate discrimination in any program receiving federal assistance.

7. **Contractor:** A person or entity that agrees to perform services as a specified price.

8. **Desk Audit:** A desk audit is a structured paper review of statistical and narrative information submitted by recipients or agency program offices of compliance information obtained before or without going on site, conducted according to review procedures. Desk audits include routine reviews of assurance forms or other documents to ensure that they have been properly completed.
9. Discrimination: To make any distinction between one person or group of persons and others, either intentionally, by neglect, or by the effect of actions or lack of actions based on race, color, or national origin.

10. Federal Assistance: Any funding, property, or aid provided for the purpose of assisting a beneficiary.

11. Minority: A person or groups of persons differing from others in some characteristics and often subjected to differential treatment on the basis of race, color or national origin.

12. Noncompliance: Failure or refusal to comply with Title VI of the Civil Rights Act of 1964, other applicable civil rights laws, and implementing Departmental regulations. (See Compliance)

13. Parity: The proportion of minority participation to the minority eligible population of a service delivery point is the same as the proportion of non-minority participation to the non-minority eligible population of the same delivery point.

14. Post-Award Review: A routine inspection of agency programs during and after federal assistance has been provided to the beneficiary or recipient. These reviews may be cyclical or based on a priority system contingent upon the potential for noncompliance through on-site visits; however, desk audits and other mechanisms may also be used to assess operation of federally assisted programs. A post-award review may result in a written report that shows the compliance status of agency program offices and recipients. When necessary, the report will contain recommendations for corrective action. If the program office or recipient is found to be in noncompliance, technical assistance and guidance must be provided to bring the recipient into voluntary compliance. If voluntary compliance cannot be secured, formal enforcement action is then initiated.

15. Potential Beneficiaries: Those persons who are eligible to receive federally assisted program benefits and services.

16. Pre-Award Review: A desk audit of the proposed operations of a program applicant for federal assistance prior to the approval of the assistance. The Department must determine that the program or facility will be operated such that program benefits will be equally available to all eligible persons without regard to race, color, or national origin. The applicant may provide methods of administering the program designed to ensure that the primary recipient and sub-recipients under the program will comply with all applicable regulations and correct any existing or developing instances of noncompliance. If the documentation provided by the applicant for the desk audit is inadequate to determine compliance, then on-site evaluation may be necessary.
17. Public Notification: The process of publicizing information on the availability of programs, services and benefits to minorities and statements of non-discrimination. This is attained through use of newspapers, newsletters, periodicals, radio and television, community organizations, and grassroots and special needs directories, brochures, and pamphlets.

18. Recipient: Any state, political subdivision of any state, or instrumentality of any state or political subdivision, any public or private agency, institution, or organization, or other entity or any individual in any state to whom federal financial assistance is tendered, directly or through another recipient, for any program, including any successor, assignee, or transferee thereof, but not including any ultimate beneficiary under such program.

19. Service Delivery Area: The area served by a service delivery point in the administration of federally assisted programs.

20. Service Delivery Point: The place in which federally assisted program services or benefits are administered to the public.

21. Title VI of the Civil Rights of 1964, 42 U.S.C. 2000d: The federal law prohibiting discrimination based on race, color, or national origin. It covers all forms of federal aid except contracts of insurance and guaranty. It does not cover employment, except where employment practices result in discrimination against program beneficiaries or where the purpose of the federal assistance is to provide employment.

**Non-discrimination Policy**

Title VI of the Civil Rights Act of 1964, and related nondiscrimination authorities, provide that no person shall on the grounds of race, color, national origin, sex, age, disability, low income, or limited English proficiency (LEP) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 clarified Title VI to specify that entire institutions receiving Federal funds—whether schools and colleges, government entities, or private employers—must comply with Federal civil rights authorities, rather than just the particular programs or activities that receive the funds.

Nondiscrimination programs require that Federal-aid recipients, sub-recipients, and contractors prevent discrimination and ensure nondiscrimination in all of their programs and activities, whether those programs and activities are federally-funded or not. If a unit of a State or local government is extended Federal aid and distributes such aid to another governmental entity, all of the operations of the recipient and sub-recipient are covered. Corporations, partnerships, or other private organizations or sole proprietorships are covered in their entirety if such entity received Federal financial assistance.
The Tennessee Department of Safety and Homeland Security (TDOSHS) is committed to ensuring that no person in the State of Tennessee shall, on the basis of race, color, national origin, sex, age, disability, low income, or limited English proficiency be excluded from participation in, denied benefits of, or otherwise be subjected to discrimination under any and all programs, services, or activities administered by the department, its recipients, sub-recipients, and contractors. TDOSHS, as a recipient of federal financial assistance, will ensure full compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities; 49 CFR Part 21 (United States Department of Transportation Title VI Regulation); 49 CFR Part 303 (FMCSA Title VI Program Regulation), the signed FMCSA Title VI Program Assurance; Executive Order 12898, which prohibits discrimination based on income status in addition to minority populations; Executive Order 13166, which prohibits discrimination based on limited English proficiency; and related nondiscrimination authorities.

The Title VI Coordinator is authorized to ensure compliance with the provisions of TDOSHS's policy of non-discrimination and with the law. The Title VI Coordinator is responsible for initiating, monitoring, and ensuring TDOSHS's compliance with Title VI requirements and will ensure implementation of TDOSHS's non-discrimination policy. Additionally, all TDOSHS Managers/Directors and all responsible personnel are directed to assist the Title VI Program Coordinator in the effective implementation of the Title VI Program. Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, national origin, sex, age, disability, LED, or low income status may file a confidential Title VI complaint with TDOSHS. Please send any complaints related to this policy to:

Title VI Coordinator
1158 Foster Avenue
Nashville, TN 37243
Fax: 615-401-7688
email.safety@tn.gov

Complaint forms can be obtained from the Title VI Coordinator's office located at the same address above.

TDOSHS and its sub-recipients or contractors will provide to THRC upon request during normal business hours either electronic and/or hard copy Title VI Program-related documents.

Shannon Hall is hereby designated as the Title VI Program Coordinator to implement the TDOSHS's Title VI program. Additionally, all TDOSHS Directors/Managers and all responsible personnel are directed to assist the Title VI Program Coordinator in the effective implementation of the Title VI Program.
Organization of the Civil Rights Office

The responsibility for coordinating Title VI in the Department of Safety and Homeland Security is assigned to the Title IV Coordinator, Shannon Hall, Assistant Director of Talent Management, who reports directly to the Captain of the Training Center. The Title VI coordinator is responsible for facilitating the annual Title VI training for contractors and department employees. Annual audits of contractors are also received and reviewed by the Title VI coordinator.

Administrative responsibilities are assigned to each program director of individual federal grants for the purpose of monitoring compliance. The Legal Division and the Human Resources Division of the Department of Safety and Homeland Security serve as advisors to the Title VI Coordinator and project directors of programs that receive federal funds.

Discriminatory Practices

It is the policy and intention of the Tennessee Department of Safety and Homeland Security to fully comply with Title VI.

Prohibited discriminatory practices include:

1. Discriminatory practices towards an individual based upon race, color, or national origin for services or for information and assistance of any program;

2. Providing any service or other benefit to an individual which is different, or is provided in a different manner, from that provided to another individual, such as the mode or style of service;

3. Subjecting an individual to segregation or separate treatment in any matter related to his or her receipt of any service or any other benefit;

4. Restricting an individual in any way in the enjoyment of services, facilities, or any other advantage, privilege, or other benefit provided to others under any program;

5. Adopting methods of administration that would limit participation by any group of recipients or subject them to discrimination, including submitting bids for services and receiving contracts of subcontracts, and personnel specifics such as hiring, firing and granting raises;

6. Denying a person the opportunity to participate as a member of a planning or advisory body that is an integral part of Title VI. Every application of federal assistance shall contain, as a condition of approval, an assurance that the program will be conducted in
compliance with all requirements imposed by Title VI. In administration of programs, when recipients have previously discriminated against persons on the grounds of race, color, or national origin, the recipients will take affirmative action to overcome the effects of prior discriminations;

7. Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

Federal Programs or Activities

The Department delivers its mandated and optional services through 11 major programs. A brief synopsis of each program is listed below as well as the amount of federal and state dollars that were budgeted for each program.

Program Areas

The administrative and support services area is responsible for the overall administration of the department, including establishing rules, regulation and policies, and providing basic support services for department operations. Within the Administration program are the Commissioner and his immediate staff; Fiscal Services; Internal Audit; Human Resources; Supply; Inspectional Services Bureau; Research, Planning and Development; Supply; Talent Management and the Legal Division.

Driver Services issues driver licenses (both regular and commercial), photo identification licenses, and handgun carry permits. Driver Services also houses the Financial Responsibility section, which provides oversight for drivers who have suspended or revoked licenses. In addition, the program partners with county clerks through no cost contracts to offer selected services through their offices.

The Highway Patrol Program was established to protect the traveling public and is responsible for the enforcement of all federal and state laws relating to traffic in general and relating to the safe operation of commercial vehicles on Tennessee roads and highways. The program has grown to include a number of other significant services, devoted to such functions as school buses, auto-theft, and general protective enforcement services.

The Motorcycle Rider Education Program (MREP) is responsible for establishing standards for administering the motorcycle rider education program for Tennessee residents who currently ride, or those interested in learning to ride, motorcycles safely. This is accomplished primarily through overseeing two types of training programs - one for novice riders and one for experienced riders.

Auto Theft Investigation provides operational expenses to support the department's work in
the area of vehicular thefts. This program is purely a self-supporting funding mechanism, with no positions, and is directed by the Criminal Investigations Division.

Motor Vehicles Operations provides all commissioned officers with a vehicle to be used to enforce traffic laws on all state roads. The Department currently patrols 70,652 miles of state roads and interstates. The program also provides pool cars for other departmental staff to carry out their duties.

Driver Education develops, promotes, and coordinates programs that increase public awareness of highway safety. The two mandated services for Driver Education are (1) promoting safety on Tennessee highways and (2) regulating commercial driving schools. Primary means of fulfilling these mandates are through presentations, public service announcements, demonstrations, and inspecting and licensing commercial driving schools statewide.

Major Maintenance provides funds for buildings, sites and departmentally specific items that are not covered under the Facilities Revolving Fund. This includes 52 communication sites (both radio towers and remote radio repeater sites) and such locations as the federally funded roadside commercial motor vehicle scale houses.

The Technical Services program encompasses services revolving around vehicle and driver data.

Executive Order 8 designates The Office of Homeland Security (OHS) as the office having primary responsibility and authority for directing the state's homeland security activities and to serve as a liaison with government and private agencies on matters of homeland security. The Terrorism Prevention and Response Act of 2002 compels law enforcement to take steps to prevent terrorist acts to the fullest extent possible.

The Tennessee Highway Safety Office's mission is to develop, execute and evaluate programs to reduce the number of fatalities, injuries and related economic losses resulting from traffic crashes on Tennessee's roadways. The office works in tandem with the National Highway Traffic Safety Administration to implement programs focusing on occupant protection, impaired driving, speed enforcement, truck and school bus safety, pedestrian and bicycle safety, and crash data collection and analysis.
The table below identifies the department's programs and the allocation of state and federal dollars that were budgeted for fiscal year 2016-2017.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>FEDERAL</th>
<th>STATE</th>
<th>TOTAL FUNDS</th>
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<tr>
<td>Administration</td>
<td>$ 0</td>
<td>$9,056,900</td>
<td>$9,602,900</td>
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<tr>
<td>Driver License Issuance</td>
<td>$2,111,000</td>
<td>$13,137,700</td>
<td>$47,017,800</td>
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<tr>
<td>Highway Patrol</td>
<td>$7,513,200</td>
<td>$98,211,300</td>
<td>$105,466,200</td>
</tr>
<tr>
<td>Motorcycle Education</td>
<td>$ 0</td>
<td>$502,900</td>
<td>$502,900</td>
</tr>
<tr>
<td>Auto Theft Investigations</td>
<td>$ 0</td>
<td>$349,800</td>
<td>$349,800</td>
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<tr>
<td>Motor Vehicle Operations</td>
<td>$ 0</td>
<td>$11,662,100</td>
<td>$11,662,100</td>
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<tr>
<td>Driver Education</td>
<td>$ 0</td>
<td>$279,700</td>
<td>$279,700</td>
</tr>
<tr>
<td>Major Maintenance</td>
<td>$ 0</td>
<td>$9,600</td>
<td>$9,600</td>
</tr>
<tr>
<td>Technical Services</td>
<td>$165,000</td>
<td>$909,300</td>
<td>$7,505,500</td>
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<td>Homeland Security</td>
<td>$3,291,700</td>
<td>$1,796,600</td>
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<td>TOTALS</td>
<td>$12,805,900</td>
<td>$183,065,100</td>
<td>$195,587,100</td>
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The Department of Safety and Homeland Security receives various grants to perform specific functions as specified in the grant guidelines. These grants generally provide money for equipment, supplies, and employee overtime. The table below lists all federal grants the department is currently utilizing. Other than those listed, there were no pending applications for federal financial assistance at the time of this writing.
| GRANT NAME | FEDERAL SHARE | FUNDING  | AMOUNT CLAIMED | UNCLAIMED BALANCE | CLAIMED THROUGH |
|------------|---------------|----------|----------------|-------------------|----------------|-----------------|
| DL SECURITY 11 | 100% | $829,474.00 | $742,308.13 | $87,165.87 | 2/28/2015 |
| DL SECURITY 09 FY15 | 0% | $110,165.00 | $48,525.70 | $61,639.30 | 6/30/2015 |
| C.D.L. IMPROVEMENT GRANT 09 | 100% | $643,858.00 | $538,632.40 | $105,225.60 | 3/31/2015 |
| C.D.L. IMPROVEMENT GRANT 11 | 100% | $551,650.00 | $55,505.46 | $496,144.54 | 7/31/2013 |
| C.D.L. IMPROVEMENT GRANT 13 | 100% | $1,413,775.00 | $322,676.95 | $781,098.05 | 5/31/2013 |
| C.D.L. IMPROVEMENT GRANT 14 | 100% | $854,925.00 | $150,700.55 | $704,224.45 | 6/30/2015 |
| CDLIS MODERNIZATION | 80% | $796,000.00 | $795,979.29 | $20.71 | 9/30/2014 |
| 2013 MCSAP HIGH PRIORITY | 80% | $616,099.20 | $593,790.87 | $22,308.33 | 9/30/2014 |
| 2014 MCSAP HIGH PRIORITY | 80% | $1,640,000.00 | $1,303,903.76 | $336,096.24 | 3/31/2015 |
| MOTOR CARRIER SAFETY 2013 | 80% | $4,000,321.60 | $3,956,103.97 | $44,217.63 | 9/30/2014 |
| MOTOR CARRIER SAFETY 2014 | 80% | $4,000,321.60 | $3,956,103.97 | $44,217.63 | 9/30/2014 |
| MOTOR CARRIER SAFETY 2015 | 80% | $4,000,321.60 | $3,956,103.97 | $44,217.63 | 9/30/2014 |
| NEW ENTRANT 13 | 100% | $765,001.00 | $765,001.00 | - | 6/30/2014 |
| NEW ENTRANT 14 | 100% | $765,000.00 | $759,903.21 | $5,096.79 | 4/30/2015 |
| C.V.I.S.N. 07 | 50% | $1,830,000.00 | $1,718,878.25 | $111,121.75 | 3/31/2014 |
| C.V.I.S.N. 13 | 50% | $1,970,000.00 | $503,919.00 | $1,466,081.00 | 6/30/2015 |
| Byrne Meth Mktg Jag | 75% | $450,000.00 | $449,985.79 | $14.21 | 6/30/2015 |
| SKY WATCH 2014 | 75% | $225,000.00 | $225,000.00 | - | 6/30/2014 |
| JAG SYSTEMS | 75% | $150,000.00 | - | $150,000.00 | 1/0/1900 |
| SLIGP | 80% | $2,361,340.00 | $550,211.13 | $1,811,128.87 | 6/30/2015 |
| TFC 2013 OHS Federal Share | 125,131.95 | $125,131.00 | 0.95 | 4/30/2015 |
| 2013 OHS (2) | 0% | $484,312.00 | $484,312.00 | - | 4/30/2015 |
| TFC 2014 OHS | 0% | $202,609.00 | $44,613.91 | $157,995.09 | 1/0/1900 |
| GOVERNOR'S HIGHWAY SAFETY GRANTS | | | | |
| BELTS 2015 | 0% | $130,068.48 | $2,991.85 | $2,008.15 | 5/31/2015 |
| High Visibility 1 2015 | 0% | $5,000.00 | $2,571.32 | $7,428.68 | 5/31/2015 |
| High Visibility 2 2015 | 0% | $5,000.00 | $1,525.13 | $3,474.87 | 5/31/2015 |
| High Visibility 3 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| High Visibility 4 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| High Visibility 5 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| High Visibility 6 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| High Visibility 7 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| High Visibility 8 2015 | 0% | $5,000.00 | - | $5,000.00 | 5/31/2015 |
| SOBER UP 2015 | 0% | $716,919.36 | $2,571.32 | $7,428.68 | 5/31/2015 |
| State Law Enforcement Mngt Training 2015 | 0% | $32,160.00 | - | $32,160.00 | 1/0/1900 |
| TITAN 2015 | 0% | $1,800,000.00 | $1,234,269.85 | $565,730.15 | 5/31/2015 |
| BRISTOL 2015 | 0% | $35,913.60 | $13,372.71 | $22,540.89 | 4/30/2015 |
| DUI TRACKER 2015 | 0% | $70,000.00 | $24,000.00 | $46,000.00 | 3/31/2015 |
| DRAGON 2015 | | | | |
| NIGHTTIME SEATBELT ENFORCEMENT | 0% | $10,000.00 | $2,571.32 | $7,428.68 | 5/31/2015 |
| TITAN 2014 | 0% | $1,755,000.00 | $1,728,436.02 | $26,563.98 | 10/31/2014 |
| FALAL CRASH REPORTING GRANT | | | | |
| F.A.R.S. 2012 | 100% | $660,000.00 | $336,886.69 | $323,303.31 | 5/31/2015 |
| DEA - MARIJUANA TASK FORCE GRANT | | | | |
| MARIJUANA TASK FORCE 2014 | 0% | $550,000.00 | $472,073.26 | $77,926.74 | 1/0/1900 |
| MARIJUANA TASK FORCE 2015 | 0% | $550,000.00 | $123,265.16 | $426,734.84 | 1/0/1900 |
| HIGH INTENSITY DRUG TRAFFIC GRANTS | | | | |
| HIDTA (cannot exceed $15,000 per Trooper) | | | | |
| DHF | 100% | $80,000.00 | $3,730.81 | $18,956.30 | 1/31/2014 |
| DHE IP | | | | |
| DEA STTF | 100% | $9,167.31 | $21,628.08 | $1,060.79 | 1/31/2014 |
| DEA UETTF | 100% | $15,118.31 | $472,073.26 | $77,926.74 | 1/0/1900 |
| DEA RTTF | | | | |
| Gulf Coast | | | | |
| Total Claimed | | | | | $21,321,578.40 |
Data Collection and Analysis

The Department of Safety and Homeland Security currently collects race/gender demographics from all applicants who seek service in the Driver License stations. Data reported below shows the race/gender makeup of applicants in FY 16-17 whose transactions successfully completed.

<table>
<thead>
<tr>
<th>Title VI Demographics for Driver Licenses Issued FY 16-17</th>
<th>Percentage</th>
<th>Total</th>
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<tbody>
<tr>
<td>Female</td>
<td>48.68%</td>
<td>855,139</td>
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<tr>
<td>Male</td>
<td>51.32%</td>
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<tbody>
<tr>
<td>African American</td>
<td>15.45%</td>
</tr>
<tr>
<td>Asian</td>
<td>2.23%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>3.06%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.17%</td>
</tr>
<tr>
<td>Other</td>
<td>1.15%</td>
</tr>
<tr>
<td>White</td>
<td>77.94%</td>
</tr>
</tbody>
</table>

Tennessee census data for 2016, taken from the U.S. Census website (https://www.census.gov/quickfacts/TN) shows the demographics for driver services applicants to be representative of the state population in terms of both race and gender makeup.

<table>
<thead>
<tr>
<th>TENNESSEE 2015 CENSUS DATA (Total Population 6,651,194)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race</td>
</tr>
<tr>
<td>% African American</td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td>17.1%</td>
</tr>
<tr>
<td>Gender</td>
</tr>
<tr>
<td>% Female</td>
</tr>
<tr>
<td>51.20%</td>
</tr>
</tbody>
</table>
In the Motorcycle Rider Education Program, the system currently being used does not allow for reporting race data. The agency does, however, currently collect gender data on MREP participants. Numbers reported below are for FY 16-17.

<table>
<thead>
<tr>
<th>Male MREP Participants</th>
<th>Female MREP Participants</th>
<th>Total Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,663 (68.0%)</td>
<td>2,200 (32.0%)</td>
<td>6,863</td>
</tr>
</tbody>
</table>

In order to maintain CALEA accreditation (see Appendix B for full text of CALEA standards involving equal opportunity and recruitment), the Department of Safety and Homeland Security is required to track the percentage of commissioned officers by race and by gender. While CALEA does not require the agency to report these same statistics for non-commissioned staff, they are tracked in a report available in the Edison system. Numbers reported below are current as of September 20, 2017.

<table>
<thead>
<tr>
<th>Preferred</th>
<th>% of Total</th>
<th>Executive</th>
<th>% of Total</th>
<th>Non-Preferred</th>
<th>% of Total</th>
<th>Non-Competitive</th>
<th>% of Total</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whites</td>
<td>1218</td>
<td>98</td>
<td>83.8%</td>
<td>Whites</td>
<td>61</td>
<td>65.6%</td>
<td>Whites</td>
<td>5</td>
<td>62.5%</td>
</tr>
<tr>
<td>Blacks</td>
<td>249</td>
<td>18</td>
<td>15.4%</td>
<td>Blacks</td>
<td>29</td>
<td>31.2%</td>
<td>Blacks</td>
<td>2</td>
<td>25.0%</td>
</tr>
<tr>
<td>Asian</td>
<td>9</td>
<td>0</td>
<td>0.0%</td>
<td>Asian</td>
<td>0</td>
<td>0.0%</td>
<td>Asian</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Indian</td>
<td>7</td>
<td>0</td>
<td>0.0%</td>
<td>Indian</td>
<td>0</td>
<td>0.0%</td>
<td>Indian</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Spanish</td>
<td>20</td>
<td>0</td>
<td>0.0%</td>
<td>Spanish</td>
<td>1</td>
<td>1.1%</td>
<td>Spanish</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>21</td>
<td>1</td>
<td>0.9%</td>
<td>Other</td>
<td>2</td>
<td>2.2%</td>
<td>Other</td>
<td>1</td>
<td>12.5%</td>
</tr>
<tr>
<td>Total</td>
<td>1524</td>
<td>117</td>
<td>7.7%</td>
<td>Total</td>
<td>93</td>
<td>5.9%</td>
<td>Total</td>
<td>8</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

Limited English Proficiency

The Department of Safety and Homeland Security makes every effort to assist our traveling public with limited English proficiency. To this end, we utilize a variety of methods to help ease communications.
The Driver Services division offers the knowledge test for the Class D driver license available in languages other than English. Our current testing system supports the following languages: Japanese, Korean, Spanish, and German (Chattanooga only).

In a continued effort to make our documents more accessible and easy to read, the Department offers various documents translated into languages other than English. The Tennessee Highway Patrol's Child Restraint Device Safety brochure has been translated into Spanish. The Legal Division has also made available in Spanish a brochure on administrative hearings procedures. The Department has brochures available online that pertain to DUI laws and Graduated Driver Licenses. Applicants for a driver license can take the computerized DL test in Spanish, Korean, and Japanese. Applicants whose first language is not English may also use a translation dictionary as long as there are not notes or handwriting visible in the book if taking the English-language version.

The Tennessee Highway Patrol holds a contract with AVAZA for translation services. If a trooper needs an interpreter he or she can either call, or have dispatch call a toll free number. The preferred method is for troopers to allow dispatch to call and patch the trooper through to the translating service. This way, each phone conversation is recorded for future reference or verification, if needed. Each district has been given an access code and client id. The caller dials the toll free number and enters the access code, then advises the language needed for interpretation. Someone speaking that language will then come online and interpret for the trooper. Contact information for AVAZA is:

AVAZA
209 10th Ave South, Suite 112
Nashville, TN 37203
615-534-3400

The department has an LEP policy (General Order 271), which outlines specific policies for all employees. This policy explains how to access the language translation vendor and gives more detailed information for each program. The policy is easily accessible to all employees in the Power DMS system with all other agency General Orders. (See Appendix D for General Order 271 containing LEP policy.)

Complaints of Discrimination

During FY 2016-2017, there were two (2) Title VI complaints filed in relation to provision of issuance of a driver license or any other services offered by our department. (See appendix C for the complaint log, which details specifics.)

One lawsuit was filed alleging discrimination on the basis race, color, or national origin under any federally funded program or activity in FY 2016-2017. It was dismissed without prejudice for lack of proper service of process.
Complaint Procedures

This complaint procedure pertains to Title VI only. Other charges of discrimination are processed in accordance with established policies and procedures and are not in any way associated with Title VI.

A complaint alleging discrimination against a facility or division of the Tennessee Department of Safety and Homeland Security may be filed as an internal complaint and/or as an external complaint. An internal complaint may be filed with the Title VI Coordinator. An external complaint may be filed at the federal level, which is the regional Office for Civil Rights, U.S. Department of Justice. Title VI complaints must be filed with TDOSHS within 180 days of the alleged discriminatory act.

Internal complaints must be filed in writing, preferably, on Form DOS VI-1. (All forms are attached in Appendix E). The form can be filled out by the complainant, by his or her representative, or by the Title VI Coordinator. A copy of the complaint must be sent to the Title VI Coordinator. If the complainant is unwilling to complete Form DOS VI-1, the complainant may write, or have someone write, a letter stating the circumstances of the complaint. The Title VI Coordinator must then fill out Form DOS VI-1 and attach it to the complainant's letter. The Title VI Coordinator has the primary responsibility for receiving and acknowledging complaints, alerting the Investigational Service Bureau to investigate complaints, and for notifying the complainant of the findings.

When the Title VI Coordinator receives a complaint, a fact-finding investigation will be conducted by the Inspectional Services Bureau within thirty (30) calendar days from receipt of the complaint. The Title VI Coordinator will then issue a report (see Appendix E, Form DOS VI-3) in a timely manner. If the report finds a violation of Title VI, the Title VI Coordinator should include any proposed remedial action in the report. Within five (5) calendar days after the issuance of this report, the written findings will be given to the complainant. The complainant's right to appeal, which will include instructions for filing, will also be provided at this time.

An appeal by a complainant regarding a finding made by the Title VI Coordinator may be filed with the Commissioner's designee. This appeal opportunity constitutes the second, and last, level in the Department's internal complaint system.

When a finding is appealed from the Title VI Coordinator to the Commissioner's designee, the Title VI Coordinator must forward a copy of the complaint (Form DOS VI-1), the findings (Form DOS VI-3), and the request for appeal (Form DOS VI-4) within ten (10) calendar days after the date of the appeal. The Title VI Coordinator must maintain a Title VI complaint log identifying information and type and status of each complaint filed.

When an appeal is filed, the Commissioner's designee has wide latitude to review the case and make a finding. Procedures can include, but are not limited to, discussing the complaint with the complainant and the alleged offender, reviewing any documents or appropriate
information, and interviewing the initial reviewer in order to ascertain the facts. The Commissioner’s designee must conduct a complete fact finding investigation within thirty (30) days after receipt of the appeal. When an appeal is concluded, a copy of the findings will be sent to the Title VI Coordinator. The complainant will then be informed of the findings in writing.

Once the Commissioner’s designee has issued a written finding, a complainant who wishes to pursue the complaint further may choose to appeal the charges to the federal level, which is the U.S. Department of Justice. Appeal rights should be explained to the complainant at this time.

If the complaint is filed both within the Department and external to the Department, the external federal complaint will supersede the internal complaint. Therefore, the internal complaint procedures of the Department of Safety and Homeland Security will be suspended pending the outcome of the external, or federal, complaint.

Form DOS VI-2 (Withdrawal of Complaint or Appeal for Fair Hearing) should be used if a complaint or a request for an appeal is withdrawn.

An external appeal to the U.S. Department of Justice can be filed at any time within one hundred and eighty (180) days from the date of the alleged discrimination.

**Title VI Training**

The Highway Patrol has implemented a block of instruction on Title VI for the in-service training of all commissioned personnel. This Title VI training has continued in all subsequent in-service classes. Also, there are portions of Title VI covered in various THP courses.

Additionally, the Department of Safety and Homeland Security provides training on Cultural Diversity, Police Ethics and Legal Issues, and Safe and Legal Traffic Stops (SALTS), to all recruits during initial training on an annual basis. The training is certified by Peace Officer Standards Training (POST). The curriculum is designed to address ethical core values and legal issues that law enforcement officers may encounter during routine traffic stops and the contents of the Civil Rights Act of 1964 Title VI bill. Title VI information is also being referenced in all Respectful Workplace classes taught to new departmental employees.

The Driver License Issuance Division continues to work to improve delivery of services to international customers and individuals with limited English proficiency. Each year, the division conducts policy and procedure training for all new examiners and supervisors statewide. During this training staff are informed of the department’s commitment to the goals and objectives of Title VI, their responsibilities under Title VI, as well as customer service techniques for processing LEP applicants. The division also delivers Title VI training to county clerk
contractors that provide services on the department's behalf by making the training materials available and posting a test online. This year each county clerk partner either completed Title VI training materials provided by TDOSHS, or submitted documentation of Title VI training received through their county government. Each county clerk partner and MREP contractor submitted an assurance of Title VI training for FY 2016-2017 to the Title VI coordinator.

Newly hired employees are required to attend a New Employee Workshop (NEW) program. During NEW, employees are briefed on the nondiscrimination General Orders mentioned earlier in this document and asked to sign each one. Employees are also given information on Title VI from the Department of Justice website. (See Appendix G for a sample of the DOJ information included in the NEW packet.)

The department now has the capacity to track the Title VI training for the entire department, as the training has been loaded into the Power DMS automated system. In FY 2016-2017, 1,572 of TDOSHS’ 1,666 employees (94.36%) completed Title VI training through our Power DMS system. Employees who did not complete the training may have been either on extended medical leave, or military leave, or otherwise unavailable to access the system. A report listing all employees who completed training can be made available upon request. (See Appendix G for a copy of the Title VI training presentation, as well as the Title VI test over the material.)

**Sub-recipient Monitoring**

The Department of Safety and Homeland Security shall conduct periodic reviews to determine the compliance of its sub-recipients and contractors with all Title VI regulations. The agency has 42 County Clerk Partners and 2 Municipal Government Partners with a total of 48 locations across the state that offer driver license issuance services through no-cost contracts. There are also seven (7) contractors who offer Motorcycle Rider Education Program classes on behalf of TDOSHS. THSO monitors grants for approximately 273 local law enforcement agencies, as well. The agency affirms its commitment to make available any compliance reports collected as requested by the Tennessee Human Rights Commission.

**Pre-Award Procedures**

In order to achieve the Department of Safety and Homeland Security's objective of complying with Title VI, appropriate activities, forms, monitoring documents, complaint processing, inquiry responses and assurance statements are activated in any programs which receive federal and/or state funding, in whole or in part. This policy and procedure for Title VI compliance of the Civil Rights Act of 1964 by the Department of Safety and Homeland Security took effect on July 1, 1995.

Contracts between Department of Safety and Homeland Security and agencies that provide services to the public on the department’s behalf contain standard language regarding nondiscrimination. Section D.7 of the contract states:
“The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.”

No Title VI training is given to contractors pre-award, but County Clerks. MREP contractors, and THSO grantees are given Title VI training post-award.

**Post-Award Procedures**

Annually the Department will conduct an audit of contracting agencies to evaluate their compliance with the provisions of Title VI. For those programs that utilize contractors or agents that act on behalf of the department (e.g. county clerks), random visits will be conducted by a representative of the department on an annual basis to ensure the facility serving the public is in compliance with Title VI guidelines. *(See Appendix F for copy of compliance audit forms)*

During FY 16-17, all 42 county clerks, the 2 city municipal governments, and all 7 MREP contract instructors were audited for Title VI compliance by a staff member of TDOSHS. Audit forms were submitted to the Title VI coordinator, who then reviewed them for compliance. All contract agencies were found to be in compliance. THSO contract agencies completed self-audits online.

Currently, the Driver Services Division does offer post-award Title VI training to newly-signed county clerks and their staff. Training for all County Clerk and MREP contractors was also set up and delivered electronically. If the clerks already received Title VI training through their county government, they sent documentation of that in lieu of doing the TDOSHS training. The county clerks and MREP contractors are also given a copy of the agency's Title VI plan and posters to be displayed in public areas of their facilities.

**Procedures for Noncompliance**

Any contracting agency or division found guilty of violating the provisions of Title VI shall be given a written notice. The failure to eliminate further discrimination within thirty (30) days from receipt of notice will be considered as a violation of the terms of the contract and a basis for contract suspension, termination, or rejection. The enforcement procedure used by the Department of Safety and Homeland Security for the termination of a contract agency from participation as a recipient of federal financial assistance will be in accordance with enforcement procedures. Any contracts for services are conducted through the established processes of the Tennessee Department of General Services.
## Contract Agencies

The table on pages 28 and 29 lists all contract agencies that deliver services to the public on the Department of Safety and Homeland Security's behalf.

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Contract Type</th>
<th>Description</th>
<th>Begin Date</th>
<th>Expire Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amy L Brown</td>
<td>SVC (FA) Type Contract</td>
<td>RFS 34901-00123</td>
<td>08/01/2012</td>
<td>07/31/2017</td>
</tr>
<tr>
<td>Anderson County Clerk</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00157</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Benton County Govt</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00029</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Cambridge Systematics Inc</td>
<td>SVC (FA) Type Contract</td>
<td>RFS 34901-00029</td>
<td>06/15/2010</td>
<td>06/14/2018</td>
</tr>
<tr>
<td>Campbell County Govt</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00125</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Cheatham Co.</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00146</td>
<td>09/01/2012</td>
<td>08/31/2017</td>
</tr>
<tr>
<td>Chester County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS34901-00159</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>City of Clarksville</td>
<td>SVC(RV) Type Contract</td>
<td>Performing DL Transactions</td>
<td>12/15/2015</td>
<td>12/14/2020</td>
</tr>
<tr>
<td>City of Lawrenceburg</td>
<td>SVC(RV) Type Contract</td>
<td>Performing DL Transactions</td>
<td>02/01/2015</td>
<td>01/31/2020</td>
</tr>
<tr>
<td>Claiborne County Govt</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00126</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Clay County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00160</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Cocke County Clerk</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00161</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>County Clerk of Knox County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00134</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>County of Grundy</td>
<td>SVC(NC) Type Contract</td>
<td>RFS34901-00147</td>
<td>09/01/2012</td>
<td>08/31/2017</td>
</tr>
<tr>
<td>Dickson County</td>
<td>SVC(NC) Type Contract</td>
<td>34901-00119</td>
<td>09/01/2012</td>
<td>08/31/2017</td>
</tr>
<tr>
<td>Edward L Bales</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00118</td>
<td>09/01/2012</td>
<td>08/31/2017</td>
</tr>
<tr>
<td>Giles County Clerk</td>
<td>SVC(NC) Type Contract</td>
<td>RFS34901-00148</td>
<td>09/01/2012</td>
<td>08/31/2017</td>
</tr>
<tr>
<td>Gorden Catlett</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00195</td>
<td>09/01/2013</td>
<td>08/31/2018</td>
</tr>
<tr>
<td>Gorden Catlett</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00194</td>
<td>09/01/2013</td>
<td>08/31/2018</td>
</tr>
<tr>
<td>Gorden Catlett</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00197</td>
<td>09/01/2013</td>
<td>08/31/2018</td>
</tr>
<tr>
<td>Grainger County Clerk</td>
<td>SVC(RV) Type Contract</td>
<td>Performing DL Transactions</td>
<td>02/22/2016</td>
<td>12/31/2020</td>
</tr>
<tr>
<td>Hall &amp; Associates Reporti</td>
<td>SVC (FA) Type Contract</td>
<td>RFS 34901-00230</td>
<td>09/01/2014</td>
<td>08/31/2019</td>
</tr>
<tr>
<td>Hall &amp; Associates Reporti</td>
<td>SVC (FA) Type Contract</td>
<td>RFS 34901-00230</td>
<td>09/01/2014</td>
<td>08/31/2019</td>
</tr>
<tr>
<td>Hall &amp; Associates Reporti</td>
<td>SVC (FA) Type Contract</td>
<td>RFS34901-00231</td>
<td>09/01/2014</td>
<td>08/31/2019</td>
</tr>
<tr>
<td>Hamblen County Govt</td>
<td>SVC(NC) Type Contract</td>
<td>RFS34901-00162</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Hamilton County Clerk's Office</td>
<td>SVC(NC) Type Contract</td>
<td>RFS34901-00163</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Hancock County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00128</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Hawkins County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00129</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Haywood County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00164</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Henderson County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00130</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Henry County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00131</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Houston County</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00165</td>
<td>10/01/2012</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Jefferson County Clerk</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00132</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Johnson County Clerk</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00133</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
<tr>
<td>Karl E Batson</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00199</td>
<td>09/01/2013</td>
<td>08/31/2018</td>
</tr>
<tr>
<td>Karl E Batson</td>
<td>SVC (FA) Type Contract</td>
<td>34901-00202</td>
<td>09/01/2013</td>
<td>08/31/2018</td>
</tr>
<tr>
<td>Lake County Govt</td>
<td>SVC(NC) Type Contract</td>
<td>RFS#34901-00135</td>
<td>07/01/2012</td>
<td>06/30/2017</td>
</tr>
</tbody>
</table>
Public Notice and Outreach

The purpose of Title VI of the Civil Rights Act of 1964 is to prohibit programs that receive federal funds from discriminating against participants or clients on the basis of race, color, or national origin. The intent of the law is to ensure that all persons, regardless of their race, color, or national origin, are allowed to participate in these federally funded programs. To ensure that the Tennessee Department of Safety and Homeland Security meets its responsibility to provide for monitoring of Title VI Compliance activities and complaint processing, the Department welcomes input from members of the public to revise and update its Title VI plan.

The Tennessee Department of Safety and Homeland Security informs potential employees, beneficiaries, and others about Title VI. Written information is distributed that details what Title VI encompasses and how someone may file a complaint under Title VI. The annual Title VI Compliance and Implementation plan is also posted on the agency’s website at www.tn.gov/safety.
Compliance Reporting

The Department of Safety and Homeland Security may be asked by other agencies to provide Title VI information for various reasons. In FY 2016-2017, the agency was asked to complete Title VI training for the Department of Transportation, and to complete a Title VI assurance form.

The Department of Finance and Administration requires our agency to report Title VI information because we are recipients of Office of Criminal Justice program funding in the form of Byrne-JAG grants. The AOC requires the department to report Title VI information as a result of being awarded Governor's Highway Safety Office funds for the Integrated Criminal Justice (ICJ) portal.

The department also completes a comprehensive Title VI report each year for the Federal Motor Carrier Safety Administration in order to fulfill our requirements as a grant recipient of that agency.

Evaluation Procedures

The Department of Safety and Homeland Security will continue to make strides toward improving its Title VI program. Some of the areas that the department will continue to focus on over the next fiscal year include: compliance audits, training, and data collection.

Compliance audits – The Title VI Coordinator maintains a Title VI compliance audit schedule. This year, all contract agencies that provide services on behalf of the Department of Safety and Homeland Security were audited by a Department of Safety and Homeland Security representative. In Driver Services, the district supervisors conducted one audit per year on each of the county clerks in his or her district. In MREP, TDOSHS staff responsible for regular inspections of the MREP programs conducted Title VI audits of the contractors who provide MREP courses on behalf of the department. The Title VI coordinator will attend a minimum of one TRAC meeting with the Driver Services district managers in FY 16-17 in order to ensure that they understand Title VI audits and what it means to be fully compliant.

Training – Title VI training will be once again be offered electronically through Power DMS for TDOSHS employees. The Title VI Coordinator will work with Human Resources to review the module on Title VI included in New Employee Orientation for any necessary updates. As needed, improvements will continue to be made to the Title VI refresher training for County Clerks and MREP contractors and its delivery and tracking.

Data Collection – The Title VI Coordinator will continue to explore the data collected by the agency in order to identify data related to Title VI that could be utilized in next year's Compliance Plan.
TENNESSEE DEPARTMENT OF SAFETY AND HOMELAND SECURITY

2016-2017 TITLE VI COMPLIANCE PLAN

APPENDICES

A. Tennessee Department of Safety and Homeland Security Organizational Chart

B. TDOSHS Nondiscrimination General Orders and CALEA Standards

C. Documentation of Title VI Complaint(s)

D. LEP Policy

E. Title VI Forms
   - DOS VI-1 Complaint Under Title VI of Civil Rights Act of 1964
   - DOS VI-2 Withdrawal of Complaint or Appeal For Fair Hearing
   - DOS VI-3 Report of Investigation
   - DOS VI-4 Appeal From Finding
   - DOS VI-5 Title VI Compliance Initial Survey
   - DOS VI-6 Annual Compliance Assessment
   - DOS VI-7 Annual Monitoring Activities Summary

F. Annual Title VI Compliance Audits Forms

G. Training Materials

H. TDOS Title VI Posters
APPENDIX A
TN DEPARTMENT OF SAFETY AND HOMELAND SECURITY
ORGANIZATIONAL CHART
APPENDIX B
GENERAL ORDERS &
CALEA STANDARDS ON
NONDISCRIMINATION
31.2.1 The agency has ethnic and gender composition in the sworn law enforcement ranks in approximate proportion to the makeup of the available work force in the law enforcement agency's service community, or a recruitment plan pursuant to standard 31.2.2.

Commentary: Recruitment steps should be directed towards the goal of approximating within the sworn ranks the demographic workforce composition of the community that it serves.

Statistics on the composition of the work force in the agency's service community are available from a variety of sources, such as the U.S. Department of Labor's Bureau of Labor Statistics or national labor statistics. For the purposes of this standard, available workforce may be determined by considering several factors; for example, the residential makeup, those working in the agency's community, applicant demographics, and the parameters of any officer residency requirements, if applicable. (M M M M)
31.2.2 The agency has a recruitment plan for full-time sworn personnel, that includes the following elements:

a. statement of objectives;
b. plan of action designed to achieve the objectives identified in bullet (a);
c. procedures to evaluate the progress toward objectives every three years; and
d. revise/reissue the plan as needed.

Commentary: The recruitment plan should be written so that it can be easily understood and followed. The foundation of a successful recruitment drive should include strong management commitments, an analysis of demographic/geographic features of the agency's service area, and specific knowledge of past recruitment efforts by similar agencies. The recruitment plan may be a part of the written directive system or a separate and distinct planning document. The plan should govern agency activities relating to recruitment during a specific period of time, which should not exceed three years without being reviewed and having objectives updated.

The objectives of a recruitment plan should be reasonable, obtainable, and directed toward the goal of achieving a sworn work force that is representative of the composition of the available work force it serves. The specific action steps contained in the agency's recruitment plan should be reasonably likely to cause the agency to meet the objectives identified in the plan.

Examples of specific action steps that may be identified in an agency's recruitment plan include:

- utilizing in the agency's recruitment activities minority personnel who are fluent in the community's non-English languages and are aware of the cultural environment, where this would be applicable;
- depicting women and minorities in law enforcement roles in the agency's recruitment literature;
- conducting recruitment activities outside of the agency's jurisdiction, when necessary, to attract viable law enforcement candidates. Restricting recruiting to the agency's service area may limit the potential number of qualified applicants available from underrepresented groups; and
- conducting periodically a "career" or "information" night for a particular target group.

(M M M M)
31.2.3 The agency has an equal employment opportunity plan.

Commentary: The equal employment opportunity (EEO) plan should ensure equal opportunities for employment and employment conditions for minority persons and women. The equal employment opportunity plan should be based on an annual analysis of the agency's present employment policies, practices, and procedures relevant to their effective impact on the employment and utilization of minorities and women. The equal employment opportunity plan, which may be produced in the form of a written directive, may contain such provisions as: (1) a strongly worded statement from the agency's CEO that it is agency policy to ensure that all individuals be given equal opportunity for employment, regardless of race, sex, creed, color, age, religion, national origin, or physical impairment; (2) a procedure for filing complaints relating to EEO; and (3) specific action steps that the agency should take to ensure equal employment opportunity is a reality, such as advertising as an "equal opportunity employer" or providing applications or testing processes at decentralized, easily accessible locations. The policies relating to harassment in the workplace may also be incorporated into the agency's overall EEO effort (see standard 26.1.3). (M M M M)
I. PURPOSE:

To establish policy and procedures for the employees of the Tennessee Department of Safety and Homeland Security (DOSHS) concerning the above captioned subject.

II. POLICY:

It is the policy of the DOSHS to provide equal employment opportunity for all qualified persons, without discrimination because of race, color, religion, sex, national origin, ancestry, age, disability or other non-job related factors, and to comply with all laws, Federal and State, dealing therewith.

III. RESPONSIBILITIES:

A. The Human Resources Director shall be the Departmental EEO Officer and is responsible for:

1. Maintaining an effective affirmative action program to ensure equality in all employment matters;

2. Assuring that supervisors are properly trained in EEO obligations.

3. Ensuring that sufficient staff is maintained to provide authorized training, technical assistance, developing or updating affirmative action plans and reports.

B. The Department shall have a Title VI Coordinator, appointed by the Commissioner, which shall ensure that the Department is in compliance with Title VI of the Civil Rights Act of 1964 (Tennessee Code Annotated (TCA) 4-21-901).

IV. PROCEDURES:

A. Any employee or supervisor who becomes aware of illegal discrimination shall use the complaint procedure set forth in General Order 217, “Workplace Harassment and Illegal Discrimination.”

*This Order Supersedes General Order(s): 201-1, 24 October 2008.
C.A.L.E.A. Standard(s): 31.2.3
I. PURPOSE:

To establish policy and procedures for the employees of the Tennessee Department of Safety and Homeland Security (DOSHS) concerning the above subject.

II. POLICY:

The DOSHS is committed to providing the highest quality of service to the public and Department. The Department will not tolerate any employee conducting themselves in a manner which will reflect negatively upon the professional image of the Department.

It is the policy of the DOSHS to receive and record compliments and complaints. Complaints will be thoroughly investigated regardless of their nature and bring the matter to a conclusion. Additionally, it is the policy of the Department to protect employees from false charges of misconduct or wrongdoing by obtaining the facts and completing a thorough investigation.

III. DEFINITIONS:

A. Administrative Investigation - A more extensive and structured investigation generally conducted by the Inspectional Services Bureau (ISB).

B. Commissioner - Commissioner of the Tennessee Department of Safety and Homeland Security.

C. Complaints - Defined as any of the following:

1. Allegations of violations of laws, rules, regulations, policies, and/or procedures.

2. Specific allegation(s) made by an anonymous party.

3. A Valid Compliant is Not a dispute that pertains to matters that must be adjudicated in court (e.g., law violations and fine costs), and traffic crash disputes involving the public, and does not allege a violation of policy.

*This Order Supersedes General Order(s): 216-1, 31 December 2012.
C.A.L.E.A. Standard(s): 1.2.9, 11.4.5, 22.3.2, 26.1.1, 26.1.4, 26.1.5, 26.1.8, 52.1.1, 52.1.2, 52.1.3, 52.1.4, 52.1.5, 52.2.1, 52.2.2, 52.2.3, 52.2.4, 52.2.5, 52.2.6, 52.2.8, 54.1.1
D. **Compliment** - Formal and respectful recognition of an employee of the DOSHS from someone outside the Department.

E. **Department (DOSHS)** - Tennessee Department of Safety and Homeland Security.

F. **Employee** - Anyone who works for the Department in any capacity.

G. **Investigate** - To systematically examine the details to determine the facts of an event/incident.

H. **Information Only** - A review of information provided by a complainant that is minor in nature and may be easily resolved without a formal investigation.

I. **Inquiry** - An investigation of a matter conducted by the employee’s supervisor or assigned investigator where the allegations are not serious or because an extensive investigation may be unnecessary.

J. **Members** - Employees who have been commissioned by the Department as law enforcement officers.

K. **Misconduct** - Any act or omission, which if committed by an employee, would violate a state or federal law, policy, procedure, rule, regulation, and/or lawful order issued by the Department.

L. **ISB** - Inspectional Services Bureau.

M. **Uniformed Personnel** - are employees who are required to wear a uniform while performing their duties.

N. **Written Notification** - includes notification by the following means: electronic, e-mail, fax, and/or letter.

**IV. THE INSPECTIONAL SERVICES BUREAU:**

Objective:

To thoroughly investigate complaints against Departmental employees in an unbiased manner and to provide the Captain/Section Head/Director/Supervisor with the facts so they can make an informed decision to recommend discipline or not to recommend discipline.

A. **Authority of the Inspectional Services Bureau (ISB):**

1. The Section Head of the ISB shall report directly to the Commissioner or his/her designee.

B. The ISB was established within the Department to ensure its employees maintain the highest standards of integrity and ethical performance.
1. The ISB shall document compliments and ensure complaints are thoroughly investigated. Employees should be notified of all complaints received against them, unless it is recorded as “information only” or doing so would jeopardize the investigation.

**Note:** Allegations of Workplace Harassment and Illegal Discrimination will be investigated as outlined in GO 217.

2. All investigations shall thoroughly examine relevant and available information. Investigations shall examine the conduct and performance of employees who are the subject of the complaint. **If the investigation reveals the employee’s supervisor was negligent, the Captain/Section Head/Director/Supervisor may request an internal investigation into the neglect of duty by the respective supervisor.**

3. The ISB shall accept and investigate anonymous complaints and complaints filed by persons other than the alleged victim(s) of misconduct.

   a. The ISB has the obligation to investigate possible violations of laws, rules, regulations, policy, procedures, etc., even if the person(s) providing the information does not want a complaint filed.

4. **The Section Head of the ISB should take appropriate steps to ensure accurate records/files of all internal investigations are properly maintained.**

5. The ISB investigative case files shall be maintained in a secure and confidential manner. ISB investigation files will not be released to employees or the public until the employee, who is the subject of the investigation, has been served with the results of the investigation or at the discretion/direction of the Commissioner or designee. Closed ISB case files are subject to the Open Records Act and may be released upon written request, unless there is a related pending criminal investigation pursuant to Rule 16 of the Rules of Criminal Procedure.

6. ISB investigation files shall be maintained ten (10) years after the employee separates from the DOSHS, except Inquiry Complaints (IQ) or Citizen Complaints (CC) that result in a finding of Unfounded or Exonerated which will be maintained for one (1) year.

**V. DOCUMENTING COMPLIMENTS AND INVESTIGATION OF COMPLAINTS:**

A. DOSHS employees must set good examples and should be held in high regard by all citizens. The public justifiably expects integrity, reliability, and trustworthiness from our employees. Therefore, all compliments and complaints received concerning employees of the Department will be forwarded to the ISB. Compliments shall be forwarded to the employee, employee’s supervisor, and the ISB. Complaints will be investigated by the ISB or a designated Captain/Section Head.
B. COMPLAINT DETERMINATION:

When making a determination of how or to what extent to proceed with an investigation, the ISB should evaluate the following:

1. The source of the complaint;
2. The severity of the allegation;
3. The time elapsed since the alleged complaint occurred; and
4. Any other aggravating or mitigating circumstances surrounding the complaint.

C. CATEGORY OF COMPLAINTS:

Complaints will be categorized as either Information Only, Inquiry Complaint, Citizen Complaint, or Administrative Complaint.

1. Information Only (IO) complaints deal with, but are not limited to, personality conflicts, traffic citation disputes, long wait lines at Driver Service Centers, etc.

2. Inquiry (IQ) complaints are usually minor in nature, and normally do not allege serious or severe misconduct as outlined in the Disciplinary Matrix.

3. Citizen (CC) complaints are complaints that are received from citizens that allege misconduct by Departmental employees.

4. Administrative (AD) complaints are more serious or severe in nature as outlined in the Disciplinary Matrix.

5. During the course of an examination or investigation, an IO or IQ may be upgraded to an AD, if factual information determines the employee violated Departmental or DOHR policy and procedures and/or state or Federal law.

6. All sustained IO or IQ complaints, regardless of what the initial category was, that result in a recommendation of disciplinary action will be assigned an AD number.

D. COMPLAINT REVIEWS/INVESTIGATIONS:

1. IO complaints may be conducted by ISB, the employee’s immediate supervisor or the employee’s Captain/Section Head or designee. IO complaints may be conducted by reviewing the Complaint and any documentation attached thereto. After the review is completed, unless conducted by ISB, a response from the person who conducted the review shall be forwarded to the ISB within 30 calendar days from receipt of the information.
2. IQ, CC, and AD complaints may be investigated by the ISB or by the employee’s Captain/Section Head or designee.

3. IQ, CC, and AD complaint investigations should be concluded within sixty (60) calendar days of receipt, unless unusual circumstances exist.

**Note:** All IO reviews and all IQ and CC investigations that result in an unfounded or exonerated category will only be maintained for 1 year. (RDA 2972)

E. In all IQ, CC, and AD investigations the ISB should:

1. Notify the employee, against whom complaints are filed, in writing, that a complaint has been received, and that an investigation will be conducted, **unless the ISB determines that such notification would jeopardize the investigation.**

2. Provide the employee’s Captain/Section Head with written notification that a complaint has been received and is being/will be investigated.

3. Provide the complainant with written notification, that a complaint has been received and is being/will be investigated.

4. Provide the complainant/employee with periodic status report(s) of the complaint whenever requested.

5. Provide the complainant and employee with written notification of the final disposition.

6. Employee Notifications are not necessary whenever any of the following incidents occur:

   a. Departmental Patrol Car Crash;
   b. Participation in a pursuit;
   c. Use of Force; and
   d. Information Only, unless it is upgraded to an IQ or AD.

**Notes:** For the purposes of this policy, all of the aforementioned incidents are considered Administrative investigations and employees are required to cooperate fully with investigators.

For tracking purposes, all Departmental Patrol Car Crash, Departmental Pursuit, and Use of Force investigations that result in disciplinary action will receive an AD number that will be linked to the investigation.
F. If an investigation uncovers evidence of possible criminal violation(s) by an employee, ISB shall immediately advise the Commissioner and determine which course of action to take.

G. If an investigator uncovers evidence of additional violations of policy, the violations shall be included in the investigative summary and appropriate actions shall be taken to address the noted infractions. The employee shall be informed of the allegations unless doing so would jeopardize the investigation and shall be given an opportunity to respond to the potential new charges.

H. Upon completion of the investigation, the investigator shall submit an investigative summary to the employee’s Captain/Section Head who will make a recommendation using the categories in the following Subsection “I” below as to each allegation of misconduct. The Captain/Section Head/Supervisor shall submit the recommendation for disciplinary action(s), if any, through the chain of command to the Colonel/Deputy Commissioner no later than ten (10) working days from receipt of the investigative summary. In all cases where disciplinary action(s) are recommended, an AD tracking number must be assigned.

I. All investigations shall be concluded by using one (1) of the following categories:

1. **Unfounded** - The allegation is groundless and is not based on facts.
2. **Inconclusive** - There is insufficient evidence either to prove or disprove the allegation.
3. **Sustained** - The allegation is affirmed or corroborated.
4. **Exonerated** - The incident occurred, but was lawful and proper, or within policy and procedures.

J. **If an employee provides information, written statements, verbal statements etc., related to an incident and/or investigation, an interview of the employee by Investigator(s) may not be necessary. The aforementioned information may provide sufficient documentation to close the investigation.**

K. The conclusion of the investigation and final disposition will be forwarded to the ISB upon the Colonel/Deputy Commissioner’s approval for inclusion in the ISB investigative files and the initiation of any disciplinary action will begin.

VI. **RECEIPT OF COMPLIMENTS:**

A. Supervisors shall accept compliments and forward them to the ISB.

B. Manner in which compliments may be received.

1. A compliment may be filed in person, writing, phone or via ISB e-mail.
   a. Supervisors shall accept the compliment, document it in writing, and forward it to ISB through the appropriate chain of command.
2. Non-supervisory personnel shall refer the compliment to a supervisor, if one is available.
   a. When a supervisor is not available, the employee will take the compliment and convey it to the appropriate supervisor who will forward it to the ISB through the chain of command.

3. Employees shall not solicit and/or fabricate compliments.

4. Compliments shall be forwarded to the ISB within five (5) working days, if practicable.

VII. RECEIPT OF COMPLAINTS:

A. Complaints from the public shall be courteously accepted by employees of the Department and shall be processed as provided in this Order. Employees shall not dissuade any person from lodging a complaint.

B. Supervisors may explore early resolutions to disputes that do not allege violations of policies pertaining to matters that must be adjudicated in court (e.g., law violations and fines) or disputes involving the investigations of crashes that do not allege a violation of policy. If the supervisor determines the dispute cannot be resolved, the information shall be forwarded to the ISB through the chain of command.

C. Manner in which valid complaints may be received.

1. A complaint may be filed in person, in writing, by phone or by e-mail.
   a. Supervisors shall not refer the person to anyone else. They will document the complaint on the complaint form (SF-1195), and forward it to the ISB.

2. Non-supervisory personnel shall refer the complainant to a supervisor.

3. Complaints requiring ISB notification shall be made within twenty-four (24) hours of receipt. If after normal business hours, 8:00 a.m. to 4:30 p.m. CST Monday - Friday, supervisors shall fax or e-mail the complaint to ISB and call ISB on the first business day after sending the complaint to verify the complaint was received.
D. Complaints requiring immediate notification to the ISB:

1. Any employee who observes or is aware of misconduct by another employee shall immediately notify their supervisor or an on-duty supervisor. Such misconduct includes, but is not limited to:

   a. Arrest of any employee;
   b. Allegation of theft of property or possession of contraband by an employee;
   c. Allegation of acceptance of a bribe by an employee;
   d. Allegation of serious bodily injury or death caused by improper actions of an employee; and
   e. Allegations of domestic violence involving employees who are involved as the accused, victim, or witness of an act of domestic violence.

E. The Section Head of the ISB shall immediately report complaints that involve suspected criminal misconduct, allegations of corruption, brutality, misuse of force, or breach of civil rights to the Commissioner. If the Commissioner is unavailable, the Deputy Commissioner and/or the Colonel will be notified.

VIII. SUBMITTING COMPLIMENTS OR COMPLAINTS:

A. Compliments, complaints, or other feedback regarding an employee’s performance should be made by any of the following means:

1. By going to any Department facility and asking to speak with a supervisor;
2. By contacting the ISB at (615) 251-5228, statewide toll free number (877) 459-3038, fax (615) 532-9310 or via e-mail at IIU.Unit@tn.gov;
3. By writing a letter to the Section Head of ISB at 312 Rosa L Parks Blvd. Tennessee Tower, Nashville, TN 37243-1000; and/or
4. By completing a Citizen Complaint Form (SF-1195). The form is available at all Department offices, by mail, or on the DOSHS website.

IX. SPECIAL EXAMINATIONS:

A. An employee may be required to submit to psychological, physical, or laboratory examinations when the examinations are specifically directed and related to the ISB investigation being conducted. These tests shall be conducted by a properly trained and/or licensed professional at the Department’s expense.

B. An ISB investigation may require an employee to be photographed. Photographs may be taken and shown to witnesses or complainants.
C. Employees may be required to submit personal financial information when the employee’s financial affairs are material to a particular internal investigation conducted by the Department.

D. Pursuant to an investigation, in situations where identification is questionable, an employee may be required to submit to a line-up.

E. Employees may be required to submit to polygraph examinations conducted by the Department or the TBI. Courts have upheld the power of police administrators to require its Members to submit to a polygraph exam. Grabinger vs. Conlisk 326 F. Supp. 1213 (N.D. 111-1970), affidavit 455 F, 2d 490 (C.A. 7th - 1972).

F. Only the Commissioner, Deputy Commissioner, or Colonel can order an employee to submit to tests, photographs, line-ups, polygraphs, examinations, or financial disclosures. All such orders shall be issued in writing to the employee.

X. RESPONSIBILITIES AND RIGHTS OF EMPLOYEES UNDER INVESTIGATION:

A. Employees under Inquiry or Administrative Investigations are expected to cooperate fully with Departmental investigator(s). Employees shall not knowingly interfere, in any way, with an investigation.

B. Investigations conducted pursuant to this Order are for non-criminal violations or for violations that may be criminal, but which shall be pursued administratively by the Department. (Note: the Department may pursue a criminal investigation simultaneously or any time.) Accordingly, the employee may be ordered to respond to questions, which are narrowly and directly related to the matter under investigation. The employee does not have a right to have an attorney present during questioning.

C. An employee shall provide the investigator with any evidence and the names of witnesses who may have information about the matter under investigation.

XI. WORK STATUS OF EMPLOYEES UNDER INVESTIGATION:

A. Depending on the nature and seriousness of the allegations, an employee under investigation may:

1. Continue the employee’s normal duties.

2. Be placed on discretionary leave with or without pay.

   a. If an employee is placed on discretionary leave pending the completion of an investigation, all state issued weapons, credentials, badges and vehicle(s) will be taken from employee and properly secured until the employee’s duty status changes.
b. An exception to the removal of state equipment may be in the event a Member is involved in a deadly force incident. The Member will be placed on paid leave, as required by policy, but the Colonel or his designee, may approve for the Member to retain the aforementioned items.

3. Commissioned Members may be placed on administrative functions (i.e. Driver Services Center, District Headquarters, etc.) in a non-law enforcement capacity during investigations.

4. The Commissioner, as the Appointing Authority, shall be responsible for making the final decision concerning the work status of employees who are under investigation.

B. The Section Head of the ISB shall be responsible for the coordination of all discipline, appeals, mediation and for the maintenance and control of all disciplinary records.

C. An Annual Report of all Departmental investigations, disciplinary actions, appeals, mediations and compliments shall be completed by the Section Head of the ISB or designee and forwarded to the Commissioner or an authorized designee for review.

D. The Section Head of ISB shall provide the Research, Planning, and Development Division an avenue to obtain statistical data relative to internal investigations.

E. The above listed statistics shall be included in the Department’s Annual Report, and shall be made available to the public, media and employees upon written request.
I. PURPOSE:

To establish guidelines that ensure the Tennessee Department of Safety and Homeland Security workplace is free of harassment and illegal discrimination.

II. POLICY:

The State of Tennessee and the Department of Safety and Homeland Security are firmly committed to the principle of fair and equal employment opportunities for its citizens and strive to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to harassment and illegal discrimination in the workplace. It is the Department’s policy to provide an environment free of harassment and illegal discrimination of an individual because of the person’s race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws.

III. DEFINITIONS:

A. Department: The Department of Safety and Homeland Security.

B. Discrimination and Harassment in the Workplace: This policy prohibits unequal and unlawful treatment of an individual on the basis of a person’s race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws. This policy further prohibits any unwelcome verbal, written, physical conduct, or electronic communication that either degrades or shows hostility or aversion towards a person because of that person’s race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws.

To aid employees in identifying prohibited behavior, the following specific examples of workplace harassment and illegal discrimination are provided. These examples are not exhaustive; they illustrate, however, the types of conduct that violate this policy:

- Undermining a person’s authority or work performance because of the person’s protected characteristics, such as age or religion;
- Using stereotypes or assumptions to guide decision-making about a person’s career;

*This Order Supersedes General Order(s): 217, 30 September 2011.
C.A.L.E.A. Standard(s) 26.1.3
• Unwelcome touching or near-touching, which can encompass leaning over, cornering, hugging, pinching, sexual innuendos, teasing and other sexual talk such as jokes, personal inquiries, persistent unwanted courting and sexist put-downs;
• Slurs and jokes about a class of persons, such as disabled persons or a racial group;
• Distributing via electronic means epithets, slurs, jokes or remarks that are derogatory, demeaning, threatening or suggestive to a class of persons or a particular person or that promote stereotypes of a class of persons;
• Display of explicit or offensive calendars, posters, pictures, drawings or cartoons that are sexually suggestive or that reflect disparagingly upon a class of persons or a particular person; or
• Derogatory remarks about a person’s national origin, race, language, or accent.

C. **Employee:** As used in this policy, means all persons working in any capacity for the Department, including third parties.

D. **Hostile Environment:** Hostile environment harassment occurs when a victim is subjected to comments based on race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws. A hostile work environment may also be created by innuendoes, touching, electronic communications or other conduct.

E. **Retaliation:** Retaliation is any act of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or individuals exercising rights under this policy.

F. **Sexual Harassment:** Sexual harassment involves any unwelcome sexual advance, request for sexual favors, or verbal, written, electronic, or physical conduct of a sexual nature by a manager, supervisor, co-worker, or non-employee (third party). Managerial harassment occurs when a manager or a supervisor gives or withholds a work-related benefit in exchange for sexual favors from the victim or takes an adverse action against an employee for refusing a request for sexual favors. In some circumstances, threatening to take such actions may also be a violation of this policy. Certain actions may also create a hostile work environment. (See the definition for “hostile environment” above.)

G. **Third Parties:** Third parties are individuals who are not state employees but who have business interactions with state employees. Such individuals include, but are not limited to, customers, such as applicants for state employment or services, vendors, contractors, or volunteers.
IV. IMPLEMENTATION OF POLICY:

A. A copy of this policy will be distributed by the Research, Planning and Development (RPD) Division to all Departmental employees using Power DMS.

B. A copy of this policy must be conspicuously posted in all Departmental facilities.

C. A copy of this policy must be given to all newly hired employees as a part of orientation.

D. All educational and/or training programs offered through the Department must periodically provide updates and instruction regarding this policy.

E. All employees must receive training annually on this policy.

V. CONDUCT PROHIBITED:

A. The Department strictly forbids and will not tolerate discrimination or harassment of any employee, applicant for employment, or third party on the basis of an individual’s race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws. The fact that an alleged offender meant no harm or was teasing will not excuse conduct that violates this policy.

B. The Department strictly forbids and will not tolerate any form of retaliation directed against an employee, applicant for employment, or third party who either complains about discrimination or harassment or who participates in any investigation concerning discrimination or harassment.

VI. HOW TO REPORT INCIDENTS OF DISCRIMINATION OR HARASSMENT:

A. If an employee, applicant for employment, or third party believes he/she has been subjected to discriminatory or harassing conduct that violates this policy, he/she must report those incidents as soon as possible after the event occurs.

B. Employees and applicants for employment may file a complaint with their supervisor(s), or the Internal Investigations Unit (IIU) of the Inspectional Services Bureau (ISB) or the Human Resources Division. Under no circumstances is the individual alleging workplace harassment and illegal discrimination required to file a complaint with the alleged harasser, nor is the individual required to complete the Intake/Referral Form (SF-1359). If an employee or applicant believes he/she cannot file a complaint within the Department, that person should contact the Department of Human Resources’ General Counsel’s Office at (615) 741-2958.

C. If a complaint involves a Commissioner, Deputy Commissioner, or an Assistant Commissioner, an employee or applicant for employment may file the complaint directly with the Department of Human Resources’ General Counsel’s Office.
VII. HOW TO REPORT RETALIATION INCIDENTS:

A. If an employee, applicant for employment, or third party believes he/she has been subjected to retaliation for engaging in protected conduct under this policy, he/she must report those incidents as soon as possible after the event occurs.

B. Any employee, applicant for employment, or third party who makes complaints of workplace discrimination or harassment or provides information related to such complaints will be protected against retaliation. If retaliation occurs, the employee, applicant for employment, or third party should report the retaliation in the same manner as he/she would report a workplace discrimination or harassment complaint.

VIII. HOW CONFIDENTIALITY IS TREATED

A. To the extent permitted by law, the Department will maintain the confidentiality of each party involved in a workplace harassment investigation, complaint or charge, provided it does not interfere with the Department’s ability to investigate the allegations or to take corrective action. However, state law may prevent the Department from maintaining confidentiality of investigations. Therefore, the Department does not guarantee confidentiality.

B. All investigators assigned to investigate allegations of workplace discrimination or harassment are prohibited from communicating information concerning the allegations or investigation to anyone other than those authorized to receive such matters such as the Commissioner, Deputy Commissioner, Assistant Commissioners, Colonel, the Captain of the ISB, the Director of Human Resources, the Director of the Legal Division and the designated Equal Employment Officer or the Designee of the aforementioned.

IX. DIRECTIVE TO SUPERVISORY PERSONNEL:

Supervisory personnel who receive a complaint alleging workplace discrimination or harassment, or learn by any means of conduct that may violate this policy, must immediately report any such event to the IIU of the ISB.

Supervisors shall document the complaint on an Intake/Referral Form (SF-1359) and forward to the Captain of the ISB immediately.

X. CORRECTIVE ACTION FOR VIOLATION OF THIS POLICY:

A. Any employee who engages in conduct that violates this policy or who encourages such conduct by others will be subject to corrective action. Such corrective action includes, but is not limited to, mandatory participation in counseling, training, disciplinary action, up to and including termination, and/or changes in job duties or location.
B. Supervisory personnel who allow workplace discrimination, harassment or retaliation to continue or fail to take appropriate action upon learning of such conduct will be subject to corrective action. Such corrective action includes, but is not limited to, mandatory participation in counseling, training, disciplinary action, up to and including termination, and/or changes in job duties or location.

C. Employees are personally accountable for any conduct that leads to a charge of workplace harassment/hostile work environment.

XI. HOW COMPLAINTS ARE INVESTIGATED AND RESOLVED:

A. The Captain of the ISB will ensure that a thorough and neutral investigation of all reported complaints of workplace discrimination, harassment or retaliation within 30 business days after receipt of allegation, unless extenuating circumstances exist. If this occurs, the Captain of the ISB will provide the Commissioner, the Deputy Commissioner, Assistant Commissioner, and/or the Colonel, if applicable, with a written report describing the circumstances and anticipated completion date. Generally, an investigation will include an interview with the complainant to determine if the conduct in issue violates this policy. If the Department determines that the conduct falls within the terms of this policy, the Department will interview the alleged offender and any other witnesses who have direct knowledge of the circumstances of the allegations.

B. The investigator will inform the complainant, accused and witnesses of the following limitations on confidentiality prior to interviews being conducted:

   To the extent permitted by law, the State will maintain the confidentiality of each party involved in a workplace harassment investigation, complaint or charge; provided it does not interfere with the Department’s ability to investigate the allegations, or to take confidentiality of investigations. Therefore, the State does not guarantee confidentiality.

C. The investigator will inform the complainant, accused, and witnesses of the Department’s policy concerning retaliation prior to interviews being conducted.

D. The Commissioner retains the sole discretion to determine whether a violation of this policy has occurred and to determine what Level, if any, of disciplinary action is warranted.

E. If a complaint involves a Commissioner, Deputy Commissioner, or an Assistant Commissioner, the Department of Human Resources’ Office of the General Counsel will investigate the complaint on behalf of the Department of Safety and Homeland Security and report the results to the Department.
F. The Captain of the ISB will ensure that allegations of harassment and illegal discrimination are investigated using the following procedures.

1. Complaints received by the IIU will be documented immediately on the Intake/Referral Form (SF-1359). An investigator shall make initial contact with the complainant within two (2) business days from the notification date to determine if the conduct alleged in issue violates this policy. **The complainant is not required to complete the Intake/Referral Form (SF-1359).**

2. If the alleged conduct violates this policy and/or if additional information is necessary to make that determination:
   a. Witnesses having direct knowledge of the allegation and the circumstances will be interviewed.
   b. The accused will be interviewed regarding the allegations against him/her.

3. The investigator will create an investigative memorandum containing:
   a. The complainant’s name, job title, Division/Section and location;
   b. Initiation of investigation; date complaint was received; date investigation was initiated;
   c. Description of complaint;
   d. Statements and evidence gathered in the investigation; and
   e. Summary of evidence.

4. The Captain of the ISB will forward the investigation memorandum to the Commissioner who will make a determination whether this policy was violated and decide if disciplinary action is warranted, or if another course of action is appropriate.
   a. The Director of the Human Resources Division and the Director of the Legal Division may be consulted regarding the policy violations and possible courses of action.

5. If it is determined from the investigation memorandum that harassment and illegal discrimination has occurred, immediate action will be taken to stop the harassment or discrimination and prevent any recurrence. A finding of a violation of this policy does not mean the conduct violates state and/or federal laws.
6. If disciplinary action is warranted as determined by the Commissioner/Designee, the Captain of the ISB will initiate the disciplinary process. (Please refer to GO 216-3, “Discipline and Disciplinary Matrix”.) All disciplinary records are maintained by the IIU of the ISB.

7. The IIU of the ISB shall preserve all documents generated by the investigation and any subsequent disciplinary action for a minimum of five (5) years.

XII. INQUIRIES:

A. Inquiries concerning workplace harassment and/or illegal discrimination should be addressed to:

1. Department of Safety and Homeland Security
   a. Inspectional Services Bureau
      312 Rosa L. Parks Avenue
      Nashville, TN 37243-1000
      Phone: (615) 251-5228
      Fax: (615) 532-9310
   b. H.R. Division
      1150 Foster Avenue
      Nashville, TN 37243
      Phone: (615) 251-5200
      Fax: (615) 253-2095

2. Department of Human Resources
   Office of the General Counsel
   505 Deaderick Street
   James K. Polk Building, 1st Floor
   Nashville, TN 37243-0635
   Phone: (615) 741-2958

3. Equal Employment Opportunity Commission (EEOC)
   a. Nashville
      EEOC
      50 Vantage Way, Suite 202
      Nashville, TN 37228-9940
      Phone: (615) 736-5820
      Fax: (615) 736-2107
   b. Memphis
      EEOC
      1407 Union Avenue, Suite 621
      Memphis, TN 38104
      Phone: (901) 544-0115
      Fax: (901) 544-0111

   a. Knoxville
      THRC
      531 Henley Street, Room 701
      Knoxville, TN 37902
      Phone: (865) 594-6500
      Fax: (865) 594-6178
   b. Chattanooga
      THRC
      Fourth Floor, West Wing
      540 McCallie Avenue
      Chattanooga, TN 37402
      Phone: (423) 634-6837
      Fax: (423) 634-6986
c. Memphis
THRC
State Office Building
170 North Main Street
Memphis, TN 38103
Phone: (901) 543-7389
Fax: (901) 543-6042

d. Nashville
THRC
530 Church Street, Suite 305
Cornerstone Square Building
Nashville, TN 37243-0745
Phone: (615) 741-5825
Fax: (615) 253-1886
APPENDIX C

DOCUMENTATION OF

TITLE VI COMPLAINT
<table>
<thead>
<tr>
<th>Case No.</th>
<th>Investigator</th>
<th>Complainant</th>
<th>Respondent</th>
<th>Type of Complaint</th>
<th>Date Open</th>
<th>Preliminary Report Sent</th>
<th>Final Report</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO2017-0009</td>
<td>Justin Roll</td>
<td>Jenifer Martineau</td>
<td>Rosa Hinton</td>
<td>discrimination in issuance of driver license</td>
<td>2/8/2017</td>
<td></td>
<td>Unfounded</td>
<td></td>
</tr>
</tbody>
</table>
Justin Roll

From: Justin Roll
Sent: Tuesday, October 25, 2016 10:15 AM
To: Lori Bullard
Cc: Michael Hamilton; Sandra Curl
Subject: Notification of Review IO2016-0289
Attachments: Ms. Jenifer Martineau Complaint Documents.pdf

Commissioner Bullard:

Attached is an Information Only (IO) Complaint alleging discrimination of an applicant during a road skills test. Please review the IO complaint and follow up on the allegations/concerns. If disciplinary action is warranted, contact IIU to get an Administrative Investigation Number (AD). Please submit your findings to me within thirty (30) days. Thank you for your time and assistance.

Department of Safety & Homeland Security
Justin Roll | Sergeant
Inspectional Services Bureau
Tennessee Tower – 25th Floor
312 Rosa L. Parks Avenue Nashville, TN 37243
p. 615-251-5228 c. 615-815-6497
Justin.roll@tn.gov
tn.gov/safety

Confidentiality Notice: The information contained in this email and any attachments is confidential and may be privileged. If you are not the intended recipient, please destroy this message, delete any copies held in your systems, and notify the sender immediately. You should not retain or copy or use this email for any purpose, nor disclose any of its content to any other person. I apologize for any inconvenience this may have caused.
November 4, 2016

Ms. Jenifer Martineau
848 McCallie Ave. Apt 3
Chattanooga, TN 37403
IO2016-0289

Ms. Martineau:

Please be advised that your complaint regarding you being discriminated against by the Red Bank Driver Service Center Staff has been reviewed. The review, which was conducted by Assistant Commissioner Lori Bullard, revealed that Examiner Angela Grimes and Kristina Elder Lee did not violate departmental policies or procedures. The complaint has been categorized as Unfounded. Therefore, no disciplinary action has been taken in this matter.

Thank you for bringing this incident to the attention of the Inspectional Services Bureau. We value the input from the citizens we serve. If we can be of further assistance to you, do not hesitate to contact us at (615) 251-5228.

Sincerely,

Justin Roll | Sergeant
Inspectional Services Bureau
Tennessee Tower – 25th Floor
312 Rosa L. Parks Avenue, Nashville, TN 37243
Office – (615) 251-5176
Cell – (615) 815-6497
Email – Justin.roll@tn.gov
Inspectional Services Bureau.

Internal Investigations Unit.

312 Rosa L. Parks avenue, 25 th Floor.

Nashville, Tennessee 37243.

Dear Director of the Inspectional Services Bureau:

The purpose that I am sending you this legal matter business matter letter is to file a formal complaint against the office State of Tennessee Safety and Homeland Security.

Located at 4873 Dayton Blvd, Chattanooga, Tennessee 37415-1701. Phone number (423) 875-4896. I went online to schedule my appointment on October 10, 2016 at 10:30 a.m to take a Skill test NCL class D skill driving road. I have been there 3 different time on several attempt occasion hoping that I can pass my driving skill NCL class D licenses to get my licenses.

The inspector or instructor that work for the Tennessee Department of Safety and Homeland Security are trying to fail me on the road test skill driving NCL D class for no good reason nor taught. I have been discriminate and mistreated in a prejudice illegal practices business matter. I believed that those people that work in that office fail me on the road test several time due to the facts that I am a black lady, a woman of multi-color. I am also Hispanic American citizen. I became a U.S.A citizen many years ago. These people treat me different others white Hispanic citizen in a prejudice bias matter due to the dark skin color of my skin and black hair color.

I feel that my legal rights of the Constitutional law as been violated buy the 1, 4, 5 Amendments of the constitution. They are targeting and segregating all black person and prejudging us in a discriminatory unfair business matter illegally for no good reason. I know that my Human rights and civil rights of the united states of America due protects all citizens and permanent resident that are legal in the U.S.A from any
Jenifer C. Martineau.

848 McCallie avenue apt 3.

Chattanooga, Tennessee 37403.

October 11, 2016.

Inspectional Services Bureau.

Internal Investigations Unit.

312 Rosa L. Parks avenue, 25th floor.

Nashville, Tennessee 37243.

Page 2 continue.

From any form of abuse or harrassment retaliation matter. I want you to place this business formal complaint consumer report letter into the employees file that work for Tennessee Safety and Homeland security office in Chattanooga, Tennessee 37423 zip code , and I also want you to place a copy of this letter into my learners permit record application file where they fail me on the road driving test on October 10, 2016.

My date of birth is October 18, 2016. Social security number 414-59-5716.

Country of birth Colon, Republic of Panama. I am also a united stastes naturalize citizen.

I want you to look into this case matter carefully and try to solve this big issue problem that most black people or hispasnic American are facing racism in the southern eastern part of the United States of American. We are treated like third class citizen in a illegal prejudice unfair matter because of our dark skin color etc.

We are not treated the same with equal rights justices or fair matter in the United States Distric Court of law etc.

My phone number is (423) 602-4908. Where you can reach me for any matter or concern. Please respond to my business letter as soon of possible to the aboved address listed on this letter.

Thank you very much for your time pertaining to my letter.

Sincerely; (Jenifer Claudine Martineau.)

Certified pharmacy technician 2003 and Early Childhood Teacher Career Diploma.
Jewifer
C. Martinez

Payment of $2.00 dollars for Drivers NCL D Licenses Road Skills Test Application Process.

October 10, 2016

Thank you for your payment. Have a nice day!
APPLICATION FOR TENNESSEE DRIVER LICENSE

PLEASE PRINT WITH IN PKP (PERMANENT RESIDENTIAL ADDRESS) FOR COMMERCE USE ONLY. DO NOT WRITE IN THESE AREAS.

WARNING, T.C.A. 55-50-802 IT IS A CRIMINAL OFFENSE TO GIVE FALSE INFORMATION ON THIS APPLICATION. YOU COULD BE FINEED, INCARCERATED, AND LOSE YOUR DRIVING PRIVILEGES.

FIRST NAME: Jennifer
MIDDLE NAME: Claring
LAST NAME: Martinez
(SUFFIX) DATE OF BIRTH: 01/17/78
STATE OF BIRTH: TN
SOCIAL SECURITY NUMBER: 078-11-4994

Mailing Address:

ADDRESS WHERE YOU LIVE:

MAILING ADDRESS FOR DRIVER LICENSE IF DIFFERENT THAN ABOVE:

CITY:

STATE:

ZIP CODE:

SEX:

RACE:

HEIGHT:

WEIGHT:

HAIR:

EYE:

PHONE:

EMPLOYER NAME:

DATE OF EXPIRATION:

PLEASE ANSWER THE FOLLOWING QUESTIONS AND READ THE SUMMARIES OF LAW ON THE BACK:

1. DO YOU HAVE, OR HAVE YOU EVER HAD, A TENNESSEE DRIVER LICENSE, PERMIT, OR ID, NAME IF DIFFERENT?

2. DO YOU NOW HAVE A DRIVER LICENSE, PERMIT, OR ID FROM ANOTHER STATE?

3. HAS YOUR PRIVILEGE TO DRIVE EVER BEEN SUSPENDED, REVOKED, CANCELLED, OR DENIED?

4. DO YOU HAVE, OR ARE YOU BEING TREATED FOR ANY PHYSICAL OR MENTAL DISABILITIES THAT WOULD INTERFERE WITH YOUR ABILITY TO DRIVE? YES

5. ARE YOU A UNITED STATES CITIZEN? YES

6. AM I CURRENTLY AN ORGAN AND TISSUE DONOR OR I WANT TO REGISTER TODAY?

7. WOULD YOU LIKE TO APPLY TO REGISTER TO VOTE OR UPDATE YOUR VOTER REGISTRATION INFORMATION?

8. DO YOU GIVE YOUR CONSENT TO THE DEPARTMENT FOR RELEASE OF PERSONAL INFORMATION FROM YOUR RECORD? YES

9. AM I AN HONORABLY DISCHARGED VETERAN AND WANT IT DISPLAYED ON MY LICENSE OR ID? YES

10. I CERTIFY AND AFFIRM THAT I AM THE PERSON DESCRIBED HEREIN, THAT THESE STATEMENTS ARE TRUE, AND I UNDERSTAND THAT IT IS A CRIMINAL OFFENSE TO KNOWINGLY SUBMIT FALSE INFORMATION ON THIS APPLICATION.

I HAVE READ AND WILL ABIDE BY THE FINANCIAL RESPONSIBILITY LAWS OF TENNESSEE. I HAVE READ AND UNDERSTAND THE SELECTIVE SERVICE LAW.

APPLICANT'S SIGNATURE:

APPLICANT'S SIGNATURE:

CLASS LICENSE TO BE ISSUED:

COMMERCIAL

REGULAR DL

TEMPORARY DL

INTERMEDIATE DL

IDENTIFICATION

AMOUNT

REFUND

STATION: EXMNR

RETURN DATE: 11-7-16
SUMMARY OF TENNESSEE'S FINANCIAL RESPONSIBILITY LAW
TENNESSEE CODE ANNOTATED, TITLE 55

The law requires that you be advised of your obligations and how this law may affect your driving and vehicle registration privileges. The purpose of the law is to protect you and the public from financially irresponsible drivers who become involved in an accident, as well as from drivers who have repeated violations and disregard for the law.

Liability insurance provides coverage for damages you cause to other persons. Uninsured motorist insurance provides coverage for the damages uninsured persons cause you. State law requires your agent to offer you coverage for uninsured drivers.

1. IF YOU CONTRIBUTE TO A REPORTABLE ACCIDENT you may be required to establish financial responsibility for the accident. If so, you will be required to file an accident report with the Department of Safety. You will have to do one of these three things when you file your report: (1) show proof you had liability insurance at the time of the accident; (2) obtain notarized releases from all parties that file claims with the department; or (3) post cash or corporate surety bond with the department for the amount of damages sustained by the other parties. IF YOU DO NOT COMPLY WITH THESE REQUIREMENTS YOU WILL HAVE YOUR DRIVING AND REGISTRATION PRIVILEGES REVOKED.

2. THE FINANCIAL RESPONSIBILITY LAW requires officers to ask drivers for proof of financial responsibility when they are charged with moving violations or involved in traffic accidents. Proof of financial responsibility is evidence of liability insurance in effect at the time of the violation or accident, proof the driver has qualified as a safe driver with the Department of Safety, or proof the driver has posted a bond with the Department of Safety. If convicted of failure to have such proof in the vehicle, the driver may be fined $100.00 and the driver's license will be suspended.

3. IF YOU DO NOT TURN IN A DRIVER LICENSE, VEHICLE LICENSE PLATE, OR VEHICLE REGISTRATION WITHIN 20 DAYS when any is revoked, suspended or canceled, you will owe the department a $75 fee in addition to other required reinstatement fees.

4. IF YOUR DRIVING PRIVILEGES ARE REVOKED DUE TO A CONVICTION OR FAILURE TO FILE SECURITY AFTER AN ACCIDENT, in addition to all other requirements you must have a liability insurance carrier file an SR-22 Form with this department before your privileges can be reinstated.

5. IF YOU HAVE ANY QUESTIONS REGARDING THESE LAWS, OR REGARDING YOUR OWN DRIVING PRIVILEGES, WRITE: The Tennessee Department of Safety, PO Box 945, Nashville, TN 37202-0945, or CALL The Tennessee Driver Information Line.

1-866-903-7357

TTY or TB users should have the Relay Service call 615-532-2281

SUMMARY OF MANDATORY INFORMATION / PROCESSES

SELECTIVE SERVICE
By submitting this application I am consenting to registration with the Selective Service System. If so required by Federal Law TDOS will forward applicant information directly to the Selective Service System.

SOCIAL SECURITY NUMBER
Tenn. Code Ann. §§55-50-321 requires that every application for a driver license, photo identification only license, temporary driver license, certificate of driving or intermediate license include the applicant's social security number. The social security number will not be printed on the license or identification document.

VOTER REGISTRATION
- You are NOT registered to vote until you receive your voter registration card.
- If you do apply to register to vote while applying for a driver license, your receipt will show the date you applied. If you have not received your voter registration card within three weeks, call your local election commission to follow up on the application status.

KEEP YOUR APPLICATION!

SAVE TIME!
- Remember to bring back all of your original documentation.

NOTES:
**RECORD OF TENNESSEE DRIVER LICENSE ROAD TEST**

**NAME OF APPLICANT:**

**Vehicle:**

**DLN:**

**Tag:**

**STATE/NUMBER**

**RESTRICTIONS:**

**DATE:**

**STATION #:**

**ROUTE:**

**EXPIRATION DATE:**

**EXAMINER / BADGE #:**

**PRE-TRIP VEHICLE INSPECTION**

<table>
<thead>
<tr>
<th>MANDATORY</th>
<th>SECONDARY ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Valid Lic Plate</td>
<td>○ Tail Lights</td>
</tr>
<tr>
<td>○ Brake Lights</td>
<td>○ Windshield Wipers</td>
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<tr>
<td>○ Bumper</td>
<td>○ Defroster</td>
</tr>
<tr>
<td>○ Door, Driver</td>
<td>○ Rear Turn Signals*</td>
</tr>
<tr>
<td>○ Door, Passenger</td>
<td>○ Front Turn Signals*</td>
</tr>
<tr>
<td>○ Speedometer</td>
<td>○ Headlights (on dim)</td>
</tr>
<tr>
<td>○ Hand Signals*</td>
<td>○ Horn</td>
</tr>
</tbody>
</table>

*Check hand signals only if turn signal not working.  [X] = Mandatory if inclement weather or poor visibility.

**ROAD TEST**

**BACKING MANEUVER**

- Proper use of mirrors before and during backing maneuver
- Proper check of "blind spots" by physically looking before backing
- Safe backing maneuver (proper distance from other vehicles, etc.)

**PARKING LOT**

- Proper traffic checks
- Proper speed
- Parks vehicle within lines

**SCORED TURNS / INTERSECTIONS**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>APPROACH</th>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Traffic Checks</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Signal ON</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>Correct Lane Usage (Start)</td>
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<td></td>
<td></td>
<td></td>
<td>Proper Speed</td>
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<td></td>
<td></td>
<td></td>
<td>Full Stop</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Stop Line / Gap</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Unnecessary Stop</td>
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</table>

**SCORED DRIVING STRETCH**

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<tr>
<th>MERGE / LANE CHANGE</th>
<th>1</th>
<th>2</th>
<th>TRAFFIC CHECKS</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Proper Speed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Proper Control (Steering)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Signal as needed</td>
</tr>
</tbody>
</table>

**BUSINESS / RESIDENTIAL / RURAL**

- Traffic Checks
- Proper Lane Usage
- Proper Following Distance
- Proper Speed

**OVERALL DRIVING ABILITY**

*Unsafe Driving Behaviors* 

- Awareness of Conditions
- Braking Control
- Speed Control
- Steering Control
- Proper Lane Usage
- Signs / Signals

*Each combination of any 3 errors = 1 scored point

**AUTOMATIC FAILURE**

- Dangerous violation of traffic law
- Dangerous action or unsafe behavior
- Refusal to follow directions

- Contributing to an avoidable accident
- Drove up and/or over sidewalk or curb
- Dangerously unfamiliar with vehicle (Pre-Trip)

**RETURN DATE GUIDELINES:**

- 7-9 pts = necxt (1) day; 10-12 pts = up to seven (7) days; 13-15 pts = up to fourteen (14) days; >16pts or AF = 30 days.

**RETURN DATE (if failed): 11-7-16**

SF-1236 Revised 01/12
CERTIFICATE OF

USCIS Registration No. A041572802

I certify that the description given is true, and that the photograph affixed hereto is a likeness of me.

Jenifer Claudine Martineau

(Complete and true signature of holder)

Be it known that: JENIFER CLAUDINE MARTINEAU

residing at 848 McCALLIE AVE APT 3, CHATTANOOGA, TENNESSEE 37403

having applied to the Director, U.S. Citizenship and Immigration Services, for replacement of a Certificate of Naturalization and having proved to the satisfaction of the Director that (s)he

COMPLIED WITH THE APPLICABLE PROVISIONS OF SUCH NATURALIZATION LAWS AND WAS ENTITLED TO BE ADMITTED TO CITIZENSHIP, SUCH PERSON HAVING TAKEN THE OATH OF ALLEGIANCE IN A CEREMONY CONDUCTED BY THE U.S. DISTRICT COURT FOR THE EASTERN DISTRICT OF TENNESSEE

AT CHATTANOOGA, TENNESSEE ON APRIL 23RD, 2009

NOW THEREFORE, in pursuance of the authority contained in Section 343 ( ) of the Immigration and Nationality Act, this Certificate of Naturalization is issued this 26TH day of OCTOBER 2015

and the seal of the Department of Homeland Security affixed pursuant to statute.

Department of Homeland Security

1712998
Jennifer Claudine Martineau
Tennessee Drivers License
Identification Card

Date of birth: October 18, 1975
Social Security: 414-59-5716

Inspectional Services Bureau
Internal Investigations Unit
312 Rosa L. Parks Avenue
25th Floor
Nashville, TN 37243
Jenifer Claudine Martineau
Republic of Panama, Colón
City: State: Identification Government Card
Date of birth: October 18, 1975
Social Security #: 414-59-5716
Number:

INSPECTIONAL SERVICES BUREAU
INTERNAL INVESTIGATIONS UNIT
312 Rosa L. Parks Avenue, 25th Floor
Nashville, Tennessee 37243 Zip Code
October 25, 2016

Ms. Jenifer Martineau
848 McCallie Ave, Apt 3
Chattanooga, TN 37403
102016-0289

Ms. Martineau:

Please be advised that your complaint information has been forwarded to Assistant Commissioner Lori Bullard for review. A representative of the Department of Safety and Homeland Security may contact you to obtain additional information or to schedule an interview.

The Inspectional Services Bureau will provide you with written notification upon the completion of the investigation. Feel free to contact the Inspectional Services Bureau if you have any questions concerning this issue.

Sincerely,

[Signature]

Justin Roll | Sergeant
Inspectional Services Bureau
Tennessee Tower – 25th Floor
312 Rosa L. Parks Avenue Nashville, TN 37243
Office – (615) 251-5176
Cell – (615) 815-6497
Email – Justin.roll@tn.gov
Information Only Number: IO2016-0289

Name of Employee: Angela Grimes/Kristina Elder

Name of Complainant: Jennifer Martineau

1. Information Only (IO) complaints are to be completed within thirty (30) days of receipt of the complaint. The Internal Investigations Unit (IIU) Captain shall be notified in writing of any investigation that will exceed this timeframe.
INTERNAL INVESTIGATIONS UNIT
312 Rosa L. Parks Avenue
Nashville, Tennessee 37243-1000

Information Only #: IO2016-0289

IIU DISCIPLINARY REPORT CHECKLIST

- 1. Captain/Section Head Recommendation Email/Memorandum
- 2. Complainant Statement (If applicable)
- 3. Investigator Case Summation (If applicable)
- 4. Audio Log with Audio CDs (If applicable)
- 5. Video Log with DVD (If applicable)
- 6. Witness Statements (If applicable)
- 7. Arrest Report / Case File / Tickets, or other documents directly related to the incident (DL or Handgun Applications, Hearing Documents, Edison, etc.) (If applicable)
- 8. Other Forms as Needed (Complaint Form, CAD, Money Receipts, Logs, etc...) (If applicable)

ADMINISTRATIVE CASE LOG IIU Case#: IO2016-0289 Investigator: James R. Troup

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/16</td>
<td>1153</td>
<td>Received complaint on Red Bank DL Station from Regional Manager Melissa Long.</td>
</tr>
<tr>
<td>11/02/16</td>
<td>1300</td>
<td>Attempted to contact complainant, message was left.</td>
</tr>
<tr>
<td>11/02/16</td>
<td>1330</td>
<td>Interviewed Examiner Grimes and Examiner Elder regarding IO2016-0289. Both Examiners completed written statements.</td>
</tr>
<tr>
<td>11/03/16</td>
<td>0930</td>
<td>Attempted to contact complainant, 2nd attempt, message was left.</td>
</tr>
<tr>
<td>11/03/16</td>
<td>0935</td>
<td>Complainant Jennifer Martineau returned call and was interviewed via phone by District Manager James R. Troup.</td>
</tr>
</tbody>
</table>
MEMO

To: Assistant Commissioner Lori Bullard
From: District Manager, James Troup
Date: November 3, 2016
Subject: IO2016-0289

District Manager, James Troup received an Information Only Complaint Tuesday, November 1, 2016 from Regional Manager, Melissa Long regarding an incident that occurred at Red Bank DL Station. Complainant, Jennifer Martineau went to the station Monday, October 10 for a Road Test. DL Examiner, Angela Grimes conducted the Road Test and failed the customer due to pulling out in front of oncoming traffic, continuously pumping brakes and failure to make complete stops. Ms. Martineau filed the complaint stating she was failed because her skin color is black; however all involved are African American females.

DL Examiners, Angela Grimes and Kristina Elder, were the examiners involved with processing the customer. Examiner Grimes stated the customer was a very unsafe driver; both examiners stated the customer was extremely rude. Both examiners have completed written statements. Complainant Martineau was interviewed by District Manager Troup on November 3 via phone. She was yelling during the entire interview stating, “I’m a member of the NAACP and a beautiful woman of color and will not be discriminated against because my skin is dark.” She also stated, “I know how to drive because I took Driver’s Ed my junior year of High School and again with a third party when I was 19 years old.” Customer is currently 41 years old.

After interviewing all involved, I find this complaint to be unsubstantiated. A resolution was made and the customer will be returning on Monday, November 7 to retest. Branch Manager, Rosa Hinton will conduct the Road Test at that time.
Customer Jenifer Martineau came into the Red Bank Driver Center on 10/10/2016 for a road test. I (Examiner Grimes) was up to do road tests. At the beginning of the road test, I ask Ms. Martineau to park her car correctly because it was parked incorrectly in the parking space and she would have hit another vehicle the way it was parked. It took Ms. Martineau at least 10 minutes to reverse her vehicle from the parking space. I was not in the vehicle at the time giving. I was outside the vehicle giving her directions on how to maneuver out of the parking space.

Once Ms. Martineau was out of the parking space, I got into the vehicle to proceed with her road test. Once we reached the exit to pull onto Dayton Boulevard, Ms. Martineau did look both ways, but she pulled out in front of an on-coming vehicle, the oncoming vehicle then had to change lanes and blew their horn at us. After that happened, Ms. Martineau was driving and braking the entire time, and she was weaving inside and outside of the lane, which I advised her to control her steering. She was making over wide turns, which I advised her she will need to control her turns. She advised me that she normally drives better than that, but she continued to drive and brake the entire time and weave inside the lane.

Once we turned on to Dayton Boulevard from West Daytona Drive, she pulled out in front of another on-coming vehicle. She also made complete stop to make right turn on to Thuler Street from Dayton Boulevard. Upon arriving back at the Driver Center, I advised Ms. Martineau that she needed more practice and I told her she could come back on November 7.

Examiner Angela Grimes

[Signature]
This customer Jennifer Martineau came in on 10/10/2016 for a road test appointment. Mrs. Martineau came in the station and appeared to have been already irate. Mrs. Martineau was loud and obnoxious with me as I tried to help her with the paper work. I asked her did she have a permit she said yes then proceeded to pull out a whole lot of documents that was not required. I tried to explain to her that we didn’t need all of those things, I just needed her permit so that I can check her in for her road test. From there she explained she already filled out an application and I asked where it was, she said that I had it which I did not have it. She later found the application in her paper work after she filled the new application I gave her out. Then at the road test station where we keep up who’s turn it is to do the road test I wrote her road test sheet and told Ex. Angela Grimes that she was up next for road test, and Ex. Angela Grimes proceeded to called Mrs. Martineau up to take her picture before they went out.

When they got back from the road test Ex. Grimes gave me Mrs. Martineau’s paper work to finish her process. As I was finishing her she asked me why the state want give her a driver’s license and I explained to her that she must meet the requirement before the State can issue the license, then she asked me what her road test sheet said and I told her what the examiner wrote which was she kept pumping brakes needs more practice pulled out in front of 2 oncoming cars and making no complete turns and stops. Then from there she paid her $2.00 dollars and left. Ex. Grimes gave her 3 weeks to come back and try it again.

Ex. Kristina Elder

[Signature]
February 8, 2017

Ms. Jenifer Martineau
848 McCallie Ave. Apt 3
Chattanooga, Tennessee 37403
IO2017-0009

Ms. Martineau,

Please be advised that your complaint regarding Branch Manager Rosa Hinton has been reviewed. The review, which was conducted by Assistant Commissioner Lori Bullard, revealed that Manager Hinton did not violate departmental policies or procedures. The complaint has been categorized as Unfounded. Therefore, no disciplinary action has been taken in this matter.

Thank you for bringing this incident to the attention of the Inspectional Services Bureau. We value the input from the citizens we serve. If we can be of further assistance to you, do not hesitate to contact us at (615) 251-5228.

Sincerely,

[Signature]

Justin Roll | Sergeant
Inspectional Services Bureau
Tennessee Tower – 25th Floor
312 Rosa L. Parks Avenue Nashville, TN 37243
Office – (615) 251-5176
Cell – (615) 815-6497
Email – Justin.roll@tn.gov
Return to Sender.
No longer at this
Address.

Jennifer Martineau
8188, McCallie Ave Apt 2
Chattanooga, 37403
NIXIE
BC: 37243
87459-0329-93-16-47
Customer Jenifer Martineau came into the Red Bank station 501 to re-test today. Ok per Dist. Manager James R. Troup. I meet with Mrs. Martineau and proceeded to process her as soon as she approached me. I walked with her to her vehicle and asked that she get in and start the car, buckle up, roll down her window. I proceeded with the vehicle check for lights, horn and tag. She had issues with the instructions for blinkers she was not sure which side was her left I waived my left arm and pointed in the left direction. Once we complete the vehicle inspection I proceed into the car and instructed the customer to make sure the mirrors are good, she had her seat belt on she did check the mirrors and once ready I said when it is safe and you are ready please procedure to the main road. She was parked in the first parking place facing the building. She explained what she was going to do which was back up and turn to the right and turn around in the larger area of the stations parking lot. She backed up and seemed to have measured her distance backed up more and set for a moment then proceeded to the left of the parking lot. She then pulled in a parking place and put the car in reverse and backed out then forward then back then forward again. I instructed her to turn the wheel next time she back up we remained in the parking lot for about 8 to 10 mins. Once we got to the end of the drive way she stopped before the end of the drive way and said I cannot see the traffic coming I told her to easy up to the end of the drive way till she can see. I instructed her to turn left on to Dayton Blvd and stay in the first lane.

Once we got on Dayton Blvd I also instructed that it is 40 mph on this road it is okay to go under but not over the speed limit. The ride was not a smooth ride she would continue to punch the breaks, I asked her way was she punching the breaks she said I am controlling my vehicle/ trying to keep it at 40 mph. I explained to Mrs. Martineau, easy off the gas pedal and let it coast it will slow down that it would be okay to do this. She continued to punch the break throughout the whole road test.

I instructed her to switch lanes; she proceeded to put the left blinker on and almost brought the vehicle to a stop on Dayton Blvd. I told her not to stop the vehicle continue to drive while switching lanes. I stated that stopping on a busy road like that could cause an accident. A little ways down the road I had her switch back to the right lane which she did the same as before blinker and break, once in the right lane a truck was at a local business and waiting to pull out on to Dayton Blvd. She stopped her car and let the man go stating that he was going to pull out in front of her. I did not feel nor see the man move as if he was going to do so, the man sat there and look at us and went a head and pulled out. The car behind us pulled out from behind us. She should not have stopped on a busy road like this to let a car out of a business. This could have been an accident if the car behind us did not pull into the next lane and go on.

Once we got down the road a bit I instructed Mrs. Martineau to turn the right blinker on, she did and started to stop the vehicle. I said do not stop the vehicle just slow down we are turning on the next street (Thuler St.) She made a complete stop before turning on to Thuler St. off of Dayton Blvd.

Once on Thuler St. I stated it is 25 mph in the neighborhood, and we would be turning right on to Caerar St right in front of the NO OUTLET sign. She made a complete stop before turning. I explained that she has the right of way and it does not require her to stop there that the oncoming car has a stop sign there. She continues to talk about how she is a good driver and she knows how to drive and she is being careful of other drivers. I instructed her to listen to my instruction and we can discuss the road test when we return to the station. At the top of Caerar St is a stop sign, I stated once you stop we will make a right turn. She was pumping the breaks and looking left and right she never really made a
complete stop just pumping the breaks I explained she was supposed to stop before proceeding she started to argue about the stop. She did do a correct stop at the next sign and I told her to make a left and we will return to the station. She pulled out and proceeded to the farther lane not the inside lane.

She is still pumping the breaks while driving, I instructed her to switch lanes to the inside lane she again did the blinker and break. I repeated to not stop or hit the brakes just do a smooth switch into the next lane when it is safe. Approaching Fire Station #2, I told her to put her left blinker on and do not step on the break she did it anyway. I told her to drive up to the last drive way where a white truck was coming out was our drive way. I then instructed her to park on the left side of the building facing the road. She questioned me I assumed it was not clear what the instructions where so I repeated with hand gestures. She set stopped for a moment before proceeding to the area I instructed her to park in.

Once parked I began to explain to Mrs. Martineau the errors that were made and how she should have did them correctly, she would not allow me to speak before she was talking over me and telling me she knows how to drive and she has went through Haman’s twice. I said this is the area’s we need to discuss today tried to proceed with my instructions on the errors but she did not let me finish. At that time I explained I need to go inside the station and finish filling out the paper work and I would talk with her more inside.

Once I complete the paper work I commented on the road test she “Customer had difficulty maneuvering vehicle out of parking lot, continues back and forth trying to turn the vehicle around.

While driving customer would brake over and over for no reason. Said was trying to keep it below 40 mph, I explained to just take your foot off the gas pedal. To not punch break pedal customer did not make a complete stop at stop sign.

These are my reasons for failing this customer today.

I tried again to explain to the customer why she failed and she could return in one week and since we are closed for Vet Day she could return on Thursday 11/10/16 and I would retest her. She stated that we are racist and how a woman of color could not get a drivers lic at this station. She said she would go to Bonny Oaks station where there are woman of color. She continued to rant about her lawyer and how unfair Driver Lic is to her. I state It is her right to do what she wanted but I am willing to work with her and test her again in 4 business days. She paid her $2.00 fee and went out the door ranting.

Rosa Hinton/ Branch Manager

Red Bank Station #501
**APPLICATION FOR TENNESSEE DRIVER LICENSE**

**FIRST NAME**: Jennifer  
**MIDDLE NAME**: Claudine  
**LAST NAME**: Martineau

**DATE OF BIRTH**: 1/8/97

**ADDRESS WHERE YOU ARE MAILING**: 848 McAllister Avenue 3

**CITY**: Chattanooga  
**STATE**: TN  
**ZIP CODE**: 37402  
**COUNTY**: Hamilton

**SEX**: Female

**RACE**: Asian

**HEIGHT**: 5'3

**WEIGHT**: 124

**DATE PHONE**: 5-4408

**EMPLOYER NAME**: Unemployed

**GLASSES OR CONTACTS FOR**: No

**HEARING IMPAIRED**: No

**STATE WAS YOU WERE BORN**: Tennessee

**MILITARY SERVICE**: No

**DRIVER LICENSE**: No

**FINGERPRINTS**: Yes

**DOB**: 1/8/97

**EXP DATE**: 1/7/17

**LICENSE NO**: 0781049774

**CLASS**: PD

**DEPARTMENT USE ONLY**: Department Use Only - Do not write below this line!

**VISUAL ACUITY**: Normal

**EXAM DATA**: Exam

**PASS**: Fail

**EXAM**: Fail

**REASON FOR SUSPENSION, CANCELLATION OR DENIAL**: No

**CERTIFIED**: Jennifer L. Martineau

**SIGNATURE**: Jennifer L. Martineau

**SIGNATURE**: Per Dict Mag Ok Tied

**CLASS license to be issued**: (Circle)

- [ ] COMMERCIAL
- [ ] REGULAR DL
- [ ] TEMPORARY DL
- [ ] INTERMEDIATE DL
- [ ] IDENTIFICATION

**receipt type**: EXMR

**AMOUNT**: $200

**TOTAL DUE**: $200

**RETURN DATE**: 1/20/17

**MILESTONE**: 501

**STATE**: EXMR

**TAG No**: 6113065

**MAKE/MODEL/ COLOR/YR**: P-CODE(5)

**RETURN DATE**: 1/20/17

**THIS IS NOT A LICENSE**: This is Not A License

**THIS IS NOT A LICENSE**: This is Not A License

**THIS IS NOT A LICENSE**: This is Not A License

**THIS IS NOT A LICENSE**: This is Not A License
**RECORD OF TENNESSEE DRIVER LICENSE ROAD TEST**

<table>
<thead>
<tr>
<th>Name of Applicant:</th>
<th>Jennifer Martineau</th>
</tr>
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<tbody>
<tr>
<td>Vehicle:</td>
<td>PT Cruiser</td>
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<tr>
<td>DLN:</td>
<td>078614994</td>
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<tr>
<td>Restrictions:</td>
<td></td>
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<tr>
<td>Date:</td>
<td>11-4-16</td>
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<tr>
<td>Station #:</td>
<td>501</td>
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<tr>
<td>Route:</td>
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<tr>
<td>Examiner / Badge #:</td>
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**PRE-TRIP VEHICLE INSPECTION**

**Mandatory**
- Valid Lic Plate
- Brake Lights
- Bumper
- Door, Driver
- Door, Passenger

**Secondary Items**
- Windows
- Mirrors
- Seat Belts
- Speedometer
- Tail Lights
- Rear Turn Signals*
- Front Turn Signals*
- Headlights (on dim)
- Windshield Wipers
- Defroster
- Emergency Brake
- Other
- Horn

*Check hand signals only if turn signal not working.

**ROAD TEST**

**BACKING MANEUVER**
- Proper use of mirrors before and during backing maneuver
- Proper check of "blind spots" by physically looking before backing
- Safe backing maneuver (proper distance from other vehicles, etc.)

**PARKING LOT**
- Proper traffic checks
- Proper speed
- Parks vehicle within lines

**SCORED TURNS / INTERSECTIONS**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

**APPROACH**
- Traffic Checks
- Signal ON
- Correct Lane Usage (Start)
- Proper Speed
- Full Stop
- Stop Line / Gap
- Unnecessary Stop

**IF TURNING**
- Both hands on wheel
- Proper Speed
- Wide/Short
- Correct Lane Usage (End)
- Proper Yield if needed

**COMPLETION**
- Obeyed Signs/Signal
- Proper Merge if needed
- Proper Acceleration
- Signal OFF

**SCORED DRIVING STRETCH**

<table>
<thead>
<tr>
<th>MERGE / LANE CHANGE</th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Checks</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Proper Speed</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Proper Control (Steering)</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Signal as needed</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

**BUSINESS / RESIDENTIAL / RURAL**
- Traffic Checks
- Proper Lane Usage
- Proper Following Distance
- Proper Speed

**OVERALL DRIVING ABILITY**

*Unsafe Driving Behaviors*
- Awareness of Conditions
- Braking Control
- Speed Control
- Steering Control
- Proper Lane Usage
- Signs / Signals

**AUTOMATIC FAILURE**
- Dangerous violation of traffic law
- Dangerous action or unsafe behavior
- Refusal to follow directions

| ☑ | ☑ | ☑ |

- Contributing to an avoidable accident
- Drove up and/or over sidewalk or curb
- Dangerously unfamiliar with vehicle (Pre-Trip)

**Scoring Guidelines:**
- PT Fail = 1 mandatory or 4 secondary
- RT Fail = 10 pts or more; DLE Ex discretion: 7-9 pts
- Pass = 6 pts or less

**Return Date Guidelines:**
- 7-9 pts = next (1) day; 10-12 pts = up to seven (7) days; 13-15 pts = up to fourteen (14) days; 16pts or AF = 30 days.

**RETURN DATE (if failed):** 11-10-16
<table>
<thead>
<tr>
<th>License Type</th>
<th>License Number</th>
<th>Expiration Date</th>
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<tbody>
<tr>
<td>HCP</td>
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<tr>
<td>SSO</td>
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<tr>
<td>DOB</td>
<td>1980-02-23</td>
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<tr>
<td>CNM</td>
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<tr>
<td>HCO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note:</td>
<td></td>
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</tr>
</tbody>
</table>

**Account Contact Information**

- **Name:** John Doe
- **Address:** 123 Main St, Anytown, USA
- **Telephone:** 555-1234
- **Fax:** 555-5678

**Customer Service:**

- **Name:** Jane Smith
- **Address:** 456 Oak Ave, Anytown, USA
- **Telephone:** 555-9876
- **Fax:** 555-3210

**Additional Information:**

- **Notes:**
  - General remarks about the account, such as contact preferences or payment terms.
  - Any special requirements or instructions.

**Mailing Address:**

- **Name:** General Customer Service
- **Address:** P.O. Box 999, Anytown, USA
- **Telephone:** 1-800-123-4567
- **Fax:** 1-800-765-4321

**Email:** support@account.com
1. Information Only (IO) complaints are to be completed within thirty (30) days of receipt of the complaint. The Internal Investigations Unit (IIU) Captain shall be notified in writing of any investigation that will exceed this time frame.
INTERNAL INVESTIGATIONS UNIT
312 Rosa L. Parks Avenue
Nashville, Tennessee 37243-1000

Information Only #: IO2016-0289

IIU DISCIPLINARY REPORT CHECKLIST

- 1. Captain/Section Head Recommendation Email/Memorandum
- 2. Complainant Statement (If applicable)
- 3. Investigator Case Summation (If applicable)
- 4. Audio Log with Audio CDs (If applicable)
- 5. Video Log with DVD (If applicable)
- 6. Witness Statements (If applicable)
- 7. Arrest Report / Case File / Tickets, or other documents directly related to the incident (DL or Handgun Applications, Hearing Documents, Edison, etc.) (If applicable)
- 8. Other Forms as Needed (Complaint Form, CAD, Money Receipts, Logs, etc...) (If applicable)

ADMINISTRATIVE CASE LOG IIU Case#: IO2016-0289 Investigator: James R. Troup

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/16</td>
<td>1153</td>
<td>Received complaint on Red Bank DL Station from Regional Manager Melissa Long.</td>
</tr>
<tr>
<td>11/02/16</td>
<td>1300</td>
<td>Attempted to contact complainant, message was left.</td>
</tr>
<tr>
<td>11/02/16</td>
<td>1330</td>
<td>Interviewed Examiner Grimes and Examiner Elder regarding IO2016-0289. Both Examiners completed written statements.</td>
</tr>
<tr>
<td>11/03/16</td>
<td>0930</td>
<td>Attempted to contact complainant, 2nd attempt, message was left.</td>
</tr>
<tr>
<td>11/03/16</td>
<td>0935</td>
<td>Complainant Jennifer Martineau returned call and was interviewed via phone by District Manager James R. Troup.</td>
</tr>
</tbody>
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I just received a call from customer Jennifer Martinaeu who is the same woman that filed the complaint against Red Bank DL when she failed her road test. She was extremely irate stating she was being failed because she's black and that I needed to fix this and issue her license before she gets the NAACP on my white ass. I tried to explain to Ms. Martinaeu that I would not reverse a failed test score for her because after being tested a second time by the Branch Manager, there was well documented notes on her test and the improvements that need to be made. Ms. Martinaeu continued to scream and use racially explicit language toward me and I politely excused myself from the call. Ms. Martinaeu will be contacting Nashville to file a complaint once again she stated. She also stated that she has prepaid legal fees and will contact her attorney regarding her treatment by the Department.

Sent from my iPhone
TENNESSEE CAREER CENTER

Department of Safety

Homeland Security

Tower - 25th Floor

FACSIMILE TRANSMITTAL SHEET

TO: Tennessee Bureau of Investigation

ATTENTION: 37243 2

TOTAL NO. PAGES, INCLUDING COVER:

14 PAGES

Re: I am filing a complaint

Matter against Tennessee

Bank, Tennessee

TENNESSEE CAREER CENTER

5600 Brainerd Road Suite A-5

Chattanooga, TN 37411

(423) 894-5354 FAX (423) 894-2758

The Tennessee Career Center at Chattanooga does not verify references and is not responsible for information included in applicant/participant resumes and applications forwarded.

EQUAL OPPORTUNITY EMPLOYER/PROGRAM. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES. TDD (423) 894-8517.

October 31, 2012
Jenifer Claudine Martineau.
848 McCallie avenue apt 3.
Chattanooga, Tennessee 37403.

December 14, 2016.

Director Office Inspectional Services Bureau or Private Investigator.
Inspectional Services Bureau.
Internal Investigations Unit.
312 Rosa L. Parks Avenue.
Tennessee Tower 25th Floor.
Nashville, Tennessee 37243.

Dear Executive Director of Office Inspectional Services Bureau or Private Investigator:

My name is Jenifer Claudine Martineau. My date of birth is October 18, 1975. My social security number is 414-59-5716. Place of birth Colon city, republic of Panama; Latin or Central American country. I am also a United States citizen. I am sending you a certified United States postal service and notarize business letter buy the notary public complaining to you about a illegal unfair practice business discrimination evaluation prejudice bias record of Tennessee driver license road test matter that was conducted and schedule on November 4, 2016 buy the examiner Mrs. Rosa office manager that work at the Tennessee Department of safety office in Red Bank, Tennessee (U.S.A. Country). My learners permit Tennessee identification id is 078614994. I am also include a copy of all attach documents with these business letter legal complaint formal matter letter. I am complaining about the office manager examiner gave me an unfair bias prejudice evaluation performance failing road test report on my driving skill road test on November 4, 2016. This is my second unfair bias prejudice discriminatory unfair illegal business evaluation report of failing my driving skill class D drivers licenses road test of this year 2016.

I am falsely and wrongfully been mis-evaluated. The examiner did not evaluated my driving road performance on the road very fairly enough nor graded me correctly.
Jenifer Claudine Martineau.
848 McCallie avenue apt 3.
Chattanooga, Tennessee 37403.
December 14, 2016.

Director of office Inspectional Services Bureau or Private Investigator.

Inspectional Services Bureau.

312 Rosa L. Parks. Avenue.

Tennessee Tower 25th floor.

Nashville, Tennessee 37243.

Page 2. continue.

I believe that I was wrongfully treated badly like a third class American citizen or treated like a illegal alien immigrant noncitizen feeling less or not equal as a value of Competent in driving performance on the road test or on the daily road route in Tennessee etc.

I went to Hamans new driving school in the summer of 1996 in northgate mall area in Hixon, Tennessee to take 50 hours of drivers aid driving instruction and 10 hours of Driving road test skill, the drivers aid instructor took me also on the street road at Hamans new drivers school and taught me how to drive on the street road.

They also gave me a driving safety writing road test at the end of the driving aid road course stating that I did well on my test and that I will receive a Tennessee class P.D learners permit. I have purchase a vehicle pt.cruiser 2003 cruisier, I also got liability Insurance on my car; that I pay every month to keep my car insurance from accidents etc.

I have been driving with others passenger in my car that got Tennessee drivers licenses every day, every year for almost 20 years ever since; I gone threw Hamans driving school to learn to drive for a very, very long time.
Jenifer Claudine Martineau,

848 McCallie avenue apt 3.

Chattanooga, Tennessee 37403.

December 14, 2016.

Director of Inspectional Services Bureau or Private Investigator.

Inspectional services bureau Internal Investigations Unit.

312 Rosa L. Parks Avenue.

Tennessee Tower 25th floor.

Nashville, Tennessee 37243.

Page 3. Continue.

I believe that the driver examiner and the staff office management and office assistant state commissioner of Tennessee city of Chattanooga are illegally discriminating me and treaten me wrongfully and unfairly with my driving skill road test due to the fact of my race, color, nationality, etc. etc.

I already know how to drive and also I know that I am a good good great driver.

I deserve to be treated right with respect and very very good. I do not like harrastment, unfair evaluation driving prejudice performance that was written on my report unfairly or lying on my driving road test evaluation buy deliberately failing me on the road test for no good reason or no good cause to fail.

I want you reprimand those staff management examiners and employees that work there.

I also want you to have a business meeting with them to clarify this big confusion unfair evaluation that they bee failing some of the people that was issue the Tennessee learners permit like myself and others that already went threw drivers aid driving school for 2 weeks to study driving and to learn how to drive a car etc. etc.

I want fair justices and equal treated good fair performance on my road driving skill test went I decided to come back next time to get my class D drivers licenses id government identification.

I believe that my constitutional amendment rights 1 and 5 amendments has been violated under the civil rights law several time buy your staff and employees closed doors.
Jenifer Claudine Martineau.

848 Mcallie avenue apt 3.
Chattanooga, Tennessee 37403.

December 14, 2016.

Director office of inspectional Services Bureau or Private Investigator.

Inspectional Services Bureau.

312 Rosa L. Parks. Avenue.
Tennessee Tower 25th floor.
Nashville, Tennessee 37243.


I do not like to be treated like a third class citizen with lesser value or important.

I am somebody and I am well educated, I want to treated equal rights, equal opportunity in everything I do. I don’t believe in failing nor believe in having low self-esteem or self low importance of putting myself down base what somebody said about me or think about me to discriminated o be unfair prejudice against me for no good reason.

I want you to email me back at October [101800@gmail.com] or called me at my phone.

(423) 602-4908.

Or you can write me back as soon of possible to the above address on this letter.

THANK YOU VERY MUCH.

Sincerely!

Exp. 7-26-2020

[Signature]
Jenifer C. Martineau
Jennifer C. Martineau
Tennessee Drivers Licenses Identification Card
Page 2

Jennifer C. Martinez
LATIN AMERICA CONSULTING CO.
9218 Charbar Circle, Chattanooga, TN 37421
Tel: (423) 499-5234, (423) 624-9395 Fax: (423) 624-9923

TRANSLATION OF BIRTH CERTIFICATE

No. 978428 CERTIFICATE No: 207 BOOK No: ___ FOLIO No: 125

NAME: JENIFER CLAUDINE MARTINEAU
FIRST MIDDLE LAST

SEX: FEMALE

DATE OF BIRTH: OCTOBER 18 1975
Month Day Year

PLACE OF BIRTH: --- COLON CITY
VILLAGE CITY OR TOWN
COLON PANAMA
STATE OR PROVINCE COUNTRY

FATHER'S NAME: --- FIRST MIDDLE LAST

MOTHER'S NAME: FLORENCIA MARTINEAU
FIRST MIDDLE LAST

CIVIL REGISTRANT: REGISTRO CIVIL

CERTIFICATE ISSUED ON: MARCH 30 2001
Month Day Year

I, Esteban Lopez, fluent in both Spanish and English, do hereby certify that I have carefully read the above document and compared it with the Spanish document, and that this is a true and correct English version of such Spanish document or portions thereof, to the best of my knowledge and belief.

ESTÉBAN LOPEZ, B.A.
**RECORD OF TENNESSEE DRIVER LICENSE ROAD TEST**

**Name of Applicant:** Jennifer Martinez

**DLN:** 0181014994

**Vehicle:** PT Cruiser

**Tag:** 1C4L-5G6

**Restrictions:**

<table>
<thead>
<tr>
<th>Date:</th>
<th>Station #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/14/10</td>
<td>501</td>
</tr>
</tbody>
</table>

**Route:**
- [ ] Extended
- [x] Abbreviated

**Examined / Badge #:**

<table>
<thead>
<tr>
<th>Pre-Trip Vehicle Inspection</th>
<th>Score: P F</th>
</tr>
</thead>
<tbody>
<tr>
<td>MANDATORY</td>
<td></td>
</tr>
<tr>
<td>Valid License Plate</td>
<td>○ Windows</td>
</tr>
<tr>
<td>Brake Lights</td>
<td>○ Mirrors</td>
</tr>
<tr>
<td>Bumper</td>
<td>○ Seat Belts</td>
</tr>
<tr>
<td>Door, Driver</td>
<td>○ Speedometer</td>
</tr>
<tr>
<td>Door, Passenger</td>
<td>○ Hand Signals*</td>
</tr>
<tr>
<td>Tail Lights</td>
<td>○ Rear Turn Signals*</td>
</tr>
<tr>
<td>Windshield Wipers</td>
<td>○ Defroster</td>
</tr>
<tr>
<td>Front Turn Signals*</td>
<td>○ Emergency Brake</td>
</tr>
<tr>
<td>Headlights (on dim)</td>
<td>○ Other</td>
</tr>
<tr>
<td>Horn</td>
<td></td>
</tr>
</tbody>
</table>

*Check hand signals only if turn signal not working. ○ = Mandatory if inclement weather or poor visibility.

**ROAD TEST**

**SCORED DRIVING STRETCH**

<table>
<thead>
<tr>
<th>MEASURE / LANE CHANGE</th>
<th>1 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Checks</td>
<td>□ □</td>
</tr>
<tr>
<td>Proper Speed</td>
<td>□ □</td>
</tr>
<tr>
<td>Proper Control (Steering)</td>
<td>□ □</td>
</tr>
<tr>
<td>Signal as needed</td>
<td></td>
</tr>
<tr>
<td>BUSINESS / RESIDENTIAL / RURAL</td>
<td></td>
</tr>
<tr>
<td>Traffic Checks</td>
<td>□ □</td>
</tr>
<tr>
<td>Proper Lane Usage</td>
<td>□ □</td>
</tr>
<tr>
<td>Proper Following Distance</td>
<td>□ □</td>
</tr>
<tr>
<td>Proper Speed</td>
<td>□ □</td>
</tr>
</tbody>
</table>

**OVERALL DRIVING ABILITY**

*Unsafe Driving Behaviors: □ □ □ □ □

| Awareness of Conditions | 1 1 1 |
| Braking Control         | 1 1 1 |
| Speed Control           | 1 1 1 |
| Steering Control        | 1 1 1 |
| Proper Lane Usage       | 1 1 1 |
| Signs / Signals         | 1 1 1 |

*Each combination of any 3 errors = 1 scored point

**REMARKS**

Customer had difficulty maneuvering vehicle out of parking lot continues backing forth. While drive customer would brake over curb. No reason said was try to keep below 40 mph. Explained to just take fast off gas to not punch brake. Provided customer did not make a complete stop at stop sign. Error at sign 50 and Nasa home dev.

**Scoring Guidelines:**

<table>
<thead>
<tr>
<th>PT Fail</th>
<th>1 mandatory or 4 secondary</th>
<th>RT Fail</th>
<th>10 pts or more; DLE discretion: 7-9 pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>6 pts or less</td>
<td>Pass</td>
<td>6 pts or less</td>
</tr>
</tbody>
</table>

**Return Date Guidelines:**

11-10-10

**RETURN DATE (if failed):** 11-10-10
Jennifer C. Martinez
Republic of Panama
Government Identification Card.
Panamanian Citizen
TN Department of Safety Homeland Security, Tennessee Tower, 25th Floor
312 Rosa L. Parks Avenue, Nashville,
TN 37243
Jennifer C.

Martin Kenan.
Assistant Commissioner Bullard:

Attached is an Information Only (IO) Complaint concerning Branch Manager Rosa Hinton. Please review the IO complaint and follow up on the allegations/concerns. If disciplinary action is warranted, contact IIU to get an Administrative Investigation Number (AD). Please submit your findings to me within thirty (30) days. Thank you for your time and assistance.

Confidentiality Notice: The information contained in this email and any attachments is confidential and may be privileged. If you are not the intended recipient, please destroy this message, delete any copies held in your systems, and notify the sender immediately. You should not retain or copy or use this email for any purpose, nor disclose any of its content to any other person. I apologize for any inconvenience this may have caused.
January 12, 2016

Ms. Jenifer Martineau
848 McCallie Ave. Apt 3
Chattanooga, Tennessee 37403
IQ2017-0009

Ms. Martineau,

Please be advised that your complaint information has been forwarded to Assistant Commissioner Lori Bullard for review. A representative of the Department of Safety and Homeland Security may contact you to obtain additional information or to schedule an interview.

The Inspectional Services Bureau will provide you with written notification upon the completion of the investigation. Feel free to contact the Inspectional Services Bureau if you have any questions concerning this issue.

Sincerely,

[Signature]

Justin Roll | Sergeant
Inspectional Services Bureau
Tennessee Tower – 25th Floor
312 Rosa L. Parks Avenue Nashville, TN 37243
Office – (615) 251-5176
Cell – (615) 815-6497
Email – Justin.roll@tn.gov
APPENDIX D
LIMITED ENGLISH PROFICIENCY POLICY
I. PURPOSE:

To establish policy and procedures for the employees of the Tennessee Department of Safety and Homeland Security concerning the above captioned subject.

II. POLICY:

The Tennessee Department of Safety and Homeland Security (DOSHS) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. The policy of the DOSHS is to ensure meaningful communication with LEP customers and members of the motoring public and their authorized representatives in any business related to the Department. The policy also provides for communication of information contained in vital documents, including but not limited to: driver license applications, motor vehicle records, financial responsibility forms, etc. Aids that are needed to comply with this policy (e.g., contract translation services, driver license examinations in languages other than English) shall be provided without cost to the person being served when available, and customers and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through the use of competent bilingual staff (where available), contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All employees will be provided notice of this policy and procedure, and employees that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

The DOSHS will conduct a regular review of the language access needs of our motoring population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

III. PROCEDURES:

A. Identifying LEP Persons and Their Language:

The DOSHS will attempt to promptly identify the language and communication needs of the LEP person. In addition, when records are kept of past interactions with customers, the language used to communicate with the LEP person will be included as part of the record.
B. Obtaining a Qualified Interpreter:

1. The Department will maintain an accurate and current list showing the name, language, phone number, and hours of availability of bilingual staff. This list is to be maintained by the Human Resources Division of the Department.

2. The Department will contact the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret.

3. The Department will obtain an outside interpreter, if a bilingual staff member or staff interpreter is not available, or does not speak the needed language. Particularly in the case of the Tennessee Highway Patrol, a Trooper or citizen would call Dispatch or come into one of the District offices. Dispatch would then call the contract translation service agency and give the access code authorizing the service’s use. At that point, the translation service would determine which language the citizen spoke, and assign the appropriate translator.

4. Driver Services will attempt to assist LEP persons by one (1) or more of the following methods:
   a. Offering the knowledge test in different languages;
   b. Permitting the use of a translation dictionary;
   c. Interpreting forms and publications in different languages, when necessary;
   d. Permitting the use of an interpreter during the application process;
   e. Any other accommodation deemed reasonable by the Department.

5. The DOSHS will also permit LEP persons to use a family member or friend as an interpreter. This is often necessary due to the limited number of bilingual staff in the Driver Services centers. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered.

6. Children and other customers will not be used to interpret, in order to ensure confidentiality of information and accurate communication.
C. Providing Written Translations:

1. When translation of vital documents is needed, each Division in the Department will be responsible for submitting documents for translation into frequently-encountered languages to the staff person assigned these duties in that Division. Original documents being submitted for translation will be in final, approved form and updated with accurate legal information.

2. Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation for LEP individuals.

3. The DOSHS will set benchmarks for translation of vital documents into additional languages over time as needed.

D. Providing Notice to LEP Persons:

The DOSHS will inform LEP persons of the availability of language assistance, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in Driver Service centers and other points of entry, including but not limited to: county clerk offices where driver license services are offered, and in the Department’s Human Resources Office.

E. Monitoring Language Needs and Implementation:

On an ongoing basis, the DOSHS will assess changes in demographics, types of services or other needs that may require re-evaluation of this policy and its procedures. In addition, the DOSHS will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from customers and community organizations, etc.
APPENDIX E

TITLE VI COMPLAINT FORMS
STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF SAFETY

COMPLAINT UNDER TITLE VI OF CIVIL RIGHTS ACT OF 1964

To: Tennessee Department of Safety

I, ____________________________, hereby file an official complaint against

(Complainant’s Name)

____________________________ located at: ______________________________

(Name of Person or Agency)

Complainant’s Name: ____________________________

Complainant’s Address: ____________________________________________

________________________________________

Basis of Complaint: ________________________________________________

(Attach extra paper if necessary)

Date of alleged discrimination: __________________________

Signed: __________________________

Date: __________________________

To be completed by the Tennessee Department of Safety

Complaint received on __________________________.

Date

____________________________ Title VI Coordinator

Form: DOS VI-1
STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF SAFETY

WITHDRAWAL OF COMPLAINT OR APPEAL FOR FAIR HEARING

DATE: ____________________

TO: Tennessee Department of Safety

I, ____________________________, hereby withdraw my complaint or appeal

Filed on __________________ against __________________ located at

(Date) (Name)

(Address)

Complainant’s Name: ____________________________

Complainant’s Address: __________________________________________

________________________________________________________________

Reason for Withdrawal: __________________________________________

________________________________________________________________

(Attach extra paper if necessary)

Signed: ____________________________

Form: DOS VI-2
STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF SAFETY

REPORT OF INVESTIGATION

I, ______________________, representing ______________________
(Investigator) (Name)

have investigated the complaint filed on __________ by ________
(Date) (Name of Complainant)

alleging discrimination occurred which was in violation of the provisions of Title VI
of the Civil Rights Act of 1964.

The results of the investigation are as follows: (Circle the appropriate letter)

A. The agency or person was found to be in violation of Title VI.
B. The agency or person was not found to be in violation of Title VI.
C. The complainant withdrew the complaint using Form DOS VI-2.

A copy of the investigative report is attached.

NOTE: If the agency or person was found to be in violation of Title VI, briefly describe the
remedial action taken to assure future compliance:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Investigator)

(Date)

Form: DOS VI-3
STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF SAFETY

APPEAL FROM FINDING

I, ____________________, wish to appeal the finding made on ____________
(Date of Finding)

by __________________ of ( ) Non-Discrimination or ( ) The proposed remedial
action by the agency in the Title V I complaint as filed by:

__________________________________________ on ____________________
(Complaint) (Date of filing)

__________________________________________ at ______________________
(Person or Agency) (Location)

Signed: ________________________________
(Appellant)

______________________________
(Address)

______________________________
(Date of Appeal)
STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF SAFETY

TITLE VI INITIAL SELF-SURVEY

1. Date of Survey: ________________

2. Type of Survey: ( ) Initial ( ) Other

3. Name of Facility/Division: ________________________________
   Street Address: _________________________________________
   City, County, State _______________________________________

4. Name of Administrative Head: ______________________________
   Title: __________________________________________________

5. Non-Discrimination Policies: Does your division have a written policy stating
   that services will be provided to all persons without regard to race, color, or
   national origin?
   Yes ________ No ________

   If yes, attach a copy, FOR INITIAL SURVEY ONLY.

6. Posters: Are posters containing Title VI information prominently displayed
   within the facility?
   Yes ________ No ________

7. Do these posters show the name of Title VI Coordinator to whom complaints
   should be referred?
   Yes ________ No ________

8. Records: Are permanent records kept of all Title VI complaints?
   Yes ________ No ________
8. **Complaints:** If applicable, describe below any complaints received in this reporting period:

<table>
<thead>
<tr>
<th>Name of complaint</th>
<th>Race</th>
<th>Charge</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

10. **Dissemination:** Is Title VI information disseminated to your employees and your clients/applicants? Yes No

If yes, describe how employees are informed: __________________________________________

Describe how clients/applicants are informed: __________________________________________

11. Are you confident that applicants and clients are clearly aware of their rights under Title VI, including the right to file a complaint? Yes No

12. Are new employees clearly informed about their specific responsibilities to clients under Title VI? Yes No

13. Are staff members periodically re-oriented or refreshed on information detailing their Title VI responsibilities? Yes No

14. If yes, state by whom and how: __________________________________________

15. **Compliance Assurance:** Do all contracts to provide direct services to clients contain a Title VI statement of compliance? Yes No

16. Are you confident that each of your sub-contractors or vendors, if any, are clearly aware of your agency’s commitment to Title VI? Yes No

17. **Courtesy Titles:** Does a written policy exist which states that courtesy titles (i.e., Mr., Mrs., Ms., Miss) will be used by staff to address clients without regard to
18. Are all physical areas (e.g., exits, waiting room, dining areas, rest room, etc.) provided and used without regard to race, color, or national origin of clients? Yes ______ No ______

If no, identify the areas which are not used jointly and explain why.

_________________________________________________________________________

_________________________________________________________________________

19. Is there a particular Title VI area in which you like in assistance? Please describe: __________________________________________

_________________________________________________________________________

20. Comments: State below any particular problems you find with the manual, self-survey, etc: __________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

DERELATION OF RESPONDENT: I declare that I have completed the data in this survey and to the best of my knowledge and belief, it is true, correct, and complete.

Signature of Person Completing Self-Survey  Date

Position: __________________________

DECLARATION OF ADMINISTRATIVE HEAD: I declare that I have reviewed and approved that information provided in this self-survey and to the best of my knowledge and belief, it is true, correct, and complete.

Administrative Head Signature  Date

Form: DOS VI-5
Instructions: This report is used annually to evaluate your division's or agency's organization regarding Title VI compliance. Please respond to each question and provide any supporting documentation requested.

NAME OF DIVISION/AGENCY/ORGANIZATION:

ADDRESS ____________________________________________ 

CONTACT NAME_________________________ CONTACT PHONE__________

1. Are services from this division or organization provided to clients without regard to race, color, or national origin? ☐ ☐
2. Does a written procedure exists for hearing and reviewing Title VI complaints. ☐ ☐
3. Are records maintained regarding all alleged cases of discrimination. ☐ ☐
4. Are notices and posters prominently displayed and used to emphasize the Title VI program and complaint opportunities? ☐ ☐
5. Are notices and posters available in languages other than English? ☐ ☐
6. Are all clients specifically informed about their individual rights under Title VI? ☐ ☐
7. Are new and existing employees clearly informed about their responsibilities to clients under Title VI? ☐ ☐
8. Do contracts between this agency/organization and another party include a Title VI statement of compliance clause? ☐ ☐
9. Are other parties which contract with this agency (e.g., vendors, sub-contractors) clearly informed by this agency about their own responsibilities to clients under Title VI standards?

10. Does a written policy exist which states that the staff will use courtesy titles (Mr., Mrs., Ms., Miss) to address clients without regard to race, color, or national origin in both oral and written communications?

11. How do you ensure persons with Limited English Proficiency (LEP) can access your services?

12. Please list any active complaints or lawsuits filed within the last year against your agency, organization, or division which alleges discrimination on the basis of race, color, or national origin. Include the nature of the complaint and summary of findings.

13. Please list any federal, state, or local Title VI compliance review(s) received by your agency, organization, or division in the last year. Include who conducted the review and any findings of non-compliance.

DECLARATION OF RESPONDENT: I declare that I have completed the data in this survey and to the best of my knowledge and belief, it is true, correct, and complete.

Signature of Person Completing Assessment

Position: ______________________________

DECLARATION OF ADMINISTRATIVE HEAD: I declare that I have reviewed and approved that information provided in this self-survey and to the best of my knowledge and belief, it is true, correct, and complete.

Administrative Head Signature

Date
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Anderson Co Clerk
Street Address: 100 N. Main St. Room III
City, State, Zip: Clinton, TN 37716
Director/Contact: Jeff Cole/Clerk

Date of Compliance Audit: 4-5-17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

How long has your agency been contracting with the State?

  ____ Less than 1 year
  ____ 1-3 years
  ____ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

  ____ Yes
  ____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

  ____ Yes
  ____ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year?

0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

Roger Shields

Contract Agency Director/Contact Name (print)

Roger Shields

Date

4-5-17

TDOS Representative Signature

Cheryl A. Huff

TDOS Representative Name (print)

04-05-2017

Date

TN Department of Safety

Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Anderson Co Clark
Street Address: 128 Emory Valley Rd.
City, State, Zip: Oak Ridge, TN 37830
Director/Contact: Jeff Cole/Clerk

Date of Compliance Audit: 11-06-2017

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year:

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [X] 1-3 years
- [ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [X] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [X] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

____ Yes
____ No

Are records kept of Title VI complaints?

____ Yes
____ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

____ Yes
____ No

Contract Agency Director/Contact Signature

Kim Frazer

Contract Agency Director/Contact Name (print)

Kim Frazer

Date

4/5/17

TDOS Representative Signature

*Cheryl A. Huff

TDOS Representative Name (print)

Date

04-05-19

TN Department of Safety

Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Campbell Co Clerk
Date of Compliance Audit: 03-28-17
Street Address: 570 Main St, Ste A-21
City, State, Zip: Jacksboro, TN 37757
Director/Contact: Alice Baird/Clerk

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
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How long has your agency been contracting with the State?

___ Less than 1 year
___ 1-3 years
☑️ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☑️ Yes
___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☑️ Yes
___ No
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

[Signature]

Contract Agency Director/Contact Name (print)

[Name]

Date

[Date]

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

[Name]

Date

[Date]
Title VI Compliance Audit Questionnaire

Contractor Name: Knox County Clerk  
Date of Compliance Audit: 4-05-2016  
Street Address: 300 Main St.  
City, State, Zip: Knoxville, TN 37902  
Director/Contact: Foster D. Arnett, Jr. / Clerk  

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [x] 1-3 years
- [ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

[Signature]

Contract Agency Director/Contact Name (print)

[Name]

Date

4-5-19

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

[Susan J. Taylor]

Date

4-05-2017
Title VI Compliance Audit Questionnaire

Contractor Name: Knox County Clerk

Street Address: 7328 Norris Freeway

City, State, Zip: Knoxville, TN 37918

Director/Contact: Foster D. Arnett, Jr./Clerk

Date of Compliance Audit: 3-14-2017

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

____ Less than 1 year

____ 1-3 years

X 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X Yes

____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X Yes

____ No
Are posters prominently displayed within the facility concerning Title VI information?  
X Yes  
___ No  

Are records kept of Title VI complaints?  
X Yes  
___ No  

How many Title VI complaints did your agency receive during the last fiscal year? 0  

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?  
X Yes  
___ No  

Contract Agency Director/Contact Signature  

Contract Agency Director/Contact Name (print)  

Date  

TDOS Representative Signature  

TDOS Representative Name (print)  

Date  

TN Department of Safety  
Title VI Compliance Audit Questionnaire
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name

Knox County Clerk

Date of Compliance Audit

3-14-2017

Street Address

3010 S. Mauve Rd.

City, State, Zip

Knoxville, TN 37917

Director/Contact

Foster D. Arnett, Jr. / Clerk

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

____ Less than 1 year

____ 1-3 years

X  3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X Yes

____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X Yes

____ No
Are posters prominently displayed within the facility concerning Title VI information?

[ ] Yes
[ ] No

Are records kept of Title VI complaints?

[ ] Yes
[ ] No

How many Title VI complaints did your agency receive during the last fiscal year? [0]

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

[ ] Yes
[ ] No

Contract Agency Director/Contact Signature

[Signature]

Contract Agency Director/Contact Name (print)

[Monica Shingles]

Date

3.14.17

TDOS Representative Signature

[Susan J. Taylor]

TDOS Representative Name (print)

[Susan J. Taylor]

Date

3.14.2017
Title VI Compliance Audit Questionnaire

Contractor Name: Knox County Clerk  
Date of Compliance Audit: 3-14-2017

Street Address: 1028 Old Cedar Bluff Rd.

City, State, Zip: Knoxville, TN 37923

Director/Contact: Foster D. Arrett Jr. / Clerk

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

_____ Less than 1 year

_____ 1-3 years

X 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X Yes

_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X Yes

_____ No
Are posters prominently displayed within the facility concerning Title VI information?

- [ ] Yes
- [x] No

Are records kept of Title VI complaints?

- [x] Yes
- - [ ] No

How many Title VI complaints did your agency receive during the last fiscal year?

- [ ] 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

- [x] Yes
- [ ] No

Contract Agency Director/Contact Signature

[Signature]

Contract Agency Director/Contact Name (print)

[Name]

Date

[Date]

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

[Name]

Date

[Date]
Title VI Compliance Audit Questionnaire

Contractor Name: Morgan Co Clerk  
Date of Compliance Audit: 4-5-17  
Street Address: P.O. Box 301/415 S. Kingston St.  
City, State, Zip: Wartburg, TN 37887  
Director/Contact: Cheryl Collins/ Clerk

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

_____ Less than 1 year  
_____ 1-3 years  
X 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X Yes  
_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X Yes  
_____ No
Are posters prominently displayed within the facility concerning Title VI information?

X Yes

__ No

Are records kept of Title VI complaints?

X Yes

__ No

How many Title VI complaints did your agency receive during the last fiscal year? 

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

X Yes

__ No

Contract Agency Director/Contact Signature

Contract Agency Director/Contact Name (print)  Cheryl L. Collins

Date  4-5-13

TDOS Representative Signature

TDOS Representative Name (print)  Cheryl L. Hart

Date  4-5-17
Title VI Compliance Audit Questionnaire

Contractor Name: Scott County Clerk
Street Address: P.O. Box 871/283 Court St.
City, State, Zip: Huntsville, TN 37346
Director/Contact: Pat Phillips/Clerk

Date of Compliance Audit: 3-29-17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

___ Less than 1 year

___ 1-3 years

✓ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

✓ Yes

___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

✓ Yes

___ No
Are posters prominently displayed within the facility concerning Title VI information?

___ Yes

___ No

Are records kept of Title VI complaints?

___ Yes

___ No

How many Title VI complaints did your agency receive during the last fiscal year?

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

___ Yes

___ No

Contract Agency Director/Contact Signature

Patricia A. Phillips

Contract Agency Director/Contact Name (print)

Patricia A. Phillips

Date

3/29/17

TDOS Representative Signature

Cheryl A. Huff

TDOS Representative Name (print)

Cheryl A. Huff

Date

3/29/17
Title VI Compliance Audit Questionnaire

Contractor Name: Levan County Clerk
Street Address: 825 Main St.
City, State, Zip: Maynardville, TN 37807
Director/Contact: Prem Adler / Clerk

Date of Compliance Audit: 3-29-17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

____ Less than 1 year
____ 1-3 years
☑ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☑ Yes
____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☑ Yes
____ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

Contract Agency Director/Contact Name (print) Amy England

Date 3/28/17

TDOS Representative Signature

TDOS Representative Name (print) Cheryl A. Hefter

Date 3/29/17
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Hamilton County
Street Address: 625 Birney Ave. Room 101
City, State, Zip: Paterson, NJ 37102
Director/Contact: Joe Williams/ W.J. Knowles

Date of Compliance Audit: 1/30/19

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☐ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☐ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☐ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

- Yes
- No

Are records kept of Title VI complaints?

- Yes
- No

How many Title VI complaints did your agency receive during the last fiscal year? ______

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

- Yes
- No

Contract Agency Director/Contact Signature

Susie Holloway

Contract Agency Director/Contact Name (print)

Susie Holloway

Date

4/20/17

TDOS Representative Signature

James F. Trapp

TDOS Representative Name (print)

James F. Trapp

Date

4/20/17

TN Department of Safety

Title VI Compliance Audit Questionnaire
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Sequatchie County Clerk
Date of Compliance Audit: 04/18/17
Street Address: 22 Cherry St, Room 16
City, State, Zip: Dunlap, TN 37327
Director/Contact: Charlotte Cagle or Randall Cagle

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

[ ] Less than 1 year
[ ] 1-3 years
[ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

[ ] Yes
[ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

[ ] Yes
[ ] No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

Charlotte Cagle

Contract Agency Director/Contact Name (print)

Charlotte Cagle

Date

4-18-17

TDOS Representative Signature

Date

4/18/17
Title VI Compliance Audit Questionnaire

Contractor Name: Grundy County Clerk
Date of Compliance Audit: 4-18-2017

Director/Contact: Tammy Shokey

Street Address: 68 Cumberland St.
City, State, Zip: Altamont, TN 37301

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☑ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☑ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☑ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

____ Yes
____ No

Are records kept of Title VI complaints?

____ Yes
____ No

How many Title VI complaints did your agency receive during the last fiscal year?

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

____ Yes
____ No

Contract Agency Director/Contact Signature

Tammy Sholey

Contract Agency Director/Contact Name (print)

Tammy Sholey

Date

04-18-2017

TDOS Representative Signature

James E. Troup

TDOS Representative Name (print)

Date

4/18/17

TN Department of Safety
Title VI Compliance Audit Questionnaire
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Bheca Clerk  Date of Compliance Audit: 4-18-17
Street Address: 375 Church St, Ste 101
City, State, Zip: Dayton, In 37321
Director/Contact: Linda Shaver

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [ ] 1-3 years
- [✓] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [✓] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [✓] Yes
- [ ] No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

LINDA SHAVER

Contract Agency Director/Contact Name (print)

LINDA SHAVER

Date

4/18/17

TDOS Representative Signature

James E. Traylor

TDOS Representative Name (print)

JAMES E. TRAYLOR

Date

4/18/17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Larry C. Sloan  
Date of Compliance Audit: 4/18/17

Street Address: 103 College St. So. Ste 1
City, State, Zip: Madisonville, TN 37354
Director/Contact: Larry C. Sloan

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [ ] 1-3 years
- [x] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

X Yes

No

Are records kept of Title VI complaints?

X Yes

No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

X Yes

No

Contract Agency Director/Contact Signature

Signature

Contract Agency Director/Contact Name (print)

Larry C. Sloan

Date

4/18/17

TDOS Representative Signature

Signature

TDOS Representative Name (print)

James E. Tranf

Date

4/18/17

TN Department of Safety

Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Prrk County Clerk  Angie Sanford  
Street Address: 6239 Hwy 411  
City, State, Zip: Benton TN 37377  
Director/Contact: Angie Sanford  

Date of Compliance Audit: 4-18-17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

___ Less than 1 year
___ 1-3 years
___ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

___ Yes
___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

___ Yes
___ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☒ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☒ Yes

☐ No

Contract Agency Director/Contact Signature

Angie Sanford

Contract Agency Director/Contact Name (print)

Angie Sanford

Date

4-18-18

TDOS Representative Signature

Date

4/18/17

TDOS Representative Name (print)

James E. Trox

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Houston Co. Clerk
Street Address: 4725 E Main St
City, State, Zip: Erin, TN 37061
Director/Contact: Robert Brown

Date of Compliance Audit: 2-24-17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☒ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☒ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☒ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

✓ Yes

☐ No

Are records kept of Title VI complaints?

✓ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

✓ Yes

☐ No

Contract Agency Director/Contact Signature

Robert R. Brown

Contract Agency Director/Contact Name (print)

Robert R. Brown

Date

2-24-17

TDOS Representative Signature

Melissa L. McLeod

TDOS Representative Name (print)

Melissa L. McLeod

Date

2-24-17
Title VI Compliance Audit Questionnaire

Contractor Name: Cheatham County Clerk
Date of Compliance Audit: 
Street Address: 204 S. Main St Ste. 108
City, State, Zip: Ashland City TN 37015
Director/Contact: Abby Short

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [ ] 1-3 years
- [x] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

X  Yes

____  No

Are records kept of Title VI complaints?

X  Yes

____  No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

X  Yes

____  No

Contract Agency Director/Contact Signature  

Mary Abby Snor

Date  

2/24/17

TDOS Representative Signature  

Melissa L. McLeod

TDOS Representative Name (print)  

Melissa L. McLeod

Date  

2-24-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Shelby County Clerk
Street Address: 150 Washington Ave.
City, State, Zip: Memphis, TN, 38103
Director/Contact: Bobby F. Grandberry

Date of Compliance Audit: 3/22/17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
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<tr>
<th>State/Federal Agency</th>
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How long has your agency been contracting with the State?

[ ] Less than 1 year
[ ] 1-3 years
[ x ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

[ x ] Yes
[ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

[ ] Yes
[ x ] No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

✓ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year?

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

Bobby F. Grandberry

Contract Agency Director/Contact Name (print)

Bobby F. Grandberry

Date

3/23/2017

TDOS Representative Signature

Kyna Geeter

TDOS Representative Name (print)

3/23/17

Date
Title VI Compliance Audit Questionnaire

Contractor Name: Claiborne County Clerk  
Date of Compliance Audit: 7/14/13

Street Address: 1740 Main Street  
City, State, Zip: Tazewell TN 37829

Director/Contact: Evelyn Hill

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
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<tr>
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How long has your agency been contracting with the State?

_____ Less than 1 year

_____ 1-3 years

_____ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

_____ Yes

_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

_____ Yes

_____ No
Are posters prominently displayed within the facility concerning Title VI information?

_____ Yes

_____ No

Are records kept of Title VI complaints?

_____ Yes

_____ No

How many Title VI complaints did your agency receive during the last fiscal year? — 0 —

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

_____ Yes

_____ No

Contract Agency Director/Contact Signature
Jennifer McNew

Contract Agency Director/Contact Name (print)
Jennifer McNew

Date
7-14-17

TDOS Representative Signature
Ronnie McDaniel

TDOS Representative Name (print)
Ronnie McDaniel

Date
7/14/17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Grainger County Clerk
Street Address: 8090 Bathed Place
City, State, Zip: Bathed, TN 37864
Director/Contact: Angie Lamb

Date of Compliance Audit: 2/4/17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [x] 1-3 years
- [ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 6

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

[Signature]

[Print Name]

[Date]

TDOS Representative Signature

[Signature]

[Print Name]

[Date]
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Greene County Clerk
Date of Compliance Audit: 7/1/17

Street Address: 204 Matler St Suite 200
City, State, Zip: Greeneville TN 37743
Director/Contact: Lori Bryant

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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<tr>
<th>State/Federal Agency</th>
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</table>

How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☐ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☐ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☐ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes
☐ No

Are records kept of Title VI complaints?

☐ Yes
☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes
☐ No

Contract Agency Director/Contact Signature: 

Rebecca Bates

Contract Agency Director/Contact Name (print): 

Rebecca Bates

Date: 

7-11-17

TDOS Representative Signature: 

[Signature]

TDOS Representative Name (print): 

[Name]

Date: 

7-11-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Hancock County  
Date of Compliance Audit: 7/12/11  
Street Address: 413 Harrison St, Suite 96  
City, State, Zip: Snellville GA 37869  
Director/Contact: Jesse Rayburn

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [ ] 1-3 years
- [x] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

   ☑ Yes
   ☐ No

Are records kept of Title VI complaints?

   ☑ Yes
   ☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

   ☑ Yes
   ☐ No

Contract Agency Director/Contact Signature

Contract Agency Director/Contact Name (print) Katherine Doften

Date 07/17/2017

TDOS Representative Signature

TDOS Representative Name (print) Ronnie McDaniels

Date 7/17/17
Title VI Compliance Audit Questionnaire

Contractor Name: Johnson County Clerk

Street Address: 202 West Main St.

City, State, Zip: Mountain City

Director/Contact: Tammy Fanner

Date of Compliance Audit: 2/13/11

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year

☐ 1-3 years

☐ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☐ Yes

☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☐ Yes

☐ No
Are posters prominently displayed within the facility concerning Title VI information?

___ Yes
___ No

Are records kept of Title VI complaints?

___ Yes
___ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

___ Yes
___ No

Contract Agency Director/Contact Signature

Tammie C. Fomer

Contract Agency Director/Contact Name (print)

Date

TDOS Representative Signature

Date

TN Department of Safety
Title VI Compliance Audit Questionnaire
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Sullivan County Clerk
Date of Compliance Audit: 2/17/17
Street Address: 3258 TN-96, Suite 101
City, State, Zip: Blountville, TN 37617
Director/Contact: Jean F. Simmons

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

___ Less than 1 year

___ 1-3 years

___ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

___ Yes

___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

___ Yes

___ No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

- [ ] Yes
- [ ] No

Are records kept of Title VI complaints?

- [ ] Yes
- [ ] No

How many Title VI complaints did your agency receive during the last fiscal year?

- [ ] 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

- [ ] Yes
- [ ] No

Contract Agency Director/Contact Signature

Rhonda Fleenor

Contract Agency Director/Contact Name (print)

Rhonda Fleenor

Date

7/11/17

TDOS Representative Signature

Remmie McDaniel

TDOS Representative Name (print)

Remmie McDaniel

Date

7/11/17
Title VI Compliance Audit Questionnaire

Contractor Name: Union County Clerk
Street Address: 100 Main St Suite 100
City, State, Zip: Emory TN 37650
Director/Contact: Mitie Bowen

Date of Compliance Audit: 7/1/11

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

_____ Less than 1 year

_____ 1-3 years

___ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

___ Yes

___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

_____ Yes

_____ No
Are posters prominently displayed within the facility concerning Title VI information?

___ Yes  
___ No

Are records kept of Title VI complaints?

___ Yes  
___ No

How many Title VI complaints did your agency receive during the last fiscal year? - 0 -

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

___ Yes  
___ No

Contract Agency Director/Contact Signature

Doreen Parker

Contract Agency Director/Contact Name (print)

Doreen Parker

Date

7-11-17

TDOS Representative Signature

Johannah

TDOS Representative Name (print)

Johannah

Date

2/11/17
Title VI Compliance Audit Questionnaire

Contractor Name: Washington County Clerk
Street Address: 328 Market Place Blvd Suite 1
City, State, Zip: Johnson City TN 37604
Director/Contact: Kathy Story

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☒ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☒ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☐ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? __________

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

Valeria B. Newberry

Contract Agency Director/Contact Name (print)

Valeria B. Newberry

Date

7/1/17

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

Lance McDonald

Date

7/1/17
Title VI Compliance Audit Questionnaire

Contractor Name: [Name]  Date of Compliance Audit: 4-25-17
Street Address: 100 Main St, Suite 100
City, State, Zip: Erwin, TN 37650
Director/Contact: [Name]

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

____ Less than 1 year
____ 1-3 years
✓ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

✓ Yes
____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

✓ Yes
____ No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

Mitzi Bowen

Contract Agency Director/Contact Name (print)

Mitzi Bowen

Date

4-25-17

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

Ronnie McDaniels

Date

4-25-17
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name Wilson County Clerk Date of Compliance Audit 5-18-17

Street Address 129 South College Street

City, State, Zip Lebanon, TN. 37087

Director/Contact Scott Goodall

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year. N/A

<table>
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How long has your agency been contracting with the State?

____ Less than 1 year

____ 1-3 years

____ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

____ Yes

____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

____ Yes

TN Department of Safety
Title VI Compliance Audit Questionnaire
No
Are posters prominently displayed within the facility concerning Title VI information?

Yes

No

Are records kept of Title VI complaints?

Yes

No

How many Title VI complaints did your agency receive during the last fiscal year? __________

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

Yes

No

Contract Agency Director/Contact Signature

Contract Agency Director/Contact Name (print) SCOTT GOODALL

Date 5-18-17

TDOS Representative Signature

TDOS Representative Name (print) BARBARA G. MARTIN

Date 5-18-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
<table>
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<td>Anderson County Clerk (all locations)</td>
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<td>Cheryl Huff</td>
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<td>Grundy County Clerk</td>
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<td>James Troup</td>
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<td></td>
<td>Cheatham County Clerk</td>
<td>3</td>
<td>Melissa McLeod</td>
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<td>Ronnie McDaniel</td>
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<td></td>
<td>Clay County Clerk</td>
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<td>Barbie Martin</td>
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<td>Dickson County Clerk</td>
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<td>Vanessa Dangerfield</td>
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<td>Holly Powers</td>
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<td></td>
<td>Benton County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
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<td></td>
<td>Edward Bales</td>
<td>MREP</td>
<td>John Milliken</td>
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<tr>
<td>February</td>
<td>Campbell County Clerk</td>
<td>1</td>
<td>Cheryl Huff</td>
</tr>
<tr>
<td></td>
<td>Hamilton County Clerk</td>
<td>2</td>
<td>James Troup</td>
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<tr>
<td></td>
<td>Davidson County Clerk</td>
<td>3</td>
<td>Melissa McLeod</td>
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<td>Cocke County Clerk</td>
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<td>Ronnie McDaniel</td>
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<td>Giles County Clerk</td>
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<td>Vanessa Dangerfield</td>
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<td>Lake County Clerk</td>
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<td>Holly Powers</td>
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<td>Houston County Clerk</td>
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<td>Melissa McLeod</td>
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<td>Hamblen County Clerk</td>
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<td>Ronnie McDaniel</td>
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<td>Wilson County Clerk</td>
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<td>Barbie Martin</td>
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<td>Marshall County Clerk</td>
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<td>Henderson County Clerk</td>
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<td>Carl Batson</td>
<td>MREP</td>
<td>John Milliken</td>
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<td>April</td>
<td>Morgan County Clerk</td>
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<td>Cheryl Huff</td>
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<td>Monroe County Clerk</td>
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<td>Hancock County Clerk</td>
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<td>Wayne County Clerk</td>
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<td>Vanessa Dangerfield</td>
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<td>Henry County Clerk</td>
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<td>Holly Powers</td>
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<td>Gordon Catlett</td>
<td>MREP</td>
<td>John Milliken</td>
</tr>
<tr>
<td>May</td>
<td>Scott County Clerk</td>
<td>1</td>
<td>Cheryl Huff</td>
</tr>
<tr>
<td></td>
<td>Polk County Clerk</td>
<td>2</td>
<td>James Troup</td>
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<td></td>
<td>Hawkins County Clerk</td>
<td>5</td>
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<td></td>
<td>Jefferson County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td></td>
<td>Lawrenceburg</td>
<td>7</td>
<td>Vanessa Dangerfield</td>
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<tr>
<td>June</td>
<td>Union County Clerk</td>
<td>1</td>
<td>Cheryl Huff</td>
</tr>
<tr>
<td></td>
<td>Rhea County Clerk</td>
<td>2</td>
<td>James Troup</td>
</tr>
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<td></td>
<td>Johnson County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
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<tr>
<td></td>
<td>Sullivan County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td>July</td>
<td>Sequatchie County Clerk</td>
<td>2</td>
<td>James Troup</td>
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<tr>
<td></td>
<td>Unicoi County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td>August</td>
<td>Washington County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
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</table>
Title VI Compliance Audit Questionnaire

Contractor Name: Giles County Clerk
Date of Compliance Audit: 2/14/2017
Street Address: 222 W. Madison St.
City, State, Zip: Pulaski, TN 38478-0678
Director/Contact: Carol Wade

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>TN Dept of Safety</td>
<td>Driver License</td>
<td></td>
</tr>
</tbody>
</table>

How long has your agency been contracting with the State?

_____ Less than 1 year
_____ 1-3 years
✓ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

✓ Yes
_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

✓ Yes
_____ No
Are posters prominently displayed within the facility concerning Title VI information?

☒ Yes
☐ No

Are records kept of Title VI complaints?

☒ Yes
☐ No

How many Title VI complaints did your agency receive during the last fiscal year? none

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☒ Yes
☐ No

Contract Agency Director/Contact Signature
Carol H Wade

Contract Agency Director/Contact Name (print)
Carol H Wade

Date
2/14/2017

TDOS Representative Signature
Vanessa Dangford

TDOS Representative Name (print)
Vanessa Dangford

Date
2-14-17
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: City of Lawrenceburg
Date of Compliance Audit: 2/14/17
Street Address: 25 Public Sq
City, State, Zip: Lawrenceburg, TN 38464
Director/Contact: Jason Haislip

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
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<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
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<td></td>
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</tbody>
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How long has your agency been contracting with the State?

☐ Less than 1 year
☒ 1-3 years
☐ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☒ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☒ Yes
☐ No
Are posters prominently displayed within the facility concerning Title VI information?

✓ Yes

No

Are records kept of Title VI complaints?

Yes

No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

✓ Yes

No

Contract Agency Director/Contact Signature

J. Haas

Contract Agency Director/Contact Name (print)

Jason Haas

Date

2/4/17

TDOS Representative Signature

Vanessa Dangefield

TDOS Representative Name (print)

Vanessa Dangefield

Date

2/4/17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Wayne County Sheriff
Street Address: 100 Court Square, Room 200
City, State, Zip: Waynesboro, TN 38488
Director/Contact: Joey (Stan) Horton

Date of Compliance Audit: 2/14/2017

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
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</thead>
<tbody>
<tr>
<td>&quot;TIN: Dept. of Safety&quot;</td>
<td>Driver License</td>
<td></td>
</tr>
</tbody>
</table>

How long has your agency been contracting with the State?

___ Less than 1 year
___ 1-3 years
___ ☒ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

___ Yes
___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

___ Yes
___ No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

___ Yes

___ No

Are records kept of Title VI complaints?

___ Yes

___ No

How many Title VI complaints did your agency receive during the last fiscal year? 

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

___ Yes

___ No

Contract Agency Director/Contact Signature

___ Stan Horton

Contract Agency Director/Contact Name (print)

___ Stan Horton

Date

___ 2-14-2017

TDOS Representative Signature

___ Vanessa Dangerfield

TDOS Representative Name (print)

___ Vanessa Dangerfield

Date

___ 2-14-17
Title VI Compliance Audit Questionnaire

Contractor Name: Marshall Co. Clerk
Date of Compliance Audit: 2-16-17
Street Address: 1107 Courthouse Annex
City, State, Zip: Lewisburg, TN 37091
Director/Contact: Daphne Ragan-Ennis

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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<th>State/Federal Agency</th>
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<tbody>
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</tbody>
</table>

How long has your agency been contracting with the State?

_____ Less than 1 year

_____ 1-3 years

✓ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

✓ Yes

_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

✓ Yes

_____ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes
☐ No

Are records kept of Title VI complaints?

☐ Yes
☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes
☐ No

Contract Agency Director/Contact Signature

Daphne Cayanan-Quits

Contract Agency Director/Contact Name (print)

Daphne Cayanan-Quits

Date

2-16-17

TDOS Representative Signature

Vanessa Dangerfield

TDOS Representative Name (print)

Vanessa Dangerfield

Date

2-14-17
Title VI Compliance Audit Questionnaire

Contractor Name: Dickson Co. Clerk
Date of Compliance Audit: 2.17.17
Street Address: 106 N. Main St.
City, State, Zip: Dickson, TN 37055
Director/Contact: Luanne Greer / Kimberly Springer

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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</tbody>
</table>

How long has your agency been contracting with the State?

[ ] Less than 1 year
[ ] 1-3 years
[ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

[ ] Yes
[ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

[ ] Yes
[ ] No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes

☐ No

Are records kept of Title VI complaints?

☐ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes

☐ No

Contract Agency Director/Contact Signature

[Signature]

Contract Agency Director/Contact Name (print)

[Name]

Date

2/17/17

TDOS Representative Signature

[Signature]

TDOS Representative Name (print)

[Name]

Date

2/17/17
<table>
<thead>
<tr>
<th>Audit Month</th>
<th>Contractor</th>
<th>District/Program Responsible</th>
<th>Person Responsible</th>
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<tbody>
<tr>
<td>January</td>
<td>Anderson County Clerk (all locations)</td>
<td>1</td>
<td>Cheryl Huff</td>
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<tr>
<td></td>
<td>Grundy County Clerk</td>
<td>2</td>
<td>James Troup</td>
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<td></td>
<td>Cheatham County Clerk</td>
<td>3</td>
<td>Melissa McLeod</td>
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<td>Claiborne County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
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<td></td>
<td>Clay County Clerk</td>
<td>6</td>
<td>Barbie Martin</td>
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<td></td>
<td>Dickson County Clerk</td>
<td>7</td>
<td>Vanessa Dangerfield</td>
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<td></td>
<td>Haywood County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
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<td></td>
<td>Benton County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
</tr>
<tr>
<td></td>
<td>Edward Bales</td>
<td>MREP</td>
<td>John Milliken</td>
</tr>
<tr>
<td>February</td>
<td>Campbell County Clerk</td>
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<td>Hamilton County Clerk</td>
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<td>Davidson County Clerk</td>
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<td>Cooke County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
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<tr>
<td></td>
<td>Putnam County Clerk</td>
<td>6</td>
<td>Barbie Martin</td>
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<td></td>
<td>Giles County Clerk</td>
<td>7</td>
<td>Vanessa Dangerfield</td>
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<td></td>
<td>Lake County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
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<td></td>
<td>Chester County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
</tr>
<tr>
<td></td>
<td>William Gleason</td>
<td>MREP</td>
<td>John Milliken</td>
</tr>
<tr>
<td>March</td>
<td>Knox County Clerk (all locations)</td>
<td>1</td>
<td>Cheryl Huff</td>
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<tr>
<td></td>
<td>McMinn County Clerk</td>
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<td>James Troup</td>
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<td></td>
<td>Houston County Clerk</td>
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<td>Melissa McLeod</td>
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<td>Hamblen County Clerk</td>
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<td>Ronnie McDaniel</td>
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<td></td>
<td>Wilson County Clerk</td>
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<td>Barbie Martin</td>
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<td></td>
<td>Marshall County Clerk</td>
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<td>Vanessa Dangerfield</td>
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<td>Henderson County Clerk</td>
<td>8</td>
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<td>Carl Batson</td>
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<td>April</td>
<td>Morgan County Clerk</td>
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<td>Hancock County Clerk</td>
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<td>Wayne County Clerk</td>
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<td></td>
<td>Henry County Clerk</td>
<td>8</td>
<td>Holly Powers</td>
</tr>
<tr>
<td></td>
<td>Gordon Gatlett</td>
<td>MREP</td>
<td>John Milliken</td>
</tr>
<tr>
<td>May</td>
<td>Scott County Clerk</td>
<td>1</td>
<td>Cheryl Huff</td>
</tr>
<tr>
<td></td>
<td>Polk County Clerk</td>
<td>2</td>
<td>James Troup</td>
</tr>
<tr>
<td></td>
<td>Hawkins County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
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<tr>
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<td>Jefferson County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td>June</td>
<td>Union County Clerk</td>
<td>1</td>
<td>Cheryl Huff</td>
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<tr>
<td></td>
<td>Rhea County Clerk</td>
<td>2</td>
<td>James Troup</td>
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<td></td>
<td>Johnson County Clerk</td>
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<td>Ronnie McDaniel</td>
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<tr>
<td></td>
<td>Sullivan County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td>July</td>
<td>Sequatchie County Clerk</td>
<td>2</td>
<td>James Troup</td>
</tr>
<tr>
<td></td>
<td>Unicoil County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
<tr>
<td>August</td>
<td>Washington County Clerk</td>
<td>5</td>
<td>Ronnie McDaniel</td>
</tr>
</tbody>
</table>
Title VI Compliance Audit Questionnaire

Contractor Name: Chester Co. Clerk

Street Address: 133 E. Main St.

City, State, Zip: Henderson, TN 38340

Director/Contact: Tanya Smith

Date of Compliance Audit: 2/28/17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

How long has your agency been contracting with the State?

☐ Less than 1 year  ☑ 1-3 years  ☐ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☑ Yes  ☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☑ Yes  ☐ No
Are posters prominently displayed within the facility concerning Title VI information?

☒ Yes

☐ No

Are records kept of Title VI complaints?

☒ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☒ Yes

☐ No

Contract Agency Director/Contact Signature

Brittany Fletcher

Contract Agency Director/Contact Name (print)

Brittany Fletcher

Date

2/26/17

TDOS Representative Signature

Holly Powers

TDOS Representative Name (print)

Date

2/26/17
Title VI Compliance Audit Questionnaire

Contractor Name: Hayward Co. Inc.  
Date of Compliance Audit: 2/26/7

Street Address: 103 Washington Ave
City, State, Zip: Brownsville, TN 38012
Director/Contact: Sonya Castile

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.  
NA

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
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</tbody>
</table>

How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [ ] 1-3 years
- [X] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [X] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [X] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

X Yes

No

Are records kept of Title VI complaints?

X Yes

No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

X Yes

No

Contract Agency Director/Contact Signature

Sonya Castellaw

Contract Agency Director/Contact Name (print)

Sonya Castellaw

Date

2/28/17

TDOS Representative Signature

Date

2/28/17

TDOS Representative Name (print)
Title VI Compliance Audit Questionnaire

Contractor Name: Henderson Co. Clerk
Street Address: Hammond Ave
City, State, Zip: Lexington, TN 38042
Director/Contact: Camille Holmer

Date of Compliance Audit: 2/27/17

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
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<tr>
<td></td>
<td>No Cost</td>
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How long has your agency been contracting with the State?

- [ ] Less than 1 year
- [x] 1-3 years
- [ ] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

- [x] Yes
- [ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

- [x] Yes
- [ ] No
Are posters prominently displayed within the facility concerning Title VI information?

[ ] Yes
[ ] No

Are records kept of Title VI complaints?

[ ] Yes
[ ] No

How many Title VI complaints did your agency receive during the last fiscal year? ___

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

[ ] Yes
[ ] No

Contract Agency Director/Contact Signature

______________________________

Contract Agency Director/Contact Name (print)

______________________________

Date

2/27/17

TDOS Representative Signature

______________________________

TDOS Representative Name (print)

______________________________

Date

2/27/17

TN Department of Safety
Title VI Compliance Audit Questionnaire
STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY
1150 Foster Avenue
Nashville, TN 37210

Title VI Compliance Audit Questionnaire

Contractor Name: Brenda Collin
Date of Compliance Audit: 2/27/17
Street Address: 1 East Court Square Suite 10
City, State, Zip: Camden, TN 38320
Director/Contact: Warren Malin

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

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How long has your agency been contracting with the State?

☐ Less than 1 year
☐ 1-3 years
☒ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☒ Yes
☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☐ Yes
☒ No

TN Department of Safety
Title VI Compliance Audit Questionnaire
Are posters prominently displayed within the facility concerning Title VI information?

[ ] Yes

[ ] No

Are records kept of Title VI complaints?

[ ] Yes

[ ] No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

[ ] Yes

[ ] No

Contract Agency Director/Contact Signature

Beverly Reed

Contract Agency Director/Contact Name (print)

Beverly Reed

Date

2-27-17

TDOS Representative Signature

Holly Powers

TDOS Representative Name (print)

Holly Powers

Date

2-27-17
Title VI Compliance Audit Questionnaire

Contractor Name: Lebre Ca Court Clark  
Date of Compliance Audit: 2-27-17

Street Address: 11E S Court St.  
City, State, Zip: Tiptonville, TN 38079  
Director/Contact: JoAnn Mills

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.  N/A

<table>
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</table>

How long has your agency been contracting with the State?

[ ] Less than 1 year

[ ] 1-3 years

[✓] 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

[✓] Yes

[ ] No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

[✓] Yes

[ ] No
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? ☐

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

Crystal Horner

Contract Agency Director/Contact Name (print)

Crystal Horner

Date

2-27-17

TDOS Representative Signature

Date

2-27-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Henry Co Count Clerk
Date of Compliance Audit: 2-27-17
Street Address: 117 W. Washington St Suite 102
City, State, Zip: Decatur, IL 62521
Director/Contact: Donna Craig

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NO COST</td>
<td></td>
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</tbody>
</table>

How long has your agency been contracting with the State?

_____ Less than 1 year
_____ 1-3 years
X    3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X    Yes
_____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X    Yes
_____ No
Are posters prominently displayed within the facility concerning Title VI information?

☑ Yes

☐ No

Are records kept of Title VI complaints?

☑ Yes

☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☑ Yes

☐ No

Contract Agency Director/Contact Signature

Donna Craig

Contract Agency Director/Contact Name (print)

Donna Craig

Date

2-27-17

TDOS Representative Signature

Holly Powers

TDOS Representative Name (print)

Date

2-27-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliance Audit Questionnaire

Contractor Name: Clay County Clerk
Date of Compliance Audit: 9.21.17

Street Address: 145 Cordell Hull Drive

City, State, Zip: Celina, TN, 38551

Director/Contact: Donna R. Watson

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

How long has your agency been contracting with the State?

☐ Less than 1 year

☐ 1-3 years

☑ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

☑ Yes

☐ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

☑ Yes
____ No
Are posters prominently displayed within the facility concerning Title VI information?

✓ Yes

____ No
Are records kept of Title VI complaints?

✓ Yes

____ No
How many Title VI complaints did your agency receive during the last fiscal year? __

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

✓ Yes

____ No

Contract Agency Director/Contact Signature

DONNA R. WATSON

Contract Agency Director/Contact Name (print)

Date

9-21-17

TDOS Representative Signature

TDOS Representative Name (print)

BARBARA G. MARTIN

Date

9-21-17

TN Department of Safety
Title VI Compliance Audit Questionnaire
Title VI Compliane Audit Questionnaire

TN Department of Safety

No

Yes

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

No

Yes

Does your agency have a copy of the TDOS Title VI Compliance Plan?

3 or more years

1-3 years

Less than 1 year

How long has your agency been contracting with the State?

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Grant/Contract Amount</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year:

Director/Contract

Location:

City, State, Zip

Street Address

City of Contract

Date of Compliance Audit

9/2/11

Title VI Compliance Audit Questionnaire

Nashville, TN 37210

1160 Foster Avenue

DEPARTMENT OF SAFETY AND HOMELAND SECURITY

STATE OF TENNESSEE

[Stamp]
### Are posters prominently displayed within the facility concerning Title VI information?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
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</tbody>
</table>

### Are records kept of Title VI complaints?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

### How many Title VI complaints did your agency receive during the last fiscal year? **N/A**

### Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

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**Contract Agency Director/Contact Name (print):**

**Date:**

**TDOS Representative Signature:**

**Date:**

**Michael Sanders**

**9/11/17**

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**Title VI Compliance Audit Questionnaire**

**TN Department of Safety**
Title VI Compliance Audit Questionnaire

Contractor Name: Houston Co Clerk
Date of Compliance Audit: 9-21-17
Street Address: 4725 E Main St
City, State, Zip: Erwin, TN 37650
Director/Contact: Robert Brown

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
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<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
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</tbody>
</table>

How long has your agency been contracting with the State?

____ Less than 1 year
____ 1-3 years
√ 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

√ Yes
____ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

√ Yes
____ No
Are posters prominently displayed within the facility concerning Title VI information?

☐ Yes
☐ No

Are records kept of Title VI complaints?

☐ Yes
☐ No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

☐ Yes
☐ No

Contract Agency Director/Contact Signature
April Norfleet
Contract Agency Director/Contact Name (print)
April Norfleet
Date
9-21-17

TDOS Representative Signature
Melissa McLeod
TDOS Representative Name (print)
Melissa McLeod
Date
9-21-17
Title VI Compliance Audit Questionnaire

Contractor Name: Clay County Clerk
Date of Compliance Audit: 9/22/17
Street Address: 264 S. Main St, Ste 108
City, State, Zip: Ashland City, TN 37015
Director/Contact: Abby Short, C.D.C.

List sources of federal and state funds your agency received through contracts/grants for the current fiscal year.

<table>
<thead>
<tr>
<th>State/Federal Agency</th>
<th>Program</th>
<th>Grant/Contract Amount</th>
</tr>
</thead>
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How long has your agency been contracting with the State?

___ Less than 1 year

___ 1-3 years

X 3 or more years

Does your agency have a copy of the TDOS Title VI Compliance plan?

X Yes

___ No

Does your agency have existing written policies regarding the acceptance of all persons seeking services and the provision of services to such persons without regard to race, national origin, age, sex, or religion?

X Yes

___ No
Are posters prominently displayed within the facility concerning Title VI information?

[ ] Yes  
[ ] No

Are records kept of Title VI complaints?

[ ] Yes  
[ ] No

How many Title VI complaints did your agency receive during the last fiscal year? 0

Do new employees and volunteers receive training regarding their responsibilities under Title VI regarding non-discrimination laws, and is such information periodically re-emphasized?

[ ] Yes  
[ ] No

Contract Agency Director/Contact Signature  

Mary A. Short C.D.C.

Contract Agency Director/Contact Name (print)  

Mary A. Short C.D.C.

Date  

9-22-17

TDOS Representative Signature  

Melissa McLeod

TDOS Representative Name (print)  

Melissa McLeod

Date  

9-22-17
APPENDIX G

TITLE VI

TRAINING MATERIALS
Tennessee Department of Safety & Homeland Security

Compliance with Title VI of the Civil Rights Act of 1964
Purpose of Training

• To ensure all TDOSH management, staff, sub-recipients, contractors, and service beneficiaries are aware of the provisions of Title VI of the Civil Rights Act of 1964 and the minimum requirements to be in compliance with its rules, laws, and regulations.

• Title VI regulations require agencies to provide civil rights training for staff and assign sufficient personnel to ensure effective enforcement. Periodic training should be designed to develop awareness and sensitivity in carrying out federally funded programs.
What is Title VI?
Federal Law

Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d)

- No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
Title VI Program Compliance

Purpose: To verify that all federal fund recipient state entities comply with Title VI of the Civil Rights Act of 1964.

• TCA §4-21-203 requires the Tennessee Human Rights Commission to review Title VI monitoring and enforcement procedures, and

• Periodically audit, review, evaluate and report on Title VI compliance efforts and outcomes for each executive branch department and agency
Definitions

• Federal Financial Assistance (FFA) – Award or grant money; loans below fair market value or subsidies; any federal agreement, arrangement, or other contract which has as one of its purposes the provision of assistance; others.

• Recipient – Primary recipients include state entities required or authorized to extend FFA to another recipient or sub-recipient for the purpose of carrying out a program.
Definitions (cont.)

• Sub recipient – any entity or individual that receives FFA from a primary recipient to carry out a program (e.g. TDOSHS). Sometimes assistance distributed to an ultimate beneficiary.

• Contractor – any entity or individual who provides any function or service that requires the performance or delivery of assistance to beneficiaries under the terms of a contract with a state entity (e.g. County Clerks and MREP instructors).
To Comply with Title VI

- Appoint a Title VI Coordinator
- Obtain Title VI Training
- Provide Title VI Employee Training for TDOSHS staff
- Ensure contractors receive Title VI Training
To Comply with Title VI (cont.)

- Develop a Title VI Policy Statement and post in visible areas
- Acquire signed Title VI Assurances
- Monitor ethnicity and gender of contractors and subcontractors
- Include Title VI Assurances in all contracts
Discriminatory Practices Under Title VI

• Denying an individual any program services, financial aid, or benefits;
• Providing a different service, aid, or benefit, or providing them in a manner different than they are provided to others; or
• Segregating or treating individuals separately in any matter related to receiving any program service, aid, or benefit.
Disparate Treatment vs. Disparate Impact

• Disparate treatment means discrimination against an individual.
• Disparate impact means discrimination that occurs as a result of a neutral policy which appears harmless on the surface, but negatively affects a group of people. Example - When hiring laborers, an employer required applicants to have a high school diploma. The diploma requirement screened out vastly more blacks than it did whites. Therefore, there was a disparate impact based on race, even though there was no intentional discrimination.
Retaliation

• Retaliation occurs when a recipient or another person intimidates, threatens, coerces, or discriminates against any individual for the purpose of interfering with any right or privilege secured by Title VI, or because a person made a complaint, testified, assisted, or participated in any manner in an investigation or proceeding under Title VI.

THRC Rule 1500-01-03-.06(3)(c) & 28 CFR 42.107
Develop a Public Participation Plan

Engage the Public with the opportunity to make them aware of projects or services and to provide input in the decision-making process through:

- Public Meetings/Hearings in centralized locations;
- Advertisement with Local Media Resources and Minority Newspapers;
- Direct Mailings;
- Public Service Announcements;
- Website, and
- Radio and Television.
Ensure your Contractors and Sub-Contractors follow the same guidelines

- Sub-recipients must ensure that all contractors and sub-contractors awarded F&A funded contracts adhere to Title VI and all other applicable civil rights laws and regulations.
Title VI Complaint Process and Complaint Log

• **How to file a complaint:**
  • The complaint must be filed within 180 days of the alleged occurrence or when the alleged discrimination became known to the complainant;
  • The complaint should be in writing and signed;
  • Determine the jurisdiction, acceptability, and the need for additional information upon receipt to investigate the merit;
  • Complaints filed against the sub-recipient should be forwarded to Department of Safety and Homeland Security Title VI coordinator, EEO attorney, or Inspectional Services Bureau for investigation;
  • Take final action within 60 days, and
  • Provide appeal instructions.
Department of Safety and Homeland Security LEP Policy

• Who are LEP Persons?

People who do not speak English as their primary language, and have a limited ability to read, speak, write or understand English.
Department of Safety and Homeland Security LEP Policy

How do we assist customers that do not speak English?

• Use of bilingual staff when available
• THP can contact dispatchers, who have access to the state contracted translation services
• Driver Services:
  • Offering the knowledge test in different languages;
  • Permitting the use of a translation dictionary;
  • Providing forms and publications in different languages;
  • Permitting the use of an interpreter during the application process;
  • Any other accommodation deemed reasonable by the department.
Non-Compliance

Failure or refusal to comply with Title VI of the Civil Rights Act of 1964, other applicable Civil Rights Laws, and implementing departmental regulations.
Sanctions for Non-Compliance

• **Withholding** of payments to the recipient under the contract until the recipient complies, and/or

• **Cancellation, termination or suspension** of the contract, in whole or in part
Reporting Obligations

- The Department of Safety and Homeland Security will submit Title VI Compliance and Implementation plan to the Tennessee Human Rights Commission by Oct. 1 each year
- TCA §4-21-203
TDOSHS Title VI Contact Information

• If you have questions or need additional information regarding Title VI compliance, please contact:

Shannon Hall
Department of Safety and Homeland Security
Title VI Coordinator
shannon.hall@tn.gov
(615) 251-5170
TDOSHS Title VI Training Quiz

1) Title VI of the Civil Rights Act of 1964, states that no person in the United States shall be excluded from participation in any programs, be denied the benefits of, or be subjected to discrimination based on what?
   a. Religion
   b. Disability
   c. Age
   d. Race, Color or National Origin

2) Who is a Limited English Proficient Person?
   a. A person who does not speak English as their primary language and has the limited ability to speak, write or understand English
   b. A person from the United States that cannot read
   c. A person who does not speak English at all
   d. Answers A and C

3) What is Non-Compliance?
   a. Assuring Title VI compliance is met
   b. Failure or refusal to comply with Title VI of the Civil Rights Act of 1964
   c. Putting Title VI Nondiscrimination language in contracts
   d. None of the Above

4. Anyone protected by Title VI that feels they have been discriminated against has _____ days to file a complaint.
   A. 60
   B. 90
   C. 120
   D. 180
Título VI
De la Ley de Derechos Civiles de 1964

"No persona en los Estados Unidos, por motivos de raza, color u origen nacional, se excluirá de la participación en, ser negado el beneficio de o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal."

Sus Derechos Y Protecciones

Título VI de la Ley de Derecho Civiles de la legislación de 1964 y complementaria lo protege contra la discriminación basada en raza, color, origen nacional, sexo, edad, discapacidad, ingresos bajos y limitado conocimiento de inglés.

El propósito del programa Título VI es prohibir a las agencias que reciben asistencia federal de discriminación en contra de los participantes o clientes sobre la base de raza, color, origen nacional, sexo, edad, discapacidad, bajos ingresos, o dominio limitado del inglés. El Departamento de Tennessee de la seguridad y la seguridad de la patria (TDOSHS) es un receptor de asistencia financiera federal.

Para obtener más información, comuníquese con:

Comisión de derechos humanos de Tennessee
Teléfono: (800) 251-3589
correo electrónico: ask.thrc@tn.gov

OR

Tennessee Department of Safety & Homeland Security
Dirección: Attn: Title VI Coordinator
1150 Foster Avenue
Nashville, TN 37243
Teléfono: (615) 251-5166 or (866) 849-3548
Correo electrónico: email.safety@tn.gov
Title VI
of the Civil Rights Act of 1964

"No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Your Rights & Protections

Title VI of the Civil Rights Act of 1964 and supplemental legislation protects you from discrimination based on race, color, national origin, sex, age, disability, low income, and limited English proficiency.

The purpose of the Title VI program is to prohibit agencies that receive federal assistance from discriminating against participants or clients on the basis of race, color, national origin, sex, age, disability, low income, or limited English proficiency. The Tennessee Department of Safety & Homeland Security (TDOSHS) is a recipient of federal financial assistance.

For more information, contact:

Tennessee Human Rights Commission
Phone: (800) 251-3589
Email: ask.thrc@tn.gov

OR

Tennessee Department of Safety & Homeland Security
Address: Attn: Title VI Coordinator
1150 Foster Avenue
Nashville, TN 37243
Phone: (615) 251-5166 or
(866) 849-3548
Email: email.safety@tn.gov