

# Administrative Services Division

The Administrative Services Division provides the foundation that allows the agency's mission to move forward. From fiscal responsibility to human resources and logistics, this division ensures the Tennessee Bureau of Investigation remains prepared, supported, and accountable.

While much of this work is unseen, it is essential. Careful planning, stewardship, and attention to detail enable agents and staff across the agency to focus on serving the public – confident that the support systems behind them are strong and reliable.



The TBI's Administrative Services Division provides the foundation that enables the agency's mission.

Much of this work happens behind the scenes, but its impact is felt across every division. From workforce development to fiscal management, from legal counsel to facility security, Administrative Services helps ensure the Bureau remains prepared, accountable, and responsive – especially when it matters most.

## **Human Resources**

The Human Resources Unit works to align the Bureau's people, processes, and organizational structure with its mission. Through recruitment, onboarding, employee relations, performance management, workforce development and its chaplaincy program, HR supports both the immediate and long-term needs of the agency.

In addition to providing management consultation and strategic guidance, the office also monitors employee development and education – helping ensure the Bureau maintains a highly qualified and capable workforce.

## **Internal Affairs**

Internal Affairs is responsible for investigating allegations of employee misconduct and ensuring accountability across the Bureau.

In 2025, the unit received a total of 15 complaints, with one complaint about the TBI as a whole, one complaint about a specific unit, three that were non-specific, and the others involved a total of 14 employees. Five matters were referred for internal investigation, and the remaining were resolved administratively. These investigations resulted in disciplinary actions for four employees, including a verbal warning, two resignations in lieu of dismissal, and one involuntary rank reduction.

Through this work, Internal Affairs helps maintain the integrity and professionalism that are essential to public trust.

## Accreditation

The TBI has maintained international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1994, reflecting its ongoing commitment to professional standards and accountability. The Bureau most recently received its ninth reaccreditation award in November 2023. TBI is also accredited through the Tennessee Law Enforcement Accreditation (TLEA) program and was reaccredited in Spring 2024. These accreditations ensure the Bureau continues to meet established best practices in law enforcement operations.

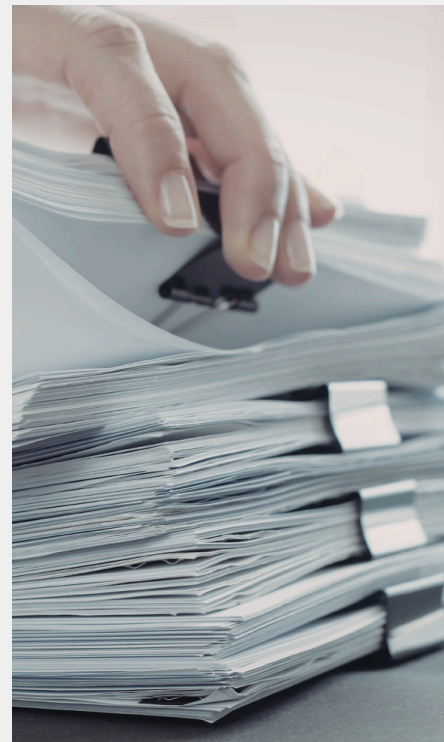
## Logistical Operations

This unit supports the Bureau's operational readiness by managing the acquisition of goods and services and overseeing all agency vehicles and transportation equipment. The unit also conducts annual inventories of state-tagged equipment, ensuring accountability and proper resource management across the organization.

## Professional Standards

The Professional Standards Unit provides legal counsel and guidance to all divisions within the Bureau. Attorneys support agents and staff in the field, advise leadership on legal and employment matters, and assist in the development and implementation of contracts and policies.

The unit also works closely with the Tennessee Attorney General's Office to represent the Bureau in litigation and responds to requests for agency records. In addition, Professional Standards collaborates with the Training Division to deliver legal instruction both



within the Bureau and to external partners.

## Fiscal Services

The Fiscal Services Unit ensures the responsible stewardship of the Bureau's financial resources. This includes preparing the agency's annual budget, monitoring grants, revenues, and expenditures, and coordinating with the Tennessee General Assembly and other state and federal entities.

Through careful planning and oversight, Fiscal Services helps ensure the Bureau can meet its operational needs while maintaining transparency and accountability.

## Protective Services

The Protective Services Unit is responsible for maintaining the safety and security of Bureau facilities, personnel, and visitors. As the first point of contact for many who enter TBI facilities, these officers play a vital role in both security and public interaction.

In addition to managing access and responding to potential threats, the unit conducts background investigations for new TBI applicants and for select positions across state government. In 2025, the unit completed 328 background investigation requests.



*"The Bureau's mission begins long before any case is solved. It starts with building a workforce of integrity, skill, and unwavering commitment. By carefully shaping careers, strengthening leadership, and fostering growth at every level, we ensure those who serve are prepared, supported, and empowered to uphold justice across Tennessee, today and into the future."*

**Rudie McGowen**  
Talent Management

# Expenditures & Revenue

Expenditure	Total
Salaries	73,717,279
Longevity	2,324,437
Overtime	4,359,552
Benefits	30,128,811
<b>Total</b>	<b>110,530,079</b>
Travel	2,286,601
Printing	20,944
Utilities	58,887
Communication	352,938
Maintenance	1,523,323
Professional Non-State	8,306,680
Supplies	7,723,756
Rental	676,382
Motor Vehicle	1,150,099
Awards	18,844
Grants & Subs	1,508,771
Unclassified	742,296
Equipment	5,872,224
Training	894,190
Data Processing	9,612,880
Prof. State	16,705,892
<b>Total</b>	<b>57,454,707</b>
<b>Grand Total</b>	<b>167,984,786</b>

Revenue	Total
State Appropriations	121,943,888
Federal Revenue	16,689,212
Current Services	24,667,504
Deptmental Interest	323,568
Interdepartmental	4,360,615
<b>Total</b>	<b>167,984,786</b>