



# ANNUAL REPORT

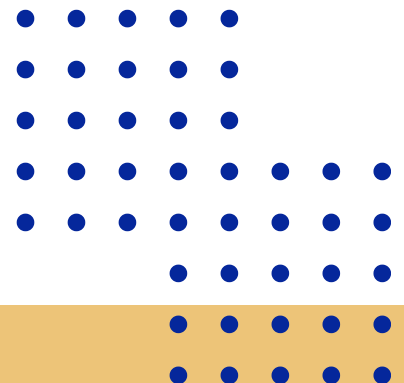
2023-2024

MISSION  
*forward*



# CONTENTS

<b>2</b>	TBI Director's Letter
<b>3</b>	Organizational Chart
<b>5</b>	Fiscal Expenditure & Revenue Report
<b>6</b>	Administrative Services Division
<b>13</b>	Criminal Investigation Division
<b>21</b>	Criminal Justice Information Services Division
<b>26</b>	Drug Investigation Division
<b>32</b>	Forensic Sciences Division
<b>37</b>	Medicaid Fraud Control Division
<b>44</b>	Technology & Innovation Division
<b>49</b>	Training Division
<b>53</b>	In Memory



## FROM THE DIRECTOR

My fellow Tennesseans,

**What is Mission Forward?** Simply put, it's where we're heading as an agency.

In this year's annual report, I'm thrilled to share with you the stories of our work to deliver, in new ways, on our promise to the state, the one found in our motto: 'That Guilt Shall Not Escape, Nor Innocence Suffer'.

The Tennessee Bureau of Investigation has a rich history and a unique role in protecting and serving Tennesseans. Yet again, our team has been driven and diligent in executing the Bureau's mission with integrity, purpose, and passion.

This year's annual report features some of the most compelling stories -- and personal accounts -- from the best team in the law enforcement arena. I'm excited for you to learn more as you read more in the pages to follow.

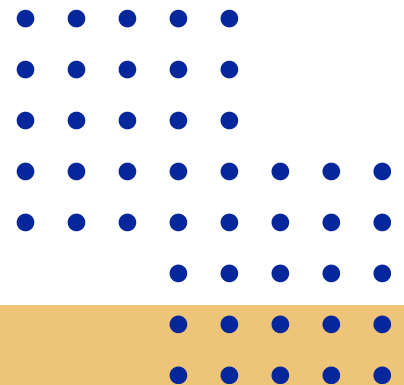
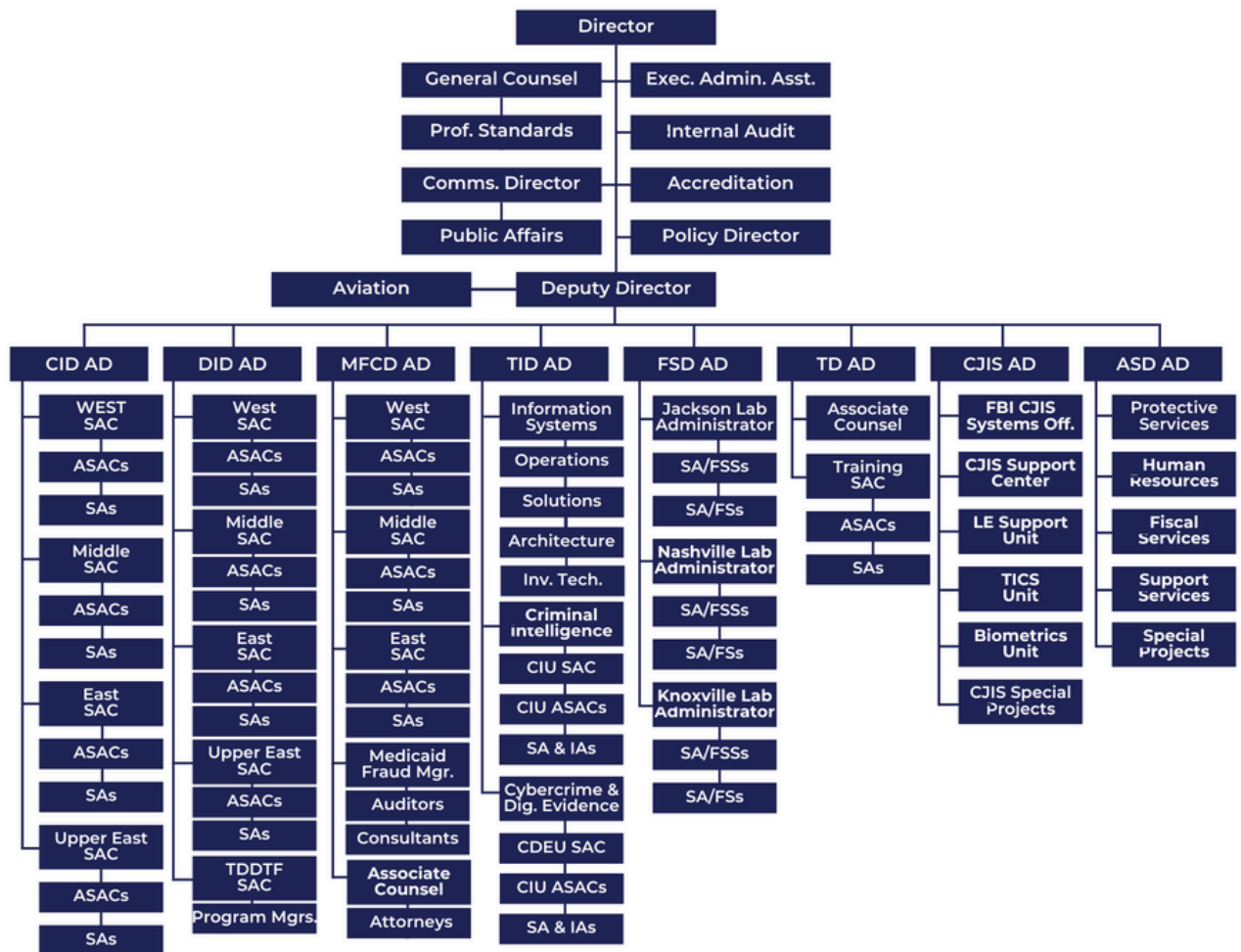
Here's to another year of growth, innovation, and making a positive impact for all Tennesseans.



David B. Rausch  
TBI Director



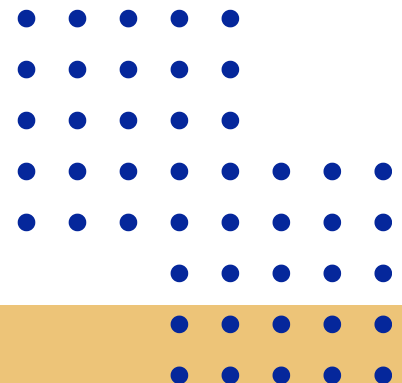
# TBI ORGANIZATIONAL CHART





# EXPENDITURES & REVENUES

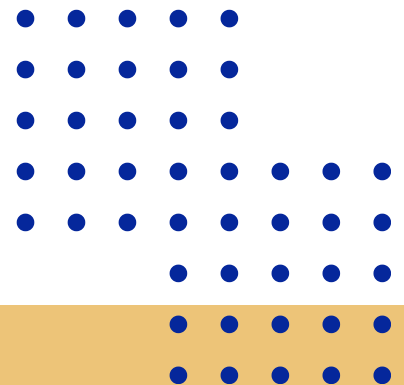
Expenditure	ASD	CID	CJIS	DID	FSD	MPCD	TID	Training	To Date - Exp. & Rev.
Salaries	6,766,088	12,615,120	3,869,645	8,327,605	17,667,109	5,836,417	7,172,543	1,033,790	63,288,317
Longevity	315,067	436,801	117,532	417,801	644,248	332,708	236,609	47,267	2,548,034
Overtime	199,527	983,820	201,056	1,275,473	595,657	85,571	379,772	13,164	3,734,040
Benefits	2,847,869	5,184,502	1,612,232	3,883,959	7,108,158	2,535,519	2,953,932	388,867	26,515,037
<b>Total</b>	<b>10,128,550</b>	<b>19,220,243</b>	<b>5,800,465</b>	<b>13,904,837</b>	<b>26,015,172</b>	<b>8,790,216</b>	<b>10,742,857</b>	<b>1,483,088</b>	<b>96,085,428</b>
Travel	86,372	242,406	73,367	212,017	309,526	116,190	167,070	353,915	1,560,864
Printing	-	-	-	799	4,318	442	-	-	5,558
Utilities	3,882	2,990	-	10,540	27,138	40	-	-	44,589
Communication	130,300	7,569	17,032	43,543	40,943	257	48,791	71	288,506
Maintenance	99,461	9,407	-	40,378	612,351	287	12,814	23,030	797,728
Prof. Non-State	374,027	147,586	4,052,553	585,590	2,368,514	62,448	263,589	31,311	7,885,617
Supplies	456,361	445,333	118,909	763,063	3,478,154	38,148	140,071	809,484	6,249,523
Rental	131,510	4,310	-	2,782	11,569	175	95,662	-	246,007
Motor Vehicle	650,545	76,045	16	46,200	2,076	6,796	10,396	3,435	795,509
Awards	5,568	-	-	-	-	-	-	-	5,568
Grants & Subs	95,222	58,331	3,396	1,783,610	-	-	158	-	1,940,717
Unclassified	3,456	37,804	-	652,200	-	2,825	6,701	400	703,385
Equipment	1,719,974	156,453	496,620	429,237	3,270,473	-	231,039	339,252	6,643,049
Training	154,951	204,635	6,243	129,340	113,406	41,199	161,064	120,361	931,199
Data Processing	719,976	307,214	2,933,211	387,845	716,637	76,786	3,278,522	23,047	8,443,238
Prof. State	7,145,885	4,594,737	850,735	1,323,001	833,756	763,790	885,410	205,731	16,603,045
<b>Total</b>	<b>11,777,490</b>	<b>6,294,819</b>	<b>8,552,082</b>	<b>6,410,144</b>	<b>11,788,863</b>	<b>1,109,384</b>	<b>5,301,285</b>	<b>1,910,036</b>	<b>53,144,103</b>
<b>Grand Total</b>	<b>21,906,040</b>	<b>25,515,062</b>	<b>14,352,547</b>	<b>20,314,981</b>	<b>37,804,034</b>	<b>9,899,600</b>	<b>16,044,142</b>	<b>3,393,124</b>	<b>149,229,531</b>
State Appropriations	21,778,688	25,233,414	(8,871,854)	16,123,860	32,098,755	1,682,614	15,698,334	3,336,043	107,079,854
Federal Revenue	87,281	281,605	55,930	2,552,946	3,029,624	8,158,251	86,166	21,602	14,273,404
Current Services	40,071	44	20,492,294	34,487	9,108	-	183,876	35,478	20,795,358
Dept. Interest	-	-	322,044	-	-	-	-	-	322,044
Interdepartmental	-	-	2,354,134	1,603,689	2,666,547	58,735	75,766	-	6,758,871
<b>Total</b>	<b>21,906,040</b>	<b>25,515,062</b>	<b>14,352,547</b>	<b>20,314,981</b>	<b>37,804,034</b>	<b>9,899,600</b>	<b>16,044,142</b>	<b>3,393,124</b>	<b>149,229,531</b>





## TBI'S ADMINISTRATIVE SERVICES DIVISION

*Providing professionalism, customer service, and excellence in law enforcement and Bureau support.*



# More... With Less

## SUPPORTING THE BUREAU'S WORK TAKES A COMMITMENT TO STAYING NIMBLE, RESOURCEFUL, & CREATIVE.

With the support of Governor Bill Lee and the Tennessee General Assembly, the workforce at TBI continues to grow, tackling new and more pronounced public safety issues.

Behind the scenes, however, the increased number of employees has meant a number of challenges for its existing Administrative Services staff, which the team has worked to meet head-on in several key ways.



In TBI's Professional Standards Unit, a relatively small group of attorneys handle a growing number of contracts, employee-related legal issues, and public records requests.

TBI's Fleet & Procurement team has juggled an influx of new vehicles and equipment with existing staff. For example, just two employees work to track and organize maintenance for more than 500 Bureau-issued vehicles.

Additionally, as the Bureau continues to grow, its Human Resources Unit faces similar growth-related challenges. From an increased number of transactions in the state's enterprise portal, Edison, to long-term talent planning, employees in Human Resources approach their day-to-day job with a commitment to customer service, while putting the Bureau -- and its employees' needs -- first.

"We're continuing to evaluate the needs of our agency in the best ways we can," said Dr. Ernie Ricketts, TBI's Human Resources Director. "A growing agency needs a team that's proactive and responsive, and I'm proud of our unit for delivering everything we can to support our staff and the Bureau as a whole."



## TBI'S ADMINISTRATIVE SERVICES DIVISION

TBI's Administrative Services Division works diligently to create an environment of professionalism, exceptional customer service, and excellence in law enforcement by providing vital technical and administrative support to the Bureau.

## HUMAN RESOURCES



The Human Resources Office provides guidance and strategies to align TBI personnel, processes, and organizational structure with the Bureau mission. Management consultation services are provided in the areas of recruitment, onboarding, employee relations, leave and attendance, performance management, classification, compensation, organizational effectiveness, and workforce development. Human Resources also monitors employee education levels.

## AVIATION



The Aviation Unit is a valuable resource for Tennessee's law enforcement community and a pioneer in new techniques and methods for public safety and covert operations.

Three full-time pilots and two contract pilots operate the TBI plane to conduct operations for missing person searches, AMBER Alerts, Silver Alerts, natural disaster responses, fugitive searches, threats to public safety, and other law enforcement operations. These missions have resulted in the arrests of suspects involved in drug, homicide, rape, missing persons, and robbery investigations.



## INTERNAL AFFAIRS



Internal Affairs conducts investigations into allegations of misconduct of TBI employees. For FY 23-24, IA received a total of 10 complaints.

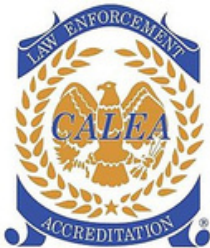
Of those, two were handled administratively, resulting in one being resolved and one being classified as unfounded.

The eight matters referred for internal investigation involved a total of 11 employees. The outcomes of these inquiries resulted in three employees being exonerated, one received a counseling session, one received an oral warning, one received a written warning, two resigned in lieu of dismissal, one retired in lieu of dismissal, and two were dismissed.

## ACCREDITATION



Since November 19, 1994, TBI has been internationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) to ensure that the Bureau maintains compliance with CALEA standards. The Bureau has been successful in reaccreditation, most recently receiving 9th award in November 2023.



TBI is also accredited by Tennessee Law Enforcement Accreditation (TLEA) and was recently reaccredited by TLEA in the Spring of 2024.

## FLEET & PROCUREMENT



Employees in this unit handle a variety of key support functions, including the purchasing of all goods and services necessary for TBI to operate effectively. This unit also manages all TBI vehicles and transportation equipment and conducts an annual inventory of all TBI state-tagged equipment.

## PROFESSIONAL STANDARDS



The primary responsibility of the attorneys and staff of the PSU is to provide legal counsel to all divisions and units within the TBI on any legal issues that arise from TBI activities. Attorneys provide counsel to agents and employees in the field, working with the state Attorney General's office in representing the TBI and TBI employees in ongoing litigation, establishing and implementing contracts, responding to requests and demands for Bureau records, and advising on employment decisions made by Bureau management. Additionally, the PSU works closely with the Training Division in providing legal training both inside and outside the TBI.

## FISCAL SERVICES



The Fiscal Services Unit supports the work of the Bureau by preparing the agency's annual budget, monitoring grants, revenues, and expenditures, and serving as a liaison to the Tennessee General Assembly and other state and federal accounting units.

## PROTECTIVE SERVICES



The Protective Services Unit is responsible for the security of facilities and addressing threats to employees, guests, and property.

TBI officers are viewed as "the face of the Bureau," as they are the first point of contact when entering the buildings. Staff is responsible for public interactions with walk-in guests, phone inquiries, and background investigations on new applicants for TBI positions, along with high-level positions in the Executive Branch, Department of Safety and Homeland Security, and the Tennessee Education Lottery Corporation. In FY 2023-2024, the Unit received 362 requests for background investigations.

## PUBLIC AFFAIRS



The TBI's Public Affairs Unit represents the Bureau and its mission and responsibilities to external audiences, such as the media and the general public.

The team of four oversees media relations, internal communications, crisis management, social media, and video production. This unit is a key part of other vital efforts, such as recruitment and fostering relationships with the Bureau's law enforcement partners across the state.



Connect with TBI on these platforms at @TBInvestigation!



<http://>

**TO READ RECENT TBI NEWS  
RELEASES, VISIT  
TBINewsRoom.COM!**

# Pedal Down

## FLEET MANAGER CHERE VAN ALLEN SEES THE PURPOSE BEHIND HER WORK TO KEEP TBI EMPLOYEES ON THE MOVE.



Chere Van Allen knows the value of a reliable ride, especially when it's connected to TBI's mission.

As TBI's fleet manager, it's Van Allen's job to track more than 500 vehicles that keep employees from Memphis to Mountain City on the road. It's a job that takes an attention to detail, a commitment to safety, and an eye toward fiscal responsibility.

"It's not only a matter of being cognizant of financial responsibilities within state funds, but also the importance of operating safe vehicles so they are ready for emergency situations at any given time."

This year, Van Allen received and processed more than 80 new vehicles. Most of these replaced aging vehicles in TBI's fleet, providing more reliable transportation for employees across the Bureau.

In recent months, Van Allen aggressively worked to replace dozens of vehicles overdue for replacement because of supply chain issues. Doing so eliminated approximately \$30,000 in annual administrative costs.

"Our goal is to continue keeping our fleet operating effectively and efficiently, so our personnel can continue to carry out the mission of the Bureau," Van Allen said. "Being a small support unit, that is where we have a hands-on opportunity to assist in achieving the Bureau's overall mission."

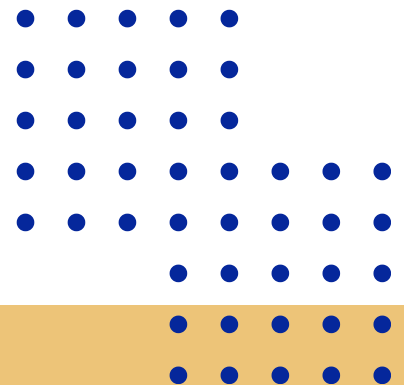
In the coming year, Van Allen anticipates replacing 48 aging vehicles in the Bureau's fleet. But she also has a vision for her role beyond day-to-day duties. That's why she's also continuing to work on vendor relationships to streamline processes to reduce turnaround times, ensure vehicles are properly outfitted and equipped, and keep TBI employees on the road as easily as possible.





## TBI'S CRIMINAL INVESTIGATION DIVISION

*Applying unique and advanced investigative  
expertise to solve cases with care and compassion.*



# Never Giving Up

## USING CUTTING-EDGE TECHNOLOGY & STATE FUNDING, TBI CONTINUES TO MAKE SIGNIFICANT PROGRESS ON COLD CASES.

A TBI initiative that began two years ago has received additional funding and will continue to make an impact across the state.

The Bureau's bold initiative began in 2022 after the Governor's Office was approached with a proposal regarding specialized DNA testing involving unidentified human remains cases. They recognized the need, and partnered with TBI to provide one-time funding of \$100,000, later approved by the General Assembly to be used specifically for forensic genetic genealogy testing in TBI cold cases in which all other methods have been exhausted.



Fourteen cases involving unidentified individuals initially met the criteria for the initiative. Agents submitted a portion of the skeletal remains of each victim to Othram, Inc., a private lab based in Texas, to conduct DNA sequencing and extraction. As of December 2024, seven of those victims have been identified.

Six of the seven cases are being worked as homicides, and investigators are hoping to develop information and potential leads about the circumstances leading to each person's disappearance and death.

While we've seen measurable success, there is still a lot of work left to do. Currently, there are more than 100 cold cases in Tennessee that involve unidentified human remains.



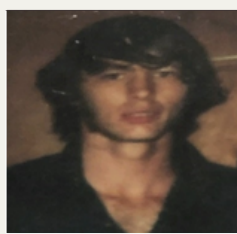
**FOR MORE  
DETAILS ON  
COLD CASES  
VISIT [TN.GOV/TBI](http://TN.GOV/TBI).**



Fortunately, TBI just received an additional \$100,000 as a result of U.S. Congressman Tim Burchett's 2024 Community Project Funding request through the Bureau of Justice Assistance. The federal funds will allow agents to expand the initiative, working with local agencies across the state to submit more cases involving unidentified individuals for forensic genetic genealogy testing, striving to give family members and loved ones closure.

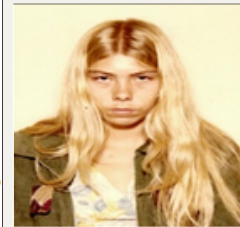


## 7 KEY CASES: A TIMELINE OF TBI'S UHR INITIATIVE



**Jerry  
Harrison**

Remains were found  
in Claiborne County  
in August 1986.  
**Identified in June  
2023.**  
Originally from Little  
Rock, Arkansas.



**Michelle  
Inman**

Remains were found  
in Cheatham County  
in March 1985.  
**Identified in July  
2023.**  
Living in Nashville,  
TN at the time of her  
disappearance.



**Linda Sue  
Karnes**

Remains were found  
in Cheatham County  
in October 1981.  
**Identified in August  
2023.**  
Grew up in  
Cunningham, TN



**Kenneth  
Thompson**

Remains were found  
in Cumberland  
County in August  
1993.  
**Identified in August  
2023.**  
Originally from  
Detroit, Michigan.



**James  
Nuchols**

Remains were found  
in Loudon County in  
September 1985.  
**Identified in  
September 2023.**  
He was from Blount  
County.



**Betty Lou  
Wisley**

Remains found in  
Roane County in  
August 1987.  
**Identified in October  
2023.**  
Lived in the Knox  
County area at the  
time of her death.



**Elbert Louis  
Brown**

Hit by a vehicle and  
killed in May 1993.  
**Positively Identified  
in March 2024.**  
Originally from York,  
South Carolina.

## TBI'S CRIMINAL INVESTIGATION DIVISION

In many ways, CID is the foundation upon which the TBI was built. Created as a resource for the district attorneys general and for law enforcement agencies across the state, this division provides expertise in a wide range of criminal investigations.

From public corruption, to homicide, to human trafficking, and fugitive apprehension, TBI's special agents conduct their case work with professionalism and integrity.

- **681** ACTIVE INVESTIGATIONS
- **383** MAJOR INVESTIGATIONS
- **695** ASSIST INVESTIGATIONS
- **179** INTELLIGENCE INVESTIGATIONS
- **801** CLOSED CASES
- **249** ARRESTS



As of June 30, 2024, the Criminal Investigation Division had 681 active/open major investigations.

During the fiscal year, the division's agents conducted 383 major investigations, 695 assist investigations, and 179 intelligence investigations in support of local, state, and federal law enforcement agencies.

In total, CID conducted criminal investigations, investigative assists, and intelligence gathering in 1,257 cases before concluding work in 801 cases.

Beginning in January of 2019, reporting of case statistics reflect major cases only, with reporting of other classifications broken out for more accurate reporting. During Fiscal Year 2023-2024, agents made 249 arrests. (At this time, many of them remained judicially active.)

In addition, agents either arrested or assisted in the arrest of fugitives and noncompliant sex offenders.



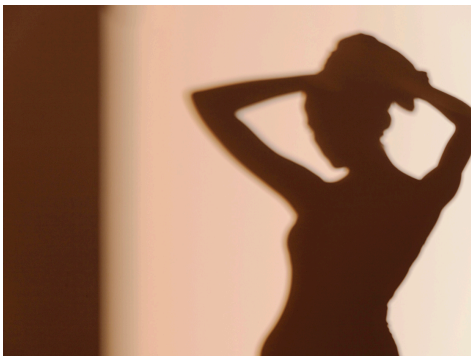
TBI’s Criminal Investigation division comprises several vital units, each with a distinct mission and impact.

## FIELD INVESTIGATION UNIT



Violent and white-collar crimes make up a large percentage of cases worked by field agents. District attorneys general across the state issue written requests that a special agent investigate a crime or allegation of a crime, especially those that require an independent examination such as an officer use of force. Other cases worked include embezzlement or theft of large sums of money from public entities or private businesses, bribery, violent sex crimes, child abuse, officer misconduct, and the deaths of jail inmates.

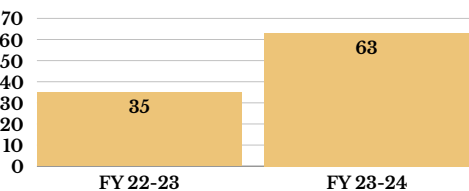
## HUMAN TRAFFICKING UNIT



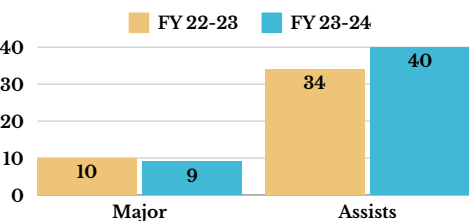
This unit investigates cases of adult and minor commercial sex and labor trafficking, and assists in efforts to prosecute those responsible and recover adults and juvenile victims.

The HTU also provides training to local law enforcement agencies in conducting human trafficking investigations, as well as providing education and awareness to the public regarding the recognition and appropriate response to possible human trafficking interactions or observations.

### TRAFFICKING ARRESTS



### CASES OPENED



**TO LEARN MORE ABOUT TN'S  
WORK TO ADDRESS HUMAN  
TRAFFICKING, VISIT  
[WWW.ITHASTOSTOP.COM](http://WWW.ITHASTOSTOP.COM).**

## POLYGRAPH UNIT



TBI's certified polygraph examiners conduct criminal, specific-issue polygraph examinations at the request of local, state, and federal law enforcement agencies, as well as requests received from the state's district attorneys general, along with pre-employment screenings of applicants for certain TBI positions.

To maintain the highest professional standards, the agency has prioritized maintaining the unit's national accreditation by instituting a thorough quality control review of each examination, ongoing training for each examiner, and an independent review of the unit's procedures to ensure compliance.

## VICTIM SERVICES UNIT



Victim Services ensures that TBI's mission is upheld by providing nonjudgmental social, informational, and practical support to all crime victims and survivors working with TBI.

TBI's victim services coordinators ensure victims, witnesses, and any family members involved in TBI cases know their rights, the investigative process, and the criminal justice process as required by federal and state law.

The Victim Services Unit also offers a myriad of supportive services such as education and support with forensic interviews and medical examinations, death notifications, and case updates.

## FIRE INVESTIGATIONS



TBI's special agents assigned to fire investigations respond to incidents involving fire across the state that are destructive to buildings and other properties, as well as those that result in fatalities. The Bureau works closely with local jurisdictions to determine the cause, origin, and circumstances of the fire. In conjunction with the Tennessee Department of Commerce and Insurance, TBI supports efforts to organize educational and training programs within the state for local and federal agencies to further protect the safety of Tennesseans and their property.

In FY23-24, TBI responded to 375 cases, including 39 major fire investigations, and 336 investigative assists.

## ACCELERANT DETECTION K9S



The TBI currently has four Accelerant Detection Canine (ADC) teams assigned across the state. These teams recertify annually through testing sponsored by the TBI's federal partners from the Bureau of Alcohol Tobacco Firearms and Explosives (ATF) to ensure that the ADC teams are performing at an acceptable level.

TBI ADC teams are often utilized when a fire investigation is believed to be criminal in nature, allowing for the timely discovery of trace amounts of ignitable liquids that could have been used to start or spread the growth of an intentionally set fire. TBI's ADC teams also lighten the demands on TBI's Microanalysis Unit by minimizing the number of samples collected from a fire scene in which the ADC did not detect the presence of an ignitable liquid.



# Whatever It Takes

## TOUGH CASES IN 2024 PROVED TBI SPECIAL AGENT CELINDA DAVIDSON IS IN THE RIGHT PLACE AT THE RIGHT TIME.



From an early age, Celinda Davidson knew she wanted to go into law enforcement.

Her grandfather was a constable for 30 years and instilled in her a desire to serve others. She was hired as a dispatcher right out of high school and would later become the first female deputy in her hometown. Celinda joined the TBI in 2016 as a CID special agent and quickly earned the respect of her co-workers and supervisors.

Her commitment to the job became even more apparent over the last year, partly due to her work on two complex cases. In January 2024, TBI was requested to investigate a violent homicide in Henderson County. Celinda was assigned as the case agent and began leading a joint investigation that involved TBI agents from various divisions and investigators from local, state, and federal law enforcement agencies.

As the case progressed, authorities determined those involved were members of two street gangs connected to a slew of violent crimes in West Tennessee. Countless hours were spent on the joint case, resulting in 10 spin-off cases in which TBI is assisting, 74 criminal charges related to first-degree murder, and 20 arrests.

In addition, Davidson was tasked with leading the investigation into the death of a 14-month-old child in June 2024. The child had been sexually assaulted and severely abused by her mother and her mother's boyfriend. As a result of the case and Agent Davidson's perseverance, both were arrested and charged in connection to the child's death.

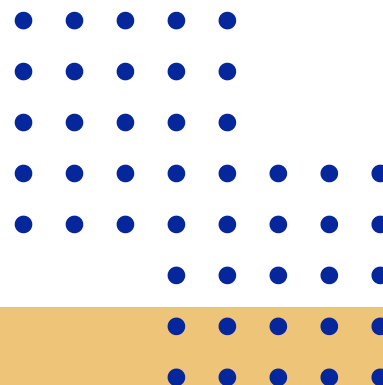
Davidson says that the outcome of cases like this year's keep her focused, adding the best part of her job is getting to be a voice for those without one.





## TBI'S CJIS DIVISION

*Delivering accurate and comprehensive  
information-sharing services to further enhance  
public safety.*



# *A Needed Upgrade*

**A SIGNIFICANT MILESTONE, YEARS IN THE MAKING, NOW HELPS PROVIDE BETTER ACCESS TO CRITICAL INFORMATION.**



Every day, TBI's CJIS Division works to ensure criminal justice agencies have access to accurate, timely, and actionable data, supporting public safety and informed decision-making across the state. In 2024, the division, quite literally, flipped the switch on a major project designed to better support agencies across the state.

In February, TBI upgraded the legacy TIES message switch, a vital system used by bureau personnel, state agencies, and local criminal justice organizations. This enhancement involved implementing a cloud-based messaging switch software that adheres to the FBI's CJIS Security Policy, revolutionizing access to critical information.

The modernization ensures a secure and resilient connection, enabling law enforcement personnel to seamlessly retrieve essential data from the FBI's National Crime Information Center (NCIC), NLETS, and Tennessee-specific databases, including driver's license records, sex offender registry information, vehicle registrations, and computerized criminal history records. During this time, the CJIS Division collaborated with the Tennessee Office of Criminal Justice Programs, a state-approved vendor, and local sheriff's offices on the Livescan Replacement Project. This initiative successfully deployed 30 new devices to replace outdated units.

Maintaining a modernization mindset is critical to ensuring the efficiency and security of all CJIS systems that support criminal justice services. This approach involves continuously assessing and upgrading technology infrastructure and processes to meet the evolving demands and stringent security standards.

Prioritizing modernization strengthens resilience and adaptability and ensures the long-term reliability of the criminal justice information network, empowering agencies to better serve and protect their communities.

## TBI'S CRIMINAL JUSTICE INFORMATION SERVICES DIVISION

The Criminal Justice Information Services (CJIS) Division plays a critical role in supporting local, state, and federal criminal justice agencies by managing and maintaining key systems that enable efficient information sharing and public safety efforts. Within Tennessee, this division supports a variety of advanced systems.

### TENNESSEE INSTANT CHECK SYSTEM (TICS)



This unit conducts mandated background checks for firearm purchases, ensuring compliance with federal and state regulations.

To conduct these checks, employees query a number of databases, including the Tennessee Criminal History Repository, the National Crime Information Center (NCIC), the Interstate Identification Index (III), and the National Instant Check System (NICS).

In FY23-24, this unit processed 545,119 transactions, representing a 7.6% decrease year to year.

### TENNESSEE INCIDENT-BASED REPORTING SYSTEM (TIBRS)



This unit collects, compiles, audits, and publishes reports centered on crime data, as submitted by the state's law enforcement agencies and required by state law.

<http://>



**TO SEE CRIME DATA BY  
JURISDICTION AND LEARN  
MORE ABOUT TIBRS, VISIT  
CRIMEINSIGHT.TBI.TN.GOV.**



## BIOMETRICS SERVICES SECTION



TBI's Data Quality Unit received 585,742 fingerprint submissions during Fiscal Year 2023-2024, a decrease of 0.5% compared to the 588,721 submissions received during 2022-2023.

Fewer than 1% of the fingerprint submissions received have missing, inaccurate, or incomplete descriptors, arrest data, or are otherwise considered unclassifiable. Fingerprints are rejected back to the contributor if unclassifiable or rejected due to missing or incomplete data.

Criminal arrest fingerprints made up 53% (309,969) of the submissions received, compared to 313,982 received during the previous Fiscal Year, a decrease of 1.27%. Fee and Law Enforcement Applicant fingerprints accounted for the remaining 47% (275,773) of the fingerprint submissions received, compared to 274,739 during the previous Fiscal Year, a 0.37% increase.

## LAW ENFORCEMENT SUPPORT UNIT



The TIES Operation Unit, available twenty-four hours a day, seven days per week, also houses the Tennessee Crime Information Center (TCIC) and assumes emergency communications responsibilities within the TBI after hours and on weekends. In addition to the emergency communications responsibilities, TIES Operations personnel are responsible for providing technical support for local, state, and federal agencies with connectivity to the TIES network and monitoring the performance of that same network.

# *Valued Expertise*

## **WHEN A MAJOR PROJECT NEEDED MAJOR EXPERTISE, KATIE CHESTNUT STEPPED IN TO LEAD THE CHARGE.**

Katie Chestnut doesn't shy away from a challenge.

As a 35-year veteran of TBI's CJIS Division, Katie brings a deep knowledge of the division's intricate systems and a steadfast commitment to delivering reliable service to customers across the state.

Both of those traits were on full display in recent months, as the division embarked on a major upgrade to the Bureau's Tennessee Information Enforcement System (TIES) switch.

TIES operations staff handle technical support for local, state, and federal agencies with connectivity to the TIES network, as well as monitor its performance. They also provide system maintenance and backup functions of computer information systems housed at the Tennessee Crime Information Center (TCIC) and assume the emergency communications responsibilities within the TBI after hours and on weekends.

As a CJIS supervisor, Katie showcased exceptional problem-solving skills, assisting in the resolution of technical issues that arose during the switchover. She dedicated countless hours collaborating with the vendor, ensuring that both the vendor and TBI stakeholders had the critical information needed to make informed decisions during the transition. Katie's commitment and expertise were key to the smooth implementation of the division's transformative project.

"It was an honor to work on this project, which brought Tennessee's criminal justice and law enforcement agencies into the twenty-first century. The new message switch significantly enhances efficiency, enabling faster response times," said Chestnut.

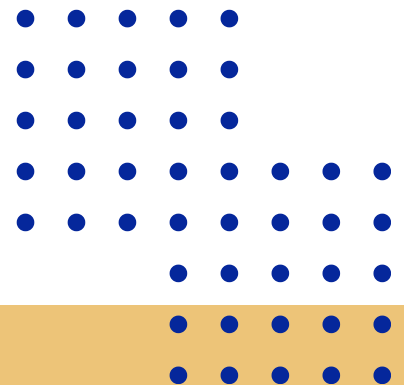






## TBI'S DRUG INVESTIGATION DIVISION

*Reducing drug-related crime, protecting public health, saving lives, and creating safer communities for all Tennesseans.*





# Having An Impact

## WHAT TBI AGENTS NOTICED LED TO A BOLD INITIATIVE TO TACKLE THE FLOW OF ILLICIT DRUGS INTO TENNESSEE.

After special agents with the Drug Investigation Division in Knoxville noticed that most drugs involved in overdose deaths in several eastern Judicial Districts were linked to Detroit, Michigan, the 313 Initiative was proposed, and created.

That initiative, named after the area code in Detroit, has resulted in more than 200 arrests, and the seizure of enough fentanyl to potentially kill thousands of Tennesseans. This is a joint effort by numerous local, state, and federal law enforcement agencies in the 4th through 8th Judicial Districts to identify, target, and dismantle dealers from the Detroit, Michigan, area who are bringing large amounts of dangerous drugs into Knox County and surrounding areas, ultimately leading to increased numbers of associated violent crimes and overdose deaths.



County and state lines mean nothing to drug dealers and criminals. Since the more rural counties within those judicial districts are typically sourced by individuals in Knoxville, agents knew there was a need for better collaboration to be able to combat the problem.

Now, through the 313 Initiative, intelligence gathered during a drug investigation is entered into a database to be shared with other agencies, instead of being locked away in a case file.

“The success of the 313 Initiative is bigger than any one person,” said Assistant Special Agent in Charge Darren DeArmond. “The teamwork displayed by all the agencies involved in this initiative is phenomenal, and we are proud to be part of it. If we can save just one life by removing this poison from our streets, we will have succeeded in our mission.”



The cumulative effect of the 313 Initiative has further resulted in the seizure of substantial quantities of illegal narcotics, firearms, and currency from the proceeds of selling and distributing illegal narcotics, and the arrests of numerous individuals. Last year, the TBI documented the following data related to the seizure of illegal narcotics, firearms, currency, and arrest of numerous individuals.

- Methamphetamine: More Than 75 Pounds Seized
- Fentanyl: More Than 73 Pounds Seized
- Cocaine: More Than 5 Pounds Seized
- U.S. Currency: More Than \$516,000 Seized
- Firearms: 130 Recovered
- Initiative-Related Arrests: 246

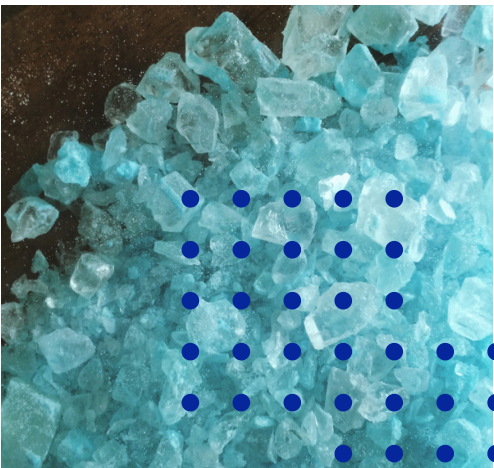
Additionally, the success of the 313 Initiative has played a critical role in reducing the number of overdoses within Knox and surrounding counties. In 2023, the 5th Judicial District observed a 26% decrease in reported overdoses from the previous year. And that same District is expected to note a 50% decrease in reported overdoses for 2024 compared to the prior year. The decrease in reported overdoses in Knox and surrounding counties continues to trend in a positive direction.



Furthermore, the 313 Initiative has also provided a significant impact on the reduction of violent crime in the Knox County area; in 2023, Knoxville noted a 33 percent decrease in homicides from the previous year.

# TBI'S DRUG INVESTIGATION DIVISION

TBI's Drug Investigation Division investigates, gathers evidence, and assists in the prosecution of criminal offenses involving controlled substances, narcotics, and other drugs. Special Agents initiate and investigate self-generated cases, targeting significant violators, drug distribution organizations, as well as mid to high-level offenders.



Agents also provide support to the drug enforcement community, including technical assistance, legal assistance, and personnel support to other agencies at the state, local, and federal levels. DID agents also work to strengthen ties in collaboration with federal agencies to execute drug enforcement responsibilities, including the Drug Enforcement Administration, the Federal Bureau of Investigation, Homeland Security Investigations, the United States Postal Investigative Service, and Tennessee's U.S. Attorney's offices.

The Division strives to stay at the forefront of investigative policy trends, including ongoing efforts to combat and reduce overdose deaths, and drug-related violence through targeted enforcement and strategic policy initiatives.

- **764** ACTIVE INVESTIGATIONS AS OF JUNE 30, 2024
- **304** OPENED CASES IN FY 23-24
- **273** CLOSED CASES
- **1,112** DRUG OFFENDERS ARRESTED, A 20% YTY INCREASE
- **769** CONVICTIONS OBTAINED, A 60% YTY INCREASE

TOP 5 DRUGS SEIZED	
MARIJUANA	4,971 LBS.
METHAMPHETAMINE	647 KG
FENTANYL	337 KG
COCAINE	75 KG
PRESCRIPTION DRUGS	31 KG



Drugs and violent crime go hand in hand, which is why addressing both is a top priority for the DID. Most directly, it is a crime to use, possess, manufacture, or distribute drugs classified as having a potential for abuse, such as fentanyl, cocaine, heroin, marijuana, and methamphetamine. Drugs are also related to crime through the effects they have on the user's behavior and by generating violence and other illegal activity.

Drug traffickers earn their living violating federal and state drug laws, and the associated violence with drug trafficking can be traced to competition for drug markets, competition for customers, disputes among traffickers, and disputes between traffickers and customers. Many involved in the illicit drug trade are more prone to violence and violent crime. The proliferation of the possession of lethal weapons by younger individuals who have access to more drugs while seeking higher profits has also likely made drug violence more deadly.

DID participates and supports numerous federal and state law enforcement agencies as well as non-law enforcement efforts to address the rising issue of drug and violent crimes. DID personnel work steadfastly to identify, target, and dismantle all drug trafficking organizations, especially those with a propensity for violence or death.

## TENNESSEE DANGEROUS DRUGS TASK FORCE

The motto of the Tennessee Dangerous Drugs Task Force is to “Protect, Enforce, and Educate”.

In that spirit, these TBI employees use a multidiscipline and multijurisdictional approach to combat the impact of highly hazardous illicit manufactured, converted, milled, or distributed controlled substances in the State of Tennessee.



The TDDTF oversees a variety of programs beneficial to the law enforcement community and general public, including teams that respond to clandestine drug labs, the Governor's Task Force on Marijuana Eradication, drug evidence incineration efforts, pharmaceutical pill take-back, specialized law enforcement training, the Tennessee Alliance for Drug Endangered Children, and the state's Handle With Care program.



**TO LEARN MORE ABOUT THE DANGEROUS DRUGS TASK FORCE, VISIT [TN.GOV/TDDTF](http://TN.GOV/TDDTF).**

# *Facing It Head On*

**IN A DAUNTING CHALLENGE, SPECIAL AGENT LINDSEY PRICE FOUND HER TEAM AT TBI ALWAYS HAS HER BACK.**



On Monday, Lindsey Price bought 8 ounces of methamphetamine. On Wednesday, she went in for her 31st round of chemotherapy.

Special Agent Price works in the DID in the West region. She started with TBI in 2019 and, in 2022, she was diagnosed with Triple Negative Stage 2B breast cancer. Despite treatments for this very aggressive form of cancer, Lindsey continues her case work, while also being a wife and mother to a 10-year-old daughter, and tending to the family's 67-acre farm and the goats, pigs, chickens, duck, dogs, and cats that go along with it.

She's candid about the toll the treatments take on her. But she will also be the first to tell you that continuing to work, to get out with her team of other drug agents and make drug buys, takes her mind off her health for just a bit. And, she says, she often feels better when she's moving. She also quickly adds that she couldn't do this without the rest of her team.

Agents Price's prized possession is a quilt, made especially for her by the team in the Knoxville Crime Lab. The quilt is made of individual messages directly from them, to her. She treasures the blanket, and takes it with her for each chemo treatment. She says she always turns it to the side where she can continually read those words of support and encouragement from her friends and colleagues.

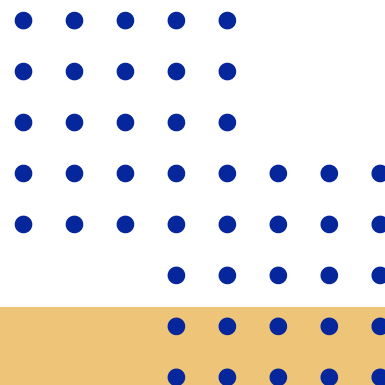
Closer to home, Lindsey's colleagues have helped raise money for her treatment, since her out-of-pockets reset every year, including a "Lindsey Strong" shirt sale. They also offer to pick up her daughter when needed, send care baskets, DoorDash meals, and, even, a Christmas tree, demonstrating what being a team is all about. While Lindsey Price doesn't take her eye off the ball in getting her job done as a drug agent, the rest of her team doesn't take their collective eye off the ball in providing their support for her.





## TBI'S FORENSIC SERVICES DIVISION

*Providing quality forensic examinations in the pursuit of justice, with efficiency and transparency.*

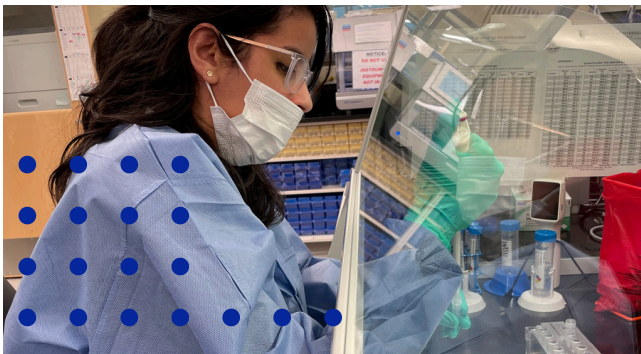




# Steady Growth

## TBI'S CRIME LAB ADDS POSITIONS & SEES NEEDED PROGRESS IN LOWERING TURNAROUND TIMES STATEWIDE.

With an eye toward improving customer service, the TBI's Forensic Services Division spent the past fiscal year championing operational efficiency by hiring and training new employees. These efforts aimed to reduce case backlogs, improve turnaround times, and ensure the timely delivery of forensic analysis for investigations.



A key focus was improving the response to sexual assault cases. In August 2022, the statewide average in-house turnaround time for all sex offense requests reached a peak of 45.4 weeks. As of July 1, 2024, the statewide average in-house turnaround time for cases containing only a sexual assault kit was 9.8 weeks. The total number of pending in-house requests for testing in sexual assault cases has decreased from 623 on July 1, 2023, to 366 on July 1, 2024.

Across the division, average turnaround times continue to improve. On July 1, 2023, the TBI Forensic Services Division had 19,960 pending requests for laboratory testing. By July 1, 2024, that number had decreased to 10,474 in critical areas, reflecting a 47.5% reduction in the backlog within one year. Notably, significant progress was achieved in Forensic Chemistry, which handles drug evidence, where pending statewide requests dropped from 12,814 to 6,435. Additionally, the average statewide turnaround time improved from 26.9 weeks to 18.4 weeks.

Further improvements in turnaround times and reductions in case backlogs are anticipated, with these advancements largely dependent on staffing and employee training. Current improvements in forensic disciplines like Forensic Chemistry have been directly linked to shorter employee training periods. As employees in other forensic disciplines with longer training periods complete their training, similar improvements are expected in those areas, as well.

## TBI'S FORENSIC SERVICES DIVISION

The Forensic Services Division processes evidence for every law enforcement agency and medical examiner in Tennessee. To meet their work's diverse and complex requirements, all TBI forensic scientists are commissioned as special agents by the Director. They hold at least a bachelor's degree in chemistry or a closely related scientific field and have undergone rigorous training in forensic science and crime scene investigation. This combination of advanced education and specialized training ensures that TBI Forensic Scientists are well-equipped to handle the critical tasks of evidence analysis and support criminal investigations throughout Tennessee.



TBI has a central laboratory that serves all 95 counties, located in Nashville and two regional laboratories in Jackson and Knoxville. Specialized units of these laboratories provide forensic analysis of biological, chemical, and physical evidence.

## VIOLENT CRIME RESPONSE TEAMS

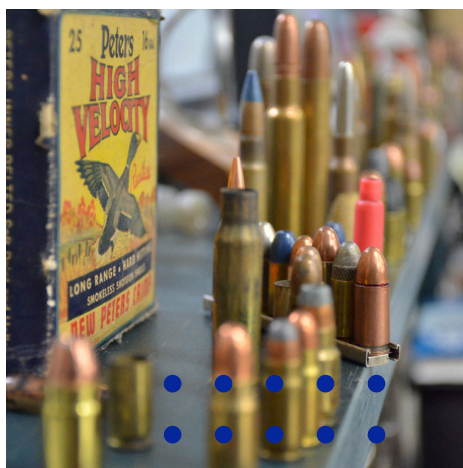


The TBI's Forensic Services Division has become increasingly involved in the investigation of violent crime scenes and scenes of law enforcement use of force. TBI has three specially designed crime scene vehicles equipped with the most advanced forensic equipment and materials available.

During Fiscal Year 2023 - 2024, the TBI's Violent Crime Response Teams were called to locate, document, and collect evidence a total of 26 times across the state, representing 1,533.3 on-scene man-hours. This includes responding to crime scenes or providing technical assistance 23 times, for a total of 1,132.6 man-hours, and responding to law enforcement use-of-force scenes three times for a total of 400.7 man hours.

## REQUESTS BY FORENSIC DISCIPLINE

FORENSIC DISCIPLINE	JACKSON	NASHVILLE	KNOXVILLE
FORENSIC CHEMISTRY	4,470	11,601	6,418
TOXICOLOGY - ALCOHOL	2,224	11,318	6,202
TOXICOLOGY - DRUG	1,061	4,030	3,658
FORENSIC BIOLOGY	960	1,109	914
FIREARMS	127	484	
MICROANALYSIS		476	
LATENT FINGERPRINTS		1,596	
<b>TOTAL</b>	<b>8,842</b>	<b>30,614</b>	<b>17,192</b>





# Unsung Heroes

## TWO TBI SCIENTISTS HELP TAKE THE LEAD IN TBI'S ONGOING FORENSIC SCIENCE TRANSFORMATION.



In 2022, when the Tennessee General Assembly allocated funding for 50 new positions within the TBI's Forensic Services Division, it marked a strategic effort to address a backlog of forensic evidence. While funding was the first step, the success of this initiative hinged on two critical factors: the ability to hire and then train multiple employees simultaneously, rather than the traditional approach of onboarding one or two at a time.

Seasoned professionals in all three of TBI's crime labs have stepped in to champion this effort. Among those playing a pivotal role were Christie Smith and Militza Kennedy, Special Agent Forensic Scientist supervisors in TBI's Jackson Crime Lab.

Smith, with a decade of experience at the TBI, and Kennedy, who has served as a forensic scientist for the state for eight and a half years, were instrumental in transforming a daunting challenge into a meaningful opportunity for growth. Their expertise in creating and executing a comprehensive training protocol enabled the seamless integration of new forensic scientists, while preserving the quality of the critical work already underway. Rather than halting their regular duties to focus solely on training, they developed a system that combined training and casework into an efficient and sustainable workflow.

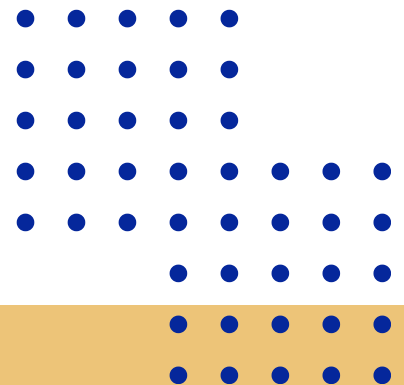
"In my many years of working in forensic science for various systems, I find it unprecedented, the number of people we have been given," recalled Smith. "The legislative support is on a level that I've never seen before, and it's felt really good to ask for something and receive it."

"One of the greatest things about getting all these positions, adding more resources to be able to work cases across the state, is that we can help make the community safer and help victims either get closure or clear those who might be wrongfully thought of as a subject in a crime," said Kennedy.



## TBI'S MEDICAID FRAUD CONTROL DIVISION

*Dedicated, specially-trained personnel with a passion for protecting the TennCare program and the citizens of the state of Tennessee.*



# *The Protectors*

**WHILE PROVIDER FRAUD IS A FOCUS, TBI'S MEDICAID FRAUD DIVISION NEVER LOSES SIGHT OF THOSE IMPACTED.**



While it's common knowledge that investigating healthcare provider fraud is a focus of TBI's Medicaid Fraud Control Division (MFCD), the division is also heavily involved in vulnerable adult protection. In fact, the division's agents are charged, under both state and federal law, with protecting vulnerable adults in a variety of healthcare settings, such as facilities that receive Medicaid funding and in private homes where a caregiver paid through Medicaid is suspected of abuse.

In order to effectively combat the problem, agents actively participate in the Vulnerable Adult Protective Investigative Teams helmed by district attorneys general throughout the state. Agents also work alongside MFCD nurse consultants, auditors, and attorneys to raise awareness, build relationships with partner agencies, and provide subject matter expertise to assist in prosecuting complex cases. A recent investigation in a rural county in the Upper East region of the state illustrates the importance of those relationships.

Earlier this year, MFCD agents from the Johnson City Office went to a licensed assisted living facility to investigate allegations of fraudulent use of Medicaid issued benefits cards. When they arrived at the facility, they found an unimaginable situation. Eighteen vulnerable adults housed at the facility had been left to the care of a seventeen-year-old and a sixteen-year-old.

The agents quickly assessed the situation and determined that two of the residents were hospice patients who required narcotic medications and breathing treatments. Adult Protective Services investigators were notified and began working to determine what would be required to address the situation and ensure the safety of the residents.

The Tennessee Health Facilities Commission was notified and immediately dispatched facility inspectors. Personnel with TennCare Managed Care contractors were also called and arrived quickly to start arranging alternative housing for



residents. The Collaborative Response to Older and Vulnerable Adult Abuse (CREVAA) team from the First Tennessee Area Agency on Aging responded to transport residents.

Representatives from the county sheriff's office and local emergency medical services responded and assisted with the evacuation of the facility, and the District Attorney's Office provided guidance and legal advice. Because of the coordinated efforts, enhanced by the Division's existing relationships with the various agencies, all 18 vulnerable adults were evacuated from a potentially disastrous situation and relocated to safer living arrangements within about five hours. While the investigation into various violations by the owner of the facility continues, these vulnerable adults are safe in environments where their needs will be met.

Partnership really does pay off.



## TBI'S MEDICAID FRAUD CONTROL DIVISION

While most cases worked by the MFCD involve investigations of alleged criminal acts of fraud by Medicaid providers and are prosecuted in both state and federal courts, the division has seen and been involved in an increasing number of civil fraud cases. Those civil cases may fall under the federal False Claims Act and/or the Tennessee Medicaid False Claims Act and have resulted in the state obtaining substantial penalties and damages. The federal and state false claims acts have become powerful tools in fighting healthcare fraud and have resulted in tens of millions of dollars in recoveries for the state of Tennessee. The MFCD also works patient abuse cases involving physical, sexual, and financial abuse and neglect of individuals in both Medicaid-receiving facilities and board and care facilities, as well as allegations of abuse and neglect of Medicaid recipients in any setting (when related to the provision of Medicaid services).

In Fiscal Year 2023-2024, the MFCD'S work in fraud resulted in 25 indictments, 27 convictions, and the identification of over \$29.5 million in overpayments, at a cost of approximately \$2.9 million to the state of Tennessee. The MFCD opened 33 abuse and neglect cases, obtained 11 indictments and 12 convictions, and reported individuals to the Tennessee Abuse Registry and appropriate licensing boards.

CASE TYPE	NUMBER OF CASES	CASELOAD PERCENTAGE
FRAUD BY PROVIDER (E.G., DENTIST, PHYSICIAN, NURSE PRACTITIONER)	57	26.89%
FRAUD BY INDIVIDUAL PROVIDER (E.G., NURSE AID OR PERSONAL CARE ASSISTANT)	28	13.21%
FRAUD BY MEDICAL SERVICES (E.G., DURABLE MEDICAL EQUIPMENT, LABS, ETC.)	66	31.13%
FRAUD BY MEDICAL FACILITY (E.G., NURSING HOME, ASSISTED LIVING, ETC.)	22	10.38%
PATIENT ABUSE/NEGLECT	39	18.40%
<b>TOTAL</b>	<b>212</b>	<b>100%</b>

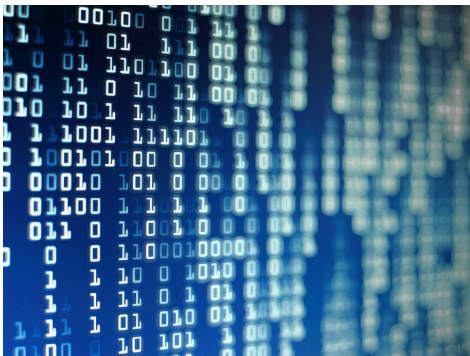
## FRAUD



From July 1, 2023 through June 30, 2024, the MFCD helped identify approximately \$29.5 million in fraud cases worked by the Tennessee MFCD. In total, the Division opened 75 fraud cases, closed 67 and obtained 25 indictments and 27 convictions.

The MFCD emphasizes the detection of healthcare fraud trends by utilizing link analysis measures and cultivating new partnerships with external fraud vendors like the Healthcare Fraud Prevention Partnership (HFPP). The MFCD also works closely with individuals from other areas within the Bureau of TennCare, the Tennessee Office of Inspector General, the Tennessee Attorney General's Office, and the Tennessee Department of Health's Division of Health-Related Boards.

## GLOBAL INVESTIGATIONS



Regarding monetary recoveries, global settlements are often the most worthwhile cases in which the MFCD participates. These settlements typically involve large national healthcare companies and help resolve cases that originate in other states which could be based on allegations not yet the focus of investigation in Tennessee.

For the 2023 – 2024 fiscal year, the MFCD was a party in two NAMFCU global settlements totaling \$126,917.81, with \$122,149.54 in federal and state dollars recovered on behalf of Tennessee's Medicaid program.



## ELDER EXPLOITATION & NEGLECT



As of June 30, 2024, the MFCD had 33 open patient abuse and neglect cases, including financial exploitation cases, many of which have multiple victims. During the 2023-2024 fiscal year, the MFCD received more than 3,700 abuse, neglect, and financial exploitation referrals, primarily from the Tennessee Department of Human Services' Adult Protective Services (APS) and the Tennessee Department of Disability and Aging, but referrals also come from a number of other sources, including to the MFCD's hotline, website, and email. All referrals to the MFCD undergo a preliminary review by supervisors.

## *Casework & Care*

### **VULNERABLE ADULT CASES TAKE THE KIND OF COMPASSION CARA LOWE BRINGS TO HER WORK EVERY DAY AT TBI.**

Special Agent Cara Lowe says she considers it a blessing to be able to work on behalf of vulnerable victims. She says being able to help and ensure the safety of victims who are non-verbal or suffer from cognitive impairments due to a disability or age is what keeps her motivated.

Cara joined TBI's Medicaid Fraud Control Division in 2022 and has quickly proven herself as a thorough and compassionate investigator in vulnerable adult cases. According to her supervisors, her perseverance and dedication were exemplified by two recent cases, both of which involved adults with severe limiting disabilities.



In March 2024, Special Agent Lowe was made aware of a possible neglect case involving a vulnerable adult in Carter County. The victim's caregiver, who was employed by a company located in Greeneville, crashed his vehicle into a utility pole with the victim inside. He then left the scene of the accident to evade authorities. While investigating the circumstances leading to that incident, SA Lowe identified another incident of neglect involving the victim. This time, a second caregiver employed by the same company failed to properly monitor the victim, which resulted in him urinating on himself, removing his clothing, and leaving the residence. The caregiver did not notice the victim was locked out of the residence until another staff member arrived. The facts of the case were presented to the Carter County Grand Jury, and both caregivers were indicted and charged with Neglect of a Vulnerable Adult. SA Lowe's tenacity in this case also led to a comprehensive review of other incidents of alleged neglect by employees of the same agency at various locations throughout the region.

Another recent investigation centered around an adult female with a developmental disability. SA Lowe learned that the community support agency where the victim received services had documented numerous incidents of the victim arriving with soiled clothing and bruises.



SA Lowe launched an extensive investigation, collaborating with the Tennessee Department of Disability and Aging, Tennessee Adult Protective Services, local law enforcement, and the District Attorney's Office. The investigation revealed that the victim was being abused and neglected by her brother, who also served as her caregiver. During the execution of a search warrant at his home, agents found evidence that a child living in the home was also being abused. Two people were arrested and charged as part of the investigation.

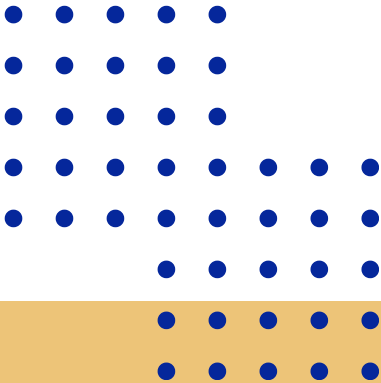
SA Lowe's supervisors say the outcome of these cases can be attributed to her excellent working relationship with the multitude of agencies and groups involved in vulnerable adult protection.





# TBI'S TECHNOLOGY & INNOVATION DIVISION

*Driving law enforcement innovation through  
investigative and information technologies.*





# *R.O.I. Realized*

## **AFTER PRIORITIZING INFRASTRUCTURE, TBI'S TECHNOLOGY & INNOVATION DIVISION STANDS POISED TO LEAD.**

In recent years, TBI's Technology & Innovation Division invested significant time and resources in building the critical infrastructure needed to support TBI's work to lead and help the state's law enforcement community.

In recent months, the return on investment has been clear, as the Bureau embarks into an evolving era of technology-based policing.

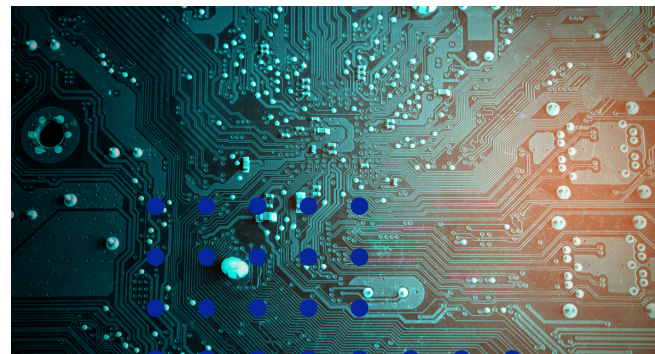
The work of employees assigned to TID directly led to the implementation of two new key pieces of software, including a case management software to provide for better documentation and information sharing, along with a robust platform to better gather and visualize the volumes of data gathered and stored in divisions across the Bureau.

Both enhancements streamline efforts and ultimately allow the division to better support employees across the Bureau.

Also in that vein, generous support in recent years from the General Assembly and Governor Bill Lee has provided for additional special agent positions in TID to significantly increase the volume of cybercrimes the Bureau can investigate.

From critical infrastructure to investigative efforts, the division expects to continue to grow and drive innovation for the Bureau, while keeping an eye on emerging trends and challenges, all in an effort to best protect and serve.

"We've been working for some time now to modernize our foundational technology," said Richard Littlehale, TBI's Assistant Director of TID. "As policing continues to evolve with new technologies and new challenges, we're positioned -- perhaps better than we've ever been -- to meet the current and emerging challenges to best protect the state's citizens."



## TBI'S TECHNOLOGY & INNOVATION DIVISION

TID maintains the business systems that sustain TBI's modern workforce, conducts complex investigations and analyses, and supports the Tennessee law enforcement community with the latest in intelligence and digital evidence-gathering tools. These units keep TBI personnel and their law enforcement partners connected, situationally aware, and fully equipped to work the digital crime scenes of the 21st century.

### INFORMATION SYSTEMS



ISU is the TBI's information technology hub, with responsibility for running TBI's data center and business technology, managing critical communications, and facilitating the creation, deployment, and maintenance of systems for all of the Bureau's components and many external customers. ISU makes sure that TBI personnel can work effectively whenever and wherever their duties require.

### CRIMINAL INTELLIGENCE



The Criminal Intelligence Unit is responsible for the collection, collation, analysis, and dissemination of information related to criminal activity throughout the state. The unit also oversees several of the Bureau's high-profile public programs, including the Tennessee Sex Offender Registry, and the state's Most Wanted program.

CIU also houses the Bureau's Missing Persons Unit, responsible for issuing public alerts to locate missing children and vulnerable and elderly adults who meet established eligibility criteria.


## CYBERCRIME & DIGITAL EVIDENCE



TBI's Cybercrime & Digital Evidence Unit conducts specialized technical investigations and enhances the investigations of others through advanced capabilities.

CDEU agents conduct proactive investigations into a range of online harms, including internet crimes against children, threats to life communicated online, cyber-enabled fraud, and computer intrusions. This unit is also tasked with deploying and gathering evidence from advanced technologies in support of TBI Special Agents and the Tennessee law enforcement community, including digital forensic analysis and communications and geolocation evidence-gathering.

CDEU agents also support operations with mobile command, specialty vehicles, and radio communications assistance. In addition, these agents are in charge of TBI's Electronics Detection K9, Zeus.

<http://>  **TO SEE CURRENT PUBLIC CYBERCRIME ALERTS, VISIT [TN.GOV/TBI](http://TN.GOV/TBI) AND CLICK 'CYBERCRIME' UNDER THE 'KEY PRIORITIES' TAB.**

<http://>  **TO SEE TBI'S NEW CYBERCRIME PUBLIC OUTREACH CAMPAIGN FOR SENIOR CITIZENS, VISIT [SAFESENIORTN.COM](http://SAFESENIORTN.COM)!**



# *The Crypto Expert*

## **WHAT HAIDY GRIGSBY NOTICED WHILE WORKING A CASE YEARS AGO BECAME A SOUGHT-AFTER EXPERTISE.**

Special Agent Haidy Grigsby loves a good puzzle. And, as strange as it may sound, she has found a few good ones to solve in cryptocurrency.

“The more I studied it, every time I learned something, it was just more and more fascinating,” she said.

As a special agent in TBI’s Cybercrime & Digital Evidence Unit, Grigsby handles cases related to financial fraud. In recent years, a growing number of her cases centered on Bitcoin and other types of cryptocurrency. At first, Grigsby had no idea what the digital currency was, let alone how it plays a part in crime.

But like many TBI agents, Grigsby possesses a deep sense of duty and a willingness to work. Taking it upon herself to learn the nuances of cryptocurrency, in recent months, her work has helped to make victims whole, held cybercriminals responsible for their actions, and demonstrated time and again that preying on Tennessee victims is a risky proposition.

Her reputation as a cryptocurrency expert has also grown. Agent Grigsby routinely consults with law enforcement agencies across the state, offers specialized training, and testifies in court cases as a recognized expert in cryptocurrency.

For Grigsby, the extra effort is all a part of the job.

“The thing I like the most about cryptocurrency is that it’s like a very fun puzzle to solve,” she said. “It’s like a game of chess. And knowing that I’m able to put what I’ve learned to good practice to try to help victims makes it all the more worth it.”





## TBI'S TRAINING DIVISION

*Enhancing law enforcement capabilities through training, research, instruction, and development.*

# Meeting The Need

## TBI'S ESTABLISHED ACADEMIES SHARPEN FOCUS TO BETTER EQUIP AGENCIES FOR MODERN POLICING.

Many in communities across Tennessee may associate the TBI with news stories full of images of TBI agents investigating crimes, but a lesser-known, equally important, aspect of the Bureau is the training and resources provided to local agencies.

The TBI provides extensive and varied training to other law enforcement professionals on a wide range of topics, from de-escalation to human trafficking to crime scene investigation. These programs are often provided at low or no cost to the departments receiving the training.



Two of these training sessions are TBI's two-week Criminal Investigative Academy and its three-week State Academy. The Criminal Investigative Academy (CIA) is geared toward improving clearance rates and the quality of investigations across a wide range of topics. Students receive cutting-edge training from nationally recognized experts on a wide range of topics, including search and seizure, crime scene investigation, cold cases, evidence collection, cyber-crime, courtroom testimony, among others.

The State Academy (SA) is a three-week residential academy intended to provide leadership and managerial tools to the next generation of law enforcement leaders. The SA started in 2012 and is designed for current and up-and-coming law enforcement leadership. This residential academy offers top-tier leadership training in areas including specialized unit supervision, human resources, municipal and county liability, and grant writing and administration.

These academies, developed and administrated by special agents with the TBI and nationally known experts, both serve as ways to fulfill our mission to assist our local law enforcement partners and improve the effectiveness of law enforcement in communities throughout the state.

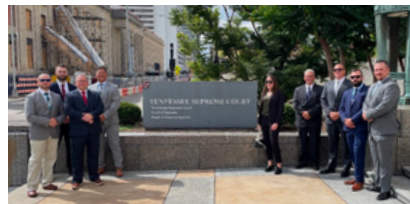


## TBI'S TRAINING DIVISION

The Training Division is a key asset to law enforcement agencies across the state. Most recently, the TBI provided training in various forms to approximately 20,000 commissioned and non-commissioned law enforcement personnel with more than 100,000 contact hours.

The Training Division consists of commissioned and non-commissioned personnel with a wide range of specialized experience that enables all personnel to contribute to the development and administration of training courses for law enforcement across the state.

In addition to providing instruction, TBI's training personnel oversee the Bureau's firearms program, lead research and development efforts to sharpen the tools, tactics, techniques, and behaviors within the law enforcement field, and train and resource a wide array of TBI personnel who serve as adjunct instructors for agencies and organizations across Tennessee.



# *A Skilled Resource*

**FIND YOURSELF LOST OR IN DANGER?  
THIS TBI SPECIAL AGENT IS THE ONE YOU  
WANT ON YOUR SIDE.**



James Williams knows a few things about danger, and how to survive it. James is a Special Agent in the TBI Training Division, and many of the skills agents and other law enforcement officers across the state learn are taught to them by James.

James joined the TBI in 2016 with extensive instructor experience and developed and implemented courses for both local and state law enforcement agencies, including the development of online courseware. He also implemented a bureau-wide Instructor Development Program, and creates and coordinates programs for many of the academies offered by the TBI Training Division, including the Special Agent Academy, Director's Academy, State Academy, and Citizens' Academy.

The training James has received himself is impressive. He served in the United States Air Force as a Survival, Evasion, Resistance, Escape (SERE) Instructor, in which he taught high-risk survival techniques to select members of the Department of Defense. He has instructed escape techniques from various restraints, evasion in urban and rural settings, resistance to exploitation and interrogation training, post-egress and parachuting procedures. He is skilled in instructing survival in multiple environments to include arctic survival and water survival.

James possesses a diverse array of skills. In addition to survival skills, close quarters combat training, map reading, and search techniques, and he's also proficient at public speaking, instructor development, and relationship-building.

For James, where it really matters, is inspiring and motivating people to want to learn. "I love to see people succeed," he says. "I really want to give people information they can use, and I want to relate to that audience and want that information to be valuable."

# *In Memory*

## **HONORING THE LIVES AND LEGACIES OF TWO FORMER TBI DIRECTORS, WHO SHAPED WHO WE ARE TODAY**



### **DIRECTOR MARK GWYN**

**1963-2024**

A native of McMinnville, Mark Gwyn led the TBI from 2004 to 2018. A graduate of Middle Tennessee State University, Gwyn began his career in law enforcement as a police officer in his hometown of McMinnville in 1985. Three years later, he joined the TBI as a special agent in its Criminal Investigation Division.

Eight years later, Gwyn was promoted to the role of Executive Officer and later served as Assistant Director of the Forensic Services Division. In June of 2004, Governor Phil Bredesen appointed Gwyn to serve as TBI Director, making him the first African-American to hold the post, a position he held until his retirement in 2018.



### **DIRECTOR JOHN CARNEY, JR.**

**1950-2024**

A native of New Providence, John Carney led the TBI from 1990 to 1992. Carney began his career as a TBI special agent/criminal investigator, and held several management positions at TBI. In his role as Director, Carney developed the Bureau's motto, 'that guilt shall not escape, nor innocence suffer,' assisted with the design of the TBI seal, and led efforts to rename Headquarters to honor TBI Director Arzo Carson.

Carney continued his life of public service as the district attorney general for the 19th judicial district, serving Montgomery and Robertson counties until his retirement.



# MISSION *forward*



Tennessee Bureau of Investigation, Authorization No. 348152,  
Electronic Copies, December 2024. This public document was  
promulgated at a cost of \$0.00 per copy.