



Annual Report 2019-2020



Tennessee Bureau of Investigation
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Bill Lee
Governor

TENNESSEE BUREAU OF INVESTIGATION

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David Rausch
Director

September 28, 2020

Honorable Members of the
Tennessee General Assembly

Dear Ladies and Gentlemen:

I am pleased to present the Fiscal Year 2019-2020 Annual Report for the Tennessee Bureau of Investigation. As you will see, our agency continues to work to streamline operations to increase efficiency and effectiveness, while maintaining the standard of services you and the public have come to expect. During this period, you also transferred all Fire Investigations to the Bureau. By reading this report, I believe you will gain a better understanding of the TBI as an organization, along with our accomplishments and the importance of our employees' daily work in making the agency an essential part of Tennessee's judicial system.

Fiscal Year 2019-2020 was a successful one for the Bureau. In addition to a high number of criminal and drug cases resulting in arrests and convictions, the Bureau continued its bold work to investigate cases of human trafficking in Tennessee, in addition to training hundreds of law enforcement officers across the state about this unique kind of crime. Additionally, our agency joined the ongoing effort among state agencies to alert the public about the risks surrounding the abuse of all illicit drugs, especially Meth, Heroin, and Fentanyl.

The TBI remains committed to providing the most advanced investigative and forensic services, while staying focused on the basics of fighting crime. The Bureau continues to aid the Tennessee District Attorneys General and works closely with local, state, and federal law enforcement partners. Our agency takes great pride in the fact we have evolved over the years into a highly respected law enforcement organization with highly trained, dedicated, professional employees who remain committed to excellence and public service.

When the Bureau was founded, now more than 60 years ago, the citizens of our state charged TBI with a great responsibility. With your continued support and assistance, we will vigorously pursue the ultimate goal summed up in our mission statement to ensure "that guilt shall not escape nor innocence suffer."

Sincerely,

Director
David Rausch



INTERNATIONALLY ACCREDITED SINCE 1994

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Introduction

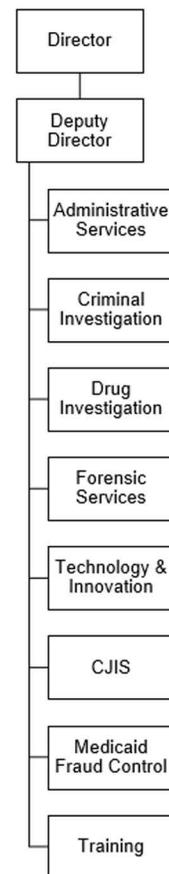
The Tennessee Bureau of Investigation has a rich tradition of protecting and serving the people of Tennessee.

Our agency traces its roots to March of 1951, when the state established the Tennessee Bureau of Criminal Identification (TBCI) within the Department of Safety. In 1980, the organization became an independent agency known as the Tennessee Bureau of Investigation.

The TBI is accountable to the District Attorneys General and to the Judiciary for its performance of services and to the Executive and Legislative branches for support functions. Under state law, the TBI may investigate any criminal violation upon the request of the District Attorney General for that judicial district. The TBI has original jurisdiction over several crimes, including narcotics laws, fugitive investigations, public corruption, official misconduct, Medicaid provider fraud and abuse, human trafficking, and domestic terrorism. Additionally, the TBI assists local law enforcement agencies in joint investigations.

TBI has also been designated to coordinate the gathering, analysis, and dissemination of state and local criminal justice statistics and provides that data to the Governor, General Assembly, all law enforcement agencies, and the public. The TBI also maintains the computer information network for law enforcement in the state and conducts classes for users of the network.

The TBI stays at the forefront of new technologies to advance criminal investigations, while working to improve communication among other state and local law enforcement agencies to provide more sensitive and accurate scientific examinations of evidence.



In June 2018, Governor Bill Haslam appointed David B. Rausch to serve as the 9th Director of the Tennessee Bureau of Investigation.

Director David B. Rausch was born in Louisville, Kentucky. He earned his Bachelor of Arts in Political Science in 1986 and his Master of Science in Justice Administration in 2001, both from the University of Louisville. He was enlisted and served in the United States Army Military Police Corps from 1986 to 1990, where he attained the rank of Sergeant. He served for 25 years in the Knoxville Police Department, from 1993 to 2018, and served his last 7 years as Chief of Police. He also served on the department's Special Operations Squad (SWAT Team) for 10 years from 1997 to 2007.

CRIME SCENE DO NOT CROSS

Our Mission

That Guilt Shall Not Escape Nor Innocence Suffer

Our Values

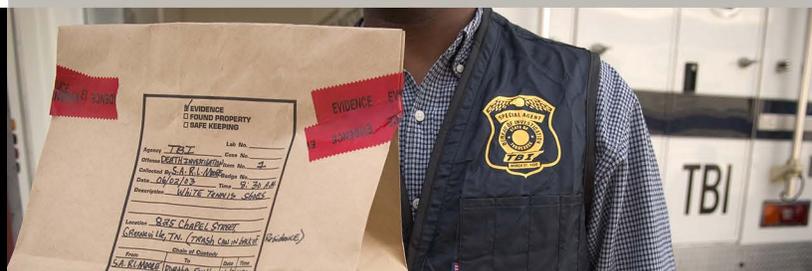
Truth. Bravery. Integrity.

At-A-Glance

During Fiscal Year 2019-2020, the Tennessee Instant Check System processed **622,743** total firearm transactions.

During the most recent fiscal year, TBI's Public Information Office responded to several thousand media inquiries and issued **45** news releases.

TBI's Most Wanted program led to the captures of **24** dangerous fugitives in Fiscal Year 2019-2020, bringing the total to **457** since the inception of the program.



Since the inception of the AMBER Alert program in Tennessee, there have been **135** activations, including five in Fiscal Year 2019-2020.



TBI's share of currency seized in drug cases totaled **\$232,212.94**, all of which were proceeds of drug trafficking or funds used to facilitate drug trafficking.

Agents in the Criminal Investigation Division made **165** arrests. They also assisted in the arrests of fugitives and noncompliant sex offenders.

Human Trafficking Intelligence Analysts processed **829** tips in Fiscal Year 2019-2020, **535** of which involved minors.

During Fiscal Year 2018-2019, Forensic Scientists at TBI completed **68,930** requests for analysis.



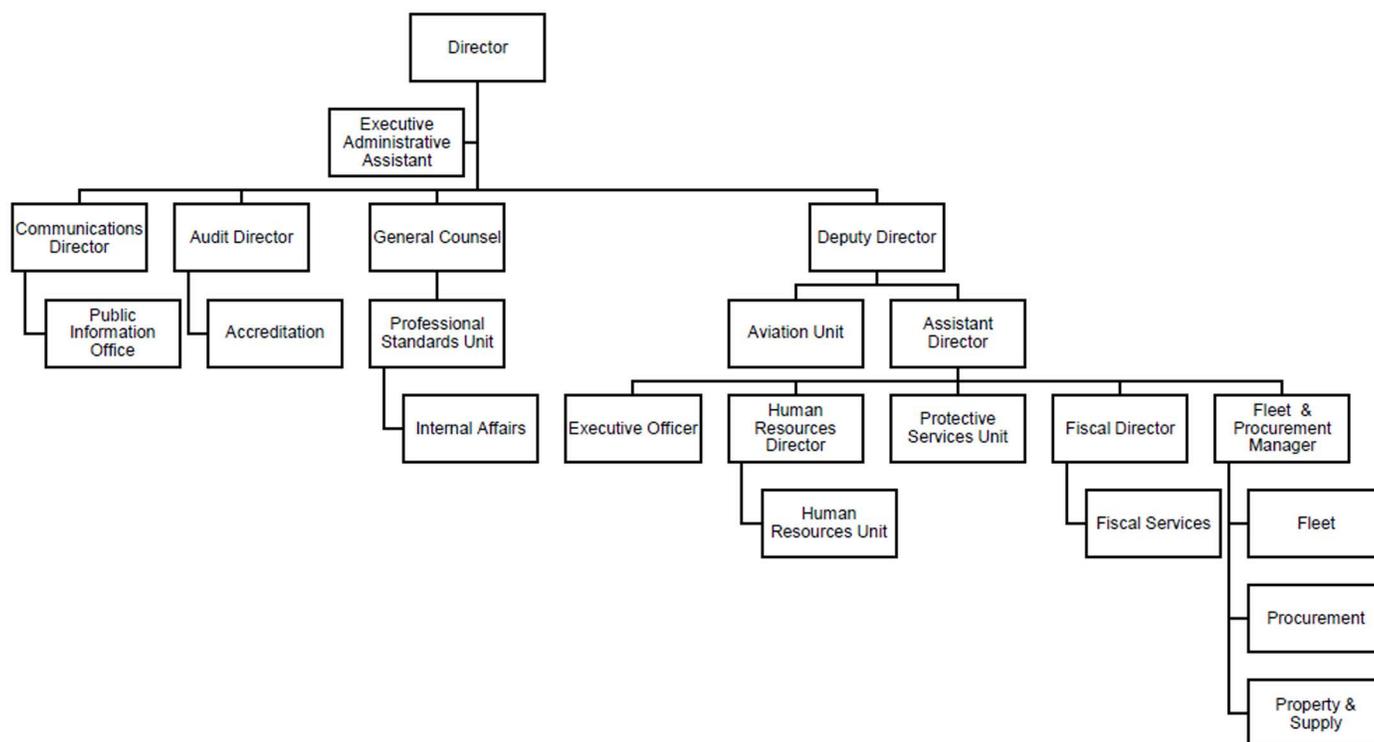
TBI's Training Division conducted more than **10,000** hours of training with more than **13,000** law enforcement professionals, from more than **4,000** agencies.

Follow TBI on social media!




 @TBIInvestigation

Administrative Services



The **Administrative Services Division** is responsible for providing technical and administrative support to all areas of the Bureau. This includes public information, human resources, auditing, fleet/procurement, fiscal services, accreditation and professional standards.

The Administrative Services Division is responsible for providing technical and administrative support to all areas of the Bureau. This includes public information, human resources, auditing, fleet/procurement, fiscal services, accreditation and professional standards.

The offices of Internal Audit, Legal, and Public Information report directly to the Director of the Bureau. The Aviation Unit is under the direct supervision of the Deputy Director. Other areas of the Administrative Division, such as Human Resources, Fiscal Services, Protective Services Unit, and Fleet/Procurement, are supervised by the Assistant Director of Administrative Services.

Internal Audit

The mission of the internal audit office is to provide independent, objective assurance and consulting activity designed to add value and improve the Bureau's operations. It helps the TBI accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

The scope of work of the internal audit office is to help ensure:

- Risks are appropriately identified and managed.
- Significant financial, managerial, and operational information is accurate, reliable, and timely.
- Employees' actions comply with policies, standards, procedures, and applicable laws and regulations.
- Resources are acquired economically, used efficiently, and adequately protected.
- Programs, plans, and objectives are achieved.
- Quality and continuous improvement are fostered in the organization's control process.
- Significant legislative or regulatory issues affecting the organization are recognized and addressed appropriately.

ACCREDITATION

TBI has been internationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) since November 19, 1994. The Accreditation Manager's responsibilities and support from the Administrative Services Division help to ensure that the Bureau maintains compliance with CALEA accreditation standards including representation of the Bureau during periodic re-accreditation inspections. The Bureau was successfully reaccredited in 1997, 2000, 2003, 2006, 2009, 2012, 2015, and 2019. TBI underwent a web-based CALEA assessment in years 2016-2019 and was found to comply with the standards that were reviewed. TBI's next web-based assessment will be conducted in the Fall of 2020.

In addition to CALEA accreditation, TBI received accreditation from the Tennessee Law Enforcement Accreditation Program in 2016 and 2020.



PUBLIC INFORMATION OFFICE

The Public Information Office is the central point for communication between the TBI and the general public. In addition to a wide variety of community relations functions, the office handles daily media and public inquiries the Bureau receives about criminal investigations, policies and procedures, programs, legislation, personnel issues, data, statistics and budget.

In Fiscal Year 2019-2020, the Public Information Office received several thousand media inquiries, which included local Tennessee newspapers, television and radio stations, as well as national and international media outlets. In turn, the agency's spokespersons formulated responses for those inquiries on the Bureau's behalf. The office is also responsible for the coordination of press conferences and manages media staging in the field during a variety of TBI-related incidents. The Public Information Office develops and produces news releases to a large database of media contacts across the state. The office issued a total of 45 press releases in Fiscal Year 2019-2020. Currently, the agency has a Public Information Officer assigned to TBI's West and Upper East regions, along with a Senior Public Information Officer and Communication Director who handle duties in the Middle and East region from TBI Headquarters in Nashville. The Communications Director reports directly to the TBI Director.

The Public Information Office also oversees internal communications efforts and issues a quarterly agency-wide newsletter. In addition, the office oversees the agency's social media efforts. As of the end of Fiscal Year 2019-2020, the TBI currently had more than 72,000 followers on Twitter, and 135,000 Facebook "Likes." The Public Information Office also assists with daily website updates and development, graphics for TBI publications, and the production of all outside promotional materials related to the Bureau. The agency's PIOs also train internal and external law enforcement partners on media relations and social media.

Professional Standards

The Professional Standards Unit (PSU) is responsible for the TBI's legal functions. It is made up of a General Counsel, Deputy General Counsel, three staff attorneys, and an Executive Administrative Assistant 1. General Counsel reports directly to the TBI Director. The Deputy General Counsel and the Executive Administrative Assistant 1 report to the General Counsel. All three staff attorneys report to the Deputy General Counsel.

LEGAL

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. In Fiscal Year 2019-2020, the PSU met its objectives by providing 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, reviewing and tracking legislation that impacts the Bureau, representing the Director before legislative committees as required and advising on and processing employment decisions made by Bureau management.

The PSU works closely with the Training Division in providing legal training both inside and outside the TBI. During Fiscal Year 2019-2020, PSU attorneys provided legal instruction on a wide range of topics at the TBI Special Agent Academy and at the TBI State Academy, as well as for TBI employees across the state. Additionally, legal personnel conducted several classes for the benefit of outside agencies.

Connect Online!    @TBIInvestigation

AVIATION UNIT

The Aviation Unit consists of an Assistant Special Agent in Charge (ASAC), who serves as a full time pilot, three additional full time flight crew members and two contract pilots. The ASAC reports directly to the Deputy Director. These agents operate TBI's Cessna 182 Skylane and Pilatus PC-12NG aircraft as necessary in support of TBI investigations and the needs of other federal, state, and local law enforcement agencies. The Bureau Aircraft are used for surveillance, intelligence-gathering, and the transportation of critical personnel in support of law enforcement operations.

Since taking possession of the Pilatus PC-12NG aircraft, the aviation unit has proven to be beneficial to the citizens of the State of Tennessee. Three of the most significant matters to date include providing support for the Department of Forestry by the mapping of the Gatlinburg wildfires, plus other wildfires across the state, and aiding in the quick capture of the person responsible for the murder of a TBI Special Agent. In April of 2019, the flight crew located and directed law enforcement officers using multiple infrared technologies to arrest a person charged with the murder of eight victims in Sumner County. In March of 2020, the flight crew acted as aerial surveillance and overwatch during a multi-agency surveillance operation in which 916 kilograms of methamphetamine was seized. In May of 2020, with the use of the satellite phone, the flight crew was able to be diverted on a return trip to Grundy County to assist in the surveillance of an active manhunt and arrest.

ASSISTANT DIRECTOR

The Assistant Director oversees the offices of the Executive Officer, Fiscal Services, Human Resources, Protective Services, Facility Management and Leasing, Procurement, Property and Supply. Additionally, the Assistant Director has direct oversight for the Training Division, Forensic Services Division and Information Services Division in the areas of policy and budgetary concerns.

EXECUTIVE OFFICER

The Executive Officer is a member of senior management and is responsible for the expansion and enhancement of the Bureau through the creation and implementation of special programs and projects. To date, the Executive Officer has implemented the Public Information Office, peer support services, TBI Victim Services program, the TBI naloxone policy, OneBureau, OneFamily, Alternative Work Solutions (AWS) and the TBI Awards program. Other duties include policy assessment, managing TBI Suggestions emails and oversight of supplemental services and projects.

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.

The unit also provides technical support for the processing of payroll, benefits, worker's compensation, and other transactions for employees. The unit is responsible for compliance with the Family Medical Leave Act, the Americans with Disabilities Amended Act, the Fair Labor Standards Act, Title VII of the Civil Rights Act of 1964, Title VI and IX, as well as, the Rules of the Tennessee Department of Human Resources.

This Unit is responsible for creating, issuing, monitoring, and maintaining compliance of all TBI credentials and the credentialing process for all TBI employees. In addition, this Unit assists in the development and implementation of new processes and initiatives established in Tennessee state government. The HR Director is responsible for overseeing the Chaplaincy program, to include providing training opportunities and utilizing Chaplains both external and internal personnel.

The Human Resources Unit develops, implements, monitors, and recommends strategic improvements for the Bureau's annual Affirmative Action Plan. In addition, this Unit assists in the development and implementation of new processes and initiatives established in Tennessee state government.

A survey conducted by the Human Resources Unit determined that 90 percent of all TBI employees have some post-secondary education.

The survey further indicated that 23 employees had earned an Associate's Degree, 344 employees hold a Bachelor's Degree (only), 124 employees hold a Master's Degree, 10 employees hold a Doctor of Jurisprudence (J.D.), 11 employees earned a Ph.D., and 3 have Post-Doctorate education.

The following chart to the right presents the data.

Education Level	Count
2-Year College Degree	23
Technical School	1
Bachelors Level Degree	344
Doctorate (Academic)	11
Doctorate (Professional)	10
High School Graduate or Equivalent	41
Masters Level Degree	124
Not Indicated	15
Post-Doctorate	3
Some College	25
Some Graduate School	13
Total	610

PROTECTIVE SERVICES UNIT

In September 2017, the Uniformed Officer section was placed under the Technical Services Unit. In April 2019 the unit was renamed the Protective Services Unit and was placed within the Administrative Services Division.

Currently, there are 10 positions within this section, with one of those being stationed at the Knoxville Consolidated Facility. The officers are responsible for the physical security of the facilities, personnel and all guests at the facilities. Additional duties include conducting all background investigations for both full-time and temporary employees, interns, contract personnel, vendors, certain Tennessee Education Lottery employees, and all Governor Appointments. In calendar year 2018, the officers conducted a total of 330 background investigations.

INTERNAL AFFAIRS - PROTECTIVE SERVICES UNIT

The Protective Services Unit is responsible for investigating allegations of misconduct by TBI employees. During Fiscal Year 2019-2020, the PROS Unit oversaw five internal affairs investigations. The outcome of the five investigations is as follows: four were classified as unfounded and one was classified as improper conduct. The one improper conduct finding resulted in a written warning with additional training required of the employee.

FISCAL SERVICES UNIT

The Fiscal Services Unit is a support unit for the TBI. As such, it has a vast array of responsibilities all of which are designed to ensure that each division within the Bureau is provided the resources and support necessary to function.

Specific examples of the services provided by this unit include preparing the Bureau's annual budget, monitoring expenditures and revenue collection, processing accounts receivable and payable transactions, maintaining all federal and interdepartmental grants, reviewing the fiscal effect of proposed legislation to the Bureau, and serving as a liaison to the legislature and other state and federal accounting units.

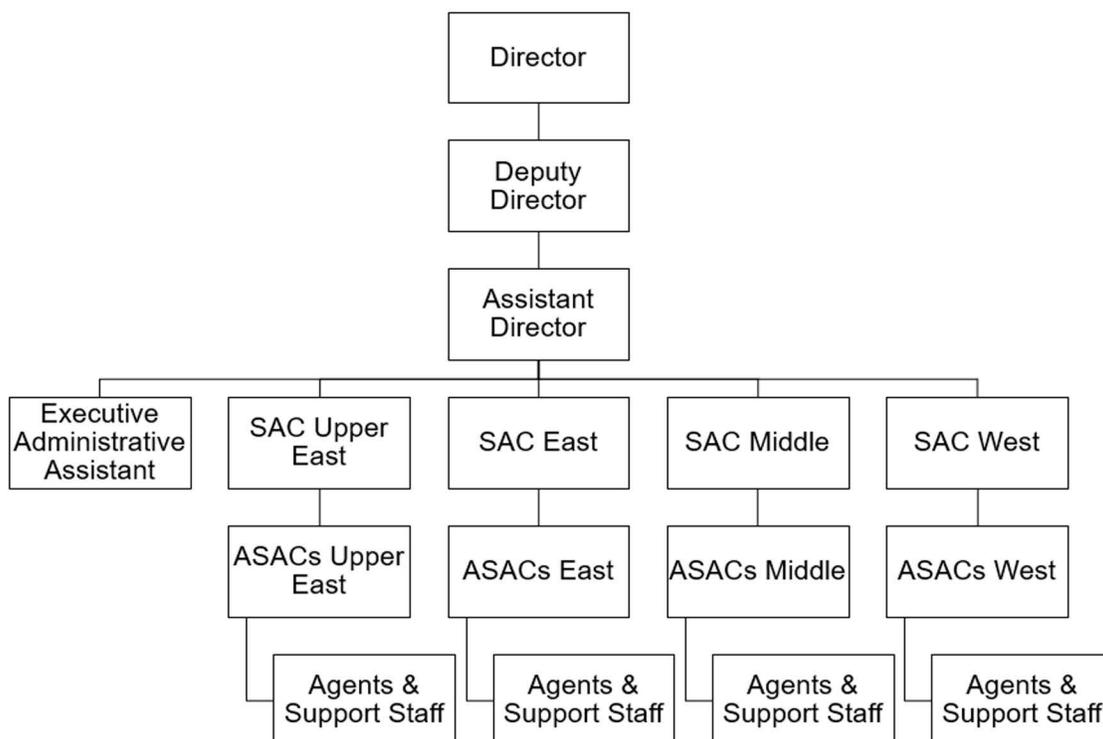
FLEET AND PROCUREMENT

Employees in this unit are responsible for a variety of essential support functions, including the purchasing of all goods and services necessary for TBI to function, management of all TBI vehicles and transportation equipment, fleet and procurement, and conducting an annual inventory on all TBI state-tagged equipment.

TENNESSEE BUREAU OF INVESTIGATION EXPENDITURE BY ACCOUNT | FISCAL YEAR 2019-2020

	ASD	CID	CJIS	DID	FSD	MFCD	TID	Training	Total
Salaries	4,008,133	6,262,814	2,498,039	5,148,094	9,121,308	3,167,583	4,463,552	679,797	35,349,320
Longevity	209,343	296,239	118,829	275,352	504,272	175,497	198,409	34,354	1,812,296
Overtime	76,944	351,075	168,357	608,308	388,545	13,826	163,860	18,986	1,789,901
Benefits	1,618,366	2,817,425	1,200,537	2,488,897	4,176,262	1,430,713	1,834,464	269,335	15,835,999
Total	5,912,786	9,727,552	3,985,762	8,520,651	14,190,387	4,787,619	6,660,285	1,002,472	54,787,515
Travel	37,309	175,620	33,562	170,307	74,903	90,600	82,701	612,712	1,277,715
Printing	3,115	660	-	40,140	1,586	-	-	-	45,501
Utilities	5,887	3,249	-	3,946	27,911	-	-	-	40,993
Communication	220,225	20,225	12,897	40,075	1,514	25	15,345	-	310,305
Maint.	143,939	5,467	1,080	5,601	403,125	2,508	115,294	18,566	695,581
Prof. Non-State	2,398	91,422	4,102,811	479,749	1,606,320	76,992	179,674	58,050	6,597,417
Supplies	296,609	214,094	1,751	432,190	2,190,799	77,307	81,999	849,892	4,144,643
Rental	50,872	2,170	-	1,750	6,364	10,188	718	-	72,063
Motor Vehicle	542,744	61,831	-	31,235	10,456	12,032	13,113	2,789	674,200
Awards	2,392	-	-	-	-	-	-	-	2,392
Grants	27,328	19,940	-	715,139	-	-	-	-	762,406
Unclassified	3,143	13,210	400	515,369	-	3,542	28,144	400	564,209
Equipment	-	81,230	-	512,034	1,283,068	923,388	49,880	88,150	2,937,751
Training	124,369	193,552	16,613	93,089	32,983	21,782	30,396	65,092	577,877
Data Processing	157,079	281,593	1,810,273	140,533	221,604	62,562	1,381,084	33,496	4,088,224
Prof. State	4,844,541	4,265,377	1,278,986	936,753	373,244	464,046	876,370	53,067	13,092,382
Total	6,461,949	5,429,640	7,258,373	4,117,911	6,233,878	1,744,973	2,854,718	1,782,214	35,883,656
Grand Total	12,374,735	15,157,193	11,244,135	12,638,562	20,424,265	6,532,592	9,515,003	2,784,686	90,671,171
State Funds	12,252,988	14,769,344	(9,186,723)	9,800,063	16,604,657	1,114,086	9,474,921	2,738,639	57,567,975
Federal Funds	45,996	386,849	73,816	2,762,190	1,617,395	5,408,367	37,882	-	10,332,494
Other Funds	75,750	-	20,357,042	76,310	2,202,213	10,139	2,200	46,047	22,770,702
Total Funds	12,374,735	15,156,193	11,244,135	12,638,562	20,424,265	6,532,592	9,515,003	2,784,686	90,671,171

Criminal Investigation



The **Criminal Investigation Division** was created as a resource for the District Attorneys General and law enforcement agencies across the state to provide expertise in criminal investigations. The Division is also responsible for investigating public corruption, human trafficking, and criminal official misconduct.

The Criminal Investigation Division (CID) is made up of four regional field investigative units: West Tennessee, Middle Tennessee, East Tennessee and Upper East Tennessee. A Special Agent in Charge (SAC) who reports to the Assistant Director of CID heads each regional Field Investigation Unit. The Middle Tennessee Field SAC and the West Tennessee Field SAC are supported by two Assistant Special Agents in Charge (ASAC), while Upper East and East each have three Assistant Special Agents in Charge. Upper East and East have a third ASAC due to their additional responsibilities of supervising the Human Trafficking and Polygraph Units. The Medicaid Fraud Control Unit, which until June of 2019 was contained within the Criminal Investigation Division, is now a separate Division of the Bureau and will submit their own annual report. The Criminal Intelligence Unit and the Technical Services Unit are now housed under the Technology and Innovation Division as of late October 2019 and their annual reporting will be reflected in that Division's annual report.

The Criminal Investigation Division was created as a resource for the District Attorneys General and law enforcement agencies across the state to provide expertise in criminal investigations. The division is also responsible for investigating public corruption, fugitive apprehension and criminal official misconduct. The Bureau is a professional and dedicated law enforcement agency capable of responding to complex and difficult investigations. Recognizing that the image and perception of the Bureau rests on each employee, TBI emphasizes professionalism and continual training for all its employees.

As of June 30, 2020, the Criminal Investigation Division had 678 active/open major investigations. During the fiscal year, the division's agents conducted 529 assist investigations and 293 intelligence investigations in support of local, state, and federal law enforcement agencies. During this same period, the CID conducted criminal investigations, investigative assists and intelligence gathering in 1,441 cases before concluding work in 1,203 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 2019-2020, agents made 165 arrests. (At this time, many of the additional 69 cases remain judicially active.) In addition, agents either arrested or assisted in the arrest of fugitives and noncompliant sex offenders.

TBI's case management program, Investigation + Evidence (I+E), is upgraded on a regular basis, and new processes are being employed to make the system more functional and efficient for future TBI use. I+E online case access for all thirty-one district attorneys general, the three United States Attorneys in East, West and Middle Tennessee, as well as the State Attorney General, grant immediate and easy access to case file reports for attorneys prosecuting TBI cases. During the past year, several upgrades have been made to I+E online to enhance the ability of those stakeholders to access these case files in a more efficient and timely manner.

Statutory Responsibilities

The Tennessee Bureau of Investigation (TBI) has the authority to investigate any criminal violation upon the request of the District Attorney General for the judicial district where the offense occurred (Tennessee Code Annotated, §38-6-102(a)).

Absent a District Attorney's request, the TBI may, pursuant to TCA §38-6-102(b), investigate the following types of cases: fugitives from justice; offenses involving corruption of or misconduct by a public official; employees or prospective employees of the Bureau or Department of Safety; fraudulent conduct involving Social Security Administration Title II and Title XVI disability programs; and organized crime activities.

In 2008, the General Assembly added two more areas of responsibility for TBI, both also found in TCA §38-6-102. Those areas are original jurisdiction for investigations pertaining to the victimization of children by means of a computer or other electronic communications device,



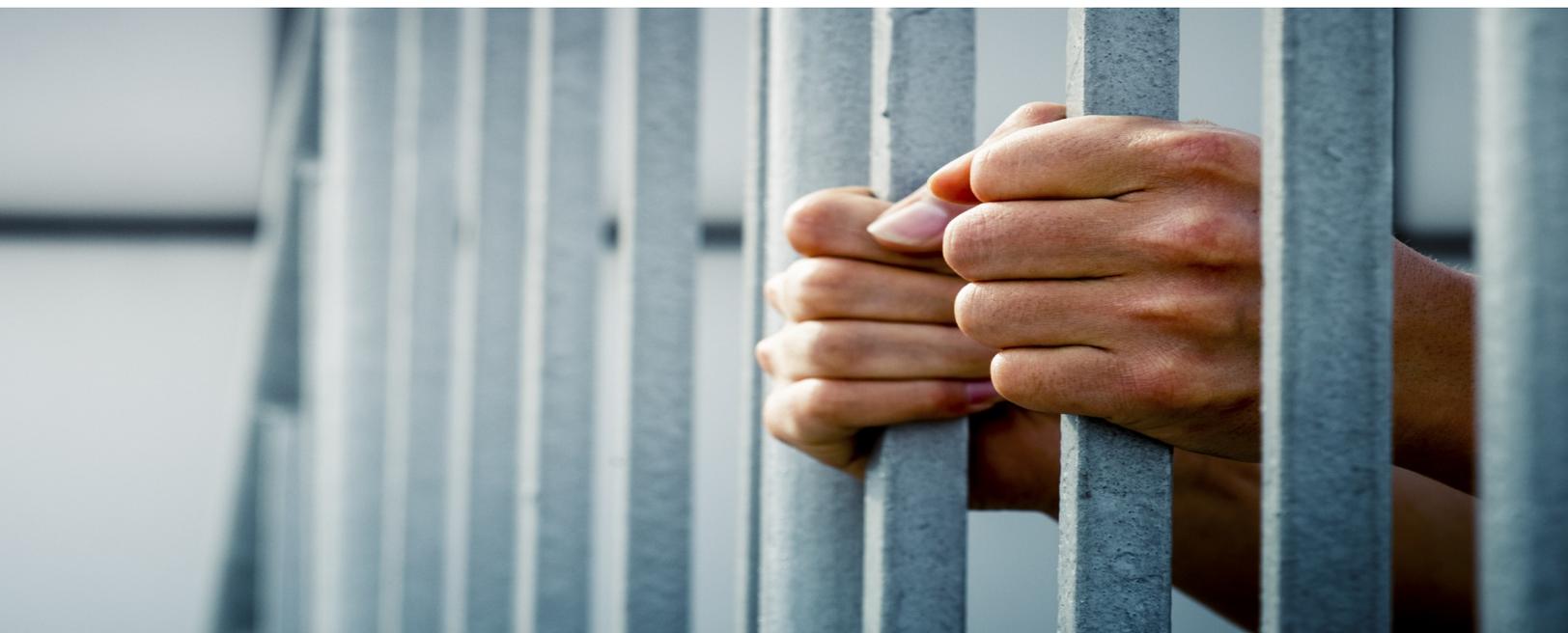
and the authority to make traffic stops in an emergency, where the safety of the public is in jeopardy. TBI is also permitted, pursuant to TCA §17-5-301 to assist the Court of the Judiciary when investigating the conduct of judges.

TCA §38-6-102(b)(2) further permits TBI to investigate allegations of felonious conduct resulting in serious bodily injury to a state inmate where the alleged perpetrator is an official, employee or trustee if the district attorney refuses to make such a request for investigation and to investigate fraud or corruption in the area of paroles. TCA §38-6-102(e)(1) allows for the investigation of domestic terrorism. The General Assembly has also given the TBI responsibility as to background checks. Among the many background checks TBI performs, TCA §38-6-106 allows the Bureau to conduct background checks on potential appointees to sensitive state positions upon the request of the Governor, Speaker of the Senate, Speaker of the House of Representatives or the Tennessee Supreme Court Chief Justice.

TCA §38-6-112 permits the State Attorney General to request TBI to investigate matters regarding the removal of public officials, unlawful restraint of trade and discrimination, securities fraud, and violations of the Consumer Protection Act. TBI has also received responsibilities through Executive Order. Executive Order 47, signed by Governor Lamar Alexander gave the TBI investigative responsibilities in the area of Medicaid Fraud. This action was later codified in TCA §71-5-2508. With the passage of SB1852/HB 1768, enhancing elder abuse to a Class D felony, TBI became a member of the Task Force on Elder Abuse created by the bill. During the 2014-2015 Legislative session, TBI was charged with acting as the lead agency of the Human Trafficking Advisory Council under T.C.A. §4-3-3001. Public Chapter 503 amends Tennessee Code Annotated, Title 38, Chapter 6, Part 1 to give TBI an additional four agents whose duties are to provide instruction on human trafficking to law enforcement officers and other government officials who are directly involved with human trafficking. By Public Chapter 413, which adds T.C.A. §40-39-401 through §40-39-404, TBI was assigned responsibility for posting and maintaining the "Tennessee Animal Abuser Registry" on its web site beginning January 1, 2016.

Several new responsibilities were granted to TBI in the 2015-2016 Legislative session.

Public Chapter 1041, as enacted, authorizes TBI investigators, without a request from the district attorney general, to investigate criminal offenses related to arson and explosives and amends T.C.A. Title 38, Chapter 6 and Title 68, Chapter 102. T.C.A. Title 38 and Title 68 were amended by Public Chapter 896 to require the TBI to provide to the Commissioner of Health and the General Assembly an annual report on all law enforcement-related deaths that occurred in the prior calendar year. Public Chapter 972 amends T.C.A. Section 38-6-121 and encourages TBI to develop an activation card for law enforcement use in connection with the missing citizen alert program to help locate missing citizens who have wandered due to dementia or physical impairment. Public Chapter 239 amended T.C.A. Title 38 relative to the identification of unknown and missing persons and involves regional forensic centers (RFC), accredited by the National Association of Medical Examiners, in collecting information and coordinating with the TBI and other local law enforcement agencies in the identification of deceased persons whose deaths require inquiry by the medical examiner or coroner.



Effective July 1, 2018, Public Chapter 0799 requires the TBI to notify the department of mental health and substance abuse services if a person who has been adjudicated as a mental defective or judicially committed to a mental institution has attempted to purchase a firearm. In the 2018-2019 Legislative session, Public Chapter 262 adds General Sessions Court and Chancery Court to the list of courts required to report the additional personal identifiers of race, sex, and social security numbers to TBI TICS on those persons the court judicially commits to a mental institution or finds mentally defective. TBI must add the information into the FBI-NICS mental defective index and notify local law enforcement if such persons attempt to purchase a firearm. Also during this legislative session, Public Chapter 487 transferred the Fire Investigations section from the Department of Commerce and Insurance to TBI. The authority to investigate fires for a cause and origin determination and any potential violations of criminal law will now fall under TBI. The bureau is required to share cause and origin information with the state Fire Marshall and the local fire chief where the fire occurred.

The CID's primary goal is to provide the most professional and comprehensive investigations possible by employing state-of-the-art equipment and methods in each of the areas previously outlined. Currently, to accomplish each of the statutory responsibilities outlined, the CID is staffed with 115 employees statewide, including all supervisors, criminal investigators, and support staff.

Field Investigation Unit

The Field Investigation Unit is divided geographically into four regions. Each region is headed by a Special Agent in Charge (SAC) who supervises two or three Assistant Special Agents in Charge (ASAC), 18 to 20 agents, including those assigned to fire investigations, one to three Administrative Assistant, and one Intelligence Analyst. Generally, each judicial district has one to three field investigators assigned to that district. From July 1, 2019, to June 30, 2020, the Polygraph Unit performed 381 polygraph examinations, with most of them being performed at the request of local law enforcement officials.



Violent and white-collar crimes make up a large percentage of cases worked by the Field Investigation Unit. District Attorneys General across the state issue written requests that a Special Agent investigates a particular crime or allegation of a crime, especially those that require an independent examination such as an officer use-of-force. Last year, the Field Investigation Unit opened 112 death investigations and closed 109. Many times the homicide cases involving missing persons, are considered cold cases or are cases where human remains are found but are unidentified. Other cases worked include the embezzlement or theft of large sums of money from public entities or private business, bribery, violent sex crimes, child abuse, officer misconduct and the death of jail inmates.

UPPER EAST TENNESSEE

The Upper East Tennessee Field Unit office is in Knoxville with a satellite office in Johnson City, this region is made up of 21 counties and 8 judicial districts. One Special Agent in Charge and 2 Assistant Special Agents in Charge supervise 21 employees. Those employees include: 2 Administrative Assistants, 1 Intelligence Analyst, 12 Special Agents assigned to conduct criminal investigations in field territories, including 2 Special Agents who are assigned to work Homeland Security as well as criminal investigations, and 6 Special Agent Fire Investigators assigned to fire/explosive investigations, including 1 who is an Accelerant Detection Canine Handler. The Polygraph Unit was created in December of 2019. This unit is currently supervised out of Upper East Tennessee. While polygraph agents were previously supervised regionally, the unit is now formalized

and supervised by technical expertise. As of August 20, 2020, the unit has a staff level of 6 positions. The positions are as follows; 1 Assistant Special Agent in Charge and 5 Special Agents that are Polygraph Examiners. One position is currently in training and 1 is currently vacant.

EAST TENNESSEE

The East Tennessee Field Unit office is in Chattanooga with a satellite office located in Cookeville and serves 25 counties and 7 judicial districts. One Special Agent in Charge and 2 Assistant Special Agents in Charge supervise 22 employees. Those employees include: 1 Administrative Assistant, 1 Intelligence Analyst, one Special Agent Accelerant Detection Canine Handler, 6 Special Agent Fire Investigators and 11 Special Agents assigned to conduct criminal investigations in field territories.

The East SAC also supervises the State Human Trafficking Unit. The Human Trafficking Unit consists of 1 Special Agent in Charge, 1 Assistant Special Agent in Charge, 4 Special Agents and 1 Human Trafficking Grant Coordinator.

MIDDLE TENNESSEE

The Middle Tennessee Field Unit office is in Nashville, this region is made up of 28 counties and 9 judicial districts. One Special Agent in Charge and 2 Assistant Special Agents in Charge supervise 23 employees. Those employees include: 14 Special Agents assigned to conduct criminal investigations in field territories, 6 Special Agent Fire Investigators assigned to conduct fire/explosive investigations, 1 Administrative Assistant, 1 Intelligence Analyst and 1 Victim Services Coordinator.

WEST TENNESSEE

The West Tennessee Field Unit is in Jackson with a satellite office in Memphis, and is made up of 21 counties and 7 judicial districts. One Special Agent in Charge and 2 Assistant Special Agents in Charge supervise 23 employees. Those employees include: 3 Administrative Assistants, 1 Intelligence Analyst, 12 Special Agents assigned to conduct criminal investigations in field territories, and 7 Special Agent Fire Investigators assigned to conduct fire/explosive investigations.

VICTIM SERVICES PROGRAM

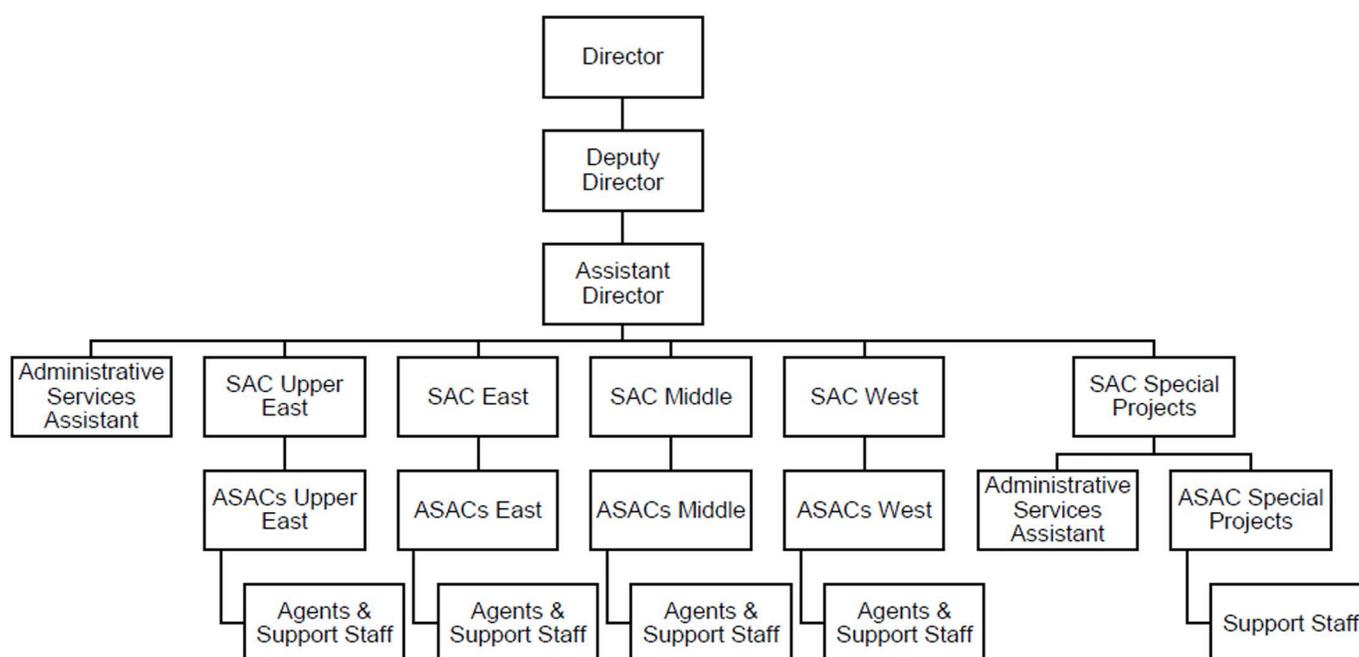
In the spring of 2015, the TBI Victim Services Program was launched with the purpose to identify and to establish meaningful relationships with victims and witnesses of TBI investigations with respect, care and empathy. The Bureau is committed to ensuring that victims and their families are provided with information required by state law and also referred to community resources and other services as necessary. The mission of this program is to uphold the latter portion of the Bureau's mission statement, "That Guilt Shall Not Escape Nor Innocence Suffer."

The Victim Services Coordinator is primarily responsible for obtaining victim and/or witness information, referral or services based on a "needs" assessment, providing education about the criminal justice process and investigation methods, providing case updates to victim and/or victims' families, providing feedback to supervision regarding challenges and concerns related to victim advocacy; communicating the objectives of the victim services program to peers, non-governmental organizations and other law enforcement partners. The Victim Services Coordinator reports to the Special Agent in Charge of the Criminal Investigation Division – Middle Tennessee.

During the Fiscal Year 2018-2019, the Victim Services Coordinator received 16 referrals, and made 243 contacts with victims and witnesses of TBI cases. There are currently 68 open cases in the Victim Services System database. The Victim Services Coordinator has contacts in all counties across Tennessee that can provide resources to victims/witnesses of active investigations. Currently, the Victim Services Coordinator has completed more than 100 hours in training, and meetings in Middle, West, and East Tennessee. Lastly, other duties of the Victim Services Coordinator include planning victim services related programs, coordinating meetings with potential community resource stakeholders, and community outreach.



Drug Investigation



The **Drug Investigation Division** was created by Public Chapter 1069 during the 1998 session of the Tennessee General Assembly in response to legislative findings that a large percentage of crime in Tennessee was drug-related. The DID has been operating as a separate and coequal division of the TBI since September 1, 1998.

Statutory Responsibilities

Tennessee Code Annotated §38-6-202 states that the mission of the DID is to “investigate, gather evidence and assist in the prosecution of criminal offenses involving controlled substances, narcotics, and other drugs,” and that to fulfill this mission the Division “shall have original jurisdiction over the investigation of all drugs.”

The DID, like the TBI as a whole, plays many parts in the law enforcement community. TBI Special Agents assigned to the Division initiate and investigate their own cases, targeting significant violators, drug distribution organizations, and mid to high-level offenders. In addition, the Division’s agents provide support to the drug enforcement community, including technical assistance, legal assistance, and personnel support to other agencies from the local to the federal level. Finally, recognizing that effective utilization of law enforcement resources requires cooperation, the DID strives to maintain the Bureau’s close relationship with the various police departments, sheriff’s offices, and judicial district drug task forces throughout the state. The Division continues to emphasize strengthening ties between its investigative efforts and those of federal agencies with drug enforcement responsibilities, including the Drug Enforcement Administration, the Federal Bureau of Investigation, and Tennessee’s U.S. Attorney’s offices.

The Division’s commitment to the TBI’s leadership in the Tennessee law enforcement community is evidenced by its ongoing efforts to stay at the forefront of investigative and policy trends, including ongoing efforts to combat clandestine methamphetamine manufacturing and trafficking through enforcement and policy initiatives. The commitment is also evident in the progress in the Division’s effort to address illegal diversion of prescription drugs such as oxycodone, hydrocodone, and benzodiazepines, battling the current state and national opioid crisis, and ensuring that traditional drug enforcement programs like the Appalachia High Intensity Drug Trafficking Areas (AHIDTA) and the Governor’s Task Force on Marijuana Eradication (GTFME) stay current and viable.

The DID is headed by an Assistant Director who reports to the TBI Director and Deputy Director. Four regional Special Agents in Charge (SAC) report to the Assistant Director and are stationed in the four regional offices in Knoxville, Chattanooga, Nashville, and Memphis, and one SAC is assigned to Special Projects, along with an Assistant Special Agent in Charge (ASAC). Reporting to each regional Special Agent in Charge are two Assistant Special Agents in Charge who are the frontline supervisors of the Special Agents assigned to the respective regions. The Division also consists of two Intelligence Analysts, one who provides investigative support across the state to Special Agents, the other provides support to the Tennessee Dangerous Drugs Task Force (TDDTF), and an Administrative Assistant who maintains the statewide Drug Offender Registry.



Organization & Caseload

The DID had 633 active cases as of June 30, 2020. The Division opened approximately 390 cases and closed 365 during the fiscal year. From July 1, 2019, to June 30, 2020, Special Agents assigned to the Drug Investigation Division arrested a total of 636 drug offenders and obtained 412 convictions on drug related charges. Agents of the Division seized or purchased 1,091.24 grams of crack cocaine; 27,223.91 grams of powder cocaine; 1,166.65 pounds of bulk marijuana and 553 dosage units of marijuana edibles etc; 1,064 marijuana plants; and 2,190,669.7 grams and 1.0 DU of methamphetamine. Also seized were 727 dosage units and 18 grams of Ecstasy, 399,066.33 dosage units of Fentanyl, 14,850.51 grams of Heroin and 3,771.94 grams of Heroin laced with Fentanyl, 372 dosage units of LSD, 128 dosage units of MDMA, 300.65 grams of mushrooms, 71,085.2 dosage units of prescription drugs, and 1,026.22 grams and 22 dosage units of other drugs, and 2,604.33 pounds and 452 dosage units of synthetic cannabinoids.

TBI's share of currency seized totaled approximately \$232,212.94, all of which constituted either proceeds of drug trafficking or funds used to facilitate drug trafficking. TBI also shared in the seizures of three vehicles and other property valued at \$18,150.86.

PERSONNEL ALLOCATION

As of June 30, 2020, there are 55 DID Special Agents statewide. Most DID agents are assigned an area of responsibility generally encompassing several counties or an entire Judicial District. This arrangement makes the most of the current staffing levels. Each of the 95 counties in the state has a specific and identified contact within the DID. Currently, one DID agent position primarily focuses on illegal gang related drug activities in west Tennessee.

Drug cases that focus on mid to upper-level targets are labor intensive. Methamphetamine labs typically are time-consuming requiring certified agents or officers due to safety regulations. Electronic surveillance requires monitoring and ground teams. Prescription drug cases usually involve paper trails that cannot be concluded in a single day or week.

In addition, agents are assigned to Appalachia High Intensity Drug Trafficking Area (AHIDTA) task forces and Drug Enforcement Administration (DEA) task forces located throughout Tennessee. This is separate from the responsibilities on the Governor's Task Force for Marijuana Eradication. It is not uncommon for DID to be called upon to assist the TBI's Criminal Investigation Division. These requests are for a number of tasks involving technical assistance, undercover assignments, human trafficking operations, law enforcement involved shootings, homicides, and a variety of other crimes.

Of the total 46 drug agent positions, 6 are dedicated to drug diversion investigations. These agents primary responsibility is to combat prescription drug diversion and are stationed throughout the state. Their investigative statistics have been included in the prescription drugs section of this report.

CONTINUING EMPHASIS ON CONSPIRACY INVESTIGATIONS

One strategy that has been used to increase the effectiveness of the present number of TBI drug agents has been to direct more operations toward mid-level and major criminal organizations that are involved in multi-jurisdictional drug trafficking activities. These investigations, while time-consuming and complex, generally maximize returns of high-level convictions and assets seized per agent/hour.

Conspiracy investigations allow an organization to be dismantled from top to bottom, preventing the organization from growing again. In addition, long-term documentation of drug dealing activity for a conspiracy charge allows the ultimate criminal penalties to reflect the full culpability of the members of the organization, not simply the amount of drugs they had on them when arrested. To enhance TBI's efforts on this front, electronic surveillance resources have been expanded across the state. This has already proven to be successful with the dismantling of multiple drug organizations.

COMMUNITY IMPACT INVESTIGATIONS

Another strategy DID employs is referred to as community impact investigations. These are lower-level target investigations that are conducted due to geographical and resource necessity. In communities that are more rural and do not have the resources to conduct long-term investigations, DID provides the assistance to rid them of multiple offenders. These operations commonly result in high numbers of arrests, and lower-level offenses. It also allows the TBI to make the public aware that, big or small, drug trafficking of any nature will be pursued.

Prescription Drugs

The TBI serves as the grantee agency for the federally funded comprehensive statewide Tennessee Dangerous Drugs Task Force (TDDTF). The TDDTF Director is employed by TBI and serves as a Special Agent in Charge (SAC) for Special Projects.

The TDDTF Executive Board continues to operate with members from unique disciplines to address the pharmaceutical and growing Heroin/ synthetic drug problems facing the state of Tennessee. By integrating law enforcement and health care members, the board is able to broaden its focus on enforcement, health, treatment and prevention. Several diversion meetings/training events were conducted in each region to train/engage an alliance of multi-discipline agencies in diversion tactics, difficulties, and dangers to include healthcare professionals, pharmaceutical representatives, community coalitions, and law enforcement.

Seizures of prescription drugs continue due to an aggressive pursuit of drug diversion leads by Division investigators. This trend will continue as the Division directs its resources to meet both the new and the old component of this drug threat. The aforementioned six agent positions focusing on prescription drug diversion is evidence of this direction.



During the fiscal year, 71,085.2 dosage units of prescription drugs were seized during investigations involving the DID, which included: 23,201.0 dosage units of alprazolam; 1058.5 dosage units of hydrocodone; 59.5 dosage unit of methadone; 3.2 dosage units of ketamine; 10.0 dosage units of morphine; 3,453.5 dosage units of other RX drugs; 20.0 dosage unit of soma; 29,086.0 dosage units of steroids; 14,157.5 dosage units of oxycodone; 34.0 dosage units of OxyContin; and 2 dosage unit of valium were seized.

While we continue to make progress reducing prescription drug issues, illicit opioid drug use continues to spawn the proliferation of heroin/fentanyl. Individuals seeking prescription drugs like Hydrocodone have found that heroin is cheaper and more accessible on the street. The increase of heroin abuse has created an epidemic rate increase of overdoses and deaths. Law enforcement is also witnessing, with heroin, an increase in the presence of Fentanyl (a powerful synthetic opiate analgesic similar to but more potent than morphine), and its analogs. Fentanyl is sold as heroin and heroin is also being laced with it. Law enforcement has also seen instances of methamphetamine and cocaine being laced with Fentanyl/Heroin. All are an extremely dangerous recipe for overdose and death. Law enforcement and lab personnel are being subjected to coming in contact with pure and high levels of Fentanyl which can result in an immediate overdose. In response to this threat, the TBI has issued its agents Narcan dispensers for emergency use to assist in the lifesaving efforts of personnel and public. Narcan is an opiate antagonist that acts by blocking the effects of opiate drugs and reversing the event of an overdose. The increased number of heroin related incidents have required the TBI to take a proactive position in combating this problem. TBI DID personnel are regularly called upon to participate in multi-disciplined working groups to address the current threat of opiate and fentanyl issues and drug related legislative efforts.

With the attention and efforts law enforcement has given to the prescription drug problem, another phenomenon has occurred: the introduction of counterfeit pills. Law enforcement across Tennessee has seen "fake pills" manufactured to look like prescription medications (i.e., Percocet, Hydrocodone, Xanax) through the use of pill presses. These counterfeits are compiled of various concoctions and are not what they appear to be. The most serious of which are pills containing Fentanyl. Unfortunately, this has created another outbreak of drug overdoses. The DID is aggressively pursuing this new trend. This has also resulted in TBI developing drug evidence handling policies in an effort for safety.

CREATION OF DRUG OVERDOSE DEATH TASK FORCES

The TBI has begun to take steps in creating drug overdose task forces across the state. Currently, using Appalachia High Intensity Drug Trafficking Area (AHIDTA) funding a task force has been developed in upper east Tennessee operating out of Sullivan County. Efforts continue to stand-up these task forces in other areas of the state utilizing funds provided by the General Assembly. The goal of these task forces is to prevent drug overdoses, and work drug overdose death investigations in order to get to the source of the drugs. Over the last year these task force initiatives comprised of local resources and DID personnel across the state worked 11 drug overdose deaths, 21 drug overdoses, and assisted on 189 drug overdose cases. Through investigative tactics agents are developing the sources of supply, which commonly prevents more overdoses. Additionally, the investigative efforts are leading to murder charges on the cases associated with a death.



CLANDESTINE DRUG NETWORKS

A new trend in drug trafficking involving the use of the Darkweb continues to grow. The Darkweb is any network that operates clandestinely and hides the identity of its users. Networks to purchase a variety of drugs, components to make counterfeit drugs (fake prescription pills), and items such as pill presses capable of producing thousands of counterfeit pills an hour are developing nationwide at an alarming rate. Computer and “tech savvy” criminals utilize the Darkweb to purchase these items from certain websites that provide anonymity and availability. Items purchased from the Darkweb are usually purchased with some form of cryptocurrency, such as Bitcoin. Bitcoin is exchanged electronically with the exchange method being designed to thwart law enforcement’s ability to track proceeds from one destination to another. By utilizing “tumbling services” to launder money used to purchase drugs from the Darkweb, it makes it very difficult for law enforcement to link customers with sources of supply in traditional ways. The system is designed to conceal the identity and location of the persons using it. Often, customers who purchase illegal items from the Darkweb do not know from whom they are purchasing or from where the items purchased actually came from. These investigations are becoming more prevalent in Tennessee and require extensive manpower and technical resources.

Tennessee Dangerous Drugs Task Force



The Tennessee Dangerous Drugs Task Force (TDDTF) is a partnership of federal, state, and local agencies collaborating to reduce the availability and illegal use of harmful scheduled drugs. These drugs include methamphetamine, marijuana, prescription drug diversion, heroin, cocaine, fentanyl, and others. The TDDTF educates the public about the dangers of all scheduled drugs. Public safety is increased through supplying equipment, training, intelligence, and investigative tools to assist law enforcement and prosecutorial authorities in strategically identifying, targeting, and prosecuting drug offenders; by networking with law enforcement agencies, regulatory agencies, healthcare providers, treatment providers, and local drug coalitions; and

by protecting the public and the drug endangered children of Tennessee from the harmful effects of manufacturing, distribution, and illegal use of scheduled drugs. The motto of the Tennessee Dangerous Drugs Task Force continues to be “Protect, Enforce, and Educate.”

The mission of the TDDTF includes responsibilities involving the Tennessee Alliance for Drug Endangered Children (TADEC) and the Governor’s Task Force for Marijuana Eradication (GTFME). Through existing resources and continued support by the TDDTF to state and local law enforcement efforts, these additional responsibilities serve to consolidate and streamline the effectiveness and efficiency of TBI’s assistance to both the TADEC and the GTFME initiatives.

The TDDTF is led by an Executive Board and the statewide Director who coordinate the efforts of the Task Force. The Executive Board is comprised of representatives from the following organizations: Tennessee Sheriffs, Tennessee Chiefs of Police, Directors of Judicial District Drug Task Forces, District Attorneys General, Tennessee Bureau of Investigation, Tennessee Highway Patrol, Tennessee National Guard Counterdrug Task Force, Tennessee Department of Children’s Services, Tennessee Department of Safety and Homeland Security, Tennessee Department of Health, Tennessee Department of Mental Health and Substance Abuse, Drug Enforcement Administration, and Tennessee United States Attorneys.



The TDDTF services include:

- Providing drug awareness training for the citizens and communities of Tennessee.
- Being ever aware of the plight of children in drug-endangered environments in Tennessee, the TDDTF provides support and coordination for the TADEC. In furtherance of the TADEC, the TDDTF joins other agencies in providing training on drug endangered children for all basic law enforcement classes at the Tennessee Law Enforcement Training Academy (TLETA).
- Clandestine Laboratory Certification and annual recertification for state and local law enforcement and provides necessary personal protective equipment needed to investigate/process labs.
- Web and phone-based hotlines for citizens to report suspicious activities are available 24/7 through an internet reporting system or by calling the TBI call center.
- A TDDTF Intelligence Analyst processes tips received and forwards information to the appropriate drug task force or local law enforcement agency.
- Working closely with the Tennessee Department of Health, the TDDTF is the recipient of reports from providers of a person attempting to obtain controlled substances by deception. This information is compiled and forwarded to the appropriate drug task force or local law enforcement agency.
- Providing Authorized Central Storage (ACS) training to law enforcement in collection and processing of the hazardous materials found at clandestine lab seizure locations.
- Overtime Reimbursement Program for law enforcement related to Anti-Methamphetamine and Anti-Heroin/Opioid investigations.
- Operation and enhancement of the Tennessee Drug Investigation Intelligence Integration System (DI3). The DI3, which is the central statewide database and repository on drug intelligence and information, is available 24/7 to all Tennessee law enforcement as an investigative tool to share information and intelligence among the multijurisdictional members of the TDDTF. This database has Geographic Information System (GIS) capabilities and plots incidents, suspects, associates, significant locations such as pharmacies, hospitals and quarantined locations and places them within boundaries identified by the user. The DI3 also serves as the statewide clearinghouse for all methamphetamine lab seizures, offenders, and precursor/chemical monitoring and is used to receive, analyze, and disseminate information regarding doctor shopping and prescription fraud. DI3 also has the capability for officers to upload cell phone information for suspects to be compared to all other phone numbers contained in the database. The data obtained from DI3 is collected and analyzed for use by law enforcement for targeting and recording the most significant drug offenders. The DI3 currently contains a secure portal for law enforcement and has set up individual non-law enforcement portals for drug coalitions as well as for the public for information sharing on unlawful drug activity.
- Utilizing six fully equipped and staffed incident response vehicles to provide 24/7 emergency assistance to law enforcement responding to meth and drug labs. Trucks include all necessary equipment needed to process (i.e., items needed to adulterate and neutralize) labs. Incident response vehicles are also utilized to transport hazardous materials collected and packaged by law enforcement at clan lab seizure locations to one of 12 storage facilities strategically located across the state; also providing supplies and equipment necessary for law enforcement to effectively and safely collect and package lab waste.
- In addition to assisting DEA with their annual Take Back Program in Tennessee, the TDDTF, partnering with TBI, TDEC, local drug coalitions, and law enforcement agencies throughout Tennessee, has established a permanent Tennessee Pill Take Back Program in an effort to help prevent illegal diversion of opioids from the medicine cabinet to family/friends. The goal of the program is to prevent prescription and over-the-counter medications from getting into the water, getting into the hands of children, and the illicit use by someone other than the person to whom the drug was prescribed. With the TDDTF Pill Take Back Program, more than 260 permanent pill take back receptacles are located in each of Tennessee's 95 counties that have 24/7 secure access for pill drop off. Pills are then collected by the TDDTF incident response vehicles on a regular schedule to be transported for destruction/incineration. During this reporting period, approximately 66,508 pounds of pharmaceuticals were surrendered for safe disposal. Since April 2016, approximately 109 tons of pharmaceuticals have been collected through this program. The program has proved to be a very secure, environmentally proper, and effective method of pill disposal and removal from the communities.
- The TDDTF has further implemented a Drug Incineration Program to assist law enforcement agencies with the destruction of illegal drugs that are discovered, seized, or surrendered because of the potential harm to public health, safety, and environment. Due to lack of resources, this evidentiary or seized product is often just burned at a landfill by LEA. The TDDTF is now assisting LEA through providing a more efficient and environmentally-safe method for disposal of drugs seized or collected as evidence.

Other TDDTF efforts include:

- Drug Overdose Tracking System (DOTS) for overdose reporting and investigation.
- Partnership with DEA's EPIC.
- Providing naloxone for Tennessee law enforcement agencies.
- Providing drug evidence field identification, sampling, collection, transport, safety supplies and personal protective equipment, such as suits and SCBA.

The Executive Board of the TDDTF and the Tennessee OCJP, working together with local, state, and federal law enforcement partners, implemented the Tennessee Authorized Central Storage (ACS) Container Program. The program consists of twelve (12) container sites strategically located throughout the state to which the TDDTF incident response vehicle drivers transport hazardous waste associated with lab waste.

During this reporting period, the TDDTF trained more than 1,111 law enforcement professionals and more than 638 community members and other government agencies. All training was provided at no cost to agencies; many of which are already financially strapped and would not be able to participate otherwise. The TDDTF assisted with the removal of 24 methamphetamine labs generating approximately 1,292.3 pounds of Environmental Protection Agency (EPA)-regulated and non-regulated hazardous waste. Additionally, 99 "one-pot" labs were processed and disposed of during this period. In evaluating the overall success of the Tennessee ACS program, it should be noted that Tennessee went from the highest per lab cost in the nation to the lowest per lab cost. The 2019 expenditures by DEA in Tennessee remains at less than \$100.00 per lab that was processed through the ACS Container Program. In addition to the considerable cost savings, the effectiveness of responding to and managing hazardous waste disposal in Tennessee has been greatly enhanced by the efficiency of the Tennessee ACS Container Program. Also during this reporting period, 33 Doctor Shopping reports were received; 104 drug tips were reported, yielding 191 suspects, and 1,351 records were added to the Drug Offender Registry, with 41,970 active registrations across the state.

COVID-19 and local protests brought unique opportunities for the TDDTF to build additional partnerships in the second half of the fiscal year. The following list of personal protective items were provided to agencies around the state to increase the safety of officers in the field when encountering citizens and known contaminated environments: 7,000 pair of nitrile gloves, 118 canisters of Clorox and germicidal wipes, 1,770 N95 masks, 490 bottles of hand sanitizer, 775 Tyvek suits, 480 pair of safety glasses, 14 first aid kits, and 312 half-face respirators with 6,700 R95 filters. In addition, 81 full-face respirators and 330 filters were provided to assist with crowd control during protests. Both the full and half-face respirators included training and fit testing of each individual issued the equipment.

Drug-Endangered Children

The Tennessee Alliance for Drug-Endangered Children (TADEC) is comprised of federal, local, and state agencies who share a goal to "prevent drug-related harm to children and rescue, shelter, and support Tennessee's children who suffer physical and psychological harm caused by the manufacture, distribution, sale, and abuse of prescription drugs and alcohol."

In FY 2019-2020, the TDDTF has remained active in support of the Tennessee Alliance for Drug Endangered Children (TADEC) to continue to effect activities aimed toward the protection of drug endangered children (DEC) in Tennessee. The multidiscipline TADEC Advisory Board includes representatives from the Tennessee Department of Children's Services, the Tennessee United States Attorneys' Offices, TBI, Tennessee drug coalitions, Tennessee Sheriffs' Association, Tennessee Chiefs of Police Association, Prevention Alliance of Tennessee, Tennessee Commission on Children and Youth, Tennessee Office of Criminal Justice Services, Tennessee National Guard Counterdrug Task Force, and the TDDTF.



The award in 2018 of a three-year, U.S. Department of Justice, Office of Juvenile Justice and Delinquency Program (OJJDP) grant for an Opioid Affected Youth Initiative in the amount of \$1,000,999, has enabled the TADEC to progress in its leadership role of bringing DEC awareness to jurisdictions throughout Tennessee. In 2019, the TADEC embarked on the planning phase of the OJJDP grant, taking an aggressive approach to meeting its outlined goals and objectives through the following accomplishments:

In July of 2019, seven members of the TADEC Advisory Board attended the NADEC Conference in Wisconsin; Memorandums of understanding were created and signed by new TADEC Advisory Board member agencies; TADEC was added to TBI's website; TADEC was added to Tennessee Together website as a statewide resource; TADEC was instrumental in Tennessee commemoration and observance of National Drug Endangered Children Awareness Day on April 24, 2019, including passing of House Joint Resolution No. 588 and signing of proclamations in Bedford, Cheatham, Dickson, Franklin, Lawrence, Lincoln, Maury, Rutherford, Sumner, and Wilson counties; TADEC billboards have been strategically placed in east, middle and west Tennessee in jurisdictions where response teams are located. Pamphlets, brochures, and rack cards were disseminated during trainings and conferences throughout the state; New DEC tab has been created inside of the TDDTF DI³ reporting system; The TADEC Advisory Board has expanded to include representatives of Tennessee Probation and Parole, Tennessee Administrative Office of the Courts, and others; Identification of six DEC Response Team locations was finalized and sub-recipient contracts were initiated during 2019 for DEC Response Teams in Cheatham, Dickson, Franklin, Jefferson, Lawrence, and Scott Counties; In 2019, DEC training was conducted at 29 events in 13 Tennessee counties, reaching over 1,500 people. In addition, DEC training was provided to 30 new TBI agents, cadets at the Tennessee Law Enforcement Training Academy, and 35 statewide substance abuse prevention coalitions; The TADEC Coordinator and an Advisory Board member representing the Tennessee Department of Human Services participated in an Administrative Office of the Courts podcast; The TADEC Advisory Board has developed a conference planning subcommittee which is actively working to plan a national and statewide DEC Conference in the summer or fall 2021; A data assessment and a strategic plan have been completed and submitted to OJJDP; and TADEC had a federal grant site monitoring visit in 2019 producing no findings and the technical providers were very impressed with the state of Tennessee and the partnerships in opioid affected youth initiative area.

Investigation Programs

In addition to its general enforcement responsibilities, the Division has a leadership role in several programs that are integral to Tennessee's drug enforcement community.

APPALACHIA HIGH INTENSITY DRUG TRAFFICKING AREAS (AHIDTA)

Established in 1998, the Appalachia HIDTA counties, within the four states of Kentucky, Tennessee, Virginia, and West Virginia, have historically comprised one of the most predominant marijuana production and trafficking areas in the United States. The HIDTA program, which is a federally funded through the Office of National Drug Control Policy, provides necessary support to investigative task forces and initiatives operating in its designated area. The Appalachia HIDTA has cultivated cooperative and effective working relationships among U.S. Attorney's Offices, federal agencies, state agencies, and the National Guard to achieve common goals for disrupting and dismantling drug trafficking organizations and effectively reducing the demand for drugs.

The U.S. Attorney for the Eastern District of Tennessee currently serves as the Chairman of Executive Board of AHIDTA. The Executive Board ensures threat-specific strategies and initiatives are developed, employed, supported and evaluated.

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The Appalachia High Intensity Drug Trafficking Area (AHIDTA) is currently comprised of 93 counties in Kentucky, Tennessee, Virginia, and West Virginia. Tennessee is comprised of 31 designated AHIDTA counties. AHIDTA is located within relatively easy driving distance to a number of major metropolitan areas within the Eastern, Southern, and Midwest United States. Vast public lands combined with a temperate climate, have historically made this region a major area for the cultivation and distribution of outdoor cultivated marijuana. High unemployment rates, low median household income, and loss of blue-collar jobs are socioeconomic factors that contribute to illicit drug use and distribution in the AHIDTA region. Threat assessments reveal that AHIDTA faces a poly-drug threat. Crystal methamphetamine (ICE), fentanyl, heroin, diverted pharmaceutical drugs, and cocaine distributed by Drug Trafficking Organizations (DTO) based in regional hubs such as Atlanta, Columbus, OH, and along the Southwest border continue to pose a significant threat to the AHIDTA region.

In recent years, methamphetamine, heroin, the diversion and abuse of prescription drugs, particularly opioid-based pharmaceuticals, and alternative forms of synthetic opiates have established themselves as a sizeable threat to the area. The Appalachia HIDTA states rank among the list of top states in the nation for prescriptions per capita and corresponding overdose deaths from prescription drugs, heroin, and other forms of opiates plague the region, particularly in West Virginia. Cocaine continues to make a resurgence during the last two reporting periods. There have been ten DTOs in Tennessee identified by AHIDTA task forces, responsible for the distribution and trafficking of cocaine, 12 of which operate on the multi-state level.

During the fiscal year period July 1, 2019 through June 30, 2020, Appalachia HIDTA task forces operating within the state of Tennessee were responsible for the seizure of drugs valued at more than \$63.8 million on the illicit drug market, not including pharmaceutical drugs. These same task forces seized more than \$1.1 million in U.S. currency and other assets, to include vehicles and real property.

With regard to drug seizures throughout the state, Tennessee task forces participating in the HIDTA program were responsible for the removal/seizure of 54.6 kilograms of cocaine (to include crack cocaine), 7.25 kilograms of heroin, 0.5 kilograms of fentanyl powder and 61 fentanyl dosage units, 188.49 kilograms of crystal methamphetamine, 178 dosage units and 1.12 kilograms of MDMA (Ecstasy), and more than 11,645 kilograms (combined) of bulk processed marijuana, marijuana plants and marijuana edibles. Additionally, 4,271 dosage units of diverted pharmaceutical drugs were seized (does not include 23.8 kg of undetermined packaged pharmaceuticals). Other investigative activity by the AHIDTA Tennessee task forces for fiscal year 2019-2020 include 367 seized firearms, 20 wire intercepts, and 743 arrests.

MIDDLE TENNESSEE HIDTA TASK FORCE

At the direction of the Office of National Drug Control Policy (ONDCP), the Appalachia HIDTA was required to form regional task forces in the states of the Appalachia HIDTA. As a result of this requirement, the TBI was designated as the lead agency in forming a Middle Tennessee Task Force (MTTF). This task force is in the counties of Middle Tennessee as identified by the Appalachia HIDTA. These counties take in three Tennessee judicial districts. These districts include Fentress County in the 8th Judicial District, Jackson County in the 15th Judicial District, and Overton, Pickett, Putnam, and Cumberland counties in the 13th Judicial District. At present, the MTTF is made up of TBI Special Agents and officers from local law enforcement agencies. During the Fiscal Year 2019-2020, the MTTF opened 37 investigations, disrupted/dismantled four drug trafficking organizations. A total of 116 people were arrested. Eight vehicles, 65 firearms, and more than \$183,755.80 in currency and other assets were seized by the task force.

GULF COAST HIGH INTENSITY DRUG TRAFFICKING (GCHIDTA)

The Gulf Coast HIDTA encompasses designated counties/parishes across the six states of Alabama, Arkansas, Florida, Louisiana, Mississippi, and Tennessee.

In August 2010, the Office of National Drug Control Policy (ONDCP) designated Shelby County to be included in the Gulf Coast HIDTA. The Gulf Coast HIDTA funds four law enforcement initiatives in Shelby County; the Shelby County HIDTA Drug Task Force led by the Drug Enforcement Administration, Shelby County Multi-Agency Gang Unit led by the Memphis Police Department, Memphis Case Advocacy Program led by the United States Attorney's Office, and Border Enforcement Security Task Force led by United States Homeland Security Investigations. TBI DID has one Special Agent Criminal Investigator assigned full-time to the Border Enforcement Security Task Force.

TBI's DID is also a member of the Gulf Coast HIDTA State Board of Directors for Tennessee and looks forward to continued successes from this task force.

GOVERNOR'S TASK FORCE ON MARIJUANA ERADICATION

The Governor's Task Force on Marijuana Eradication (GTFME) was created by Executive Order No. 51 in 1983. The TBI/TDDTF is an integral member of this task force by operating as the Program Director. The primary objective and mission of the GTFME remains to provide public safety for the citizens of Tennessee through:

- Seeking out and eradicating/destroying marijuana which is domestically grown;
- Prevention and deterrence of marijuana growth in Tennessee by effecting arrests, seizure and forfeiture of assets associated with the illegal activity, and prosecution of individuals and groups identified as growers, distributors, or sellers of marijuana;
- Efficient and effective collection, sharing, reporting, and utilization of intelligence information utilizing the DI³ database in furtherance of the aforementioned objectives; and
- Utilization of the latest methods and technology to dismantle, eliminate and/or disrupt these illegal actions.

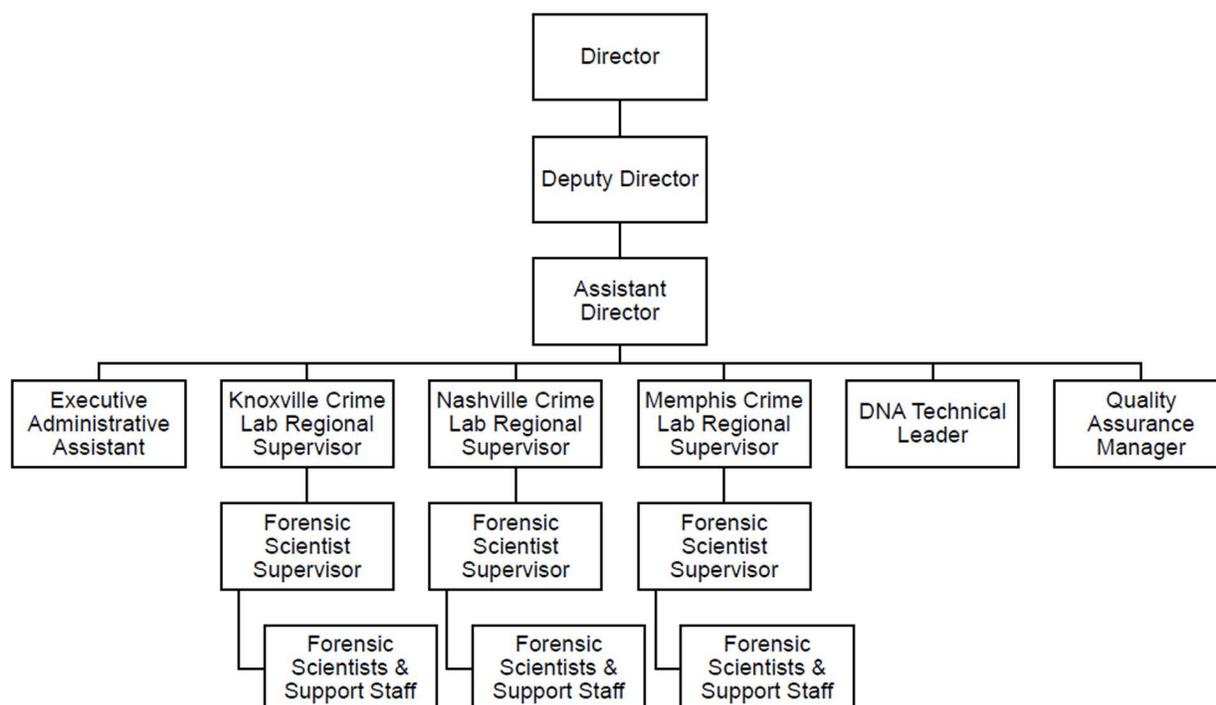
Even though most of the outdoor operations take place beginning May 1st through September 30th, other phases of the program, i.e. planning, training, investigation of indoor grows, and case presentation and prosecution, require year-round operations of the TBI/DID, the TDDTF, and other GTFME member agencies.

Three state agencies, TBI, the Tennessee Highway Patrol (THP) and the Tennessee National Guard (TNG), provide the bulk of the personnel and equipment for this program (prior to 2018 the Alcoholic Beverage Commission was a part of this program but no longer participates). The commitment by these agencies is substantial, since the operation runs from May until October of each year. Other activities such as planning, procurement, training, indoor grow investigations, case prosecution, and intelligence gathering go on year-round.

Efforts of the Tennessee marijuana growers cover the entire spectrum from broadcast seeding without culling male plants to the most sophisticated outdoor cultivation methods for the more potent sinsemilla plants. Greenhouses and covered seedbeds are commonly used to develop seedlings for transplanting outdoors.

As a lead member of the multidiscipline/multiagency Governor's Task Force on Marijuana Eradication (GTFME), the TDDTF provided support and leadership for the FY 2019 season. The accomplishments of the Tennessee Governor's Task Force on Marijuana Eradication (GTFME) during the FY 2019 eradication season, June 1, 2019 – September 30, 2019, were considered an operational success. During the FY 2019 eradication season, the GTFME eradicated 33,759 cultivated cannabis plants from 556 plots. The number of plants and plots involved in 2019 represent a decrease from 2018. The value of the 33,759 plants was approximately \$95,200,380, based on DEA values. The estimated value of the 101.5 pounds of processed marijuana seized was approximately \$285,824 or \$176 per ounce. Seven firearms valued at \$3,350 were seized, which includes three firearms from a convicted felon. The seizure of these assets is essential to the continued disruption of illicit criminal activity involving marijuana within Tennessee.

Forensic Services



The Special Agent/Forensic Scientists who work within TBI's **Forensic Services Division** (Crime Laboratory System) possess a wide array of analytical skills and direct their expertise to problems of reconstructing criminal acts, identifying and comparing physical and biological evidence, linking offenders with their victims, and exonerating falsely accused persons.

Forensic Science, the application of science to the law, has emerged as a major force in the attempts of the criminal justice system to control crime and to ensure a high quality of justice. The Special Agent/Forensic Scientists who work within TBI's Forensic Services Division (Crime Laboratory System) possess a wide array of analytical skills and direct their expertise to problems of reconstructing criminal acts, identifying and comparing physical and biological evidence, linking offenders with their victims and exonerating falsely accused persons. The Forensic Services Division provides forensic science services to any law enforcement agency or medical examiner in our state (T.C.A. §8-6-103, 38-7-110, 5510-410).

A Forensic Scientist must be skilled in applying the principles and techniques of the physical and natural sciences to the analysis of the many types of evidence that may be recovered during criminal investigations. However, in doing this, the scientist must also be aware of the demands and constraints that are imposed by the judicial system. The procedures and techniques that are utilized in the crime laboratory must rest on a firm scientific foundation and satisfy the criteria of admissibility established by the courts.

Because of this range of requirements, all TBI Forensic Scientists are commissioned by the Director as Special Agents; have earned a minimum of a baccalaureate degree in chemistry or a closely related scientific field; and have completed extensive training related to forensic science and crime scene investigation. During the Fiscal Year 2019–2020, the laboratory testing units of Forensic Services Division received 59,261 requests for analysis from law enforcement agencies and medical examiners across the state. During the Fiscal Year 2019-2020, the laboratory testing units of the Forensic Services Division completed 68,930 requests for analysis.

Accreditation



The Forensic Services Division is comprised of a central laboratory in Nashville and two regional laboratories in Memphis and Knoxville. Specialized units of these laboratories provide forensic analysis of biological, chemical, and physical evidence. The Forensic Services Division has achieved ISO 17025 Accreditation administered by the ANSI (American National Standards Institute) National Accreditation Board (ANAB), the highest level available, in all Forensic Testing disciplines, Crime Scene Processing, and Breath Alcohol Calibration. With this high level of accreditation, the Forensic Services Division is recognized as being efficient, effective, and better equipped to withstand the scrutiny brought to bear on Forensic Science.

Accreditation is part of a laboratory's quality assurance program which, when combined with proficiency testing, continuing education, and other efforts, helps TBI's crime laboratories to provide better overall service to Tennessee's law enforcement agencies and the criminal justice system. One objective of TBI in obtaining accreditation of its crime laboratories was to offer the citizens of Tennessee and the users of TBI's laboratory services a form of proof that the TBI's forensic laboratories meet established standards.



Nashville Crime Laboratory

TBI's Nashville Crime Laboratory serves all 95 counties in the state and performs a wide range of analyses within the following units:

EVIDENCE RECEIVING UNIT

The Evidence Receiving Unit receives, inventories, distributes, and stores all evidence submitted to the laboratory.

DRUG CHEMISTRY UNIT

The Drug Chemistry Unit analyzes any substance seized in violation of laws regulating the sale, manufacture, distribution and use of abusive type drugs.

TOXICOLOGY UNIT

The Toxicology Unit conducts analysis of blood and other body fluids for alcohol, drug, or poisons, in conjunction with persons arrested for traffic charges (DUI) and a wide variety of other crimes.

BREATH ALCOHOL UNIT

The Breath Alcohol Unit administers and maintains Tennessee's breath alcohol testing program. Scientists assigned to this unit certify and calibrate evidentiary breath alcohol instruments throughout the state. The staff is responsible for training law enforcement personnel as operators on the instruments.

LATENT PRINT EXAMINATION UNIT

The Latent Print Examination Unit provides analysis of physical evidence for invisible fingerprints and/or palm prints and comparison of latent prints developed with the known impressions of suspects.

TBI's Automated Fingerprint Identification System (AFIS) is located in this unit, allowing latent lifts of unidentified latent fingerprints obtained from crime scenes or developed on evidence submitted to the laboratory to be searched against the database of fingerprint records maintained by TBI.

In addition, the latent print unit has the capability of submitting unidentified latent prints from major crime scenes to the FBI for a fingerprint database search.

FIREARMS IDENTIFICATION UNIT

The Firearms Identification Unit's principal function is to determine if a bullet, cartridge case, or other ammunition component was fired from a particular weapon.

The science of firearms identification extends beyond the comparison of bullets and cartridge cases to include knowledge of the operation of all types of weapons, toolmark examination, the restoration of obliterated serial numbers on weapons and other evidence, the detection and characterization of gunpowder residues on garments, and the estimation of muzzle-to-garment distance.

The Firearms Identification Unit also houses the National Integrated Ballistics Identification Network (NIBIN), allowing individual characteristics from evidence cartridge cases or test cartridge cases from submitted weapons to be searched against an ever-growing database and connect crimes that otherwise might never have been associated.

MICROANALYSIS UNIT

The Microanalysis Unit examines and compares the following types of evidence:

- Fire Debris Analysis – Debris from fire scenes and other evidence related to a suspected arson are submitted to the laboratory to determine the presence of an ignitable liquid. This includes the products of refined oil and other flammable products such as alcohol.
- Gunshot Residue Analysis – The presence of gunshot primer residue from a fired weapon can be determined on subject hands and on crime related objects such as the subject's clothing and vehicle(s).
- Impression Evidence Comparisons – Shoe and tire impressions recovered from crime scenes can be compared to subject shoes and tires. In addition, a tire tread and shoe database can be used to determine tire and shoe make and models from impressions left at a crime scene.
- Paint Analysis and Comparisons – Paint evidence recovered from any object on which a paint transfer has occurred during the commission of a crime can be compared to known paint samples. A vehicle paint database is also available to provide a list of possible vehicle makes and models from paint evidence left at the scene of hit and run accidents.
- Glass Analysis and Comparisons – Glass recovered from a crime scene can be compared to glass recovered from objects associated with a subject such as clothing and tools. Order of breakage and glass fracture analysis is also performed.
- Fiber Comparisons – Individual fibers as well as fabric and carpet are characterized and compared to corresponding materials recovered from a subject or his/her environment.
- Other services provided by the Microanalysis Unit include comparisons, fracture match analysis, heavy metals analysis, unknown substance determinations and tape comparisons.

FORENSIC BIOLOGY UNIT

The Forensic Biology Unit performs identification and characterization of blood and other body fluids – liquid or dried, animal or human – present in a form to suggest a relation to the offense or persons involved in a crime. This unit also performs STR-DNA Profiling, the capability to identify specific individuals by comparing biological samples left at a crime scene or from the body of a victim. This unit also performs Y-STR DNA testing, allowing them to separate and identify small amounts male DNA from the presence of large quantities of female DNA. Advances in DNA technology represent one of the most significant forensic breakthroughs of the century by allowing the identification of a murderer or rapist based on trace amounts of biological evidence left at the crime scene.

CODIS UNIT

T.C.A. §40-35-321 required the TBI to establish a DNA database for convicted offenders that now includes individuals on the sexual offender registry. In 2007, an amendment added a DNA database for individuals arrested for violent felonies. These databases were established nationally by the Federal Bureau of Investigation to enable crime laboratories to exchange DNA profiles for unknown forensic samples, convicted offender, and arrestees. The Combined DNA Index System (CODIS) assists agencies in developing investigative leads by enabling evidentiary DNA profiles to be searched against the database of convicted offenders and arrestees. Through Fiscal Year 2019-2020, the TBI has received 272,342 convicted offender samples and 195,296 arrestee samples.

During this Fiscal Year, a total of 10,274 specimens from convicted offenders and 14,759 specimens from arrestees were received for submission to the CODIS database. In February 2002, TBI began submitting samples to the national CODIS database. After accounting for expunged samples, 259,083 offender profiles and 136,474 arrestee profiles have been uploaded to the national database to date. A total of 6,202 investigations have been aided throughout the state and nation since 2002 through the use of this database, including 558 this year.

Knoxville Crime Laboratory

The Knoxville Laboratory conducts tests on evidence submitted by East Tennessee law enforcement agencies including:

- Drug Chemistry
- Toxicology
- Breath Alcohol
- Serology/DNA

Memphis Crime Laboratory

The Memphis Laboratory conducts forensic analysis on evidence submitted by West Tennessee law enforcement agencies including:

- Drug Chemistry
- Toxicology
- Breath Alcohol
- Serology/DNA
- Firearms Identification

Violent Crime Response Team

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. The value of physical evidence is recognized to be of paramount importance in crimes against persons. Toward that end, TBI has three specially designed crime scene vehicles equipped with the most advanced forensic equipment and materials available. These crime scene vehicles are regionally located in Memphis, Nashville, and Knoxville and are being used by the TBI to assist in processing violent crime scenes and Scenes of Law Enforcement use-of-force.

During Fiscal Year 2019–2020, the TBI's Violent Crime Response Teams' in Nashville, Knoxville, and Memphis were called to locate, document, and collect evidence a total of 40 times across the state, representing 1,260 on-scene man hours. This includes responding to crime scenes or providing technical assistance 25 times, for a total of 1,208 man hours and responding to law enforcement use-of-force scenes 15 times for a total of 1,052 man hours.



CRIME SCENE DO NOT CROSS

TOTAL NUMBER OF REQUESTS RECEIVED:

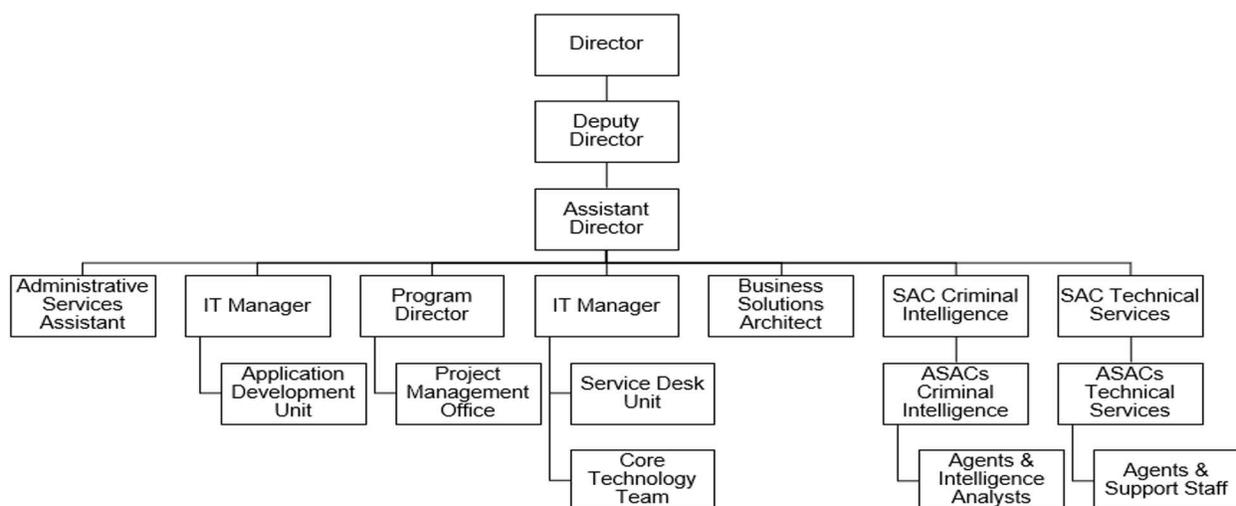
	Nashville Lab	Knoxville Lab	Memphis Lab
Drug Identification	13,248	11,804	3,483
Alcohol	10,498	4,160	2,258
Toxicology	4,109	2,873	1,052
Forensic Biology	1,059	667	981
Firearms Identification	972	-	190
Microanalysis	460	-	-
Latent Fingerprints	1,483	-	-
Total	31,829	19,468	7,964

TOTAL NUMBER OF REQUESTS COMPLETED:

	Nashville Lab	Knoxville Lab	Memphis Lab
Drug Identification	16,411	16,542	3,392
Alcohol	10,966	3,865	2,420
Toxicology	4,717	3,184	899
Forensic Biology	1,609	770	809
Firearms Identification	967	-	254
Microanalysis	540	-	-
Latent Fingerprints	1,585	-	-
Total	36,795	24,361	7,774



Technology & Innovation



The TBI's **Technology and Innovation Division** (TID) encompasses a wide variety of complex systems serving the Bureau, local, state, and federal criminal justice agencies, and the public. Staff in this Division also contribute to efforts to locate wanted fugitives and missing children, process digital evidence, and support the implementation of technology across the Bureau.

The Technology and Innovation Division was created in September of 2019 as a concentration point for the many ways technology can be used to perform and enhance TBI's public safety mission.

TID is made up of the Information Systems Unit, the Criminal Intelligence Unit, and the Technical Services Unit. TID members maintain the business systems that sustain TBI's modern workforce, conduct complex investigations and analysis, and support 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 Unit

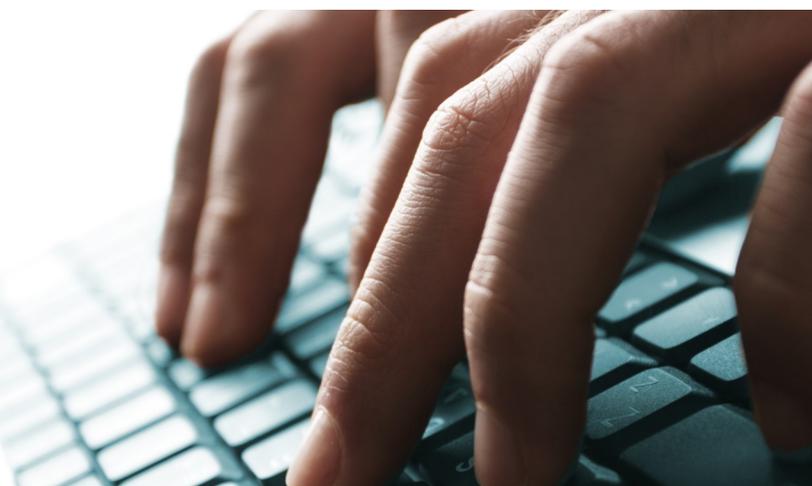
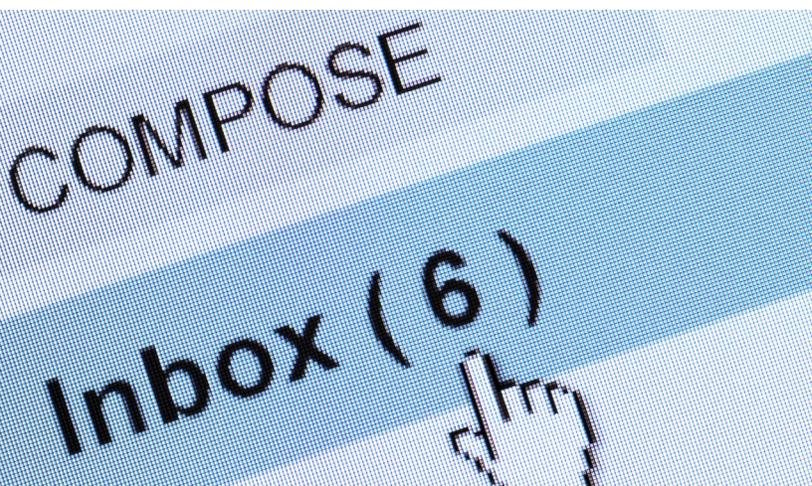
ISU is the TBI's information technology hub, with responsibility for running TBI's data center and business technology, managing critical communications and facilitating the creation, deployment, and maintenance of systems for all of the Bureau's components and many external customers. ISU makes sure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

During the 2019-2020 Fiscal Year, the priority of ISU has been accelerating digital transformation across TBI divisions and responsibilities. ISU personnel have worked with stakeholders from every corner of the Bureau to identify opportunities for modernization, collaboration, and increased efficiency. The last few months of the fiscal year posed a special challenge, as ISU raced to support a rapid move to remote work for large parts of the TBI's workforce in response to the COVID-19 pandemic. ISU was able to meet the need, however, and TBI has continued to meet its public safety responsibilities with a partially remote and highly mobile workforce.

CORE TECHNOLOGY TEAM

The Core Team is responsible for translating business requirements and/or legislative mandates into viable systems and design strategies with emphasis on adaptability, scalability, availability and recoverability including defining opportunities for integration, the selection of tools to facilitate the integration, specification of data to be shared, as well as defining the appropriate interfaces. The Team's primary goal is to review and implement emerging developments, technologies, and standards with the intent of improving the Bureau's quality of service and operational efficiency.

The Core Team conducts a continuous review of existing and new industry programs/projects considering current Bureau technology standards, policies, and future technology plans with regards to improving TBI's operational platform. This process includes the evaluation and selection of appropriate hardware, operating system software, and monitoring applications. The team also provides consulting and guidance regarding proposed programs, projects and/or initiatives by developing and implementing the accepted technology strategy, as well as oversees the research and development of said projects, including system testing, information system security, and maintenance.



APPLICATION DEVELOPMENT TEAM

The Application Development Team is comprised of four (4) software developers, an information security analyst, a database administrator and an IT Manager. This team provides support of TBI's internal software systems, including maintenance of current systems, development of new applications, and coordination with vendors on support of custom-written software. Systems supported include portions of the Sex Offender Registry (SOR), the Investigation+Evidence System (I+E), TnCop, CRMS/Fusion System, and the Tennessee Computerized Criminal History (CCH), along with many others.

PROJECT MANAGEMENT OFFICE (PMO)

The Project Management Office (PMO), made up of two (2) Project Managers and one (1) Program Director, works to manage all projects involving information technology at TBI. While the majority of their projects originate within the Information Systems Division, this team works across all areas of TBI to provide assistance with any project management functions involving Information Systems.

SERVICE DESK TEAM

The Service Desk Team is made up of five (5) Business Technical Support staff. They provide support for hardware, software, and phone systems used by all TBI staff. They also fulfill requests for new hardware, software, and phones.

Criminal Intelligence Unit

The Criminal Intelligence Unit (CIU) is responsible for the collection, collation, analysis, and dissemination of information related to criminal activity throughout the state.

The unit concentrates its efforts in the areas of: the Tennessee Sex Offender Registry, Human Trafficking, Missing Children, AMBER/Endangered Child Alerts, Gang Intelligence, Fugitive Investigations, Criminal Case Support, Support of Federal Task Forces, Social Media Analysis, Tennessee Homeland Online Records (THOR), Financial Crimes Enforcement Network (FINCEN), International Criminal Police Organization (INTERPOL), Violent Criminal Apprehension Program (VICAP), National Missing and Unidentified Persons System (NAMUS), Threats Against Law Enforcement/Military, BLUE Alerts, El Paso Intelligence Center (EPIC), School Violence, and assistance to the Tennessee Emergency Management Agency (TEMA).



This statewide unit is currently staffed with 4 Special Agents, 17 Intelligence Analysts, and is supervised by 1 Special Agent in Charge and 2 Assistant Special Agents in Charge. This unit is housed within the Tennessee Fusion Center located at TBI Headquarters. The Tennessee Fusion Center is a partnership between the Tennessee Bureau of Investigation and the Tennessee Department of Safety and Homeland Security and additionally houses personnel from the U.S. Department of Homeland Security, Federal Bureau of Investigation and the Tennessee Department of Correction.

In Fiscal Year 2019-2020, the Tennessee Bureau of Investigation's Criminal Intelligence Unit processed 25,069 Requests for Information (RFI). Of these requests; 14 originated from other Fusion Centers in the National Network of Fusion Centers, 320 requests originated from federal agencies, 24,727 requests originated from state and local law enforcement agencies, and 8 requests originated from the private sector. CIU received 3,650 tips and leads. These tips were cataloged, verified, and then forwarded to law enforcement for follow up. There were 2 situational awareness products published and CIU Analysts produced 13,242 case support and tactical intelligence products.

TENNESSEE SEX OFFENDER REGISTRY

The Tennessee Sex Offender Registry (SOR) section of the Criminal Intelligence Unit consists of 7 Intelligence Analysts and 3 SOR temporary employees. The SOR analysts are on-call to assist with AMBER Alerts, Missing/Endangered Children and provide support on the TBI command post.

The Tennessee Sex Offender Registry (SOR) began as a result of the enactment of federal laws that required states to create and maintain individual sex offender registries. Tennessee's SOR was implemented in January 1995 as mandated by Tennessee Code Annotated (TCA) 40-39-101, which is now TCA 40-39-201. TBI headquarters is the central repository for original sex offender registration documents and TBI is responsible for creating and maintaining a connection to the Sex Offender Registration, Verification, and Tracking System for all law enforcement agencies which register sex offenders. The TBI SOR unit serves and assists Tennessee law enforcement agencies including sheriff's offices, police departments, the Tennessee Department of Correction, as well as out-of-state agencies. The TBI SOR unit not only oversees the state sex offender database but provides training and support to registering agencies, ensures accuracy of sex offender classifications and registrations, manages federal grant projects, issues SOR notifications to the public and law enforcement, conducts file audits, removes deceased offenders from the registry, and reviews sex offender terminations. The temporary employees audit files for completeness and request necessary court documents in order for TBI SOR attorneys to determine an offender's classification.

Tennessee currently registers offenders who have plead to or are found guilty of certain offenses (TCA 40-39-201) or equivalent offenses from other jurisdictions, no matter the date of conviction, plea, or expiration of sentence. Offenders who do not meet Tennessee's criteria, but are required to register in other states, may also be required to register under certain circumstances which affect the State of Tennessee. Sex offenders are registered by local law enforcement or the Tennessee Department of Correction (TDOC), The Tennessee Bureau of Investigation (TBI) is responsible for the registry website and for maintaining the original registration documents. There are 450 registering agencies in the State of Tennessee.

All registered offenders, with the exception of juveniles, can be found on the Tennessee Bureau of Investigation's public access sex offender website. As of July 30, 2020, there are 24,944 adult sex offenders registered in Tennessee. There are currently 456 juvenile offenders who are not listed on the public TBI website. The TBI has provided law enforcement with approximately 161 certified copies of files for the purpose of prosecution during the fiscal year 2019-2020. The TBI received 543 termination requests from offenders since July 1, 2019 and 239 of those offenders were granted termination for the registry. There were 251 deceased offenders removed from the registry.

Through funding from federal SORNA grants, TBI developed an improved SOR database that launched in August 2018. Federal grants are utilized to enhance the Tennessee Sex Offender Registry and ensure that the Tennessee SOR is in compliance with the recommendations set by the Department of Justice - Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering and Tracking (SMART) guidelines, to improve the TBI public website, fund overtime and equipment, to assist with the digitization of paper files, develop education resources and on-line SOR training courses for the public and the SOR registering agencies.

In 2016, SOR launched and continues to utilize the Mobile Sex Offender Registry Application for registering agencies. This allows registering agencies to update sex offender information while working in the field. The mobile application allows registering agencies to enter information that is directly uploaded to the registry and into NCIC.

The SOR unit provides SOR new user training, annual training for current SOR users, and training to new law enforcement officers. During this fiscal period, TBI provided new user training for 109 new users, annual training to 67 SOR users, and SOR training to 352 new law enforcement officers at the Tennessee Law Enforcement Training Academy.

In 2017, TBI was awarded a federal grant to improve SOR training throughout the state. In 2018, SOR launched the first on-line course, SOR 101, which provides an overview of the Tennessee Sex Offender Registry. To date, [474](#) law enforcement personnel have completed the SOR 101 on-line training. There have been two additional online training courses completed and launched during this fiscal year, including an in-depth training course for new SOR users who are responsible for registering offenders and an SOR

Compliance Operation training course. There have been 12 users complete the SOR new user training and 83 users have completed the SOR Compliance Operation on-line training.

TBI analysts assist with SOR compliance operations across the state. The SOR compliance checks are joint operations with multiple law enforcement agencies including TBI, registering agencies, and the U.S. Marshals Service. TBI analysts create intelligence packets on each registered offender for the operations which contains a copy of the most recent SOR registration form, criminal record/warrant check, and DL information. During the compliance checks, law enforcement will make contact with each registered sex offender and verify their offender information, including residence, vehicles, employment, and compliance with any offender restrictions (i.e. children present, computers/internet, and firearms) when applicable. If a registered sex offender is found in violation of SOR rules, warrants are obtained by the registering agency. During this fiscal year, 5 agencies completed compliance operations that resulted in law enforcement making contact with 194 offenders to verify compliance and 24 arrest.

Convicted sex offenders in Tennessee are required to register annually or quarterly depending on the offense and pay an annual administrative cost between \$150-\$200. Up until April 2, 2020, TBI received \$50 per offender from registering agencies. In April 2020, a new law was passed which states the \$50 administration fee will be collected by the state treasury. If the registering agency has determined the sex offender is indigent, a fee waiver must be submitted to TBI to verify they were unable to pay the administrative fee. The registering agencies are responsible for collecting the annual administration fee or submit the Fee Waiver Form if applicable.



HUMAN TRAFFICKING ANALYSIS

The Human Trafficking (HT) Unit was moved to the Criminal Investigation Division during this fiscal year. The Criminal Intelligence Unit utilizes 2 Intelligence Analysts to support the HT program statewide. In fiscal year 2019-2020, the CIU HT Analysts processed 829 human sex trafficking tips; 535 of those tips involved minors. There were 371 HT referrals received from Department of Children's Services involving minors. HT Analysts received an additional 164 tips from other sources that were reviewed and forwarded to HT agents.

TENNESSEE MISSING CHILDREN'S CLEARINGHOUSE

TBI is mandated by law to act as the clearinghouse for missing children for the State of Tennessee and the National Center for Missing and Exploited Children (NCMEC). TBI is responsible for distributing a uniform missing child report to all law enforcement agencies and the legislature once per month. By virtue of TCA 38-6-116(b)(3) and 38-6-117, the TBI is also responsible for establishing, maintaining, and managing a file of "Missing Children," for collecting any available relevant data concerning the missing children, and for

disseminating the information to the appropriate law enforcement agencies. Tennessee averages approximately 600 runaways per month who are entered into NCIC by local law enforcement agencies. CIU currently has 1 Intelligence Analyst who serves as the Missing Children's Clearinghouse Manager for the state.

AMBER ALERT/ENDANGERED CHILD ALERT/CARE ALERT



The CIU Missing Children's Clearinghouse Manager/Intelligence Analyst coordinates Tennessee's statewide Child Abduction AMBER Alert Plan. All CIU Intelligence Analysts serve on an on-call rotation (24 hours a day) to facilitate the rapid activation of AMBER Alerts, Missing/Endangered Children and provide support on the TBI command post as needed.

Upon the issuance of an Amber Alert, TBI utilizes the media, social media, National Weather Service, automated cell phone notifications through the National Center for Missing and Exploited Children (NCMEC), the Tennessee Department of Transportation (TDOT) highway signs, and the Tennessee Lottery to provide information rapidly to the general public. Since the inception of the Tennessee AMBER Alert program in 2003, there have been 135 activations. During fiscal year 2019-2020, there were 5 Amber Alert activations and 25 Endangered Child Alerts issued by TBI. This unit has provided Amber Alert/Endangered Child Alert/Care Alert training to 391 law enforcement officers across the state.

This unit also provides assistance to Tennessee Law Enforcement Agencies with Care Alerts across the state. CIU Analysts provide training on Care Alerts as well as assist with creating missing posters for distribution for public assistance in locating missing persons that meet the criteria set forth in TCA 38-6-121. During this fiscal year, CIU has assisted with the issuance of 5 Care Alerts.

GANG INTELLIGENCE

There are several Intelligence Analysts who are assigned to gather information and criminal intelligence concerning gangs in Tennessee. They meet, train, and speak with gang units and task forces across the state on a regular basis. Monthly meetings are coordinated by TBI and are held in several locations across the state. Quarterly, these participants attend a statewide gang intelligence meeting that is held at TBI headquarters, bringing investigators from throughout the state together to collaborate and share information. Starting in March of 2020 these meetings were moved to online platforms due to restrictions in place resulting from the COVID-19 crisis.

FUGITIVE INVESTIGATIONS

The Criminal Intelligence Unit is also responsible for the administration of the TBI's Most Wanted Fugitive Program. To date, the unit has been directly responsible for the capture of 457 of Tennessee's most dangerous fugitives. In fiscal year 2019-2020, there were 24 Most Wanted Fugitives apprehended.

The Most Wanted Fugitive Program currently has 10 fugitives listed and strives to ensure at least two are from each of the 3 grand divisions of Tennessee. Intelligence Analysts and the TBI Public Information Office utilize media contacts for exposure of these cases and include a reward of up to \$2,500 for information leading to the capture of a fugitive listed on the Most Wanted list. The TBI has an active online and social media presence that is also utilized for this program. Wanted bulletins are prepared by the unit and disseminated to law enforcement officers and the public. TBI agents are assigned to all Most Wanted Fugitive cases. This allows TBI to better facilitate the exchange of intelligence and information, ensuring that all pertinent leads are being followed up on, and also allowing us to pay rewards out as needed. Most Wanted Fugitive cases can be TBI originated or in support of local law enforcement investigations.

In addition to the Most Wanted Fugitive Program, the Criminal Intelligence Unit also assists the other divisions of the TBI with intelligence support of their fugitive investigations. CIU also supports the U.S. Marshals Joint Fugitive Task Force in Nashville, TN. This task force was responsible for the clearance of 453 criminal warrants for fiscal year 2019-2020.

CRIMINAL CASE SUPPORT

Intelligence Analysts assigned to this section support the criminal investigations of law enforcement officers at Federal, State, and Local law enforcement agencies through the analysis of intelligence, conducting of database queries, and the production of case support and tactical intelligence products. In fiscal year 2019-2020 CIU analysts produced 2 situational awareness intelligence products and 13,242 case support and tactical intelligence products in direct support of criminal investigations being conducted in our state. In addition to this vital work, members of this section also applied for a USDOJ grant to establish a gun crime intelligence section inside of the Criminal Intelligence Unit including the funding for a newly created NIBIN Intelligence Analyst position.

FEDERAL TASK FORCES

There are currently 4 Special Agents assigned to the Gangs, Fugitives, and Criminal Case Support section of the Criminal Intelligence Unit. These agents serve as Task Force Officers (TFO's) assigned to the following Federal task forces: 3 Special Agents are assigned to the Federal Bureau of Investigation; 1 to the Violent Crimes Task Force in Nashville, TN, 1 to the Joint Terrorism Task Force in Nashville, TN, and 1 to the Joint Terrorism Task Force in Knoxville, TN. Finally, 1 Special Agent is assigned to the U.S. Marshals Fugitive Task Force in Nashville, TN. These agents serve as a conduit to their various agencies and facilitate the exchange of information and intelligence.

SOCIAL MEDIA

The Gangs, Fugitives, and Criminal Case Support section contains several Intelligence Analysts trained to conduct social media analysis and investigation. These analysts provide criminal case support and real time intelligence updates during TBI special operations, sex offender round ups, human trafficking operations, missing children investigations, fugitive investigations, and any other type of investigation upon request. This support is provided to federal, state, and local law enforcement agencies.

TBI HOMELAND ONLINE RECORDS (THOR)

The Criminal Intelligence Unit serves as administrator of THOR (TBI Homeland Online Records). THOR is a joint venture between the Tennessee Bureau of Investigation and Tennessee Department of Safety and Homeland Security that fosters information sharing for all law enforcement personnel in Tennessee. THOR is an online database that contains information regarding incidents, arrests, gang data, and suspicious activity carried out within the borders of Tennessee, as well as driver's licenses, sex offender records, TNCOP, and TN Department of Corrections records. THOR gives users the ability to query this information across all participating agencies throughout Tennessee. THOR is mobile device capable and designed to improve officer safety with information that can be obtained anytime and anywhere via a mobile device (cell phone, tablet, etc.). THOR is the enhanced replacement for the Consolidated Records Management Systems (CRMS).

FINCEN/ INTERPOL/VICAP/NAMUS

The Criminal Intelligence Unit serves as the coordinator for the Financial Crimes Enforcement Network (FINCEN) in the State of Tennessee. FINCEN is an organization established by the U.S. Department of Treasury and is responsible for the collection, analysis, and dissemination of intelligence regarding financial crimes. In fiscal year 2019-2020, TBI processed 115 FINCEN requests.

The Criminal Intelligence Unit is also the coordinator for the International Criminal Police Organization (INTERPOL) in the State of Tennessee. This organization promotes mutual assistance and cooperation between police agencies all over the world. All Tennessee INTERPOL inquiries are routed through TBI. In Fiscal Year 2019-2020, TBI processed 30 INTERPOL requests.

The Criminal Intelligence Unit continues to work with the FBI's National Center for the Analysis of Violent Crime (NCAVC). Law enforcement agencies within the state submit reports to TBI to be forwarded to the NCAVC. These reports are then uploaded to the Violent Criminal Apprehension Program (VICAP) for analysis. TBI is the designated liaison between local agencies and the FBI for violent crime information.

The Criminal Intelligence Unit serves as the coordinator for the National Missing and Unidentified Persons System (NAMUS) for TBI. CIU verifies that all submittals are properly formatted and all necessary information is available for entry into the NAMUS database. CIU ensures all applicable TBI cases are entered into the database in compliance with state law. CIU also assists other federal, state, and local agencies with NAMUS inquiries and case support on cold-case homicide and missing persons investigations.

LAW ENFORCEMENT/MILITARY/BLUE ALERTS

The Criminal Intelligence Unit has a law enforcement/military threats coordinator. CIU is responsible for the collection and dissemination of intelligence related to threats made against law enforcement officers, law enforcement agencies, and service members/military installations. CIU also coordinates intelligence in partnership with various federal, state, and local agencies when dignitaries visit our state.

The Criminal Intelligence Unit is responsible for the issuance of BLUE Alerts. BLUE Alerts are activated only when a Tennessee law enforcement officer has been killed or seriously injured, and the subject is still at large. Intelligence Analysts serve on an on-call rotation to facilitate the activation of these alerts 24 hours a day. These programs utilize the media, National Weather Service radios, automated cell phone notifications, and the Tennessee Department of Transportation (TDOT) highway signs to provide information to the general public. All of these mediums along with social media are updated by various Intelligence Analysts assigned to the activation after the decision to activate the alert has been made.

EL PASO INTELLIGENCE CENTER (EPIC)

The Criminal Intelligence Unit serves as the Tennessee coordinator for the El Paso Intelligence Center (EPIC). One of the primary goals of EPIC is to coordinate intelligence sharing between federal and non-federal agencies, associated with narcotics and fugitives.

SCHOOL VIOLENCE HOTLINE

The TBI, with the assistance of the Department of Education, established a toll-free School Violence Hotline for the receipt of information relating to potential violent acts. The School Violence Hotline is answered 24 hours a day, 7 days a week. Information received over the hotline related to potential violent acts that are in violation of state law is forwarded immediately to the appropriate law enforcement agency and designated school contact person.

TENNESSEE EMERGENCY MANAGEMENT AGENCY (TEMA) LIAISON

Employees assigned to the Criminal Intelligence Unit serve as TBI's Emergency Services Coordinators (ESC), which is TBI's designated liaison to the Tennessee Emergency Management Agency (TEMA). This duty requires the attendance of monthly meetings held at TEMA. Additionally, this requires attendance at the annual TEMA ESC Conference, along with a substantial commitment to complete numerous training courses related to incident management. Also, per TBI policy and CALEA standards, ESCs are required to attend and participate in at least one designated training exercise per calendar year. ESCs are responsible for coordinating the Tennessee Bureau of Investigation's roles during the activation of the Governor's Escape Plan and the Tennessee Emergency Management Agency's (TEMA) Unusual Occurrence and/or Emergency Mobilization Plans. Finally, ESC's are charged with conducting an annual review of all TBI-TEMA related policies and procedures, as well as our Continuity of Operations Plan (COOP).

TBI's ESCs participated in the state's coordinated response to the deadly tornado outbreak on March 3rd of this year by responding to the state Emergency Operations Center and coordinating the flow of intelligence from the criminal intelligence unit to the EOC. At the onset of the deployment, 158 persons had been reported missing. Through intelligence analysis CIU analysts were able to provide actionable intelligence to the ESCs who were then able to prioritize, coordinate, and assign out the various leads to the investigative teams on the ground. At the conclusion of the deployment all 158 persons had been accounted for as safe, hospitalized, or deceased. Additionally, the criminal intelligence unit was tasked with creating an intelligence product at the direction of Governor Bill Lee showing the next-of-kin contact information for the 24 deceased individuals so that he could individually contact each family.

Technical Services Unit

TSU conducts specialized technical investigations and enhances the investigations of others through advanced capabilities. TSU 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. TSU 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. TSU agents also support operations with mobile command, specialty vehicles, and radio communications assistance.

The Technical Services Unit (TSU) was created within the TBI Criminal Investigation Division in December 2004, bringing together a range of technical and investigative disciplines from across the Bureau into one chain of command. In October 2019, TSU became part of the Technology and Innovation Division. TSU agents conduct proactive investigations into a range of online harms, including internet crimes against children, threats to life communicated online, financially motivated Cybercrime, and computer intrusions. TSU is also tasked with deploying advanced technologies in support of TBI Special Agents and the Tennessee law enforcement community. A growing percentage of the total evidence available in any criminal case exists in the digital world, moving across a wide range of devices and services. TSU ensures that TBI agents and other law enforcement officers from federal, state and local agencies can collect and understand as much of that evidence as possible. TSU currently stands at one Special Agent in Charge, two Assistant Special Agents in Charge, 16 Special Agents, one Fire Investigator, one Intelligence Analyst, one Heavy Equipment Operator, and one Systems Administrator.

ONLINE INVESTIGATIONS: THREATS TO LIFE & ONLINE INVESTIGATIONS

TSU has always been responsible for investigating threats to life communicated through technical means, but the unit is currently working to mature the tools, techniques, and workflows around this critical discipline. These investigations might involve social media postings, cellular communications, or digital forums where individuals indicate their intent to harm themselves or others. Because of the technical nature of the investigations, the assigned Agents need to possess sophisticated training in order to exchange legal demands with service providers, analyze proceeds, and identify and locate the individual(s) behind the threat. TSU works closely with other TBI units and the rest of the law enforcement community to gather intelligence and mitigate the threat once the originating individual has been identified. During fiscal year 2019, TSU Agents investigated 26 threats-to-life cases and that number is expected to increase significantly as TSU further refines and advertises this capability.

INTERNET CRIMES AGAINST CHILDREN (ICAC) INVESTIGATIONS

TSU houses the TBI's response to the growing threat of online child victimization. TSU Special Agents are members of the FBI Child Exploitation Task Force and TBI's Internet Crimes Against Children (ICAC) Task Force. A number of TSU Special Agents were assigned full-time to these task forces throughout Fiscal Year 2019.

During Fiscal Year 2019, these agents processed 677 CyberTips from the National Center for Missing and Exploited Children, compared to 370 CyberTips for the fiscal year 2018, a massive increase of 82.97%. Of 677 leads received, 646 involved possession, manufacture, or distribution of child pornography, 1 involved minor sex trafficking, 8 involved the molestation of a minor not by a family member, 19 involved the online enticement of children for sexual acts, 2 involved unsolicited obscenity directed to a child, and 1 involved other online crimes against children.

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CYBER CRIMES INVESTIGATIONS

TSU also houses the TBI's response to Cyber Crimes for the entire state of Tennessee. TSU Special Agents are members of a Joint Cyber-Crime Task Force (JCCTF) with the FBI in Nashville. TSU Cyber Agents also work closely with the United States Secret Service (USSS) and the Department of Homeland Security (HSI).

TSU's Cyber Crime investigations function has continued to grow more sophisticated, focusing on high-level computer intrusion threats and complex international financially motivated organized crime investigations. Such threats frequently cross both national and international boundaries, requiring partnerships with private industry experts and other governmental and law enforcement agencies to combat the growing trend of computer-based crimes.

In addition, TBI's cyber investigations function has been called upon a number of times to respond to potentially criminal behavior associated with state information technology infrastructure and programs. Other current investigations involve Business Email Compromises, Ransomware, Money Mule Networks, Tech Support and Romance scams, and Election Law Violations. Primary responsibility in this area currently falls on one agent for the entire state, with support from management and other specialists as necessary.

TECHNICAL INVESTIGATIONS AND SUPPORT

Communications Intelligence

TSU Agents often provide specialized assistance on an emergency basis when TBI responds to a major critical incident, like an AMBER Alert, Endangered Child Alert (ECA), fugitive investigations, homicide, or kidnapping. TSU agents work to develop actionable intelligence from all available forms of digital evidence, from mobile device location records to information in the possession of online service providers like Facebook and Apple.

In addition, TBI agents analyze communications records developed during investigations and provide expert testimony in court. For example, one specialty that is in increasing demand from prosecutors and investigators is the provision of maps and testimony about the location of mobile devices like cell phones during crimes. During Fiscal Year 2019-2020, TSU Agents generated 47 cellular mapping analysis for TBI, Federal, State and Local Agencies.

Electronic Surveillance (ELSUR)

Tennessee Code Annotated §40-6-303(12) gives TBI the responsibility to support electronic surveillance statewide by establishing certification standards administered by TBI and requiring that application for communications intercepts be made by a TBI Special Agent in all but five of the largest counties in the state. The TSU administers this capability, providing training, guidance, and technical support for any law enforcement agency wishing to pursue electronic surveillance investigations involving Pen Registers and Title III intercepts. During fiscal year 2019 TSU personnel provisioned a range of court-authorized communications surveillances in furtherance of ongoing investigations.

Technical Surveillance

TSU Special Agents are responsible for selecting and servicing TBI's inventory of technical surveillance equipment, ensuring that criminal and drug investigators are able to gather and preserve evidence covertly and effectively during undercover operations.

TSU oversees the construction and maintenance of most of the covert video systems utilized by CID and DID and administers the video server system that stores the evidence and allows secure remote access.

Radio System and Tactical Communications

TBI is also responsible for maintenance of TBI's radio and emergency communications systems, working with other local, state, and federal agencies to ensure secure and stable communications and communications interoperability in support of emergency preparedness.

TSU personnel also support the infrastructure which allows investigators to effectively record evidentiary phone calls without alerting target subjects. TSU personnel are also supporting several initiatives to improve situational awareness and effectiveness during high-risk operations.

Command Post & Specialty Vehicles

TSU is responsible for maintaining and deploying TBI's primary Mobile Command Post (CP) and certain other Special Purpose Vehicles. A well-equipped mobile command center allows TBI to build a presence with logistical and analytical support for investigations anywhere in the state. The CP is deployed on a regular basis to support activities ranging from sex offender registry operations and search warrant executions to massive manhunts and response to civil unrest. During fiscal year 2019 the Command Post was utilized on 3 different occasions. Other specialty vehicles such as search warrant trailer and heavy equipment were deployed 30 times.

Training & Community Outreach

Today's technology presents investigators with new obstacles every day and we are constantly training to ensure that we can deploy as many lawfully available solutions as possible to overcome those obstacles and protect the people of Tennessee. Effective utilization of those solutions often requires specialized training and interactive support.

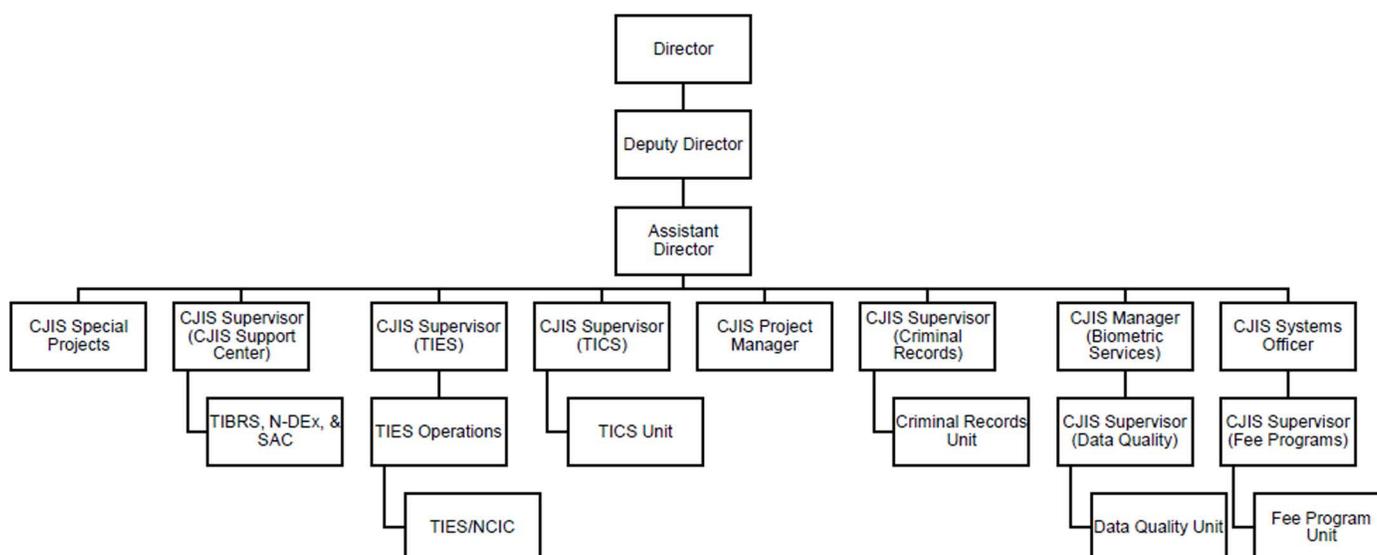
During the fiscal year 2019, TSU provided specialized training in a range of settings for both TBI personnel and members of the Tennessee law enforcement community. In addition, TSU personnel conducted presentations involving Cyber Crime and Internet Safety to civic groups and multiple private industry organizations.

DIGITAL FORENSICS

TBI's digital forensics function is housed within TSU. One ASAC and ten Special Agents assigned to digital forensics are responsible for preserving and analyzing digital evidence from computer systems and mobile devices seized during investigations. They also perform enhancements of audio and video files. Four of these agents are assigned to regional offices in Knoxville and Jackson to provide TSU with the beginning of a regional presence. Two Agents were recently hired to fill two vacancies in the Nashville forensics shop. They are currently going through law enforcement and Special Agent as well as digital forensics training.

During Fiscal Year 2019-2020, TSU digital forensics personnel received 452 cases, a 21% increase in number of cases over the previous fiscal year. On average, 30% of the cases worked by TBI digital forensic examiners will be TBI cases; the other 70% of cases are worked for other federal, state, and local agencies. Looking at the cases, 342 were mobile devices only, 67 were computer forensic examinations, and the rest ranged from technical assists and digital/audio enhancements. Traditionally, 25% are death investigations, 20% involve some form of child exploitation, 25% are drug investigations, 5% involve theft or robbery, 5% are public corruption investigations, and 5% are fraud investigations, with the remainder varying among other offenses. During the same period, TSU 7 performed vehicle infotainment center extractions.

CJIS



The **Criminal Justice Information Services (CJIS) Division** provides support for local, state, and federal criminal justice agencies, including the different divisions within TBI. Support comes in the form of a wide variety of complex systems such as the state repository of criminal history records and the system for background checks, including background checks for potential gun purchasers.

The CJIS Division provides support and service for local, state and federal criminal justice agencies, including the different divisions within TBI. Support comes in the form of a wide variety of complex systems such as the state repository of criminal history records and the system for background checks, including mandated background checks for potential gun purchasers, teachers, and medical licensure.

The CJIS Division of TBI is responsible for requiring the development, maintenance, and distribution of certain information relating to crime, criminals, and criminal activities for the benefit of all state and local criminal justice agencies in Tennessee. Additionally, CJIS requirements mandate the division to perform fingerprint-based background checks for several areas of employment including, but not limited to, school personnel, health related employees, and those persons who assist vulnerable populations such as persons with developmental and physical disabilities. The CJIS Division is also responsible for performing name-based checks for the approval of sales and pawn redemptions for all firearm transactions in Tennessee pursuant to the Federal Brady Act. In addition, the division also performs in state, name-based records checks from inquiries submitted by the public.

The CJIS Division also houses the Tennessee Crime Information Center (TCIC), which acts as a communications hub during normal business hours and assumes emergency communications responsibilities within the TBI after hours, on weekends and holidays. The TCIC provides services twenty-four hours per day, seven days per week.

CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) SUPPORT CENTER

The CJIS Support Center encompasses the Tennessee Incident Based Reporting System (TIBRS), TBI's Statistical Analysis Center, the National Data Exchange System (N-DEX) and the personnel tasked to work within those programs including one CJIS Supervisor and eight CJIS Support Specialists. While CJIS Support Specialists are located in other areas of the Bureau, those working in the CJIS Support Center include three auditors, two trainers, one providing data support, including data submissions and data quality, one for data analysis and one specialist whose primary responsibility is the publishing of data.

Of the programs within the CJIS Support Center, the newest is the National Data Exchange System (N-DEX). The N-DEX system provides law enforcement officers with immediate access to criminal justice records from thousands of agencies across the nation. Users can view multiple types of reports including, but not limited to, incident and arrest reports, booking and incarceration reports, pre-trial investigations, and probation and parole records. The N-DEX collaboration function, which allows users to invite authorized members from other qualified agencies, enables users to team up with other investigators to quickly and securely share images, videos, charts, graphs, notes, case reports, etc. Visualization tools depict associations between people, places, things, and events on charts or maps. With the subscription and notification feature, investigators will receive notifications if other users are searching for the same criteria or if a new record related to one of their investigations enters the system.

N-DEX is capable of providing a snapshot of an encountered person, including available criminal records, associations, identifiers, and photographs and a search of N-DEX will return results that includes any related information found within the nationwide system. The Person Entity View gathers information from all of these records and presents it in an easy to read format, allowing a patrol officer to quickly view all related reports and narratives as a single document. A search of an address will alert the officer if past interactions with the criminal justice community have occurred.



As of June 30, 2020, Tennessee has recruited 1,308 active users from 274 agencies to participate in the N-DEx system. Initially implemented by the FBI, NIBRS (National Incident Based Reporting System) improved the overall quality of crime data collected by law enforcement. Tennessee's crime reporting model, deemed TIBRS, captures details on each single crime incident, including information on victims, known offenders, victim to offender relationships, arrestees and property involved in each offense reported within the incident.

In addition, each incident can contain up to ten offenses, allowing for even more detailed reporting. TIBRS goes much deeper because of its ability to provide circumstances of a crime such as location, time of day, and any arrest or clearance that occurred subsequent to the investigation. The Uniform Crime Reporting Program, once used by Tennessee, reported only an aggregate monthly tally of crimes. These included ten offenses plus an additional twenty offenses, which collected only arrest data. TIBRS data currently collects information on fifty-two offenses and an additional ten offenses containing arrestee data only.

The FBI has made nationwide implementation of NIBRS a top priority because the program provides statistics that are more useful. Proper use of this information promotes better planning, informed policing and more informed policy-making decisions.

To increase participation, the UCR Program is collaborating with the Bureau of Justice Statistics to transition the UCR Program to a NIBRS-only data collection by 2021. The vision for NIBRS is to become the law enforcement community standard for collecting crime data, which will help law enforcement and communities around the country use resources more strategically and effectively.

At the request of the FBI, the CJIS Division has committed one person to act as a liaison during the UCR to NIBRS transition. The CJIS liaison has trained or assisted in training with the FBI in nine classes. 645 law enforcement personnel attended the training, held in Mississippi, Georgia and Tennessee. Classes in Alabama, Indiana, Kentucky, and Virginia scheduled in Summer 2020 were cancelled due to COVID-19, but will be rescheduled in late 2020 and early 2021. CJIS trainers also provide a host of other training, including an Introduction to Data Collection and RAC Orientation, both of which are required for new RACs (Reporting Agency Coordinators). These classes provide insight to TIBRS and the state reporting software, both of which incorporate federal and state statutes and reporting requirements. Other training classes available through the CJIS Support Center and provided at no cost to agencies, include TnCOP, the no-cost reporting software, CrimeInsight, Overview and Report Writing classes for officers and law enforcement personnel, and a Review class for the seasoned TIBRS personnel. The CJIS Support Center also hosted an annual conference in order to provide an opportunity in which agency personnel could receive the required annual training. In all, CJIS Support Center personnel taught 3,073 persons in seventy-two classes and one conference venue.

The CJIS Support Center is also responsible for annual publications such as 'Crime in Tennessee,' 'Crime on Campus,' 'School Crime Report,' 'Law Enforcement Officers Killed and Assaulted (LEOKA),' 'Hate Crime,' 'Law Enforcement-Related Deaths (LERD),' 'Domestic Violence' and the TBI's annual report.

LAW ENFORCEMENT SUPPORT UNIT/TCIC/TIES OPERATIONS

The National Crime Information Center, or NCIC, accessible by virtually every law enforcement and criminal justice agency in the nation, and considered the lifeline of law enforcement, is a clearinghouse of crime data available twenty-four hours a day, three hundred and sixty five days per year. It helps law enforcement and criminal justice agency personnel apprehend fugitives, locate missing persons, recover stolen property, and identify terrorists. It also assists law enforcement officers in performing their duties more safely and provides information necessary to protect the public.

Launched in 1967, NCIC began with 5 files and 356,784 records. The database currently consists of 22 files. There are seven property files containing records of stolen articles, boats, guns, license plates, parts, securities, and vehicles. There are 14 persons files, including: Supervised Release; National Sex Offender Registry; Foreign Fugitive; Immigration Violator; Missing Person; Protection Order; Unidentified Person; Protective Interest; Gang; Known or Appropriately Suspected Terrorist; Wanted Person; Identity Theft; Violent Person; and National Instant Criminal Background Check System (NICS) Denied Transaction. The system also contains images that can be associated with NCIC records to help agencies identify people and property items. The Interstate Identification Index, which contains automated criminal history record information, is accessible through the same network as NCIC.

Tennessee's Information Enforcement System (TIES), housed in the Law Enforcement Support Unit of the CJIS Division, operates under the same guidelines as those fashioned by the FBI. 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.

In order to ensure all users follow standard operating procedures and reinforce system security and system use, LESU maintains TIES trainers to teach various classes to law enforcement and criminal justice agency employees. Classes include a Basic Certification class, the annual TIES conference, TIES Review class and a TAC Orientation class held six times per year. The TIES training staff is also available to present at local agencies during in-service or other requested times.

During the period of July 1, 2019 through June 30, 2020, TIES trainers were responsible for the training of 879 students representing 582 agencies. This training occurred during 23 classes.

In order to successfully complete the class and/or operate within an area of a TIES terminal, each person must successfully complete testing of the appropriate training. There were no on-site classes in March, April, May, and June due to Covid-19. There was also no TIES User group conference or TIES Review classes for 2020. There were 139 students who did in-house training for basic certification. There was one TAC Orientation held online with six participants.

NCIC users must follow a number of rules in order to ensure the privacy and integrity of the data. In order to do this, each agency must validate its records, including undergoing a periodic audit by LESU's NCIC auditors. During the period of July 1, 2019 through June 30, 2020, the auditors completed 69 audits, thus ensuring the data quality and integrity of the system.

TENNESSEE INSTANT CHECK SYSTEM

The National Instant Criminal Background Check System (NICS), established for Federal Firearms Licensees (FFLs), mandates information to be supplied immediately on whether the transfer of a firearm would be in violation of Section 922 (g) or (n) of Title 18, United States Code, or state law.

NICS, a national system, checks available records on persons disqualified from receiving firearms. The FBI, through a cooperative effort with the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) and local and state law enforcement, developed the system. The NICS is a computerized background check system designed to respond instantly on most background check inquiries so the FFLs (Federal Firearms Licensees) receive an almost immediate response.

Many call center operations have a target goal of answering 80% of calls in an average of 20 seconds. In 2019, the NCCC (NICS Contracted Call Center) answered 91.72% of the 1,404,743 calls offered within 20 seconds. The service level achieved in 2019 was 74.66%, an improvement over the 2018 service level of 63.81%. The average answer speed for 2019 was 59.99 seconds.

The Tennessee Instant Check System (TICS) began operation on November 1, 1998. The requirements of the Brady Handgun Violence Prevention Act (18 U.S.C. 922(t)) were incorporated into the Tennessee gun transfer statute with an amendment to T.C.A. § 39-17-1316. This amendment required TBI to establish and maintain a background check system that meets or exceeds the requirements established by the Brady Act for continuing recipient background checks on all firearms transactions except those specifically excluded by law. To meet these requirements, TICS accesses all databases in the reference chart on the next page when processing the required TICS/NICS background check of any person seeking to purchase a firearm from a licensed firearm dealer or to redeem a firearm from pawn from a licensed firearm dealer.

In TICS, 84% of all firearm transactions processed in less than five minutes.

During the time period of July 1, 2019 through June 30, 2020 period, staff in TICS processed 622,743 total transactions with 607,498 (or 97.5%) being approved. 15,244 of the remaining transactions resulted in a denial. Personnel in the TICS Unit also identified 937 wanted persons, resulting in an apprehension at the scene. The unit also identified 408 stolen firearms during the transaction process, verified later by law enforcement and subsequently returned to the owners.

Database	Description
TCHR (Tennessee Criminal History Repository)	This file is maintained by the TBI and is supported by arrest fingerprint cards. Persons who are convicted felons cannot legally possess a firearm.
NCIC (National Crime Information Center)	This database maintains files on wanted persons, protection orders, deported felons, U.S. Secret Service Protective (persons who may pose a threat to the President and/or others afforded protection by the U.S. Secret Service), foreign fugitives, SENTRY File (persons currently under supervision of the Federal Bureau of Prisons), Convicted Person on Supervised Release File and the Convicted Sexual Offender Registry.
III (Interstate Identification Index)	This is the national repository for criminal history record information.
NICS (National Instant Check System)	The federal instant background check system maintained by the FBI. It houses databases on Denied Persons, Illegal/Unlawful Aliens, Controlled Substance Abusers, Dishonorable Discharges, Citizenship renunciants and Mental Defectives/Commitments.



BIOMETRIC SERVICES SECTION

TBI serves as the state repository for fingerprint-based criminal records information in the state of Tennessee. The Biometrics Services Center (BSC) is responsible for the processing and maintenance of all information related to the repository, as well as for several associated legislatively mandated duties and programs. These duties include the processing of all criminal law enforcement applicant and civil applicant fingerprint information, and other associated records functions including the processing of final court dispositions, applications for pre-trial and judicial diversions, court orders for expungement of criminal records, and other matters of clerical maintenance of information in the records repository. The BSC utilizes the Automated Fingerprint Identification System (AFIS) to process each submission of fingerprint information to determine the identification of an individual using fingerprint characteristics to build the criminal record in the repository. The Biometrics Services Center includes the Data Quality Unit, the Criminal Records Unit, and the Fee Programs Unit.

DATA QUALITY UNIT

The Data Quality Unit received 597,576 fingerprint submissions during Fiscal Year 2019-2020, a decrease of 12.67% compared to the 684,289 submissions received during 2018-2019. Less than 1% of the fingerprint submissions received have missing, inaccurate or incomplete descriptor, arrest data, or otherwise considered unclassifiable. Fingerprints reject back to the contributor if unclassifiable or rejected due to missing or incomplete data. Criminal arrest fingerprints made up 55% (325,726) of the submissions received, compared to 384,414 received during the previous Fiscal Year, a decrease of 15.26%. Civil/Applicant fingerprints accounted for the remaining 45% (271,850) of the fingerprint submissions received.

CRIMINAL RECORDS UNIT

The Criminal Records Unit expunges criminal history information upon receipt of an order, signed by a judge, from the court. The FBI, upon receipt of processed Tennessee records, removes those charges from the federal criminal history records maintained in the federal repository. The Criminal Records Unit successfully processed 136,211 expungement orders, many containing multiple charges, received from the courts during the pertinent time period and the unit processed 15,684 diversion applications.

The Criminal Records Unit also enters final court disposition information into the state repository. Disposition information, sent to TBI by law enforcement agencies, court clerks from the ninety-five counties, and municipal courts, provides information relative to the outcome of the judicial process for each arrest. The Criminal Records Unit received 68,428 dispositions during the Fiscal Year 2019 - 2020. 76,547 dispositions were processed and 15,575 dispositions were rejected due to missing information or the inability to link the disposition to an arrest.

FEE PROGRAMS UNIT

The Fee Programs Unit provides criminal background information to the public, upon receipt of a proper request and associated fee. The Tennessee Open Records Information Services (TORIS) background checks are "name-based" checks only and do not involve the submission of fingerprints. The information provided to the requestor is Tennessee criminal history information only. During Fiscal Year 2019-2020, the unit processed 209,360 TORIS checks resulting in a 4% decrease from the prior Fiscal Year.

The Fee Programs Unit also processes fingerprint-based background checks through the Tennessee Applicant Processing Services system, or TAPS system. TAPS background checks are nationwide and only applicable entities mandated by the Tennessee Legislature are qualified to fingerprint applicants through the TAPS system. Some examples of applicant types include healthcare workers, teachers, unarmed guards, childcare employees, and those seeking to obtain a handgun carry permit. The Fee Programs Unit processed 260,044 applicants with Handgun Carry Permits applicants comprising the highest-reported applicant type at 20% during the Fiscal Year 2019-2020.

CJIS PROJECT MANAGER

The CJIS Division Project Manager handles CJIS special projects and NCHIP/NARIP/SAC grant-funded projects. The Project Manager oversees all aspects of projects, including coordination with state and TBI information systems; liaison duties with vendors; and coordination of CJIS grants and contracts. Current projects in the planning or execution phase include CJIS TOPS, a project designed to enhance and update the functionality of the public website; RapBack, a project designed to notify a non-criminal justice agency of a criminal charge in the event of an arrest involving an applicant; Message Switch Operational Enhancement Project to ensure high availability; the Domestic Violence Flagging Project, AFIS upgrades and several internal application upgrade projects.

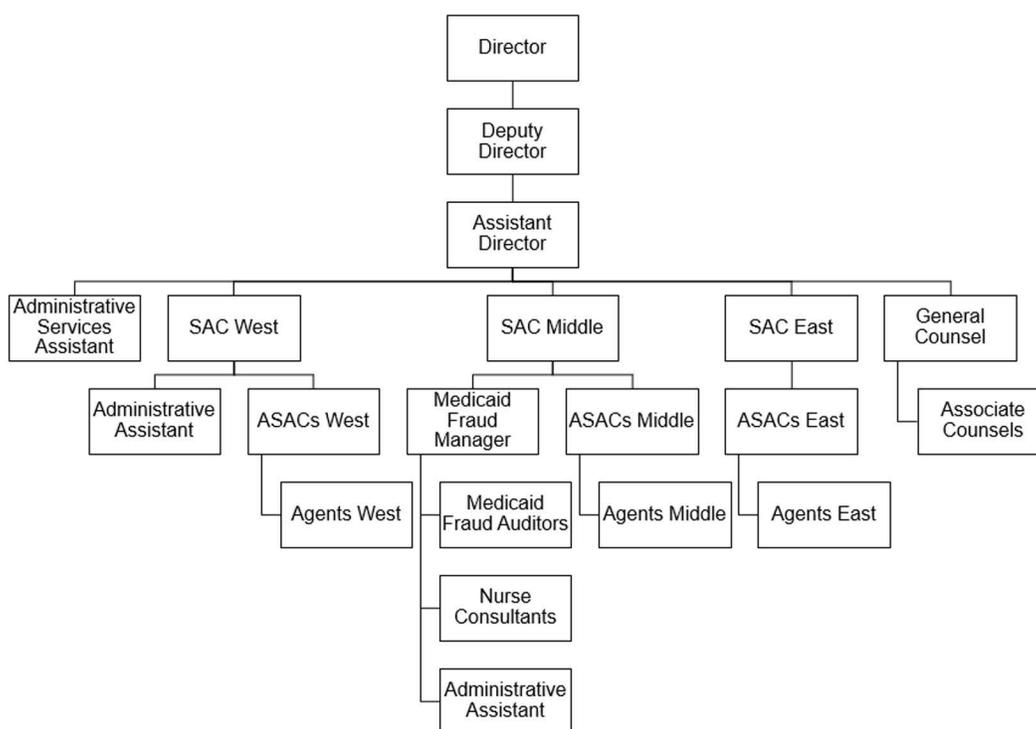
STATE OF TENNESSEE FBI CJIS SYSTEMS OFFICER (CSO)

The CJIS Systems Officer (CSO) monitors system use, enforces system discipline, and ensures users follow proper CJIS operating procedures. A member of the FBI CJIS Advisory Policy Board (APB), Tennessee's CJIS Systems Officer also serves as Chairman of the FBI CJIS Security and Access Subcommittee. The CJIS Systems Officer serves as a member of the National Crime Prevention and Privacy Compact Council, and is the state of Tennessee representative for Nlets. Tennessee's CSO is also the Governor-appointed state representative to SEARCH, a research and analysis network whose primary goal is to collect, share and analyze innovative and timely knowledge information, best practices, services and solutions for justice information sharing.

CJIS SPECIAL PROJECTS

The CJIS Division uses the services of a CJIS employee who acts as a quality control consultant and oversees special projects, which are chosen specifically by the Assistant Director. Projects requested prior to the end of the fiscal year include the modification of existing expungement processes to improve efficiency, improvements in the collection and dissemination of metrics for each unit in the CJIS division and a review of non-criminal justice agencies to ensure the best method of obtaining background checks. Projects completed during the fiscal year include an in-depth study of all expungement transactions processed by the Criminal Records Unit and a complete overhaul of the TIES billing system.

Medicaid Fraud Control



The authority of the **Medicaid Fraud Control Division**, as established by Code of Federal Regulation and State Statute, is to investigate and prosecute Medicaid provider fraud cases, as well as patient abuse and neglect and financial exploitation cases, that occur in nursing homes and "board and care" facilities.

The Medicaid Fraud Control Division (MFCD) was established in June 2019 with the addition of 24 new positions. The MFCD is staffed with 60 employees which is comprised of supervisors, agents, auditors, nurse consultants, and administrative staff. The Division is divided into three regions: Middle, West, and East and is headquartered in Nashville with regional offices in Johnson City, Knoxville, Chattanooga, Columbia, Jackson, and Memphis.

The authority of the MFCD, as established by Code of Federal Regulation and State Statute, is to investigate and prosecute Medicaid provider fraud cases as well as patient abuse and neglect and financial exploitation cases that occur in nursing homes and "board and care" facilities. The MFCD, along with its counterparts in 50 other states the District of Columbia, Puerto Rico, and U.S. Virgin Islands, investigates and assists in the prosecution of some of the largest and most complex Medicaid provider fraud cases. In addition, the MFCD also aids in the recovery of Medicaid (TennCare) program dollars taken by fraudulent means. The MFCD recognized nationally as the Tennessee Medicaid Fraud Control Unit is a member of the National Association of Medicaid Fraud Control Units (NAMFCU). Being a member of NAMFCU is vital to the current and future success of the MFCD as well as the other member states and territories due to the nationally ever-expanding areas of provider fraud against the government.

The MFCD primarily refers fraud cases for federal prosecution to the United States Attorneys' offices in Tennessee's three federal districts, while abuse cases are prosecuted under state law by the District Attorney Generals in that respective region. The MFCD, which is required to be recertified annually by the United States Department of Health and Human Services Office of Inspector General (HHS OIG), receives reimbursement of 75% of its costs from the federal government. While the total state and federal expenditures for the MFCD for the fiscal year July 1, 2019 through June 30, 2020 were approximately \$6.8 million with the cost to the state being approximately \$1.7 million, the MFCD was able to take advantage of those operating expenditures and assist in the identification of over \$38.5 million of fraud.

Medicaid (TennCare) Provider Fraud

During the July 1, 2019 through June 30, 2020 reporting period, the MFCD opened 67 fraud cases and closed 63. Fraud investigations typically focus on health care providers who obtain improper payments for services rendered (or not rendered) to TennCare recipients. Various fraudulent schemes commonly encountered include billing for services not provided, billing for more hours than are in a day, kickbacks, falsifying credentials and billing twice for the same service. During this reporting period, the MFCD had 14 indictments, 4 convictions and \$640,000 in criminal recoveries for various fraud cases investigated.

The Division has also seen an increasing number of civil cases, which fall under the Tennessee Medicaid False Claims Act, originally passed in 1993 and codified at Tenn. Code Ann. § 71-5-181, *et seq.* Each false claim can result in a civil penalty of not less than five thousand dollars (\$5,000) and not more than twenty-five thousand dollars (\$25,000), plus up to three (3) times the amount of damages that the state sustains. During this reporting period, the MFCD assisted in 14 civil settlements which resulted in approximately \$19.2 million in recoveries.



Patient Abuse

Patient abuse and neglect and financial exploitation investigations are an important area of MFCD jurisdiction that continues to grow as evidenced by our aging and vulnerable population and increased number of referrals. During this reporting period, the MFCD received and reviewed 2,254 referrals. The MFCD opened 17 cases of alleged patient abuse and referred 1,154 abuse referrals to other agencies, including the Tennessee Department of Health, which is responsible for the state Abuse Registry. The remainder of the referrals lacked necessary elements for criminal investigation and were referred back to the referring agency for appropriate action. The MFCD obtained two indictments on abuse related cases, but there were no convictions during this reporting period.

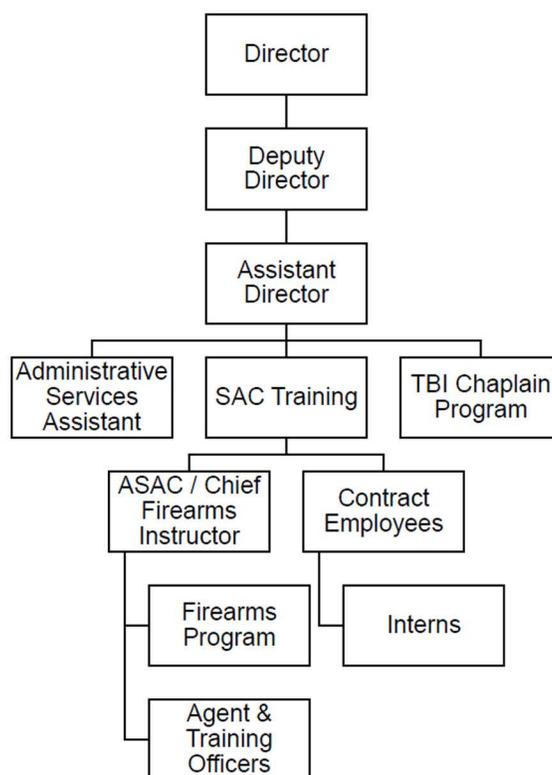
Global Cases

The MFCD is the lead state agency for the National Association of Medicaid Fraud Control Units (NAMFCU) "global cases," which have historically been the most financially productive segment of the MFCD cases involving violations of state and/or federal law. The MFCD also works very closely with the Medicaid Fraud and Integrity Division of the Tennessee Attorney General's Office on these cases. Medicaid fraud global settlements (and investigations) typically arise in connection with a U.S. Department of Justice (DOJ) investigation against a Medicare provider.

When investigating these Medicare cases, the federal government often turns to the state MFCUs, which takes the lead role in investigating and negotiating the Medicaid portion of the cases. Additionally, each state has the authority to exclude a convicted provider from its health care programs, and defense attorneys are unlikely to settle the case without the involvement of the affected states. DOJ typically contacts NAMFCU about an emerging case or a potential settlement, and NAMFCU appoints an investigative or settlement team, as warranted. Members of the Tennessee MFCD have participated on NAMFCU global teams and are currently appointed to investigative and settlement teams.

During the 2019-2020 fiscal year, the MFCD participated in 11 global settlements, with approximately \$18.7 million in federal and state dollars recovered. These monies are included in the total funds MFCD identified.

Training



Recognizing that the image and perception of the Bureau rests on each employee, TBI emphasizes the continuing and latest training and professionalism of all employees. Therefore, the mission of the **Training Division** is to provide oversight, guidance, and inspire through excellence in training and research.

The mission of the TBI Training Division is to equip and provide effective and evidence-based training to TBI employees and law enforcement personnel across the state. The Training Division utilizes a combination of matching federal and state grant funding to continue operations in the most cost-effective manner. The Training Division consists of 15 positions to include 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. The Division provides ongoing training opportunities as well as specialized academies to local city and county law enforcement at little or no cost to their departments.

Training Efforts

In 2019 through 2020, the Training Division conducted over 10,851.00 hours of training with 13,118 law enforcement representatives from 4,055 different agencies from around the country on a wide variety of topics including crime scene investigation and documentation, de-escalation, interviewing and interrogation, drug investigations, mental health, digital evidence and recovery, and leadership. In addition, the Division also spearheads the TBI Special Agent Academy, which is attended by all new Special Agents. Over the course of 10 months between August 2019 and May 2020, the Training Division trained and equipped 75 newly hired Special Agents in two academies.

In August 2019, the Training Division's annual TBI City and County Investigation School successfully graduated 24 law enforcement officers from two weeks of intense training in conducting investigations. The TBI Director's Academy, which focuses on pre-supervisory leadership training to TBI employees, was successful with its fifth graduating class of 16 employees in August of 2019. The Training Division continues to partner with the Tennessee Department of Children's Services and Department of Humans Services to provide advanced curriculum and instruction to employees through the Child and Adult Protective Services Academies.



The TBI State Academy provides advanced training courses in leadership, constitutional law, communications intelligence, financial investigations, human trafficking, crime scene investigation, and undercover investigations. In September 2019, 13 investigators from across the state completed six weeks of intensive training and graduated from the 8th annual TBI State Academy.

The Division is responsible for oversight of TBI's Citizens' Academy, which provides Tennessee residents a first-hand look into the Bureau's mission and operations. This year the Bureau had 21 citizens to graduate from the Knoxville TBI Citizens' Academy held in March of 2020. The Training Division works closely with the TBI Human Resources Unit with providing support in recruitment and retention efforts that reflect our commitment to building a diverse workforce representative of the communities we serve.



In collaboration with the Human Resources Unit and Professional Standards Unit, the Training Division ensures all TBI management, staff, sub-recipients, contractors, and service beneficiaries meet the provisions of Title VI and IX of the Civil Rights Act of 1964 and the minimum requirements to ensure compliance with its rules, laws, and regulations.



FIREARMS PROGRAM

TBI's Firearms Program and Chief Firearms Instructor are housed within the TBI's Training Division. The mission of our Firearms Training Program is to develop and deliver a comprehensive and consistent firearms training curriculum that provides new agent trainees, current special agents, and uniform officers the skills needed to safely and effectively use firearms in the performance of their duties. Our experienced firearms training instructors assigned to the Training Division also offer certification and recertification training to all TBI firearms instructors who provide training to agents in the field and in support of our commitment to local and state law enforcement partners. Last year TBI Firearms Instructors trained 360 current agents with two (2) yearly qualifications/trainings and trained 50 newly hired Special Agents during the TBI Special Agent Academy. The Firearms program also trains current agents in close quarter battle (CQB) regularly to include simunitions training to gain realistic experiences in training. The Firearms Program also trains on the TI Trainer, which is a simulated training program that allows real world use of force experiences and allows the agent to learn de-escalation and less lethal tactics. This training is also offered to outside agencies as well as local law enforcement.

FIRE INVESTIGATORS TRAINING PROGRAM AND ADMINISTRATION

The goal of the TBI Fire Investigation Training Program to provide specialized training in fire and explosion investigations to TBI Fire Investigators, federal, state, and local emergency agencies that meet the requirements established by NFPA 1033 Standard for Professional Qualifications for Fire Investigator, and by the federal and state courts for providing testimony as an expert in the field of fire and explosion investigations (Federal Rules of Evidence Rule 702 – Testimony by Expert Witnesses).

The TBI Fire Investigation training program is divided into two parts, (1) Internal, encompassing training provided to TBI Fire Investigators and other employees of TBI, and (2) External, training provided to federal, state, and local emergency agencies by TBI. For the Fiscal year 2019 to 2020 the TBI Fire Investigation training program accomplished the following:

INTERNAL

- Conducted annual 2019 Respirator Fit Testing for all current TBI Fire Investigators.
- 8 current TBI Fire Investigators met their National Association of Fire Investigators (NAFI) Certified Fire and Explosive Investigator (CFEI) re-certification requirements.
- A training program was developed and approved by the TBI Administration for newly hired TBI Fire Investigators as well as a continuing education requirement for current TBI Fire Investigators.
- 5 New TBI Fire Investigators were equipped with personal protective equipment to conduct fire and explosion scene investigations and began the approved classes required by the TBI Fire Investigator training program.
- A classroom course "Managing Fire Investigations" was developed and presented to TBI Administration, SAC's, and ASACs.

EXTERNAL

- The TBI Fire Investigation Training program partnered with the Tennessee Fire and Codes Enforcement Academy and the Office of the State Medical Examiner to provide classroom training to Local Emergency Agencies in Fire Investigation with the following numbers.
- Total Classes for FY 2019-2020: 14
- Total number of students for FY 2019-2020: 253
- Total contact hours for FY 2019-2020: 4,305

From feedback received from Fire Service Agencies, the TBI training program began the development of an online Fire Investigation 101 course for Local Emergency Agencies intending to go live by December 2020 and an online Report Writing course to follow in 2021.

TBI LEARN

Since its inception in 2013, more than 20,000 Tennessee law enforcement officers have accessed TBI's online learning platform to receive free training in human trafficking, the state's sex offender registry, absconders, emergency vehicle operations, methamphetamine awareness, social media investigations, CALEA, and Crime Laboratory ANLAB accreditation. In addition, users have access to tutorials in crime scene processing, sex offender registration, CQC, and respirator usage, along with pocket guides focused on fentanyl and the state's sex offender registry.

In FY 2019-2020, 6,374 law enforcement personnel across the state completed TBI Learn courses. In addition, TBI Learn tracks employee compliance with OSHA, state, and federal training requirements. and provides employees access to leadership advancement courses for the TBI Director's Academy and field agent training.

CLOSE QUARTER CONFLICT CONTROL (CQC)

Throughout the Bureau there are approximately 12 Agents that, as an additional duty, serve as regional instructors for the Training Division's Close Quarter Conflict Control (CQC) program. CQC instructors teach all aspects of use-of-force conflict resolution, outside of the sighted use of firearms. As a group, they have well over 150 years of experience in various martial arts and defensive tactics systems including, but not limited to, Krav Maga, Strategic Self Defense Grappling, Greco-Roman Wrestling, Pressure Point Control Tactics, Wado-Ryu Karate, Brazilian Jiu-Jitsu and various eclectic martial arts. Among the plethora of skills taught by these instructors are handcuffing, weapon retention, less-lethal force options, de-escalation techniques, situational awareness and self-defense.

All Agents in the Bureau will annually receive two to four hours of CQC training from these instructors. Newly hired Agents receive 40 hours of CQC training in the Agent's Academy. Over the years, CQC instructors have taught other local and state agencies in and outside of the field of law enforcement. During this past fiscal year, the instructors of the CQC program have initiated three ongoing projects: developing virtual training amid the COVID-19 pandemic, authoring best practices for local department's defensive tactics programs, and partnering with the Tennessee Law Enforcement Training Academy (TLETA) to develop a POST-certified defensive tactics instructor certification course. When completed, these projects will undoubtedly have a positive impact on law enforcement throughout the State of Tennessee.

EMERGENCY VEHICLE OPERATIONS COURSE (EVOC)

The Training Division's Emergency Vehicle Operations Course (EVOC) is a 40-hour program that instructs newly-hired special agents on how to properly and safely operate Bureau-issued emergency vehicles. The course is comprised of eight hours of classroom instruction and 32 hours of a practical driving course, including nighttime training. Subject areas and practical exercises include vehicle dynamics, liability, and pursuit management of emergency and non-emergency vehicles. Each agent who attends must pass both the written exam and the precision EVO course in a specified time frame. 2020 was the inaugural year of the TBI EVO Course, which was attended and successfully completed by 11 newly-hired special agents.

VOLUNTEER INTERNSHIP PROGRAM

The Tennessee Bureau of Investigation offers an unpaid internship opportunity for full-time students who are interested in law enforcement careers and are pursuing an undergraduate, graduate or post-graduate degree from an accredited college or university. The program provides an exciting insider's view of TBI operations and gives the student an opportunity to explore career opportunities within the Bureau. This program is housed within the Training Division. Internship opportunities are available at TBI Headquarters in Nashville, as well as TBI field office locations across the state.

Glossary

- ACIST: Automated Criminal Intelligence System of Tennessee
- ADA: Americans with Disabilities Act
- AFIS: Automated Fingerprint Identification System
- AIMS: Automated Information Management System
- APU: Applicant Processing Unit
- ASAC: Assistant Special Agent in Charge
- ASCLD/LAB: American Society of Crime Laboratory Directors/Laboratory Accreditation Board
- BSC: Biometric Services Center
- CALEA: Commission on Accreditation for Law Enforcement Agencies, Inc.
- CCH: Tennessee Criminal History File
- CID: Criminal Investigation Division
- CIU: Criminal Intelligence Unit
- CJIS: Criminal Justice Information System
- CRU: Criminal Records Unit
- CSC: CJIS Support Center
- DEA: Drug Enforcement Administration
- DID: Drug Investigation Division
- DUI: Driving Under the Influence
- EEO: Equal Employment Opportunity
- EPIC: El Paso Intelligence Center
- FBI: Federal Bureau of Investigation
- FinCEN: Financial Crimes Enforcement Network
- FLIR: Forward Looking Infrared System
- GTFME: Governor's Task Force on Marijuana Eradication
- HCFA: Health Care Finance Administration
- HIDTA: High Intensity Drug Trafficking Area
- IASIU: Internal Association of Special Investigation Units
- LAN: Local Area Network
- LEIC: Law Enforcement Information Coordinator
- LIMS: Laboratory Information Management System
- MFCU: Medicaid Fraud Control Unit
- NAMFCU: National Association of Medicaid Fraud Control Units
- NCAVC: National Center for the Analysis of Violent Crimes
- NCIC: National Crime Information Center
- NLETS: National Law Enforcement Telecommunications Systems
- OIR: Office of Information Resources
- ONDCP: Office of National Drug Control Policy
- POC: Point of Contact
- POS: Point of Sale
- RISS: Regional Information Sharing System
- ROCIC: Regional Organized Crime Information Center
- SAC: Special Agent in Charge
- STOP: Tennessee Orders of Protection File
- TABC: Tennessee Alcoholic Beverage Commission
- TAPS: Tennessee Applicant Processing Services
- TBCI: Tennessee Bureau of Criminal Identification
- TBI: Tennessee Bureau of Investigation
- TCA: Tennessee Code Annotated
- TCIC: Tennessee Crime Information Center
- TCIS: Tennessee Crime Information System
- THP: Tennessee Highway Patrol
- THUMP: Tennessee Homicide, Unidentified Bodies and Missing Persons File
- TIBRS: Tennessee Incident Based Reporting System
- TICS: Tennessee Instant Check System
- TIES: Tennessee Information Enforcement System
- TnCOP: Tennessee Crime Online Portal
- TNG: Tennessee National Guard
- TORIS: Tennessee Open Records Information Services
- TRAP: Tennessee Repository for the Apprehension of Persons
- UCR: Uniform Crime Reporting
- VICAP: Violent Criminal Apprehension Program





*That Guilt Shall Not Escape
Nor Innocence Suffer*



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