

**Metropolitan Government of
Nashville and Davidson County**

2024 Title VI

Compliance Implementation Report

Mayor Freddie O'Connell

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INTRODUCTION

Title VI is a federal law which requires the non-discriminatory delivery of services which are supported by federal financial assistance. It prohibits discrimination on the basis of race, color, or national origin. Other civil rights laws prohibit discrimination based on gender, age, and disability.

THE OFFICE OF THE MAYOR

Freddie O'Connell is the tenth mayor of the Metropolitan Government of Nashville and Davidson County. Born and raised in Nashville, Mayor O'Connell served as a member of Metro Council from 2015 to 2023 and brings to public service decades of experience limiting the impact of poverty, strengthening neighborhoods, and ensuring that everyone participates as our economy grows.

The mission of the Mayor's Office is to serve the citizens of Davidson County by directing the executive and administrative functions of the Metropolitan Government through collaborative outreach and engagement while ensuring the local government operates in an efficient, transparent, and fiscally responsible manner.

OFFICES AND RESPONSIBILITIES

Executive Office

The Executive Office is led by the Deputy Mayor/Chief of Staff, who coordinates the Mayor's staff and policy, and the Mayor's Chief Operating Officer, who coordinates Metro departments and agencies. The Executive Office is comprised of functions that serve and support the entire Mayor's staff: education, event support, legislative relationships, health and wellness and youth, as well as security and administrative support staff. Metro's Chief Diversity Officer and Workforce Diversity Manager, positioned under the Finance and HR Departments respectively, are also now classified service positions within Metro government.

Office of Performance Management

The Office of Performance Management is responsible for tracking impactful and relevant operating performance variations, identifying items that require immediate attention, and supporting data-based decision making. The OPM goal is to strengthen transparency and accountability within Metro by developing a metro-wide culture of ongoing performance reporting.

Shifting from on-demand analysis to continuous performance tracking, OPM has developed a set of measures within each department. OPM creates and maintains public dashboards that showcase the variety of metrics monitored by the team.

Office of Communications

The Office of Communications is focused on informing the public of developments, objectives, and announcements by the administration and the efforts to implement the Mayor's vision. This is done primarily through engagement with the media, responding to inquiries and proactively providing information, as well as engaging in direct communication with the public through press releases, emails, social media, videos, letters, and flyers. The Office further assists the Mayor in preparing public remarks for events throughout the community while coordinating production of photos and videos from these events.

Office of Neighborhoods and Community Engagement

The Office of Community Engagement works to build strategic partnerships in the public, private, and non-profit sectors that will improve neighborhoods throughout Davidson County coupled with designing a strategic plan to make community resources and services more accessible. The OCE serves as a direct link between the Mayor's Office, resources, and our neighbors to regularly work together to solve big or small issues. Ways to move this forward will be through programs and initiatives such as MyCity Academy and the Neighborhood Ambassador Academy, which will give Nashvillians the tools to solve complicated problems and how to leverage city government. Organized neighborhoods provide accountability and plans to empower the citizens to make Nashville accessible and beneficial for all.

Office of New Americans

The Mayor's Office of New Americans (MONA) works to improve the lives of Nashville's immigrant and refugee communities by engaging them in decisions regarding Nashville's future, empowering them to participate in our government and our community, and improving the city's programs and services to meet the needs of these new constituents, as well as *all* Nashvillians.

Nashville is a welcoming city where diversity, equity, and inclusion is valued and prized. MONA does not inquire about citizenship status, but rather serves all residents, regardless of immigration status.

Office of Constituent Services

The Office of Constituent Services is committed to being the liaison between the Mayor's Office and the community. Office duties include responding to constituent phone calls on behalf of the Mayor, answering emails submitted to the mayor@nashville.gov email address, and working closely with the HUB Nashville portal to address constituent service needs.

The Office further assists other staff members by providing constituent services information and counsel. The Office Director attends neighborhood meetings and community gatherings on behalf of the Mayor and works closely with the Mayor's scheduler. The Office falls under the umbrella of the Office of Community Engagement.

Office of Sustainability and Resilience

The Mayor's Office of Sustainability and Resilience works to preserve our region's natural resources, implement more sustainable, efficient, and environmentally friendly development and policies, and incorporate sustainability throughout all operations of Metro Government and the city at-large. The office further leads citywide efforts to help Nashville prepare for, withstand, and rebound from acute 'shocks' – catastrophic events like floods, tornadoes, and fires – and 'stresses' – chronic slow-moving issues like affordable housing, poverty, and inequality. The Mayor has prioritized economic inclusion and equity as a lens for building urban resilience. The office works across city departments and the community to develop and implement policies and programs that ensure Nashville is ready to respond to disasters, whether economic or environmental.

Office of Legislative Affairs

The Office of Legislative Affairs works with organizations, non-profits, and other individuals and entities, including accessing a wide range of community events, to promote Metro policies and initiatives and derive feedback and input for effective government. Significantly, this includes the coordination of the process whereby qualified residents are identified for and appointed to Metro Boards and Commissions.

Office of Film and Special Events

The Office of Film and Special Events reviews applications for film, special event, and parade permit requests. A primary function of the office is to facilitate the approval process for permit applicants by coordinating communication between the applicant and staff at multiple other Metro departments (*e.g.*, Police, Fire, Parks, OEM, WeGo, NDOT, General Services, Beer Board). The office also provides regular updates to the applicant and Metro staff involved in the approval process about the permit status of the event. When all the permit request requirements have been met, a permit is issued to the applicant.

Office of Economic and Community Development

The Mayor's Office of Economic and Community Development (ECD) assists the Mayor in recruiting new businesses to the city, helping existing businesses expand, and working to ensure all Nashvillians can participate in the city's success. The ECD works with government and community partners to promote workforce development and works with businesses of all sizes and types – from new entrepreneurial ventures to re-locations of global businesses.

THE METROPOLITAN COUNCIL

The Metropolitan Council is the legislative body of Nashville and Davidson County. Members are elected to serve a term of four years. There is one Vice-Mayor, five council members-at-large, and thirty-five district council representatives. Specific information on the Metropolitan Council can be found in Article 3 of the Metropolitan Charter.

The Metropolitan Council meets regularly on the first and third Tuesdays of each month at 6:30 p.m. Meetings are open to the public and are held in the Historic Courthouse at One Public Square, Suite 204.

Meetings on the first Tuesday of every month except June (which is reserved for budget public hearings) are reserved for public hearings on bills on zoning matters. The Vice-Mayor presides over these meetings. Agendas of the Council meetings and minutes of prior meetings are prepared by the Metropolitan Clerk's Office. Appendix C provides a listing of Metropolitan Council members for the 2019-2023 term.

THE DEPARTMENTS OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY AND FUNCTIONS

Metro delivers services and performs operations through the activities and functions of its departments, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Executive Departments, semi-autonomous agencies, boards and commissions, and other elected officials which comprise the Metropolitan Government of Nashville and Davidson County. See Appendix D for an organizational chart of the structure of the Operating Departments.

Codes Administration

The Codes Department provides direction and coordination of departmental policy and support for the operating programs. This includes the licensing of Electrical, Plumbing, and Mechanical/Gas contractors, and serving as secretary to six administrative boards.

The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement and information products to the Nashville Community so they can experience safe buildings and improved quality of life.

Criminal Justice Planning Unit

The goal of the Criminal Justice Planning Unit is to assist policy makers in better planning for the expected population of correctional facilities, intermediate sanctions, and other criminal justice services and programs. The CJPU's main focus is to forecast inmate populations under correctional supervision by the use of computer modeling. The CJPU currently presents a semiannual report which predicts and assesses the ten-year correctional inmate population for Davidson County. Starting with the 2004 semiannual report, the CJPU will provide five-year correctional population projections. Additionally, the unit is available to provide accurate data and credible analysis to policy makers when making decisions for the Davidson County Justice System.

Emergency Communications

The Operations Division of the Department of Emergency Communications Center consists of the dispatchers who are the voice on the other end of the phone calls made to 9-1-1, 862-8600, and a number of other public safety emergency numbers within Metro. They are also the voice on the other end of the radio for Metro's Police and Fire field personnel. MNPD and NFD field personnel receive calls for service from ECC telecommunicators, who provide the informational support work needed to complete those calls.

The mission of the Department of Emergency Communications Center is to enhance the quality of life for all citizens in our community by processing all 9-1-1 calls and by the dispatching of appropriate emergency responders in an expeditious, courteous, and professional manner: thereby saving lives, protecting property, curbing crime, and preventing major fire losses.

Finance

The Finance Department is charged with administering the financial affairs of the Metropolitan Government in accordance with applicable provisions of the Charter, applicable ordinances, and principles and practices of sound municipal fiscal administration.

The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville community so they can have confidence in Metro Government, make informed decisions, and achieve their results.

Fire

The Fire Department is charged with providing class 6 to 9 level of fire protection services and a strong first responder emergency medical service to all residents of the General Services District outside the Urban Services District; to provide class 3 level of fire coverage and first responder emergency medical service to residents of the USD through the following programs: suppression, rescue, communications, training, safety, maintenance and repair, and prevention and required administrative activities; and to provide the highest possible level and quality of emergency medical care and rescue services to the residents of Metropolitan Nashville/Davidson County.

General Services

The General Services Department serves all of the other departments in Metro Nashville Davidson County Government through a system of support services including building maintenance and operation, radio communications, motor pool services, security services, postal services, photographic services and printing services.

The mission of the General Services Department is to provide radio communications, facilities maintenance and operations, photographic, postal, printing, and security products to Metropolitan Government Departments so they can provide the highest level of service to their customers and citizens.

Human Resources

The Department of Human Resources provides information and support in the areas of hiring, training, compensation, benefits, employee experience, and compliance with all local, state and Federal laws, rules and regulations for active and retired Metropolitan Government employees. Our goal is to provide opportunities that promote the professional development of employees in a diverse municipal workforce.

The mission of the Human Resources Department is to provide human resources business and benefits products to employees and agencies so they can provide quality government services and to retirees so they can receive the benefits to which they are entitled. Both the Metropolitan Employees Benefit Board and the Civil Service Commission are housed in the Department of Human Resources.

Information Technology Services

Information Technology Services Department's Mission Statement:

Work together to deliver exceptional technology solutions that improve the lives of the citizens of Davidson County through the Metropolitan Government entities we serve.

Law

The Legal Department provides complete legal advice and representation to all levels of the administrative, legislative and operational divisions of The Metropolitan Government of Nashville and Davidson County. The Department provides legal counsel to all Metro departments, agencies, and commissions; handles all litigation involving the Metropolitan Government; provides legal counsel to the Mayor, Council, and other Metropolitan officials; acts as a liaison with other governmental agencies on legal issues; administers insurance and safety program to identify, analyze, evaluate and make recommendations for treatment of

loss risks; and provides loss prevention services.

Police

The Police Department is charged with enforcing the law and to protect the general public in accordance with the provisions of the Metropolitan Charter and ordinances.

The mission of the Police Department is to provide community-based police services through crime prevention strategies and partnerships, to ensure a safe and peaceful Nashville. In carrying out its mission, the members of the Police Department will continue to value:

- organizational excellence and professionalism
- the impartial enforcement of the law
- the people we serve and each other
- problem-solving partnerships
- open communication
- ethics and integrity

Nashville Department of Transportation and Multimodal Infrastructure

The mission of the Department of Public Works is to deliver a wide range of services that help define the quality of life for Nashville and Davidson County's residents, businesses and visitors by ensuring a safe and convenient complete streets transportation infrastructure; protecting the environment; and creating cleaner, beautiful, and more livable neighborhoods.

Water Services

Water Services works to provide quality water services at an economical price, including construction, operation and maintenance of all water and sanitary sewerage facilities of the Metropolitan Government and for the collection of all charges for the services of such utilities.

SEMI-AUTONOMOUS AGENCIES, BOARDS, AND COMMISSIONS

Metro delivers services and performs operations through the activities and functions of its agencies, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Semi-autonomous agencies, boards, and commissions. Only those entities supported by the Metro Budget are listed below.

Agricultural Extension

The Smith-Lever Act of 1914 established the Agricultural Extension Service (AES). It is the off-campus educational unit of two land grant universities (The University of Tennessee and Tennessee State University). Agricultural Extension Service provides informal educational programs in agriculture, horticulture, family and consumer sciences, and supports and organizes 4-H programs.

The mission of the Agricultural Extension Service is to help people improve their lives through education, using research-based information focused on issues and needs.

Arts Commission

Administrative staff serves as the liaison with the Commission, the Office of the Mayor, and Metro Council. The staff is responsible for budget preparation; seeking outside funding from regional, state, and national sources; overseeing public information programs; planning and managing the department's finances; coordinating Commission and committee work; and engaging in cultural planning and research pertaining to public policy issues.

The mission of the Metropolitan Nashville Arts Commission is to provide leadership that stimulates and advances the arts to enrich the human experience for the community. In order to create a vibrant, vigorous, healthy community where all the arts flourish and grow, the Arts Commission's goals are to promote organizational stability and growth, foster excellence, generate awareness, increase accessibility, respond to diverse community needs, and facilitate cooperation and partnerships.

Auditorium Commission

The Nashville Municipal Auditorium is a public-service oriented entertainment facility that seeks to attract a broad spectrum of events for the Nashville community and the Middle Tennessee area.

Beer Permit Board

The Beer Board regulates the transportation, storage, sale, distribution, and possession of alcoholic beverages that have less than five percent alcohol by weight. The board is additionally responsible for the issuance of permits to operate dance halls. The board consists of seven members appointed by the Mayor and approved by the Metropolitan Council. Members serve a four-year term. Six board staff members are responsible for issuing permits and monitoring and inspecting permitted establishments for compliance with the beer and public dance laws. The board and staff work in conjunction with the Police, Health, Zoning, and Fire Marshall's offices.

Community Review Board

The mission of the Community Review Board (CRB) is to provide an accessible, respectful, independent and effective forum for community participation in the investigation and resolution of complaints of Metropolitan Nashville Police Department ("MNP") misconduct; to examine and issue policy recommendations regarding local law enforcement policies and practices; to encourage open and constructive communication and cooperation between local law enforcement and Metro's residents; and to protect civilians' rights and promote professionalism and best practices in the MNP, enhancing community-police relations and creating a safer Nashville.

The CRB staff, Metro Nashville Community Oversight (MNCO), is managed by the Executive Director. The Executive Director and staff handle all administrative, fiscal, legal and program areas of the Board.

Convention Center Authority

The mission of the Music City Center is to create significant economic benefits for the citizens of the greater Nashville region by attracting local and national events while focusing on community inclusion, sustainability and exceptional customer service delivered by our talented team members.

Election Commission

The Election Commission was created to maintain voter registration files and conduct all elections for Davidson County (Federal, State, and Metro) and the six incorporated satellite cities within Davidson County. The Commission is governed by five commissioners appointed by the State Election Commission for two-year terms. The commissioners are charged with ensuring compliance with state election laws and operating within Metro's purchasing and budgetary laws.

Farmer's Market Board

Through a collaboration of government and local owner-operators, the Farmer's Market provides a diverse collection of the freshest, highest-quality foods available; service to customers that is second to none, and products that provide a good value for the dollar in an atmosphere that provides a unique shopping experience with an emphasis on Tennessee.

Historical Commission

The Historical Commission seeks to preserve, protect, and document the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy. The Historic Zoning Program provides technical/design assistance to property owners within historic zoning areas and works with neighborhoods seeking stabilization and revitalization. They are also responsible for issuing preservation permits and regulatory historic zoning properties.

Human Relations

The mission of the Human Relations Commission is to protect and promote the personal dignity of all people by protecting and promoting their safety, health, security, peace, and general welfare. Human Relations Commissioners are appointed by the Mayor and confirmed by the Metro Council to represent the conscience of the Nashville and Davidson County community. Commissioners are responsible for the oversight, resolution, and addressing of community concern issues and complaints of discrimination (real and perceived).

The Executive Director manages the day-to-day operations of the Human Relations Commission. The Director is responsible for all fiscal, administrative, and program areas of the Commission.

Justice Integration Systems Policy Committee

The mission of the Justice Integration Services Department is to provide comprehensive, integrated justice information management products to Metro Justice and Public Safety agencies, Metro departments, other jurisdictions and the general public so they can benefit from shared justice information and make informed decisions and recommendations that impact the safety and well-being of their communities.

Library Board

The Library Board seeks to collect and make accessible to the public, printed, electronic, audiovisual, non-print, and broadcast information materials to facilitate the informal self-education of all persons, including the disabled; to enrich and further develop the knowledge of persons undertaking formal education; to encourage recreational reading and constructive use of leisure time; to support the cause of literacy; and to meet the day-to-day informational needs of all persons in the community.

Twenty branch libraries throughout Davidson County provide a full range of library service in local or regional settings. Functions include reference service, children's service, reader's advisory assistance and public programming. Each branch maintains a book collection offering a full range of nonfiction, popular reading, and study materials for all ages. Many provide books-on-tape as well as popular videos. Most branches also furnish copy machines, tax forms, and limited access to the Volunteer Income Tax Assistance Program (VITA) during tax season, Free Application for Federal Student Aid (FAFSA) forms, and magnet school applications. Online catalog terminals and public PCs, available at every location, provide access to the system wide collection and the Internet.

Metro Action Commission

The mission of the Metropolitan Action Commission (MAC) is to administer Head Start, Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP), USDA Summer Food and other social service programs for Metropolitan Government.

Parks and Recreation

Parks and Recreation works to provide and maintain sufficient acreage, facilities, and programming to effectively offer the most diversified recreational services possible, ensuring that all citizens, regardless of income level, have equal opportunity and choice of participation.

In addition, Parks maintains and increases the usability of the region's physical structures for the enjoyment of the citizens of Davidson County and their guests.

Planning Commission

The Planning Commission acts as the official planning agency for the Metropolitan Government and assumes the responsibilities granted to municipal, regional, or metropolitan planning agencies by state law including general planning, zoning, and subdivision regulations.

The mission of the Planning Department is to promote livability and quality growth in Metropolitan Nashville-Davidson County that enhances the built environment, conserves the natural environment, and preserves cultural and historical resources. With this purpose, the Planning Department will:

- Ensure meaningful citizen participation,
- Promote responsible growth and development,
- Encourage development that accommodates a variety of lifestyles, housing, transportation alternatives, and employment opportunities,
- Promote regional cooperation in planning throughout Middle Tennessee, and
- Serve as an accessible resource for information and technical assistance for residents, neighborhoods, and the business community.

Public Health Board

The Public Health Board is responsible for protecting and promoting the health of the residents of the county and the thousands of others who work, shop, and play in the city every day. The department's employees are committed to providing high quality services.

Social Services

The Metropolitan Social Services Department's primary purpose is to respond to persons in need of assistance, opportunities and information when challenged by economic, social or behavioral problems. In delivering these services, Metropolitan Social Services will respect the dignity of people in need and support their unique ability to grow, change and succeed through personal choices. Metropolitan Social Services staff works in conjunction with other agencies to develop professional, comprehensive and effective responses to individual and community challenges and to build understanding and support by the public.

Metropolitan Social Services will provide research and analysis of social problems within the county to other branches and departments of Metropolitan Government as needed.

OTHER ELECTED OFFICIALS

Assessor of Property

The mission of the Assessor of Property is to appraise real property at its market value, and business tangible personal property under schedules provided by law; to classify property correctly under the law; to apply property assessment in accordance with each parcel's proper classification; to maintain accurate public records; to reappraise every real parcel at least every four years and to reappraise all business tangible personal property annually; to provide property owners easy access to appeal rights; to generate annually an assessment roll for the purpose of property taxation by the Metropolitan Council.

Board of Education

The purpose of the Metro Board of Education is to do whatever it takes for all students to acquire the knowledge and skills to become productive, responsible citizens. The vision is to be the top-performing school district in the nation.

Circuit Court Clerk

The Circuit Court Clerk's mission is to serve the eight Circuit Courts, the Civil Division of the General Sessions Court, the Metropolitan Traffic Courts, and the public as a record keeping office; to file and maintain all records associated with Civil Court cases; to collect, disburse and report on funds according to state statutes and court orders.

Clerk and Master

The Clerk and Master serves the four elected chancellors, performs judicial duties pursuant to state law and the Metro Charter, conducts hearings as judicial officer, writes reports of findings to the chancellors upon referred cases, and oversees a staff of 19 clerks.

The Clerk and Master administers the caseload for the four chancellors, including maintenance of books, records and case files; collecting and reporting substantial revenue from delinquent taxes and court costs; issuing process and investing funds held as trustee as an arm of the Chancery Court; and providing public records and information to citizens.

County Clerk

The County Clerk serves to collect certain state privilege license fees as well as other state and local revenues, fees, commissions, and taxes as provided by law.

Criminal Court Clerk

The Criminal Court Clerk's mission is to serve the courts having criminal jurisdiction, to be responsible for all records generated from arrest through disposal of charges on state warrants or indictments, and as an elective office, to serve the legal, financial, and public communities by rendering service in an efficient manner.

District Attorney General

By authority granted in TCA § 8-7-10, the District Attorney General serves to investigate and prosecute all criminal offenses that occur within Davidson County where there is sufficient evidence to warrant conviction. All prosecutions are designed to punish offenders, incapacitate violent and repeat criminals, and generally to deter future criminal activity. Additionally, the office is committed to treating victims and witnesses with dignity.

General Sessions Court Judges

Metropolitan General Sessions Court is committed to excellence in administering justice and is a contributing partner working toward a safe and vital community in Nashville-Davidson County.

The Court Judges of the Metropolitan General Sessions Court of Nashville-Davidson County is a high volume, limited jurisdiction Court that was first established in 1937. It has grown to an eleven division Court that handles civil cases with monetary limits not greater than \$15,000. The criminal case jurisdiction covers preliminary hearings in felony cases and misdemeanor trials in which the defendant waives the right to a jury. Since it is not a "court of record," its decisions are subject to appeal. Since 1971, this Court has been authorized under the Metropolitan Charter to handle Metropolitan ordinance violations involving traffic, environmental, and other county ordinance violations. General Sessions judges are elected to an eight-year term.

In addition to the eleven judges, a part-time referee conducts the initial hearings for environmental cases and the non-traffic Metro ordinance violations, and five law trained judicial commissioners preside over Night Court 24 hours per day, 365 days per year.

The General Sessions Courts have dockets that adjudicate the following types of cases: criminal bond, traffic, civil, driver's license, jail review, orders of protection, domestic violence, environmental, emergency committals, special committals, state traffic and felony drug, probation, and Mental Health Court.

Juvenile Court

The Juvenile Court provides a judicial and non-judicial service delivery system that is fair, accessible, efficient and responsive that will meet the immediate and long-term needs of the citizens of Greater Nashville and Davidson County Tennessee in a manner consistent with public safety.

Juvenile Court Clerk

The Juvenile Court Clerk is responsible for keeping all records of the Court. The Clerk's Office maintains separate minutes, dockets and records for all matters pertaining to Juvenile Court proceedings. In addition, this office collects payments, fines and restitutions and maintains accounts in excess of \$1.7 million for child victim criminal injuries. The Clerk's staff files litigation and paternity petitions, sets Court costs and dates and files all motions. The Juvenile Court Clerk is an elected official and maintains a separate budget from the Juvenile Court.

Public Defender

The Metropolitan Public Defender's Office operates under the authority of the Metropolitan Charter, Title II, Section 2-16-010, which states as follows: The public defender shall render legal aid and defend only those indigent defendants who are in jail, charged with the commission of a crime and are unable to make bond, or such other defendants as a court with criminal jurisdiction shall determine to be indigent. In addition, the public defender shall provide guardian *ad litem* services when such services are deemed required by the Davidson County juvenile court for children who are the subject of proceedings in such court and the Metropolitan Government would be required by law to pay reasonable compensation for such services if not provided by the public defender. The Public Defender's Office is staffed with 42 licensed attorneys who represent indigent clients on charges ranging from public drunkenness to first degree murder.

Register of Deeds

The Register of Deeds Office records deeds, mortgages, plats, leases, liens, limited partnership agreements, charters, and service discharges. All documents are imaged and indexed.

The mission of the Register of Deeds is to record all documents pertaining to real estate and documents relative to the Uniform Commercial Code. We also strive to maintain the integrity of all official records and to offer courteous, friendly, and expeditious service to all who use the Register's Office.

Sheriff

With a commitment to excellence, the mission of the Sheriff's Department is to strive to be the leader in the field of corrections, service to civil process, and innovative community-based programs, emphasizing accountability, diversity, integrity, and professionalism.

Since 1963, DCSO has devoted 100% of its efforts and resources to two major areas of critical concern, corrections and civil process. In the mid-1990s, the DCSO [Correctional Work Center](#) was awarded national accreditation by the [American Correctional Association](#). The [Training Academy](#) followed in 1999, becoming the first local Sheriff's Office Training Academy in America to achieve national ACA accreditation. In January 2001, DCSO became the first County correctional administration in the United States to be accredited by the ACA. The [Criminal Justice Center](#) and the [Hill Detention Center](#) were accredited in 2002.

State Trial Courts

State Trial Courts, under Circuit, Criminal and Chancery Judges, consist of the following two divisions.

Trustee

The Trustee is responsible for collecting Davidson County's Real Property Tax, Public Utility Tax, Personal Property Tax, and Central Business Improvement District Tax, Vegetation Liens and Demolition Liens each year; and administering the Tax Relief Program for the State of Tennessee and Metro Government. The Office of the Trustee accepts the Certified Real Property and Personal Tax Roll from the Assessor of Property in September each year. The Trustee's office then mails printed tax statements by October 1. The Tennessee Regulatory Authority sends the Utility Tax Roll to the Trustee in December each year, and tax statements are printed and mailed in January. This office also collects and processes the Central Business Improvement District tax receivables.

PROGRAM COVERAGE

Title VI applies to both Metro functions, facilities, operations programs and projects that receive federal funding as well as to services provided by sub-recipients that receive federal financial assistance through contracts from Metro. It is the city's goal that all services be administered in a nondiscriminatory manner.

Federal Funding in Metro

Currently, there are several Metro Departments which benefit from outside funding as a viable programming resource. A variety of mechanisms exist to manage grants in Metro. The Division of Grants Coordination was established to better enable Metro to manage its current grants and to seek additional outside funding.

The Division of Grants Coordination assists Metro departments with identifying funding opportunities, fostering collaborations and developing sound grant proposals; serving as a "gatekeeper" and monitor of grants as they move through the Metro approval process; developing and implementing policies and procedures for grants to Metro; providing technical assistance and grants-related training to departments, maintaining a database of Metro's grants, acting as a liaison between user departments and the Finance Department on grants-related matters and managing Title VI activities.

In that Metro, through the Division of Grants Coordination, is able to comprehensively identify and track all of its federal grants, information regarding those grants is readily available. A list of current Metro grants from Federal sources (including pass thru grants) is found in Appendix D.

RESOURCES COMMITTED TO TITLE VI COMPLIANCE

Metro has committed significant resources to program areas with a direct impact on Title VI implementation planning and compliance review efforts. The Metro Title VI coordination function has been assigned to staff in the Human Relations Commission; however, each department has an assigned Title VI coordinator with departmental responsibility lying ultimately with the Department Head and overall responsibility for the Metro's compliance lying with the Mayor. Each department is responsible for implementation, compliance and data collection in their respective areas.

Additionally, the Office of Financial Accountability (OFA) in the Office of Management and Budget is responsible for the monitoring of Metro's state and federal grants contracts. This Office also monitors Metro's direct appropriation grant contracts to non-profits organizations. As a part of the grant monitoring reviews, civil rights program issues are reviewed for compliance.

TITLE VI PROCEDURES

The responsibility for coordinating Title VI compliance within the Metropolitan Government of Nashville and Davidson County is assigned to and divided among respective departments. Each department head has appointed a Title VI Departmental Coordinator (See Appendix A). The Departmental Coordinator works closely with the Metro Title VI Coordinator and is responsible for administering the compliance procedures and Title VI complaint processing for the respective departments.

COMMUNICATION

Metro will take appropriate steps to communicate its Title VI policy and program to all Metro employees, sub-recipients and the general public. Sub-recipient notification of Title VI is imperative, and all will be made aware of the importance of Title VI compliance. It is equally important that protected beneficiaries are encouraged to participate in departmental programs and are informed of Metro policies, especially regarding filing complaints.

These procedures are part of an administrative process, which does not provide for remedies that include punitive damages or compensatory remuneration for the complaint.

**Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire**

Department: Arts Commission Year: 2024

Title VI Coordinator: Chuck Beard Form Completed By: Chuck Beard

Form Completion Date: 6/13/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Training videos

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

All staff must take Arts Commission Title VI training, MHRC Language plan/resource is distributed to staff through email.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Title VI Poster in Metro Arts Offices, Grant/Funding Guidelines, and Grant Contracts.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other We direct people to make complaints directly to MHRC in our finding guidelines.

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 1

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
10/23/2023	In Progress	None	Please see the attached documents
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

We are the recipient of operational support from the Tennessee Arts Commission, which includes funding from the National Endowment for the Arts. We, in turn, provide operational support to local arts nonprofits. These recipients are monitored for Title VI compliance.

Subrecipients are required to provide proof of compliance, receipt of complaints and procedure for managing complaints.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

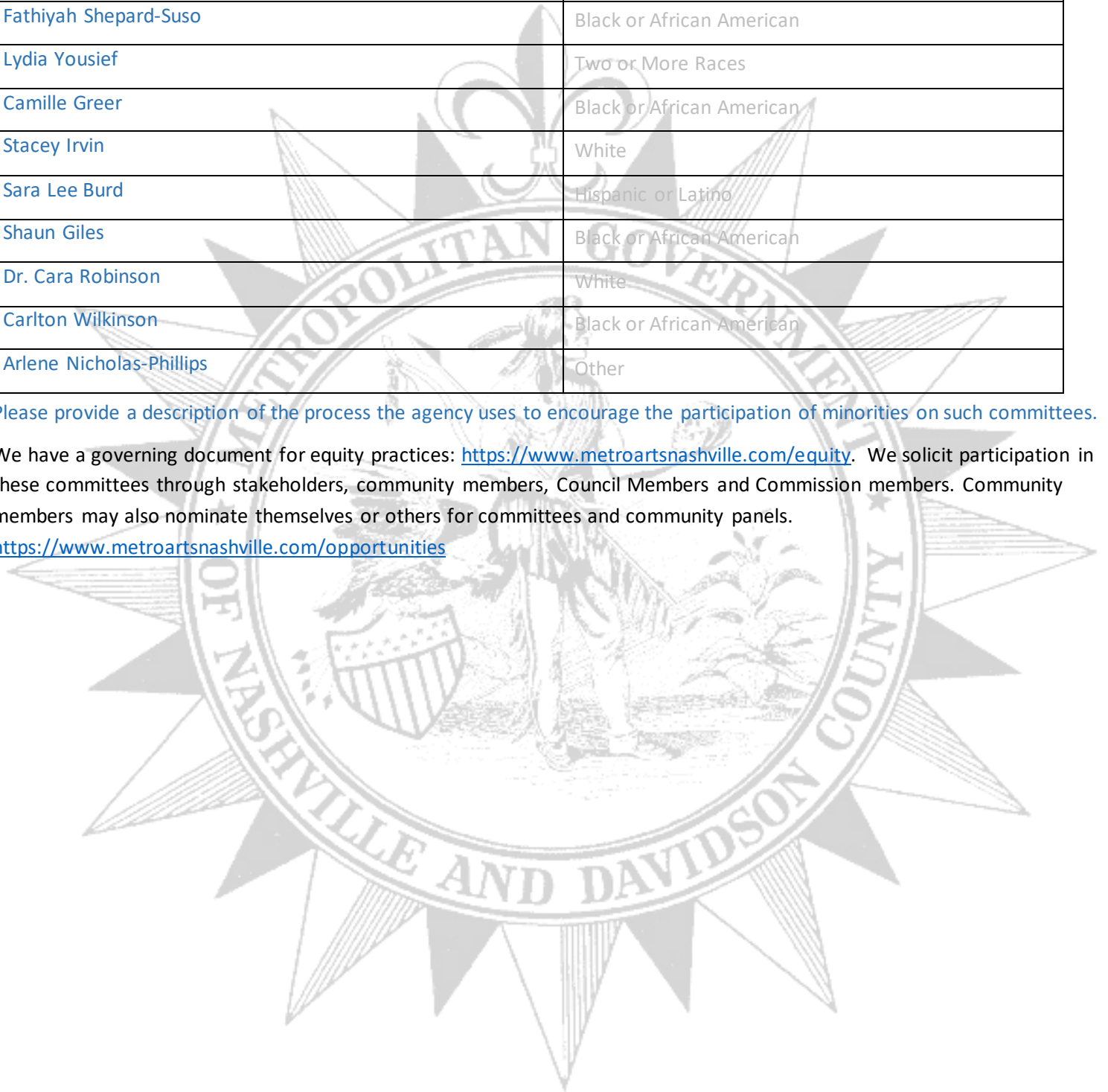
If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Teree McCormick	Black or African American
Ellen Gilbert	American Indian
Fathiyah Shepard-Suso	Black or African American
Lydia Yousief	Two or More Races
Camille Greer	Black or African American
Stacey Irvin	White
Sara Lee Burd	Hispanic or Latino
Shaun Giles	Black or African American
Dr. Cara Robinson	White
Carlton Wilkinson	Black or African American
Arlene Nicholas-Phillips	Other

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

We have a governing document for equity practices: <https://www.metroartsnashville.com/equity>. We solicit participation in these committees through stakeholders, community members, Council Members and Commission members. Community members may also nominate themselves or others for committees and community panels.

<https://www.metroartsnashville.com/opportunities>





The objective of this Language Access Plan is to:

- Ensure that LEP individuals have access to Metro Arts programs, services, and activities.
- Provide guidance to Metro Arts staff on when and how to provide language assistance.
- Outline the procedures and resources available for language assistance.

Assessment of Language Needs

To determine the language assistance needs within our service area, Metro Arts will:

1. **Conduct a Needs Assessment:** Regularly collect and analyze data on the languages spoken by LEP individuals in our service area through demographic data, community surveys, and feedback from stakeholders.
2. **Identify Vital Documents:** Determine which documents are considered vital and require translation. Vital documents may include forms, notices, and informational materials critical for accessing Metro Arts programs and services.

Language Assistance Measures

Metro Arts will take the following measures to assist LEP individuals:

1. **Oral Language Assistance:**
 - **Bilingual Staff:** Identify and maintain a list of bilingual staff members who can provide oral translation and interpretation services.
 - **Interpretation Services:** Contract with professional interpretation services to provide on-demand interpretation, including telephonic and in-person options, for languages not spoken by bilingual staff.
 - **Community Partnerships:** Collaborate with local community organizations that serve LEP populations to provide additional interpretation resources.
2. **Written Translations:**
 - **Document Translation:** Translate vital documents into the primary languages spoken by LEP individuals in the service area. Prioritize the most commonly spoken languages and expand as needed.
 - **Notice of Availability:** Include a notice of the availability of free language assistance services on all translated documents and public notices.

Staff Training

To ensure effective implementation of the Language Access Plan, Metro Arts will:

1. **Training Programs:** Develop and provide regular training for all staff on the Language Access Plan, including how to identify LEP individuals, access language assistance services, and use translated materials.
2. **Resource Materials:** Create and distribute resource materials, such as quick reference guides and FAQs, to assist staff in providing language assistance.

Outreach and Public Engagement

Metro Arts will actively engage with LEP communities to ensure they are aware of available language assistance services:

1. **Community Outreach:** Conduct outreach efforts to inform LEP individuals about Metro Arts programs, services, and language assistance options. This may include community meetings, informational sessions, and collaborations with local organizations.
2. **Public Information:** Ensure that information about language assistance services is prominently displayed on the Metro Arts website, in public notices, and at Metro Arts facilities.

Monitoring and Evaluation

Metro Arts will regularly monitor and evaluate the effectiveness of the Language Access Plan:

1. **Feedback Mechanism:** Implement a system for collecting feedback from LEP individuals and community organizations regarding the accessibility and quality of language assistance services.
2. **Review and Update:** Conduct an annual review of the Language Access Plan and make necessary updates based on feedback, demographic changes, and new guidance from federal or state agencies.

Responsibilities and Coordination

The responsibility for implementing and coordinating the Language Access Plan will lie with the designated staff. That member of the staff will:

- Oversee the assessment of language needs.
- Coordinate training programs and resources for staff.
- Manage contracts and relationships with interpretation and translation service providers.
- Ensure compliance with federal, state, and local language access requirements.

Conclusion

Metro Arts is committed to providing equitable access to its programs, services, and activities for all individuals, including those with limited English proficiency. By implementing this Language Access Plan, Metro Arts will ensure that LEP individuals can fully participate in and benefit from its offerings.

Contact Information

For more information or to request language assistance services, please contact:

Chuck Beard

Chuck.Beard@nashville.gov

1417 Murfreesboro Pike

Nashville, TN, 37217

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Assessor of Property** Year: **2024**

Title VI Coordinator: Cristi Scott Form Completed By: Cristi Scott

Form Completion Date: 6/24/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No We have not been aware of any training. Please advise when training is scheduled.

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Training is provided during in house new hire orientation as part of the training on department/Metro rules of discipline.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No We were not aware of the training. Please advise when training is scheduled.

How does your department disseminate Title VI information (including your language access plan) to all employees?

Staff are given the guide to the Language Line Access Service

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No We have not had any Title VI complaints

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? Zero

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Beer Board** Year: 2024

Title VI Coordinator: Terrence Darby Sr Form Completed By: Terrence Darby Sr

Form Completion Date: 6/11/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Title VI information is provided during the hiring process and during team meetings, as necessary.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We discuss discrimination and inclusion during team meetings, as necessary.

We Do Not **N/A**

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

The Statement of Non-Discrimination, as well as other Title VI information, can be found on our website, which is available to the public. We also have it publicly displayed in our building.

Do you provide this in languages other than English?

Yes No *Presently we do not but are actively seeking vendors to provide this information, as well as our laws and rules, in various languages for the publics use.

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response. **We have implemented a department survey, which is provided to all applicants after completion of the application process. The applicant can any concerns. We have not received any Title VI complaints at this point. The survey can be found at <https://forms.office.com/g/SJvNbdHKjh>.**

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No **N/A**

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website.

Other **We will also provide the information verbally, if requested by a member of the public contacting our office by phone.**

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No *Presently we do not but are actively seeking vendors to provide this information, as well as our laws and rules, in various languages for the publics use.

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No **We have not received any Title VI complaints.**

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? **N/A**

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No I'm not aware of any additional federal financial assistance distribution to a subrecipient.

If Yes, how do you monitor subrecipients for compliance with Title VI obligations? N/A

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Our department plan is to maintain laws, rules and regulations in various languages. We also plan to contract with a vendor to provide interpretation as necessary, per the Metro Nashville Language Access Guide & Toolkit.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

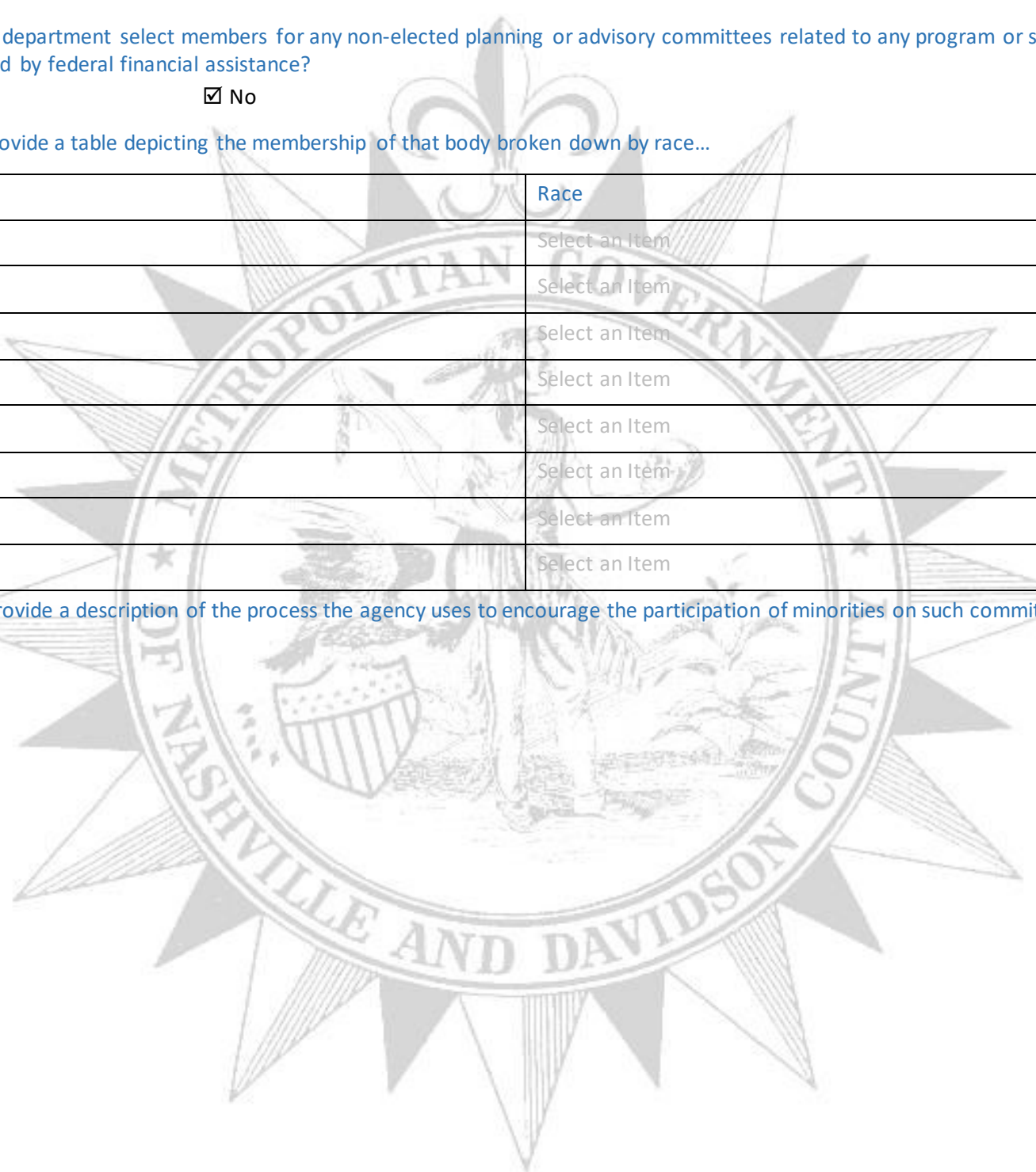
Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

N/A



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Circuit Court Clerk Year: 2024

Title VI Coordinator: Andre Walton, Chief Deputy of Employee Development and Community Engagement Form Completed By: Brittany Hayes

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

We have information regarding Title VI located in our Circuit Court Clerk Employee Manual. Please see attached (pages 23 & 27). This is discussed during orientation. We are not aware of any annual training previously held. We will, however, utilize all of the materials provided by the Human Relations Department of the Metropolitan Government of Nashville, Davidson County to train our new employees on this policy.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

This information is provided in the Employee Manual as well as on posters provided in each office's breakroom. We are not aware of any annual training currently held. We will, however, utilize all of the materials provided by the Human Relations Department of the Metropolitan Government of Nashville, Davidson County.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

A link to the Metropolitan Government of Nashville, Davidson County's statement of non-discrimination can be found on our website.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

We do not have a written language plan. However, we provide forms in English and Spanish, and we have a policy to assist those who have a limited or no ability to speak, read or write English. This policy permits our Deputy Clerks to assist the public if they are unable to complete the forms.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

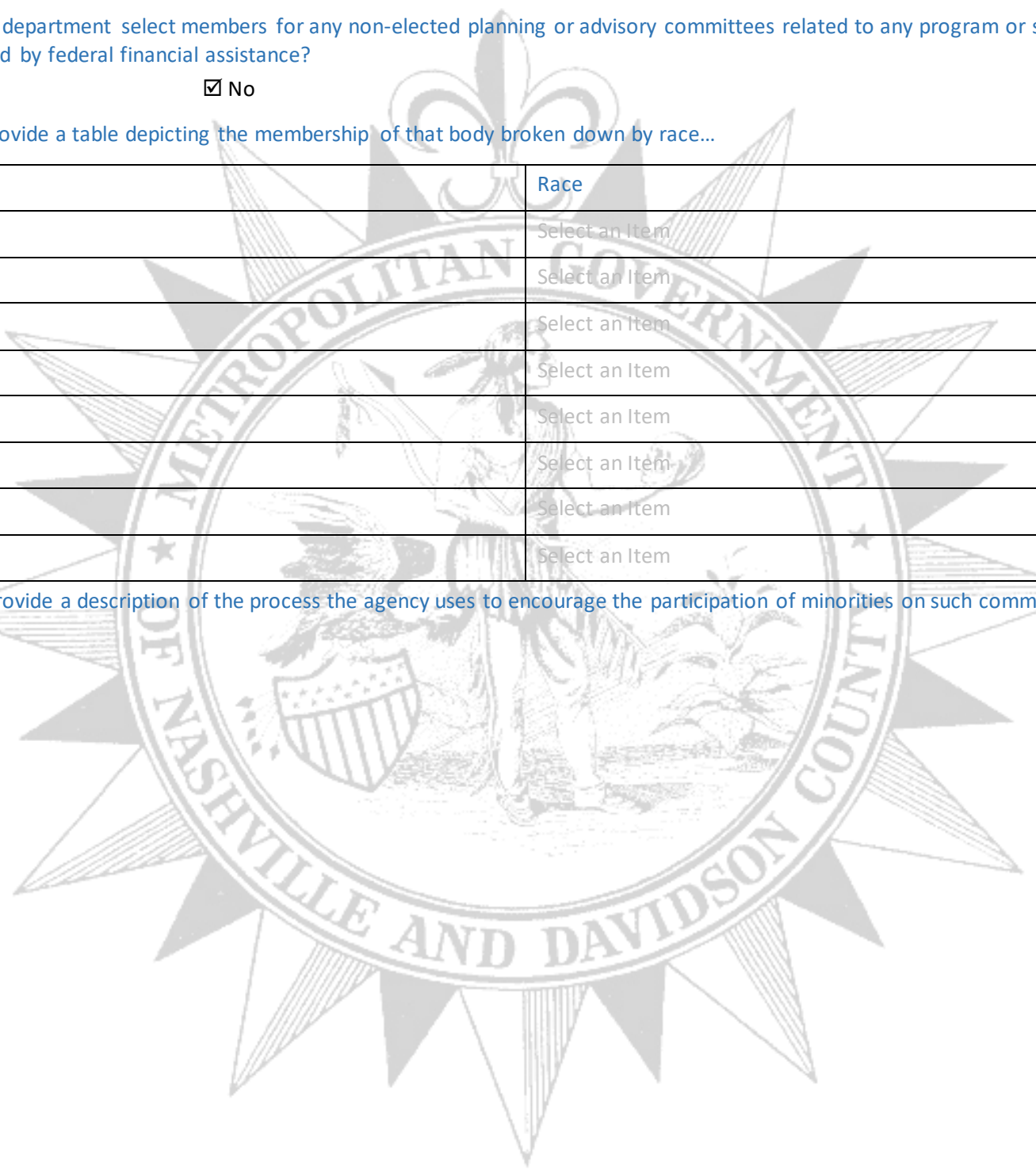
Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Clerk and Master** Year: 2024

Title VI Coordinator: none currently Form Completed By: Maria M. Salas

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Does not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Codes Administration Year: 2024

Title VI Coordinator: Julie Welch Form Completed By: Julie Welch

Form Completion Date: 5/16/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Through Metro's new hire orientation process

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Information is posted within common areas in the department (breakrooms and admin office)

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

On the department's website

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

This department does not receive any federal assistance

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

The Codes Department is participating in the Language Access pilot program, where we have round-the-clock access to translation services through the Tennessee Language Center.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Community Review Board Year: 2024

Title VI Coordinator: Keturah Barnett Form Completed By: Keturah Barnett

Form Completion Date: 6/12/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

We will work with the Metro Human Relations Commission to adopt a policy for our department, if needed.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Alisha Haddock	Black or African American
Joe Brown	White
Walter Holloway	Black or African American
Drew Goddard	White
Shawn Whitsell	Black or African American
Mark Wynn	White
Mary Beard	Black or African American
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

N/A



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Convention Center Authority Year: 2023

Title VI Coordinator: N/A Form Completed By: Robert Rice

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Delivered using videos that are viewed in person.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

I am not aware of this requirement.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Criminal Court Clerk** Year: FY2023-24

Title VI Coordinator: Amy Rooker Form Completed By: Amy Rooker

Form Completion Date: 6/10/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Title VI /VII information is documented in the employee handbook. New employees must read the handbook and sign an acknowledgment. Employees are required to complete Diversity and Inclusion training per Metro guidelines which covers the Civil Rights Act of 1964, the seven protected classes, bias, and inclusion. Additionally, all employees are required to take Title VI training annually and sign an acknowledgement. The training material is found on the Metro Nashville Human Relations Commission website on Nashville.gov.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Title VI information is documented in the employee handbook. It is posted in the employee break room, and in the public lobby in English, Spanish, Arabic, and Chinese. Employees receive electronic Title VI information annually to review that originates from the Metro Human Relations Commission.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Criminal Court Clerk's main lobby in A.A. Birch Courthouse (English, Spanish, Arabic, and Chinese) Also, it is posted in the CCC employee break room.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

While there is no written policy for investigating Title VI specifically, we do have a Discrimination Policy that covers Title VII. Complaints received will be thoroughly investigated and will generally follow the Employee Grievance Policy 5.10 procedures. Assistance from the Human Relations Commission would be requested if needed. Our Discrimination Policy is attached.

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

The Office of the Criminal Court Clerk utilizes interpreters who work with the General Sessions Court. For in-person and phone customer assistance, this office is contracting with a language line service for FY25 to better assist our LEP customers.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

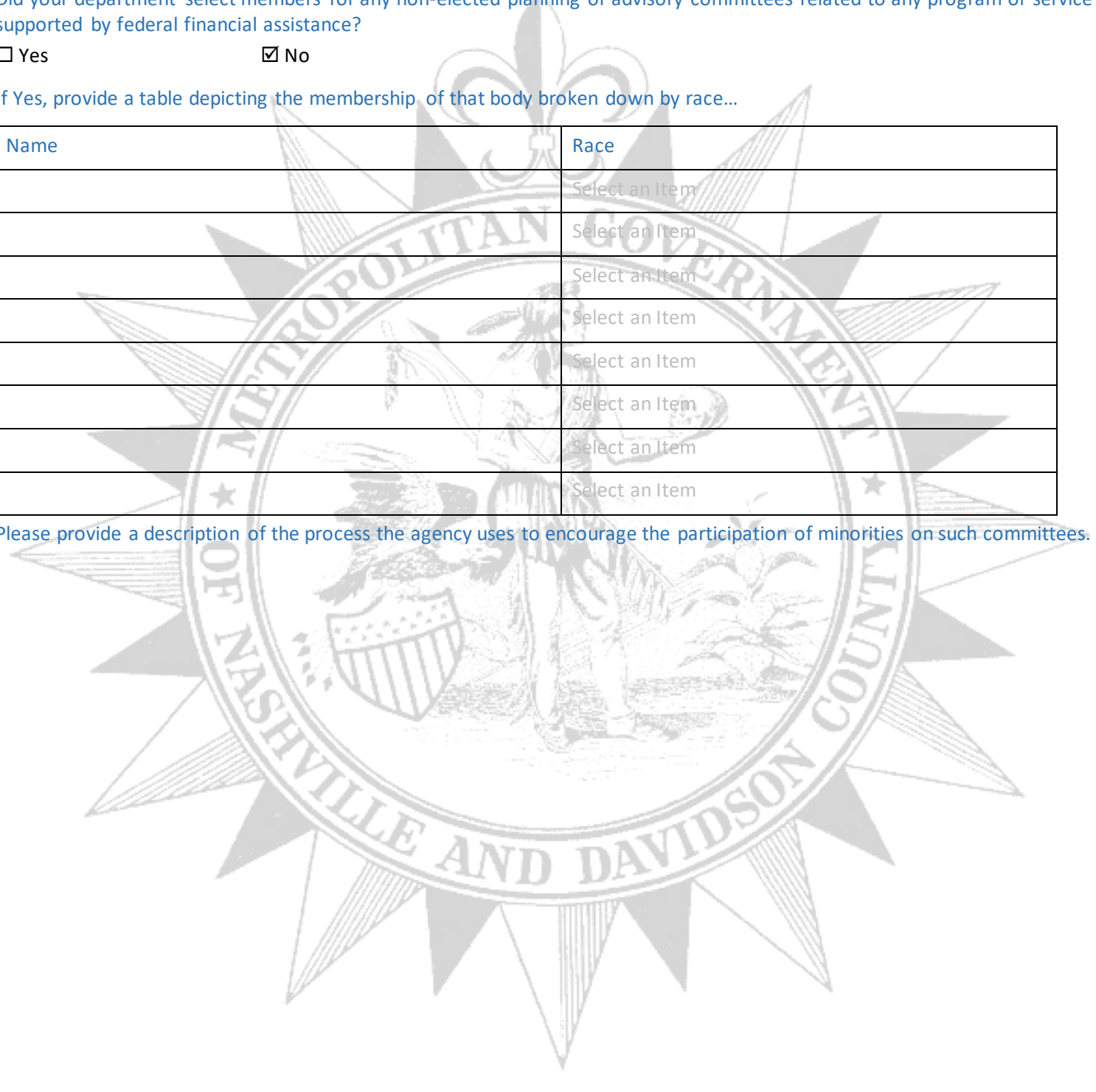
Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



CCC Written Policies

2.3 EQUAL EMPLOYMENT OPPORTUNITY

Feb 25, 2013, Current

A. Policy

It is the policy of the Criminal Court Clerk that all persons shall have equal employment opportunities regardless of race, color, national origin, gender, age, religion, or disability, gender identity, or sexual orientation. Illegal discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices shall be prohibited. Harassment based on race, gender, color, religion, age, national origin or disability is a form of discrimination and will not be condoned.

The Criminal Court Clerk guidelines and policies shall be administered in such manner as to comply fully with all Equal Employment Opportunity laws and regulations.

B. Complaint Procedure

A complaint of discrimination as outlined in the Guidelines on Discrimination, including a complaint of sexual harassment, may be filed according to the steps defined below. A complaint should be filed within a reasonable time frame of the occurrence or reasonable knowledge of alleged harassment and/or discrimination incident(s). If it is a continuing problem, the complainant needs to state when it began and the progression to the time of the complaint. A complaint may be filed by a current or former employee or by an applicant and by an individual or a group of people. Complainants shall have the right to have reasonable representation of their choosing with them at all stages of the complaint procedure. The complaint procedure will maintain confidentiality to the degree allowed both by law and by the need to conduct a thorough investigation. Reprisal or retaliation against good faith complainants or witnesses participating in the investigation is prohibited and could be grounds for disciplinary action. An employee who witnesses or otherwise has knowledge of discrimination is encouraged to report the incident to a supervisor or an appropriate authority.

Although employees are encouraged to try to settle problems on an informal basis, employees who feel they have been subjected to discrimination may submit a complaint to their supervisor and or designee. When appropriate, the supervisor shall try, in a timely manner, to remedy any actual or perceived problem without the necessity of additional formal procedures. After reviewing the matter, the supervisor shall promptly inform the employee of his decision. If the complaint cannot or should not be resolved at this level, the employee may submit the complaint to the Criminal Court Clerk or his designee. The Criminal Court Clerk or designee, after a prompt and thorough investigation, will take the necessary steps to correct any problem found to exist, including disciplinary action. The Criminal Court Clerk or designee shall notify the complaining party of his decision following the conclusion of the investigation.

2.4 GUIDELINES ON DISCRIMINATION

Feb 25, 2013, Current

Administrators and supervisors in the Criminal Court Clerk Office are familiar with and will comply with all laws, regulations and guidelines governing various forms of discrimination. Specific guidelines are summarized in this document in Appendix

V. Furthermore, harassment of any person in the form of verbal or physical conduct based on a person's race, gender, color, religion, national origin or disability, creed, gender identity, or sexual orientation will not be condoned when such conduct:

1. Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
3. Otherwise adversely affects an individual's opportunities associated with employment.

A5 APPENDIX V

Feb 25, 2013, Current

GUIDELINES ON DISCRIMINATION – Title VI and VII

Administrators and supervisors in the Metropolitan Government are familiar with and will comply with all laws, regulations and guidelines governing various forms of discrimination. Specific guidelines are summarized in this document.

Furthermore, harassment of any person in the form of verbal or physical conduct based on a person's race, gender, color, religion, national origin or disability, creed, gender identity, or sexual orientation will not be condoned when such conduct:

1. Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
3. Otherwise adversely affects an individual's opportunities associated with employment.

A. Race Discrimination (Civil Rights Act of 1964, Title VII, as amended by the Civil Rights Act of 1991)

It shall be against the policy of the Metropolitan Government to discriminate against an individual as a result of that person's race. This policy applies to applicants for employment as well as current employees.

B. Sexual Discrimination

It is the policy of the Metropolitan Government that there shall be no discrimination against any individual based on gender. This covers all employment actions and conditions of employment and benefits.

1, Job Policies and Practices (Civil Rights Acts of 1964, Title VII, as amended by the Civil Rights Act of 1991 & Equal Pay Act of 1963)

- a. Personnel policies do not discriminate on the basis of gender.
- b. Employees and applicants of both genders are equally considered for any positions for which they are qualified.
- c. Employment opportunities, wages, hours, conditions of employment and benefits are equally offered to all employees regardless of gender.
- d. Marital status shall not be a factor in any employment opportunity or decision.
- e. Appropriate physical facilities shall be provided for people of both genders.

2. Maternity Leave (Pregnancy Act of 1978 & Tennessee Maternity Leave Law)

Accrued sick leave shall be granted for the time that a woman is physically unable to work due to childbirth as documented by her physician. Additional vacation and/or

leave without pay may be granted in accordance with applicable law. The same vacation and/or leave without pay may be granted as paternity or adoption leave.

3. Sexual Harassment (Civil Rights Act of 1964, Title VII, as amended by the Civil Rights Act of 1991; Guidelines on Discrimination Because of Sex, 1980) The Metropolitan Government prohibits sexual harassment of any employee. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
- b. Submission to or rejection of such conduct is used as the basis for employment decisions affecting such individual, or
- c. Such conduct has the purpose of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment can take many forms. It is not limited to overt physical acts. Suggestive comments, jokes of a sexual nature, sexually suggestive objects or pictures, obscene gestures, sexually graphic stories, as well as unwanted touching, may all constitute sexual harassment.

Sexual harassment of any employee will not be tolerated. No employee will be allowed to sexually harass, either verbally or physically, another employee; nor shall any supervisor allow the harassment of any of his/her employees, either by other employees or by persons not employed by Metro Government. It will be the responsibility of managers and supervisors to take all steps necessary to enforce the provisions of this policy. Any complaint of harassment will be promptly investigated and corrective and/or disciplinary action taken if the charges are found to be true.

Action can only be taken when managers and supervisors have knowledge of sexually harassing conduct. Employees have a duty to inform managers and supervisors when they observe or are aware of improper sexual conduct exhibited by a Metropolitan Government employee. This obligation to inform includes improper conduct committed by non-government employees if the conduct is directed toward government employees.

C. Religious Discrimination (Civil Rights Act of 1964, Title VII, as amended by the Civil Rights Act of 1991)

The Metropolitan Government expresses its commitment to prohibit religious discrimination against applicants for employment and employees in all areas of employment and benefits. No distinction based on religion shall apply in employment opportunities, wages, hours of work, and other conditions of employment or benefits. Efforts will be made to accommodate the religious observance and practices of an employee unless such accommodation is unreasonable and would result in an undue hardship on the conduct of business.

D. Age Discrimination (Civil Rights Act of 1964, Title VII, as amended by the Civil Rights Act of 1991 & Age Discrimination in Employment Act of 1967, as amended)

The policy of the Metropolitan Government prohibits age-based discrimination against individuals 40 years of age or older. The Criminal Court Clerk will not refuse to hire, to discharge, or otherwise discriminate against any individual with respect to compensation,

terms, conditions, or privileges of employment because of an individual's age.

Exceptions:

1. There may be differentials in bona fide employee benefit plans.
2. For some areas of work, age may be a bona fide occupational qualification.

E. National Origin Discrimination (Civil Rights Act of 1964, Title VII, as amended by the Civil Rights Act of 1991)

1. Policy

It shall be against the policy of the Metropolitan Government to discriminate because of an individual's or his or her ancestor's place of origin or because an individual has the physical, cultural or linguistic characteristics of a national origin group. Furthermore, it is against the policy to discriminate for reasons which are grounded in national origin, such as (a) marriage or association with persons of a national origin group; (b) membership in, or association with an organization identified with or seeking to promote the interests of national origin groups; (c) attendance or participation in schools, churches, temples or mosques, generally used by persons of a national origin group; and (d) because an individual's name or spouse's name is associated with a national origin group. There shall be no discrimination based on national origin in any area of employment or condition of employment or in the granting of employment benefits.

2. Citizenship

The Criminal Court Clerk requires all employees be United States citizens, legal resident aliens, or aliens authorized to work in the United States. Specified classifications require U.S. citizenship as a bona fide occupational qualification.

F. Disability Discrimination (State and Local Fiscal Assistance Act of 1972 and Rehabilitation Act of 1973: Americans with Disabilities Act of 1990)

1. Policy

It is the policy of the Metropolitan Government to assure equal employment opportunity to disabled persons on the basis of qualifications and ability to perform the job. There shall be no discrimination in terms of employment opportunities, wages, hours of work or other conditions of employment or benefits. An individual with a disability is one who has a physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or who is regarded as having such an impairment.

2. Application Process

Disabled persons are guaranteed the same application process as other applicants. Assistance may be provided when needed, such as the following:

- a. A reader may be provided for completing an application or written examination for qualified applicants who are vision-impaired or illiterate due to a learning disability.

b. Waiver of a driver's license may be requested for qualified disabled applicants who are not allowed to drive.

3. Reasonable Accommodation

A department shall make reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled individual unless to do so would be an undue hardship. The specific accommodations needed shall be determined jointly by the individual and the Criminal Court Clerk with technical assistance provided by the Department of Human Resources for Metro. Reasonable accommodation may include but shall not be limited to:

- a. Making facilities readily accessible to and usable by disabled persons
- b. Job restructuring, job sharing or modified work schedule, acquisition or modification of equipment or devices and other similar actions.
- c. Assignment to a vacant position for which the person is otherwise qualified

In determining whether an accommodation would impose an undue hardship on the operation.

5.10 EMPLOYEE GRIEVANCES

Feb 25, 2013 Current

A grievance is defined as an employee's claim that he has been adversely affected by a violation, misinterpretation, misapplication or non-application of a specific law, ordinance, resolution, executive order, or written policy.

Every employee shall have the right to present his grievance under the provisions of the grievance procedures free from fear, interference, restraint, discrimination, coercion or reprisal.

A. NON-GRIEVABLE MATTERS

While the grievance procedure can be beneficial to an organization, there are boundaries that must be set concerning issues that are not grievable. These boundaries are set in order to maintain the efficient operation of the Criminal Court Clerk and to prevent the obstruction of its goals and objectives.

The list found below outlines subject areas that are considered to be non-grievable.

- o Changes or request for changes in the approved pay plan or approved benefits.
- o The merits of any uniformly applied HR practice, policy or procedure established by laws, or ordinance.
- o Reductions in work force.
- o Management rights to schedule and organize work, to make work assignments, and to prescribe methods and procedures by which work is performed, unless otherwise provided in these rules.

Complaints alleging discrimination or other violations of applicable EEO laws must be filed as discrimination complaints and will be processed in accordance with the EEO Complaint Procedure.

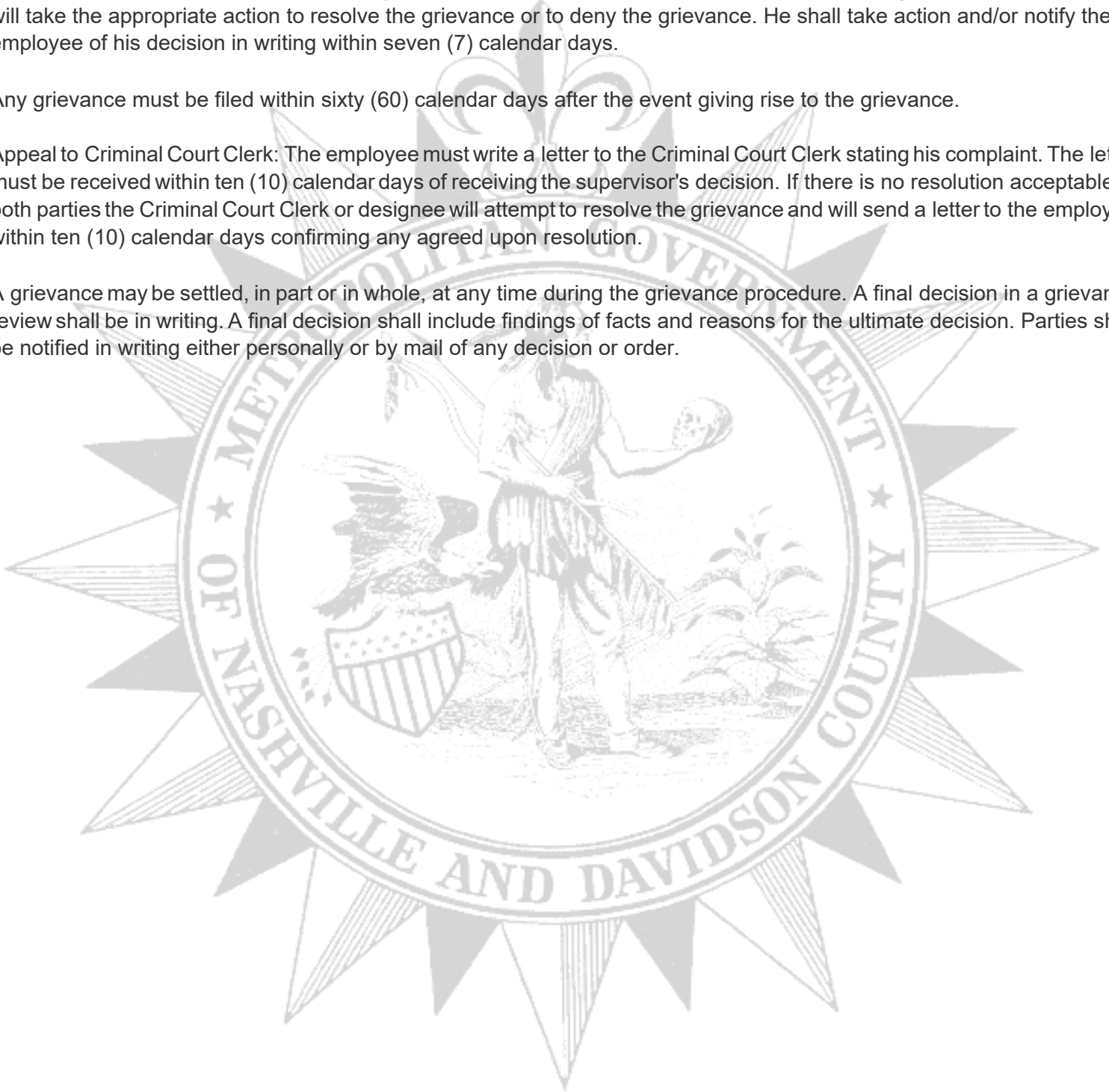
B. GRIEVANCE PROCEDURE

Written Complaint to Supervisor: The first stage of any grievance consists of the employee's written presentation of his complaint to his immediate supervisor. The supervisor will document the grievance and have the employee sign a simple statement that he is submitting a grievance. The employee may take his complaint to the next supervisor in the chain of command when the complaint concerns some action of the supervisor that the employee feels he is not able to discuss with the supervisor. The supervisor will promptly consider the complaint and determine if the matter is grievable. The supervisor will take the appropriate action to resolve the grievance or to deny the grievance. He shall take action and/or notify the employee of his decision in writing within seven (7) calendar days.

Any grievance must be filed within sixty (60) calendar days after the event giving rise to the grievance.

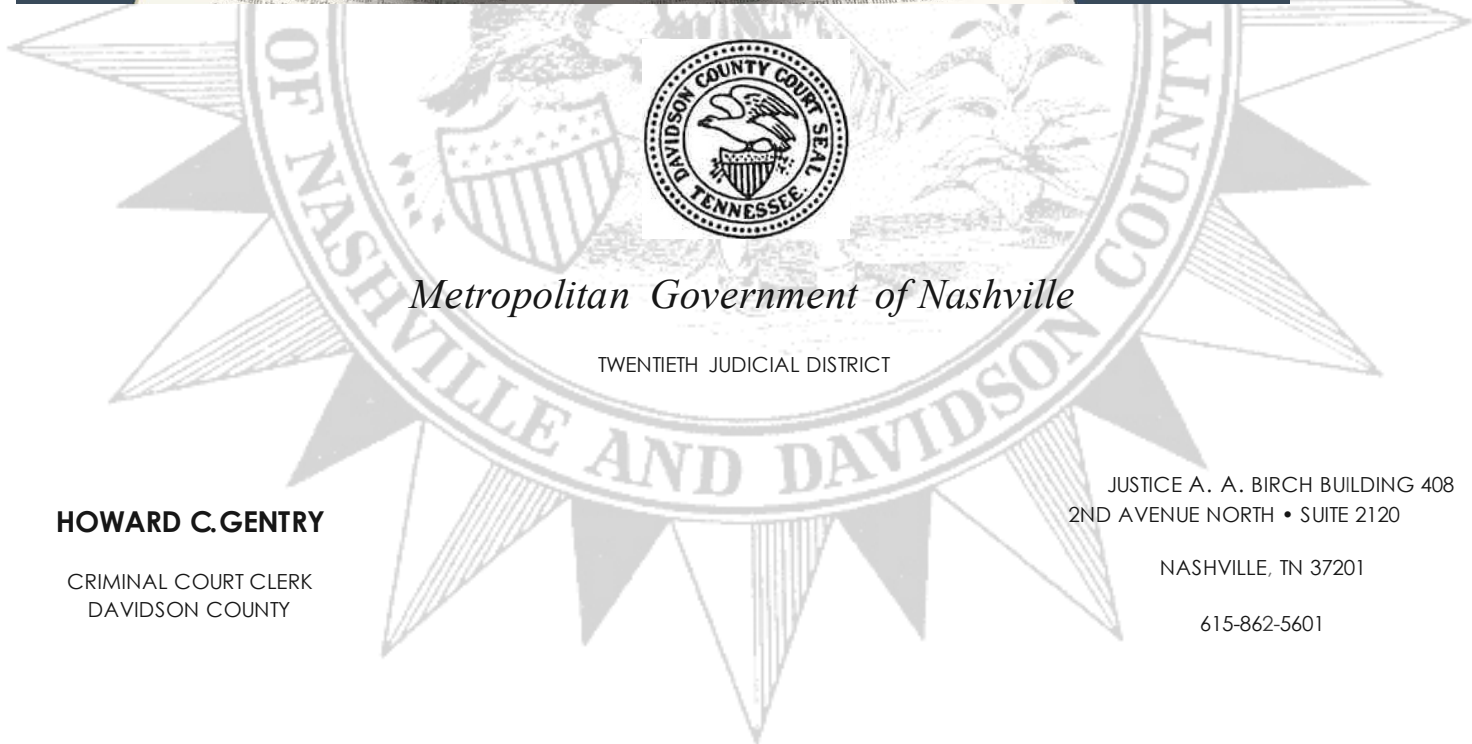
Appeal to Criminal Court Clerk: The employee must write a letter to the Criminal Court Clerk stating his complaint. The letter must be received within ten (10) calendar days of receiving the supervisor's decision. If there is no resolution acceptable to both parties the Criminal Court Clerk or designee will attempt to resolve the grievance and will send a letter to the employee within ten (10) calendar days confirming any agreed upon resolution.

A grievance may be settled, in part or in whole, at any time during the grievance procedure. A final decision in a grievance review shall be in writing. A final decision shall include findings of facts and reasons for the ultimate decision. Parties shall be notified in writing either personally or by mail of any decision or order.



Title VI Compliance 101

Metropolitan Nashville Government



Metropolitan Government of Nashville

TWENTIETH JUDICIAL DISTRICT

HOWARD C. GENTRY

CRIMINAL COURT CLERK
DAVIDSON COUNTY

JUSTICE A. A. BIRCH BUILDING 408
2ND AVENUE NORTH • SUITE 2120

NASHVILLE, TN 37201

615-862-5601

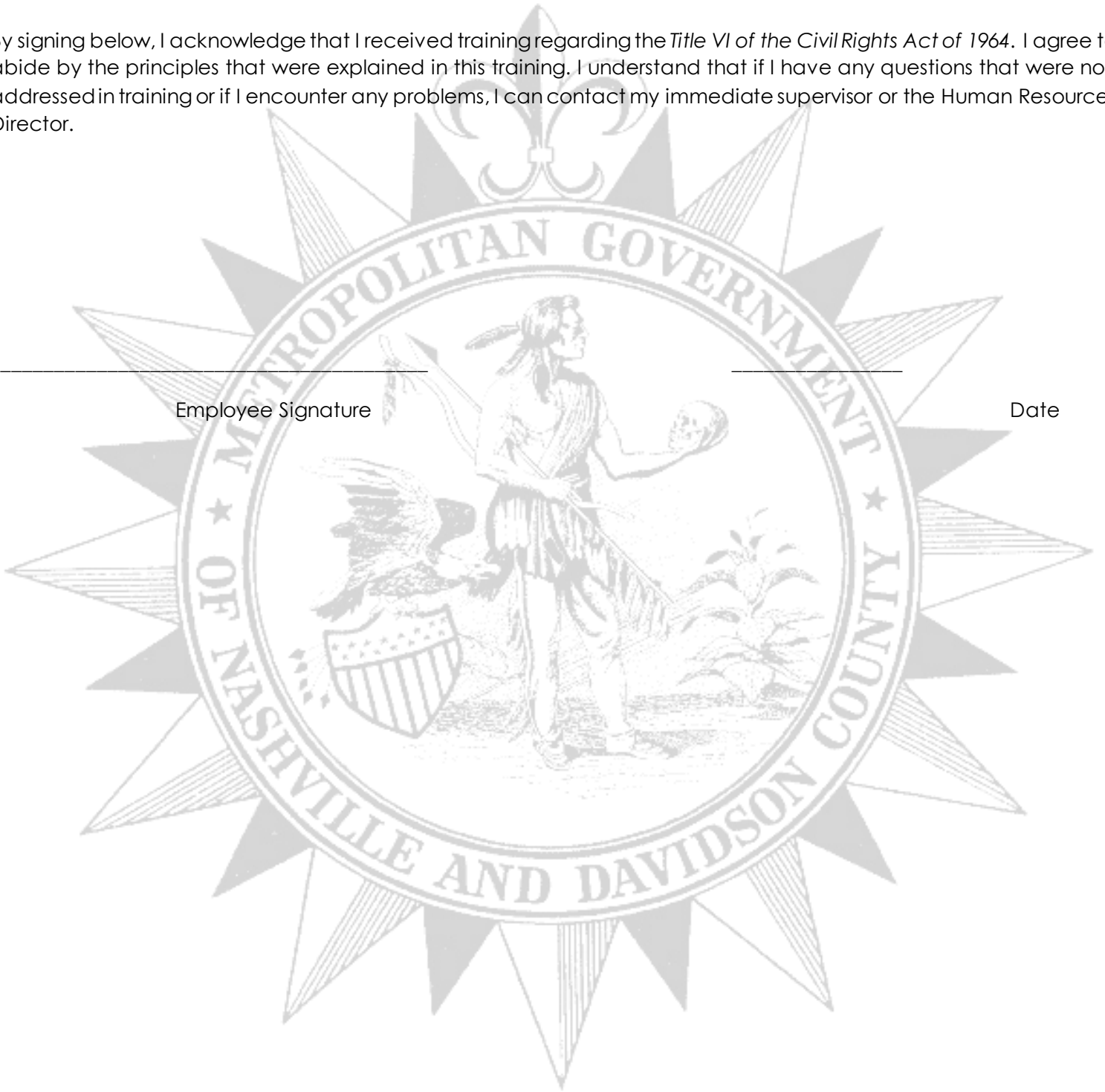
The Criminal Court Clerk is required to certify compliance with **Title VI of the Civil Rights Act** by informing employees/clients/constituents/applicants of their rights under Title VI of the 1964 Civil Rights Act.

Title VI of the Civil Rights Act states: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

By signing below, I acknowledge that I received training regarding the *Title VI of the Civil Rights Act of 1964*. I agree to abide by the principles that were explained in this training. I understand that if I have any questions that were not addressed in training or if I encounter any problems, I can contact my immediate supervisor or the Human Resources Director.

Employee Signature

Date



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Criminal Justice Planning Unit Year: 2024

Title VI Coordinator: Samantha Taylor Form Completed By: Samantha Taylor

Form Completion Date: 6/13/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Advisory Board and Committee members are selected based on Executive Orders No. 99-005 and No. 021.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Election Commission** Year: 2024

Title VI Coordinator: Charles R Brown Form Completed By: Charles R Brown

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Metro has a Diversity and Inclusion training class that must be take by all new employees. All employees take a State Title VI training class annually and the Metro class every 4 years.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

	Select an Item
--	----------------

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

n/a



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Emergency Communications Year: 2024

Title VI Coordinator: Lynette S. Dawkins Form Completed By: Lynette S. Dawkins

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

n/a.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Farmers' Market** Year: 2024

Title VI Coordinator: Darrell Lane Form Completed By: David Griffin

Form Completion Date: 5/30/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No The coordinator did attend training in the last three years for a grant application through Tenn. Public Health Training Center.

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

During onboarding

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

It is listed in the department handbooks that employees review for operations and communicated to merchants.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted

It is listed in our department handbooks.

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Nashville Farmers' Market

Title VI Complaint Procedures

- 1) All title VI complaints will go to the Nashville Farmers' Market Executive Director within 180 of the complaint to review and investigate. A written documented report of the facts will be compiled and filed by the Executive Director and recorded in a Complaint log and presented to the NFM Board of Directors.
- 2) The complaint will be forwarded to the TDH for investigation.
- 3) The Nashville Farmers' Market Executive Director will execute the recommendations from the TDH.
- 4) All title VI complaints will be recorded and filed securely in the office of the Executive Director and available for review upon request.
- 5) Final action on the title VI complaint will be taken within 60 days of the written complaint.
- 6) An appeal provision with instructions will be available.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Finance Year: 2024

Title VI Coordinator: Kimberly Northern Form Completed By: Kimberly Northern

Form Completion Date: 6/18/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Fire Year: 2024

Title VI Coordinator: Jamie Summers Form Completed By: Jamie Summers

Form Completion Date: 5/20/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Post on Bulletin boards

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

All public lobbies in buildings and Fire stations

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: General Services Year: 2024

Title VI Coordinator: Jerry Hall Form Completed By: Jerry Hall

Form Completion Date: 5/16/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Fleet Heavy Shop, Fleet Light Shop, Lindsley Hall

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: General Sessions Court Year: 2024

Title VI Coordinator: Gina Fox Form Completed By: Kyle Sowell and Gina Fox

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?



Civil_Rights_Trainin
g_for_Website_Use_

Not Provided

Only employees associated with federal assistance grants participate in Title VI training sponsored by the Tennessee Department of Mental Health and Substance Abuse Services website or the Tn Human Rights Commission PowerPoint on their website

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not- all Title VI information (including the language access plan) is provided to employees who are associated with federal assisted grants.

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Common areas within the office locations of the Mental Health Court, Cherished Hearts and Recovery Court including the locations where the participants attend treatment as well as in the participants' Handbook

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other -Written Title VI policy is provided to all participants of the program in their Participant Manual/Handbook.

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? none

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Health** Year: 2024

Title VI Coordinator: José Cruz Form Completed By: José Cruz

Form Completion Date: 5/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

New hire orientation

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Email; intranet; posters

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Lentz Public Health Center and all satellite clinics including Woodbine, East, South Nutrition and MACC

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors, or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Metro Purchasing includes non-discrimination requirements in the procurement process based upon the specifications that we submit.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metro Public Health Dept
Nashville/Davidson County
Protecting, Improving, and Sustaining Health



LANGUAGE ACCESS PLAN

CULTURAL & LINGUISTIC SERVICES

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MPHD LANGUAGE ACCESS STATEMENT

The purpose of this document is to establish guidelines for the Metro Public Health Department personnel to ensure equitable services for and effective communication with persons whose primary language is not English, and who have limited or no ability to speak, read, write, or understand the English language. This includes communities traditionally identified as Limited English Proficient (LEP) and D/deaf or Heard of Hearing. This policy is in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, Executive Order 13166, and the Americans with Disabilities Act of 1990. Adherence to these guidelines is essential to ensure that all people in Nashville and Davidson County receive meaningful access to Metro Public Health Department programs, benefits, and services.

The vision of Metro Public Health is a community in which all people achieve their full potential for health and well-being. This document aims to serve as another tool to help guide the Department towards realizing that vision, and toward fulfilling our mission of protecting, improving, and sustaining the health and well-being of all people in Nashville and Davidson County.

TERMINOLOGY AND KEY PHRASES

Americans with Disabilities Act:

The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

Cultural & Linguistic Services:

Culturally and linguistically appropriate services (CLAS) is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: Respect the whole individual and respond to the individual's health needs and preferences. Health inequities in our nation are well documented. Providing CLAS is one strategy to help eliminate health inequities.

D/deaf:

The word “Deaf” with a capital “D” refers to individuals and communities that identify with Deaf culture and American Sign Language. The word “deaf” with a lower case “d” refers to the condition of hearing loss.

Effective communication:

Effective communication is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose.

Communication is not effective if only one person can transmit their ideas.

Hard of Hearing:

Persons who are Hard of Hearing are those with hearing losses that may impair their understanding of sounds, including communication.

Interpreting:

Interpreting is rendering a spoken or signed message into another spoken or signed language, preserving the register, and meaning of the source language content. Bilingual staff may not necessarily have the linguistic skills or training to provide interpretation for highly technical sessions (i.e., legal, medical).

Languages of limited diffusion:

Languages of limited diffusion are those languages that are spoken by relatively small numbers of people, in contrast to languages that are spoken in several different countries and are widely taught.

Limited English Proficiency (LEP):

Limited English Proficiency refers to persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Meaningful Access:

Meaningful access is the ability to use services and benefits comparable to those enjoyed by members of the mainstream cultures. It is achieved by eliminating communication barriers and ensuring that the client or potential client can communicate effectively.

Non-English Language Preference (NELP):

NELP refers to individuals who prefer a non-English language, including sign language, with respect to a particular type of service, benefit, or encounter.

Over-the-phone Interpreting (OPI):

OPI is the act of verbally translating one language into another over the phone. This can be done via a 3-way call (you, the interpreter, and a client/patient).

Qualified Bilingual Employees (QBE):

A QBE is an individual who can communicate in a language other than English and who has successfully passed a language skills assessment. QBEs are qualified to assist with non-medical encounters when needed, per MPHD Qualified Interpreter Services Policy (2019).

Title VI of the Civil Rights Act of 1964:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”.

Translation:

Translation is the process of reworking text from one language into another to maintain the original message and communication. This, to convey the original tone and intent of a message in the target language, while exhibiting sensitivity towards cultural and regional differences between source and target languages.

Vital documents:

Any documents that are critical for ensuring meaningful access to MPHD's major activities, programs, and services. Whether or not a document is vital may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the person who prefers a non-English language if the information in question is not provided accurately or in a timely manner. Such documents may include, but are not limited to:

- Applications and consent forms
- Program related compliance plans
- Notices and letters containing important information regarding participation in a program.
- Notices pertaining to the reduction, denial, or termination of services or benefits, the right to appeal such actions, or that require a response from the beneficiary, and
- Notices advising persons with a non-English language preference of the availability of free language assistance.

Video Remote Interpreting (VRI):

VRI uses audio and video technologies to provide MPHD clients and patients with spoken or sign language interpreting through a remote or off-site interpreter.

QUALIFIED INTERPRETER SERVICES POLICY (2019)

Qualified interpreter services are provided during all hours of operation at no cost to customers and their companions in accordance with federal laws, including Section 1557 of the Patient Protection and Affordable Care Act, and Title VI of the Civil Rights Act of 1964. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. Covered entities are prohibited from relying on unqualified staff when providing language assistance services. Title VI prohibits discrimination based on race, color, or national origin in programs or activities which receive federal funding. The law also requires that customers be told they have a right to receive interpreter services, including sign language, and how to address and file complaints pertaining to interpreter services. An ability to speak the patient's language does not necessarily qualify an individual to interpret medical discussions.

Policy

Qualified interpreter services will be provided to LEP individuals during regular MPHD business hours. No individual will be denied services based on an ability to speak English. Interpreter services must be appropriate to the situation.

Procedure

1. Any customer/patient who expresses a preference for a non-English language, including sign language, or has demonstrated a need for interpreter services shall be offered the use of a qualified interpreter at all administrative and clinical points of contact during all hours of operation at no charge to the client/patient. The offer of qualified interpreter services is made even in a situation where a client/patient is accompanied by a companion who may be capable of interpreting for the client/patient. If language assistance is needed after regular business hours, MPHD staff can use the services of the approved over-the-phone language vendors. Please contact your supervisor or the Cultural & Linguistic Services manager if you need information on how to contact the approved language vendors.
2. Posted notices of the availability of free language assistance services include the contact information for MPHD's Title VI Coordinator where clients/patients may inquire and/or file complaints about how MPHD delivers language assistance services
3. The reliance on adult family members, companions, and/or friends as interpreters is inappropriate. However, the client/patient has the right to refuse the interpreter services MPHD offers; such refusal must be documented. A qualified interpreter may be asked to monitor the encounter to ensure full comprehension by all parties and promote patient

autonomy.

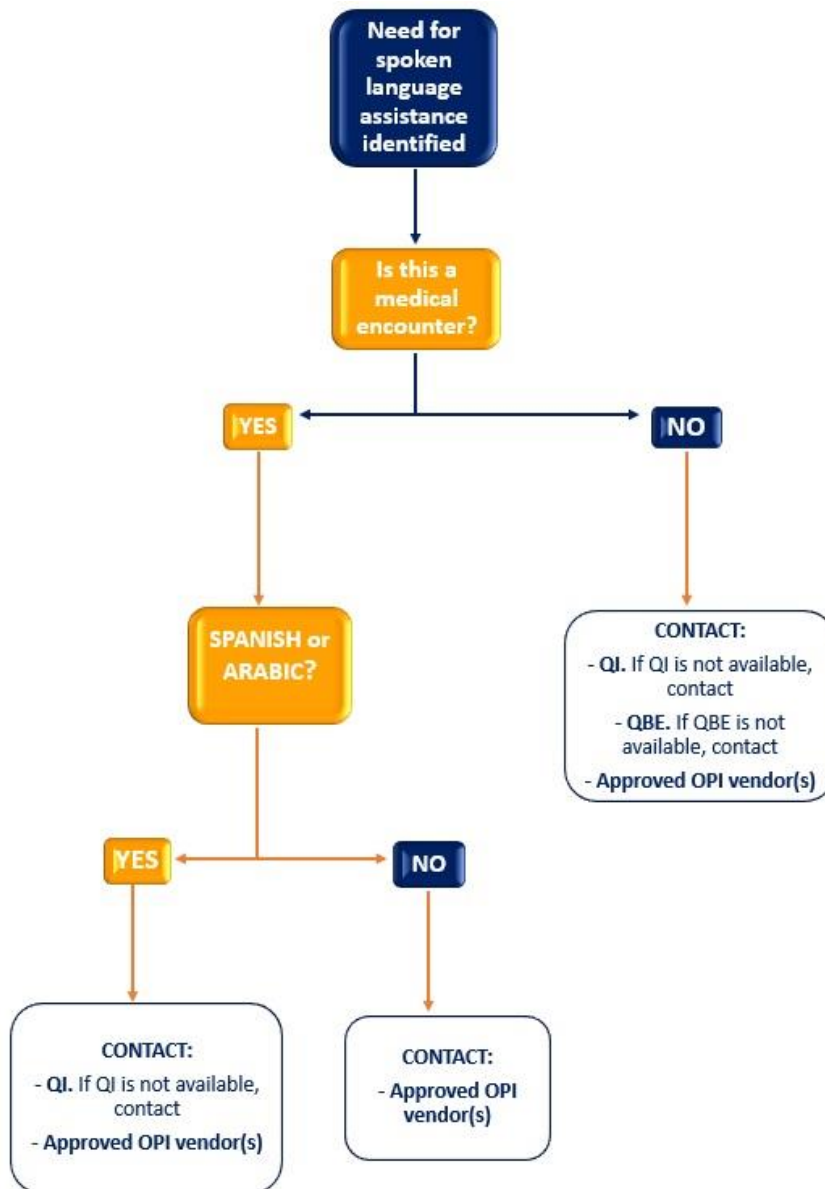
4. Occasionally, the sensitive nature of a patient's clinical condition may cause providers or staff to request qualified interpreter services to participate in the encounter despite the patient's preference to use an adult family member or a friend. In such situations, the circumstances leading to the override of the patient's preference are documented in the medical record, as applicable.
5. Minor children shall not be used as interpreters except in extraordinary situations such as medical emergencies where any delay could result in harm to a client/patient, and only until a qualified interpreter is available. Use of a minor child for interpretation under these circumstances should be documented in the medical record, as applicable.
6. The use of language apps or other electronic translation devices is inappropriate as they are unprofessional and unreliable forms of translation.
7. Clients/Patients shall not be asked to bring their own interpreter to an administrative or clinical point of contact.
8. D/deaf and Hard of Hearing clients/patients have a right to qualified interpreter services to ensure effective communication. Please contact the Cultural & Linguistic Services manager to request and schedule a sign language interpreter.

9. Bilingual employees are not qualified interpreters and therefore cannot provide qualified interpreter services.

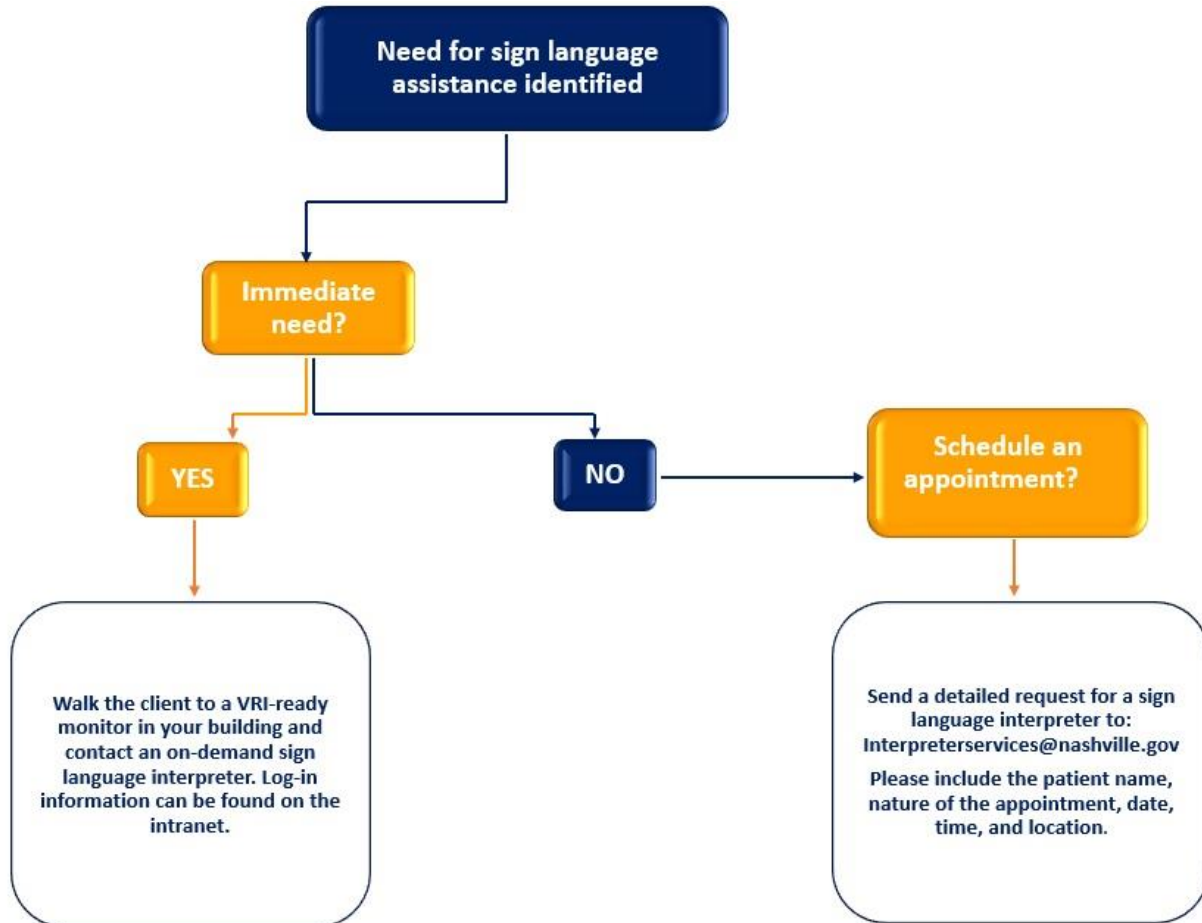
Applicability

This policy applies to all Metro Public Health Department employees and contractors.

Spoken Language Assistance Process



Sign Language Assistance Process



Please find the policy in its entirety on the MPHD intranet under Interpreter Services, at [Staff Interpreters \(nashville.org\)/](http://nashville.org/Staff-Interpreters)

LANGUAGE ACCESS SERVICES

One of the goals of the Cultural and Linguistic Services Division is to ensure that Metro Public Health (MPHD) communicates effectively with persons with a non-English language preference, including persons who use sign language. This requires effective communication at all points of contact. To ensure meaningful access, MPHD personnel shall provide reasonable and free language access services to persons with a non-English language preference whom they encounter, or whenever someone requests language access services relating to MPHD programs or activities. The nature and scope of language access services provided are based on the encounter, request, totality of the circumstances, and using the following four-factor analysis:

- The number or proportion of persons with a non-English language preference served or encountered in the eligible service population.
- The frequency with which persons with a non-English language preference come in contact with the program.
- The nature and importance of the service or benefit provided by the program, and
- The resources available to the agency and costs.

Any MPHD personnel who have questions about whether, or how, to provide effective language access services to persons with a non-English language preference should refer to the Cultural and

Linguistic Services (CLS) manager. The CLS manager serves as the point of contact for MPHD's language access efforts.

Interactions with Persons with a Non-English Language Preference

- **Staff responsibility** – At the first point of contact with a person who expresses a preference for a non-English language, or if it becomes evident that a person does not speak and understand English well enough to effectively participate or fully understand questions and answer them without difficulty, MPHD personnel should determine the person's primary language and obtain appropriate language access services. MPHD personnel may seek assistance from a supervisor or the CLS manager.
 - Contact an interpreter when the client/patient:
 - Requests it.
 - Speaks English as a second language and is in a stressful, complex, or unfamiliar situation.
 - Is not easily understood.
 - Responds only in a limited way.
 - Relies on family or friends to interpret.
 - Wishes to communicate in their preferred language.
 - Cannot grasp or respond to questions in English.
 - Use an "I Speak..." card (*see **NOTICES** section*)

- Remember: an interpreter serves the MPHD employee as well as the client/patient. You can request an interpreter if you believe you need one. To determine a client's level of English language proficiency, ask open-ended questions that require more than a 'yes' or 'no' answer, such as 'How may I help you today?'
- **Supervisor responsibility** – MPHD supervisors, in consultation with the CLS manager, should ensure that MPHD personnel who interact with persons with a non-English language preference, are prepared to do the following:
 - Determine the primary language of a person with a non-English language preference.
 - Have “I Speak...” cards available.
 - Share OPI access codes/PIN.
 - Utilize appropriate resources to provide reasonable and free language access services to persons with a non-English language preference.
 - Interpreters contact information badges (aka. Badge buddies)
 - Post notices of free interpreter services.

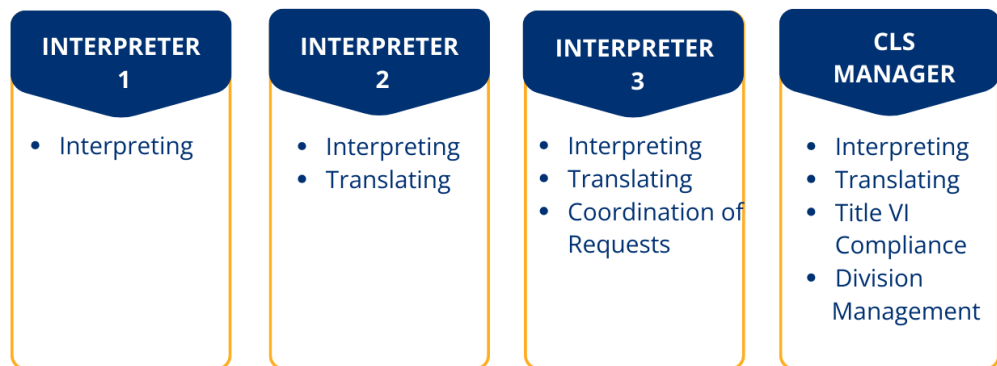
Best Practices When Providing Language Access Services

When providing reasonable and free language access services to persons with a non-English language preference, MPHD personnel should consider:

- **In-house Interpreters**
 - MPHD has qualified in-house interpreters that are available in person and by phone at multiple clinic

locations. A qualified interpreter is a person who can interpret effectively, accurately, and impartially, using necessary specialized vocabulary.

- Updated contact information for the in-house interpreters can be found on the MPHD intranet.



- MPHD also has qualified bilingual employees (QBEs). QBEs are persons who can communicate effectively in a language other than English and who have successfully passed a language skills assessment. QBEs are qualified to assist with non-medical encounters when needed, within their home division or program. For example, a WIC QBE can only assist with WIC non-medical encounters.
- **Over-the-phone Interpreting (OPI)**
 - OPI is a 3-way telephone conference call between two persons who speak different languages, and an interpreter.

- Ask your supervisor about your program's OPI access codes/PINs to access OPI vendor services.
 - **Supervisor responsibility** – Contact the CLS manager if you need an access code/PIN for your program.
- Currently, MPHD has multiple vendors that offer OPI. Updated contact information for the OPI vendors can be found on the MPHD intranet.
 - Call an in-house interpreter first.
 - If they are unavailable, or you need a language that is not offered in-house, call one of the OPI vendors. If you cannot connect with an interpreter within a reasonable amount of time, hang up and call another OPI vendor.



- **Video Remote Interpreting (VRI)**

- MPHD has VRI-ready monitors at each site. Refer to the site manager or the CLS manager for more information.
 - For login information, refer to the [MPHD intranet](#).
 - Currently, the VRI-ready monitors are available for on-demand sign language interpretation needs.



- The Americans with Disabilities Act (ADA) and Rehabilitation Act of 1973 requires healthcare providers to ensure effective communication with people who are D/deaf or Hard of Hearing.
- Please use designated VRI-ready monitors as screen size is important and has been taken into consideration.
 - Screen size needs to be sufficient for the video interpreter's hand signs to be easily readable at a distance.

- Integrated camera and speakers have also been considered. They capture clear video of the patient signing and allow the provider to clearly hear the interpreter.
- There is at least one VRI-ready monitor per MPHD building. Please ask the site/clinic manager or the CLS manager where the monitor is currently located.

- **Translation Services**

Translation is the process of reworking text from one language into another to maintain the original message and communication. This, to convey the original tone and intent of a message in the target language, while exhibiting sensitivity towards cultural and regional differences between source and target languages.

Translation is another tool that can be used to engage the community and increase language access throughout everything we do at MPHD. Translation should be considered for our public communications, social media posts, educational materials, and vital documents. Although the translation process takes time, priority will be given to information that needs to be disseminated as soon as possible. Please plan ahead.

- The Cultural and Linguistic Services (CLS) division offers in-house translations. All requests can be sent to InterpreterServices@nashville.gov or the CLS manager.

- CLS will follow an internal process for deciding whether a translation can be completed in-house. The process includes reviewing the length of the document, complexity, and considering the available resources (i.e., staff, time). If it is determined that a translation cannot be worked on in-house, CLS will provide options, including contacting a translation vendor to complete the project.
- Refer to **TERMINOLOGY AND KEY PHRASES** under **Vital Documents** for a list of documents that should be considered for translation.

While qualified interpreters may not be readily available when needed, please take the time to call all qualified sources including in-house interpreters and qualified vendors (via OPI or VRI). Do not use children as interpreters except in emergency cases, and only until a qualified interpreter is available. Do not rely on friends, family members, or machine translation for interpretation or translation, and do not ask clients to provide their own interpreters. Clients should be informed that interpreter services are available to them at no cost. If a client refuses to work with a qualified interpreter and prefers to communicate via a friend or family member, it is up to the provider to determine if an interpreter should still be used to ensure effective communication.

TRAINING

Staff training is an important step in providing language access services to individuals with a preference for a non-English language. Trainings should include everyone who interacts with clients/patients. MPHD offers an annual **Title VI and Language Access Services** training. The training can be found in LMS. MPHD also includes training about communication and language services as part of the onboarding process for new hires. It is also important that all staff members periodically receive refreshers regarding policies, processes, and resources.

- **Staff Responsibility** – Complete annual **Title VI and Language Access Services** training. Ask your supervisor about the available resources in your work area (i.e., badges with interpreter numbers, the PIN for OPI, etc.).
- **Supervisor Responsibility** – Complete annual **Title VI and Language Access Services** training. Ensure that staff is aware of and able to access resources that are specific to your site. Consult with the CLS manager if necessary.
- **CLS Division Responsibility** – Update the annual training and the MPHD intranet with relevant information. Ensure that appropriate resources are available for staff (i.e., badges with interpreter numbers, rack cards with relevant information, etc.).

If you have a specific need for training or education related

to culturally and linguistically appropriate services, please contact the CLS manager.

NEEDS ASSESSMENT

To best serve the needs of linguistic minorities, it is necessary to have in place the practices and guidelines that ensure effective and meaningful access to information, resources, programs, and other services. Best practices include:

- **Annual Assessment**
 - Updating translated vital documents along with English originals.
 - Assessing changes in demographics, types of services, or other needs that may require reevaluation of language access policies and procedures.

- **Data Collection**
 - Collecting information on primary language of clients/patients, use and language of interpretation services, distribution of translated documents.

MONITORING AND CONTINUOUS IMPROVEMENT

Without appropriate interpretation and translation services, it can be difficult to communicate effectively with persons with a non-English language preference, which can result in liability related to poor health outcomes, lower client/patient satisfaction, and violation of Federal laws prohibiting discrimination on the basis of national origin. Providing high-quality language access services at each point of contact along the health care continuum is a critical component of high-quality care.

- **Staff Responsibility** – Inform the CLS manager of any specific challenges encountered in your division, site, or program.
 - What can be done to improve language access services in your area?
- **CLS Division Responsibility** – Inform division, site, and program managers regarding changes to the language access services. Engage in ongoing conversations regarding the improvement of services and work with leadership concerning challenges that need to be addressed in order to

be in compliance.

COMPLAINTS

A complaint regarding the inadequate provision of language assistance may be made in person, over the phone, or in writing to the CLS manager. Complaints can be initiated by members of the public or a staff member that has witnessed situations that are in violation of Title VI. Written language access complaints can also be sent via email to InterpreterServices@nashville.gov – please add **Language Access Complaint** to the subject line to ensure it is forwarded to the CLS manager.

The CLS manager (or a designee) shall conduct an investigation of the complaint. This investigation will allow all interested persons an opportunity to submit evidence relevant to the complaint. The CLS manager will make referrals, as appropriate, for action.

A person may file a complaint directly with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file such a complaint electronically through the Office for Civil Rights Complaint Portal, which is available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201. Complaint forms are available at: <https://www.hhs.gov/ocr/office/file/index/html/index.html>. Such

complaints must be filed within 180 days of the date of the alleged discrimination. The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, age, disability, or sex in court or with the U.S. Department of Health and Human Services, Office of Civil Rights.

EVALUATION

Source: Metro Language Access Guide & Toolkit, ADA & Title VI Resources – Metro Human Relations Commission

Program managers are encouraged to complete their own language access assessment to reflect on how their program/division is promoting equitable access.

Understanding How Linguistic Minorities Interact with Your Agency

1. Does your agency interact or communicate with the public or are there individuals in your agency who interact or communicate or might interact or communicate with linguistic minorities?

Yes

No

2. Please describe the manner in which your agency interacts with linguistic minorities:

In-Person

Telephonically

Electronically (e.g., email or website)

Via Correspondence

Other: (please specify) _____

3. Does your agency provide federal financial assistance to any non-federal entities? (Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds can range from state and local agencies to nonprofits and other organizations.)

Yes

No

4. If your agency does provide federal financial assistance to non-federal entities:

a. Do you have an active program in place to require your recipients of federal financial assistance to comply with Title VI and language access standards?

Yes

No

b. Does your agency inform recipients of federal financial assistance that they should budget for language assistance services?

Yes

No

c. Does your agency inform recipients of federal financial assistance about which grants can be used, in whole or in part, to improve language access?

Yes

No

5. How does your agency identify linguistic minorities? (Select all that apply)

Assume limited English proficiency if communication seems impaired.

Respond to individual requests for language assistance services.

Self-identification by the non-English speaker

Ask open-ended questions to determine language proficiency on the telephone or in person.

Use of “I Speak” language identification cards or posters.

Based on written material submitted to the agency (e.g., complaints)

We have not identified linguistic minorities.

Other (Please specify):

6. Does your program have a process to collect data on:

a. The number of linguistic minorities that you serve?

Yes

No

b. The number of linguistic minorities in your service area?

Yes

No

c. The number and prevalence of languages spoken by linguistic minorities in your service area?

Yes

No

7. How often does your agency assess the language data for your service area?

Annually

Biennially

Not Sure

Other: _____

8. What data does your agency use to determine the linguistic minority communities in your service area? (Select all that apply)

Census

US Dept. of Education

US Dept. of Labor

State Agencies

Community Organizations

Intake information

Other:

9. Do you collect and record primary language data from individuals when they first contact your programs and activities?

Yes

No

10. If you collect and record primary language data, where is the information stored?

11. What is the total number of linguistic minorities who use or receive services from your program each year?

12. How many linguistic minorities attempt to access your programs or services each month?

13. How many linguistic minorities use your programs or services each month?

14. Specify the top five most frequently encountered non-English languages (including American Sign Language) by your program and how often these encounters occur (e.g., 2-3 times a year, once a month, once a week, daily, constantly).

Language and Frequency of Encounters

1. _____

2. _____

3. _____

4. _____

5. _____

Providing Language Assistance Services

15. Does your agency currently have a system in place for tracking the type of language assistance services it provides to linguistic minorities at each interaction?

Yes

No

16. What data, if any, do you maintain regarding language assistance services? (Select all that apply)

Primary language of persons encountered or served

Use of language assistance services such as interpreters and translators

Funds or staff time spent on language assistance services

Number of bilingual staff

Cost of interpreter services

Cost of translation of materials into non-English languages

Other (Please specify): _____

17. Does your agency have a system to track the cost of language assistance services?

Yes

No

18. What types of language assistance services does your agency provide? (Select all that apply)

Bilingual staff

In-house interpreters (oral)

In-house translators (documents)

Contracted interpreters

Contracted translators

- Telephone interpretation services
- Video interpretation services
- Language bank or dedicated pool of interpreters or translators
- Volunteer interpreters or translators
- Interpreters or translators borrowed from another agency
- Other (Please specify): _____

19. Does your agency have a certification or assessment process that staff must complete before serving as interpreters or translators for linguistic minorities?

- Yes
- No

a) Does the process include use of standardized language proficiency exams?

- Yes
- No

20. Does your agency ask or allow linguistic minorities to provide their own interpreters or have family members or friends interpret?

- Yes
- No

21. Does your agency have contracts with language assistance service providers (in- person interpreters, telephone interpreters, video interpreters, or translators)?

Yes

No

22. Does your agency provide staff with a list of available interpreters and the non-English languages they speak, or information on how to access qualified interpreters?

Yes

No

23. Does your agency identify and translate vital documents into the non-English languages of the communities in your service area?

Yes

No

24. Which vital written documents has your agency translated into non-English languages?

Consent forms

Complaint forms

Intake forms

Notices of rights

Notice of denial, loss or decrease in benefits or services

Notice of disciplinary action

Applications to participate in programs or activities or to receive benefits or services

Other (please specify): _____

Training of Staff on Policies and Procedures

25. Does all agency staff receive initial and periodic training on how to access and provide language assistance services to linguistic minorities?

Yes

No

26. Who receives staff training on working with linguistic minorities? (Select all that apply)

Management or senior staff

Employees who interact with or are responsible for interactions with linguistic minorities

Bilingual Staff

New employees

All employees

Volunteers

Others (Please specify):

None of the above

27. Are language access policies and issues included in the mandatory training curriculum for staff?

Yes

No

28. Does your agency staff procedural manual or handbook include specific instructions related to providing language assistance services to linguistic minorities?

Yes

No

29. Does staff receive periodic training on how to obtain and work with interpreters?

Yes

No

30. Does staff receive periodic training on how to request the translation of written documents into other languages?

Yes

No

31. Do staff members who serve as interpreters receive regular training on proper interpreting techniques, ethics, specialized terminology, and other topics?

Yes

No

32. Do staff members who serve as interpreters receive interpreter training from competent interpreters or other trainers familiar with the ethical and professional requirements of an interpreter?

Yes

No

33. Does your agency translate signs or posters announcing the availability of language assistance services?

Yes

No

34. When your agency updates information on its website, does it also add that content in non- English languages?

Yes

No

Providing Notice of Language Assistance Services

35. How do you inform members of the public about the availability of language assistance services? (Select all that apply)

Frontline and outreach multilingual staff

Posters in public areas

“I Speak” language identification cards distributed to frontline staff

Website

Social networking website (e.g. Facebook, Twitter)

E-mail to individuals or a list serv

Other (Please specify):

None of the above

36. Do your translated program outreach materials inform linguistic minorities about the availability of free language assistance services?

Yes

No

37. Does your agency regularly advertise on non- English media (television, radio, newspaper, and websites)?

Yes

No

38. Does your agency inform community groups about the availability of free language assistance services for linguistic minorities?

Yes

No

39. Does your agency inform current applicants or recipients about the availability of language assistance services?

Yes

No

40. Does the main page of your agency website include non-English information that would be easily accessible to linguistic minorities?

Yes

No

41. Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services?

Yes

No

Monitoring and Updating a Language Access Procedures, Policy, and Plan

42. Does your agency have a written language access policy?

Yes

No

43. If so, is a description of this policy available to the public?

Yes

No

44. How often is your agency's language access policy reviewed and updated?

Annually

Biennially

Not Sure

Other: _____

45. When was the last time your agency's language access policy was updated?

Month:

Year:

46. How often does your agency update its data on the linguistic minority communities in your service area?

Annually

Biennially

Not Sure

Other: _____

47. Does your agency have a language access coordinator?

Yes

No

48. Does your agency have a formal language access complaint process?

Yes

No

49. Has your agency received any complaints because it did not provide language assistance services?

Yes

No

50. Do you monitor the system for collecting data on beneficiary satisfaction and/or grievance/complaint filing?

Yes

No

51. Do you obtain feedback from linguistic minority communities on the effectiveness of your language access program and the language assistance services you provide?

Yes

No

NOTICES

Posting notices about the availability of language access services is an effective way to ensure persons with a non-English language preference can meaningfully access program services. It is helpful to post notices in the reception area and other areas where patients and staff interact. It may also be helpful to post notices on the website, at entrances, in examination rooms, and at other locations where individuals may interact with the Department and need assistance.

“I Speak” ...cards.

If presented with an “I Speak...” card, please honor the request and contact an interpreter. You can request cards from the CLS division and display them in your reception area.



Point to Your Language

Use this list for assistance in identifying a person’s preferred language. You can request the list from the CLS division and display in your reception area.

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.
This chart includes languages commonly spoken in your community, additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Amharic አማርኛ	አማርኛ ይናገሩለት? እርሴም በግልጽ ምንም ወጪ ሳያወጡ እስተርጓሚ እናቀርባለን።	ආකර්මී තැන්පෑම්වලදී. පහසුවකින් ඉටුකරමින්. ආකර්මීවලින් ආහුරුවන්න. ආකර්මීවලින් ආහුරුවන්න.	Karen ကညီ
Arabic اللغة العربية	هل تتحدث اللغة العربية؟ سوف توفر لك مترجم فوراً من دون أي تكلفة عليك.	ආදායම් ආරක්ෂා පුද්ගලයන් සඳහා කළු පැහැයෙන් මෙම ක්ෂේත්‍රයට ඇතුළු වීමට අවස්ථාපිතව අනුමැතියක් ලබා දීමට අපට සූදානම්ව සිටිමු.	Karenni/Kayah ကရင်/ကယား
Armenian Հայերեն	Դուք հայերեն խոսո՞ւմ եք: Լինքը Հեղ անվճար քարգմանելի կտրամադրվենք:	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	Korean 한국어
Bengali বাংলা	আমি কি বাংলায় কথা বলব? আমরা আপনাকে একজন নেতাচী (ইন্টারপ্রিটার) দেব বার জন্য আপনার ব্যক্তিগতভাবে আপনার সমস্ত খরচ হবে না।	您讲普通话吗? 我们将免费为您提供翻译。	Mandarin 中文
Brazil-Portuguese Português	Você fala português? Nós lhe forneceremos um intérprete, sem nenhum custo adicional.	के तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंका लागि कुनै व्यक्तिको खर्च बिना एकाजना दोस्रो उपस्थित गर्दछौं।	Nepali नेपाली
Burmese မြန်မာ	သင် မြန်မာစကား ပြောနိုင်သလား? သင့်အတွက် တွက်တင်ခရီးစဉ် မရှိစေဘဲ စကားပြောပေးမည့် ဘာသာပြန်ပေးပါမည်။	Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.	Polish Polski
Cambodian ភាសាខ្មែរ	តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងនឹងផ្តល់សេវាបកប្រែភាសាសម្រាប់អ្នក ឥតគិតថ្លៃឡើយ។	वी तुमों पंजाबी बोलते है? हमों त्वाड़े लदे बिना बिने किसी लागत दे बिने दुबाराका छुपलखप करायी।	Punjabi ਪੰਜਾਬੀ
Cantonese 粵語	你講唔講粵語? 我哋將免費為你提供翻譯。	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Russian Русский
Cape Verdean Creole Kriolu di Kabu Verdi	Bu ta fala Kriolu di Kabu Verdi? Nu stá ta bai oferis un intérpreti ku ninhun kustu pa bá.	Maku hadashaa Af Soomaali? Waxaan kuu heli karnaa tujamaan oo bilaash kuu ah.	Somali Af Soomaali
Dari (Afghanistan) داری	آیا شما دری صحبت میکنید؟ ما به شما ترجمان رایگان مهیا میکنیم.	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Spanish Español
Farsi فارسی	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیارتان قرار خواهیم داد.	Je, unazungumza Kiswahili? Tutakupia mkalimani bila malipo yoyote.	Swahili Kiswahili
French Français	Parlez-vous français? Nous vous fournirons gratuitement un interprète.	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	Vietnamese Tiếng Việt
Haitian Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	American Sign Language (ASL)	

Tennessee Relay (711)

Although it is best practice to use an in-person interpreter for sign language interpretation, it may be necessary to contact someone via phone using the appropriate numbers below.

Dial 711. It's a breeze to communicate with anyone and say "Hello!"

Dialing **711** will connect you to Tennessee Relay, a free service which allows effortless communication for people who are deaf, deafblind, hard-of-hearing, speech-disabled, and hearing.

It is very simple to make phone calls. Just:

- 1) Dial **711** or use the toll-free numbers listed below.
- 2) Give the relay operator the number of the person you are calling.
- 3) Easily communicate - an operator will relay the messages between you and the other person.





TTY User	Voice User	Voice Carry-Over User
 TTY to Voice 800-848-0298	 Voice to TTY 800-848-0299	 Voice Carry-Over 866-931-9027
People with Speech Disabilities	Spanish User	Customer Service
 Speech-to-Speech 866-503-0264 Hearing Carry-Over 800-848-0298	 Spanish Relay 866-503-0263	 TTY or Voice 866-503-0262 Español 800-676-4290 Speech-to-Speech 877-787-1989 Voice Carry-Over 866-931-9027

■ www.tennrelay.com ■

©2022 Tennessee Relay Service is provided by Tennessee Regulatory Authority. ARMN-003466-002

Taglines

Another way to provide notices is through use of taglines on printed and electronic materials. Taglines are short sentences written in the individual's language notifying them of their right to language assistance, free of charge.

ENGLISH

Please let us know if you need interpreter services that are available to you at no cost. All authorized interpreters for the Metro Public Health Department (MPHD) have completed HIPAA privacy training and are required to comply with the privacy rules of MPHD.

We will also provide free oral translation of documents that have not already been translated in written form.

SPANISH

Por favor, infórmenos si necesita del servicio de interpretación que se encuentra disponible para usted y sin costo alguno. Además, ofrecemos servicio gratuito de traducción oral de documentos que aún no están traducidos por escrito.

Todos los intérpretes autorizados del departamento metropolitano de salud pública (MPHD) han completado una capacitación sobre privacidad en el marco de la ley de portabilidad y responsabilidad del seguro de salud (HIPAA, por sus siglas en inglés) y se les exige acatar las normas sobre privacidad del MPHD.

ARABIC

يرجى إعلامنا إذا كنت بحاجة إلى خدمات الترجمة الفورية المتاحة لك مجاناً. جميع المترجمين المفوضين في قسم مئرو للصحة العامة أكملوا تدريب الخصوصية المعروف باسم هيبا . وهم مطالبون بالامتثال لقواعد الخصوصية الخاصة بقطاع مئرو للصحة العامة.
كما سنوفر ترجمة شفوية مجانية للوثائق التي لم تتم ترجمتها بالفعل في صيغة مكتوبة.

BURMESE

သင့်အတွက် အခမဲ့ ရရှိနိုင်သည့် စကားပြန် ဝန်ဆောင်မှုများကို လိုအပ်ပါက ကျေးဇူးပြု၍ ကျွန်ုပ်တို့အား အသိပေးပါ။ မက်ထရို ပြည်သူ့ကျန်းမာရေး ဌာန (MPHD) အတွက် နှင့်ပြုချက်ရရှိ ထားသည့် စကားပြန်များ အားလုံးသည် HIPAA သီးသန့်တည်ရှိမှု သင်တန်းကို တက်ရောက်ရရှိခဲ့ပြီးဖြစ်ပြီး MPHD ၏ သီးသန့်တည်ရှိမှုပိုင်ရာ စည်းမျဉ်းစည်းကမ်းများအတိုင်း လိုက်နာလုပ်ဆောင်ရန် လိုအပ်ပါသည်။
စာဖြင့် ဖော်သားပြီး ဘာသာပြန်ထားခြင်း မပြုရသေးသည့် စာရွက်စာတမ်းများကို နှုတ်အားဖြင့် ဘာသာပြန်ပေးခြင်း ကိုလည်း ကျွန်ုပ်တို့ အခမဲ့ ပံ့ပိုးပေးပါမည်။

SWAHILI

Tafadhali tufahamishe kama unahitaji huduma za ukalimani ambazo zinapatikana kwako bila gharama yoyote. Wakalimani wote walioidhinishwa wa Idara ya Afya ya Umma ya Mjini (MPHD) wamekamilisha mafunzo ya faragha ya HIPAA na wanahitajika kutii kanuni za faragha za MPHD.
Tutatoa pia tafsiri ya bila malipo ya nyaraka ambazo hazijatafsiriwa tayari kwa kuandikwa.

NEPALI

तपाईंलाई तपाईंको लागि निः शुल्क रूपमा उपलब्ध हुने दोभाषे सेवाहरूको आवश्यकता पर्छ भने कृपया हामीलाई थाहा दिनुहोस्। मेट्रो सार्वजनिक स्वास्थ्य विभाग (MPHD) का सबै आधिकारिक दोभाषेहरूले HIPAA गोपनीयता प्रशिक्षण पूरा गर्नुभएको छ र उहाँहरूले MPHD का गोपनीयता नियमहरूको अनुपालना गर्ने आवश्यक हुन्छ।
हामीले पहिले नै लिखित रूपमा अनुवाद नगरिएका कामजातहरूको निः शुल्क मौखिक अनुवादन पनि उपलब्ध गराउँछौं।



Additional resources can be found on the MPHD intranet under [Interpreter Services](#).



MetroPublicHealthDept
Nashville/Davidson County
Protecting, Improving, and Sustaining Health

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

The Law

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Metro Nashville and the Metro Public Health Department are committed to ensuring that the level and quality of public health services service are provided without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation. We are further committed to promoting the full and fair participation of all potentially affected populations and in preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations; and providing meaningful access to MPHD services, programs, and activities by persons with limited English proficiency (LEP).

Applicability

Title VI covers all agencies receiving federal funds. Some examples include: student aid; employee training; grants; loans property; loans of personnel; tax incentives; and technical assistance.

Title VI applies to discrimination throughout an agency, not just actions involving federally assisted programs.

Filing a complaint

Title VI complaints involving recipients and beneficiaries may be filed with the Title VI Coordinator by an individual, a class, or by a third party, within 90 days from the date of the alleged discriminatory act. Complaints should be directed to: José Cruz Metro Public Health Department, 2500 Charlotte Avenue, Nashville, TN 37209. Our coordinator may also be reached by phone at **615.340.8963** if you have any questions or complaints regarding Metro Public Health Department Title VI compliance.



QUALIFIED INTERPRETER SERVICES POLICY

Policy Name:	Qualified Interpreter Services		
Category:	Client/Patient Services		
Effective Date	July 2019	Last Reissue/Revision Date: July 2019	
Responsible Program or Bureau:	Human Resources		Review-By Date: July 2022
Contact:	Program Supervisor		Phone Number: 615.340.8963

I. Policy Summary

Qualified Interpreter Services are provided during all hours of operation at no cost to customers and their companions in accordance with federal laws, including Section 1557 of the Patient Protection and Affordable Care Act (PPACA), and Title VI of the Civil Rights Act of 1964. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. Covered entities are prohibited from relying on unqualified staff when providing language assistance services. Title VI prohibits discrimination based on race, color, or national origin in programs or activities which receive federal funding. The law also requires that customers be told they have a right to receive interpreter services, including sign language, and how to address and file complaints pertaining to interpreter services. An ability to speak the patient’s language does not necessarily qualify an individual to interpret medical discussions.

II. Policy

Qualified Interpreter services will be provided to Limited English Proficient individuals during regular MPH D business hours. No individual will be denied services based on an inability to speak English. Interpreter services must be appropriate to the situation.

III. Definitions

- Certified Medical Interpreter or Certified Healthcare Interpreter (CMI/CHI) – An individual who holds certification from the National Board of Certification for Medical Interpreters or from the Certification Commission for Healthcare Interpreters. A CHI/CMI is able to interpret effectively, accurately, and impartially, using any necessary specialized vocabulary. All CHI/CMIs will adhere

to continuing education requirements, as stipulated in the job description, and to the national standards of practice and code of ethics for interpreters in healthcare.

- Qualified Interpreter (QI) – An individual who is able to interpret effectively, accurately, and impartially, using any necessary specialized vocabulary. All interpreters employed by MPHD have successfully passed an interpreter skills assessment administered by an approved vendor and are therefore considered to be Qualified Interpreters. All Qualified Interpreters will adhere to continuing education requirements, as stipulated in the job description, and to the national standards of practice and code of ethics for interpreters in healthcare.
- Qualified Bilingual Employee (QBE) – An individual who can communicate in a language other than English and who has successfully passed a language skills assessment. QBEs are qualified to assist with non-medical encounters when needed.
- Bilingual Employee – An MPHD employee who speaks two languages. Bilingual employees can use their language skills to interact with customers/patients on their own behalf, but shall not provide interpretation or translation services.
- Non-medical encounter - An interaction between a customer and MPHD staff member that is not for the purpose(s) of providing healthcare service(s) or assessing the healthcare status of a customer.
- Medical encounter – An interaction between a patient and healthcare provider(s) for the purpose of providing healthcare service(s) or assessing the healthcare status of a patient.
- Contract Interpreter – A Qualified Interpreter employed by one of MPHD’s approved vendors.
- Point of contact – An instance where a customer/patient accesses services, either in person or via telephone.
- Interpreting – The facilitation of spoken or signed language communication between users of different languages.
- Translation – A written rendering of one language into another; written interpretation.

IV. Available Interpreter Services:

1. Medical Encounter Interpreting Services

- Interpreting on-site or over-the-phone, for medical personnel
 - Consecutive mode (*when the interpreter listens to what the speaker is saying, and conveys the message into another language after the speaker has paused*) during medical encounters
 - Simultaneous mode (*when the interpreter listens to what the speaker is saying while concurrently saying it in another language*), when appropriate
- Sight translation of medical documents

NOTE: Only the services of Qualified Interpreters competent in medical terminology in both the source and target language are used during medical encounters.

2. Non-Medical Encounter Interpreting Services

- Interpreting on-site or over-the-phone, for non-medical personnel
 - Consecutive mode during non-medical encounters
 - Simultaneous mode, when appropriate
- Assistance with appointment scheduling

- Assistance with following up on phone calls or messages in language other than English; monolingual, non-English assistance

NOTE: Non-medical encounters may use the services of either Qualified Interpreters (QIs) or Qualified Bilingual Employees (QBEs).

Types of Qualified Interpreters available:

- Certified Medical Interpreter (CMI) or Certified Healthcare Interpreter (CHI)
- Qualified Interpreter (QI)
- Contract Interpreter (in person, telephone)

The specific method for providing interpreter services for a particular point of contact depends on the nature of the encounter as well as the readily available services in the language needed. A Spoken Language Assistance graph in the *Procedure* section below will aid in the determination of the best mode of interpretation assistance per encounter type.

Face-to-face/on-site Interpreter or Contract Vendor Interpreters: When the communication required is lengthy, complex, critical, sensitive in nature, involves visual cues and/or requires specialty medical interpreting.

Telephone Interpreter Services: For shorter routine conversations that need immediate access to a spoken language interpreter and visual cues are not necessary.

Sight translation of documents used during customer/patient visits may be provided in person, through qualified spoken/sign language assistance, or, as appropriate, through a telephone interpreter service.

All individuals providing Qualified Interpreter services to customers and patients are bound by the professional interpreter code of ethics, which requires interpreters to maintain confidentiality, comply with the Health Insurance Portability and Accountability Act (HIPAA), and adhere to all existing federal or state laws. The National Code of Ethics for Interpreters in Health Care established by the National Council on Interpreting in Health Care states that “the interpreter treats as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure.”

V. Procedure

1. Any customer/patient who expresses a preference for a non-English language or has demonstrated a need for interpreter services shall be offered the use of a Qualified Interpreter at all administrative and clinical points of contact during all hours of operation at no charge to the customer/patient. The offer of Qualified Interpreter services is made even in a situation where a customer/patient is accompanied by a companion who may be capable of interpreting for the customer/patient. If language assistance is needed after regular business hours, MPHD staff can use the services of the approved over-the-phone language vendors. Please contact HR if you need information on how to contact the approved language vendors.

2. Posted notices of the availability of free language assistance services include the contact information for our Title VI Coordinator where customers/patients may inquire and/or file complaints about how MPHD delivers language assistance services.

3. The reliance on adult family members, companions, and/or friends as interpreters is inappropriate. However, the customer/patient has the right to refuse the interpreter services we offer; such refusal must be documented. A Qualified Interpreter may be asked to monitor the encounter to ensure full comprehension by all parties and promote patient autonomy.

4. Occasionally, the sensitive nature of a patient’s clinical condition may cause providers or staff to request Qualified Interpreter services to participate in the encounter despite the patient’s preference to use an adult family member or a friend. In such situations, the circumstances leading to the override of the patient’s preference are documented in the medical record, as applicable.

5. Minor children shall not be used as interpreters except in extraordinary situations such as medical emergencies where any delay could result in harm to a customer/patient, and only until a Qualified Interpreter is available. Use of a minor child for interpretation under these circumstances should be documented in the medical record, as applicable.

6. The use of language apps or other electronic translation devices is inappropriate as they are unprofessional and unreliable forms of translation.

7. Customers/Patients shall not be asked to bring their own interpreter to an administrative or clinical point of contact.

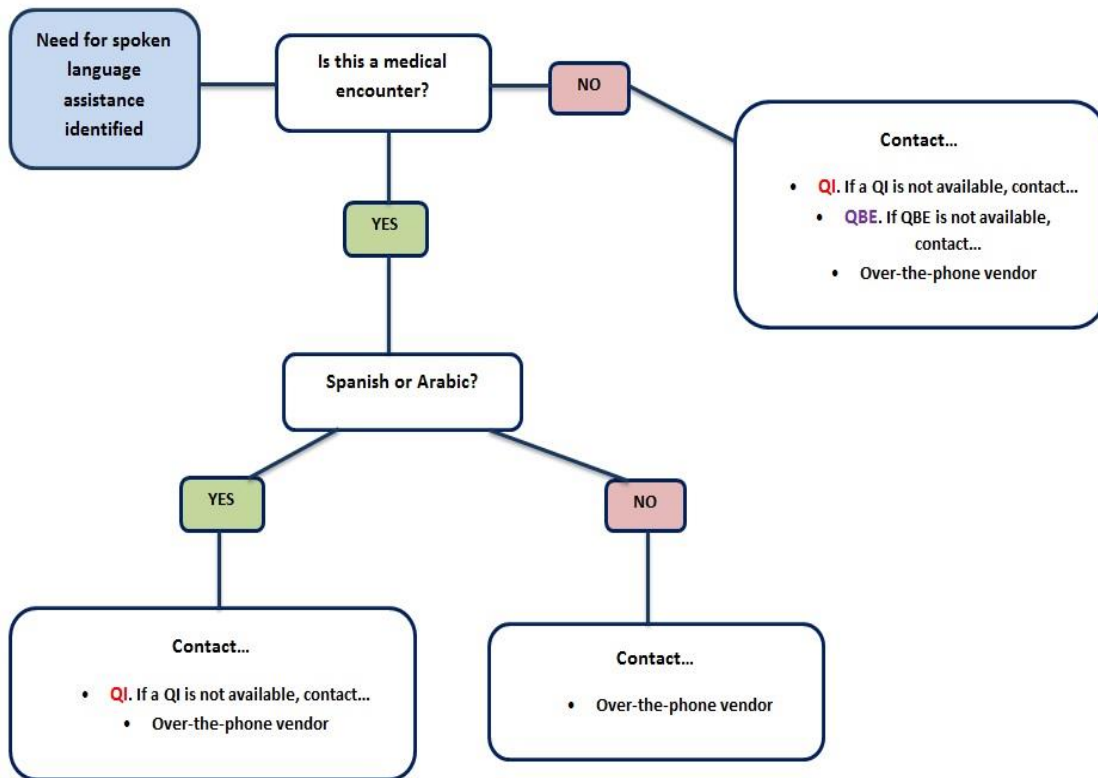
8. Deaf and hard of hearing customers/patients have a right to Qualified Interpreter services to ensure effective communication. Please contact Human Resources to request and schedule an ASL interpreter.

9. Bilingual employees are not Qualified Interpreters and therefore cannot provide Qualified Interpreter services.

VI. Applicability

This policy applies to all MPHD employees and contractors.

VII. Spoken Language Assistance Graphic



Please contact Human Resources via email to submit requests for an on-site interpreter.

For written translation requests, please email requests to: InterpreterServices@nashville.gov

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Historical Commission Year: 2024

Title VI Coordinator: Summers, Dustin Glen Form Completed By: Summers, Dustin Glen

Form Completion Date: 5/20/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Via physical posters in common areas. Also, through email notice, as needed.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Via physical poster in common areas.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0 (zero)

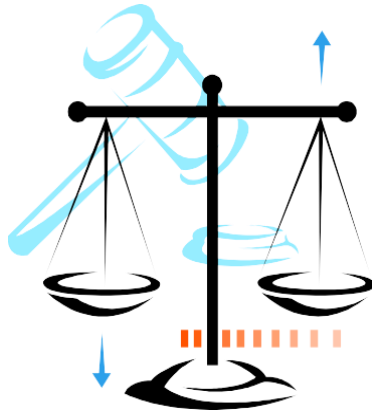
For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



TÍTULO VI DE LA LEY DE DERECHOS CIVILES DE 1964



La Ley

El Título VI de la Ley de Derechos Civiles de 1964 estipula que: "Ninguna persona en los Estados Unidos, por razones de raza, color u origen nacional, no estará excluida de participar en, no estará negada los beneficios de, ni estará sometida a discriminación por ningún programa o actividad que reciba la asistencia financiera federal."

Aplicabilidad

El Título VI cubre a todas las agencias que reciben fondos federales. Los siguientes son algunos ejemplos: ayuda financiera para los estudiantes; programas de capacitación para los empleados; subvenciones; préstamos; propiedades; préstamos a personal laboral; programas de incentivo para reducir impuestos y programas de asistencia técnica.

El Título VI es aplicable a la discriminación en la totalidad de la agencia y no se limita sólo a hechos que involucren los programas de asistencia federal.

Presentación de reclamos

Los reclamos relacionados con el Título VI que involucren a quienes reciban o sean beneficiarios de cualquier programa que acepte asistencia federal, podrán ser presentados por cualquier individuo, una clase o un tercero, ante el Coordinador del Título VI, dentro de los 90 días desde la fecha en que el supuesto acto de discriminación pasó.

Las quejas deben ser dirigidas a:

Metro Human Relations Commission

Dirección: **404 James Robertson Parkway, Nashville, TN 37219**

Teléfono: **(615) 880-3370.**

**Estará contra la política del Gobierno
Metropolitano discriminar contra un
individuo basado sobre su raza, su color o su
origen nacional.**

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Human Resources Year: 2024

Title VI Coordinator: Razel Jones Form Completed By: Razel Jones

Form Completion Date: 5/21/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Online

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Verbally at a monthly department meeting, with follow-up information/coaching available through our Workforce Diversity and Employee Relations divisions.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Department break room and website

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes, for the HR department No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

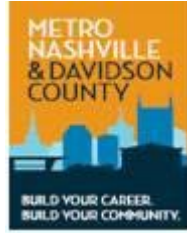
Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



**LIMITED ENGLISH PROFICIENCY (LEP) DEPARTMENT LANGUAGE ACCESS PLAN
METROPOLITAN GOVERNMENT OF NASHVILLE & DAVIDSON COUNTY HUMAN RESOURCES DEPARTMENT**

The Metropolitan Government of Nashville and Davidson County (Metro) Human Resources (HR) department will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our opportunities, services, activities, and programs. The practice of Metro is to ensure meaningful communication with persons who experience LEP and their authorized representatives, as well as providing for communication of information contained in vital documents. Metro HR will provide all interpreters, translators, and other aids needed to comply with this policy without cost to persons accessing services.

Metro Human Relations and Finance departments have provided Metro Human Resources with a list of companies Metro has contracted with to provide oral and written translation services.

HR has selected *Language Line Solutions* as our department’s preferred vendor.

FOR LANGUAGE INTERPRETIVE SERVICE:

If not immediately identifiable, use the *Language Identification Guide* to identify the language for interpretation (See *Language Identification Guide*); and contact our contracted service provider: *Language Line Services*: call 866-874-3972 and follow the voice command prompts, which will include a request to provide an account number and an access code. If the employee does not know the appropriate account number and access code, the person should contact the Workforce Diversity or Employee Relations divisions of Human Resources for the information.

DEPARTMENT/DIVISION	CONTACT
HR/Workforce Diversity	Razel Jones, HR Workforce Diversity Manager 615.862.6162
HR/Employee Relations	Stephen Cain, HR Employee Relations Manager 615.862.6464

FOR DOCUMENT TRANSLATION & OTHER QUESTIONS:

Contact the Workforce Diversity or Employee Relations divisions of HR for assistance with accessing document translation services and other questions related to the Language Access Plan.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Information Technology Services** Year: 2024

Title VI Coordinator: Leslie Ervin Form Completed By: Leslie Ervin

Form Completion Date: 6/5/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

All new employees are provided with a link to the ITS intranet page to view policies, procedures, and other required forms and training. Each employee is required to review the manual and click a link with an electronic signature to confirm receipt of information.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

<https://metronashville.sharepoint.com/sites/ITS/SitePages/ITS-Employee-Handbook.aspx>

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Post on bulletin board accessible to all ITS employees and link to policy and LAP on employee intranet

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

<https://www.nashville.gov/departments/human-relations/title-vi-metro-government>

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes Human Relations website has ability to translate page No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors, or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

We have access to translation service through Language Line if interpretation is necessary

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Information Technology Services has no non-elected planning or advisory committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Internal Audit Year: 2024

Title VI Coordinator: Bill Walker Form Completed By: Bill Walker

Form Completion Date: 6/21/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

NA



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Justice Integration Services Year: 2024

Title VI Coordinator: Brandi Kyle Form Completed By: Brandi Kyle

Form Completion Date: 6/10/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

As part of bringing on new employees Title VI training is discussed verbally.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

The MHRC Title VI Informational poster is hung in a communal area of our office accessible to all JIS staff.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

If necessary, we would use a language translation line.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race..

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Juvenile Court Year: 2024

Title VI Coordinator: Jessica Robertson Form Completed By: Jessica Robertson

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Training is provided during the Juvenile Court 101 (Orientation) and periodically during Annual Staff Trainings/Meetings.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Information on Title VI is posted throughout the building. Information regarding language access plan is in the Employee Enhancement Manual which is available on the Juvenile Court Intranet.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

List all locations where the notice is posted: Information regarding Title VI and how to file a complaint is on the Juvenile Court Website, which redirects to the Human Relations Commission website. There is also signage posted around the building.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Recipients have an opportunity to complete online training and submit interim and annual reports to the Grant Coordinators.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Sheila Calloway	Black or African American
Jennifer Wade	Black or African American
L'Tannia Williams	Black or African American
Jill Overton	White
Jessica Robertson	Black or African American
Shelley Hudson	White
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Employees are selected to represent the court based on their job functions and the desire to volunteer for committees.

Employees then discuss with their direct supervisor and/or leadership, to ensure the time commitments will not interfere with or disrupt the daily functions of the court.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Juvenile Court Clerk Year: 2024

Title VI Coordinator: Telisa Banniza Form Completed By: Telisa Banniza

Form Completion Date: 6/12/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Outlined in the Employee Policy Manual and Title VI power point

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes 5/29/2024 No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Outlined in the Employee Policy Manual. Title VI Coordinator will follow up with a Title VI power point.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Posted in the lobby and breakroom

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.





Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Metro Action Commission** Year: 2024

Title VI Coordinator: Stephanie Mabry Form Completed By: Stephanie Mabry

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Title VI Video

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Title VI is coordinated by the Learning and Development Coordinator and the Title VI Coordinator. Title VI is viewed for all agency employees. The language access plan is part of the training, posted, and shared with agency employees.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Metropolitan Action Commission HR Department

Employee Break Rooms

Customer Lobby

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

Employee Handbook

SECTION 6.7 — GRIEVANCE PROCEDURE

6.7.1 General

A grievance is defined as an employee’s claim that a violation, misinterpretation, misapplication or non-application of a specific rule or policy has adversely affected him.

Complaints alleging discrimination or other violations of applicable EEO laws must be filed as discrimination complaints in accordance with the EEO Complaint Procedure.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Leslie Buggs	Black or African American
Erika Burnett	Black or African American
Michael Cousin	Black or African American
Kanika Covert	Black or African American
Jeff Gregg	White
Brittany Irby	Black or African American
Flo Kidd	Black or African American
Joseph Mitchell	Black or African American
Renee Pratt	Black or African American
Jeffrey Sheehan	White
Justin Singleton	Black or African American
LaVoneia Steele	Black or African American
Veronica Uribe	Hispanic or Latino
Terry Vo	Asian
Troy White	Black or African American

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

The agency uses a democratic selection process by which agency customers nominate and/or elect persons to represent the community on the board of commissioners. Additionally, the city of Nashville has a DEI representative to monitor race and ethnicity representation on all boards and commissions to ensure participation of minorities.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Metropolitan Clerk Year: 2024

Title VI Coordinator: Austin Kyle Form Completed By: Austin Kyle

Form Completion Date: 6/18/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Power Point

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Via email

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other n/a

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

N/A



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **MDHA** Year: 2024

Title VI Coordinator: Jynnifer Walker Form Completed By: Jynnifer Walker

Form Completion Date: Click or tap to enter a date.

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

New Employee On-Boarding and annual compliance training.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Information is provided during employee onboarding and yearly compliance training. Residents are provided with a Title VI brochure during in-take and annual re-examination. Access to the language line is posted in all departments and on the employee information portal. We are currently documenting the Language Access Plan.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

All Property Management offices, Community Development, Construction, Resident Services, Rental Assistance, and Urban Development Offices

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response. Current process is being reviewed and revised procedures will be developed in 2024.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Select a Date	Select a Status	Select an Action	
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Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Title VI compliance requirements are listed in each sub-recipient agreement between MDHA and any HUD CPD-funded agency and is also included in the RFAs. Compliance with these requirements are checked during on-site monitoring reviews.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Language Access Plan is being reviewed and will be released after modifications to the process are clearly identified.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

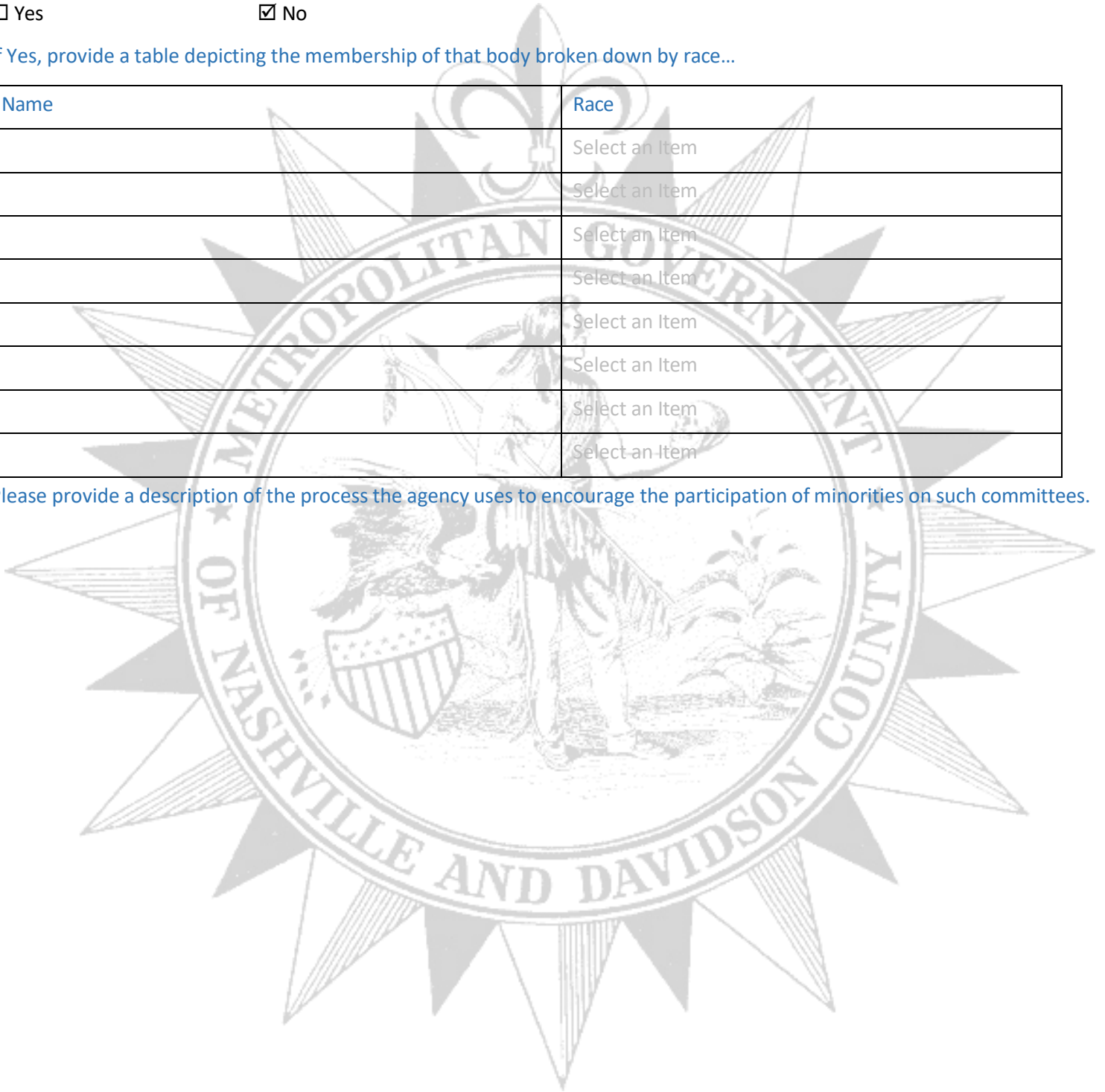
Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



METROPOLITAN DEVELOPMENT AND HOUSING AGENCY
Human Resources Division
EMPLOYEE COMPLIANCE TRAINING

Compliance Definitions

- **Discrimination**: *treating people differently through prejudice*: unfair treatment of one person or group, usually because of prejudice about race, ethnicity, age, religion, or gender or other protected groups.
- **Disparate Treatment**: *intentional discrimination* that treats a person differently from others based upon the person's protected category.
- **Disparate Impact**: *unintentional discrimination* that generally occurs when a decision, practice or policy has a disproportionately negative effective on a protected group.
- **Retaliation**: occurs when one person takes action against another person who has exercised his or her rights to **complain** about discrimination. Retaliation is frequently intentional and vindictive.
- **Protected Groups**: membership in categories that prohibits discrimination: race, color, sex, age, national origin, disabilities, religion, family status, pregnancy.
- **Program or services**: the work in which federal, state, or local funding is given to provide service to the public.

Addressing resident's problems & concerns:

When working with residents, tenants, or clients, MDHA employees should carefully consider what should be said and clearly explain rules, regulations, programs and services in order for the person to clearly understand the processes. Residents have the right to express concerns and voice complaints about MDHA's service and program management.

Generally, these complaints will be heard in a grievance or complaint process. The grievance process provides a way for tenants to ask for a review of management decisions or action. Employees should explain to residents what their rights are and how to make a complaint. When a resident complains to an employee about their rights or feel they have been discriminated against the employee should report the complaint to management.

Equal Housing Opportunity:

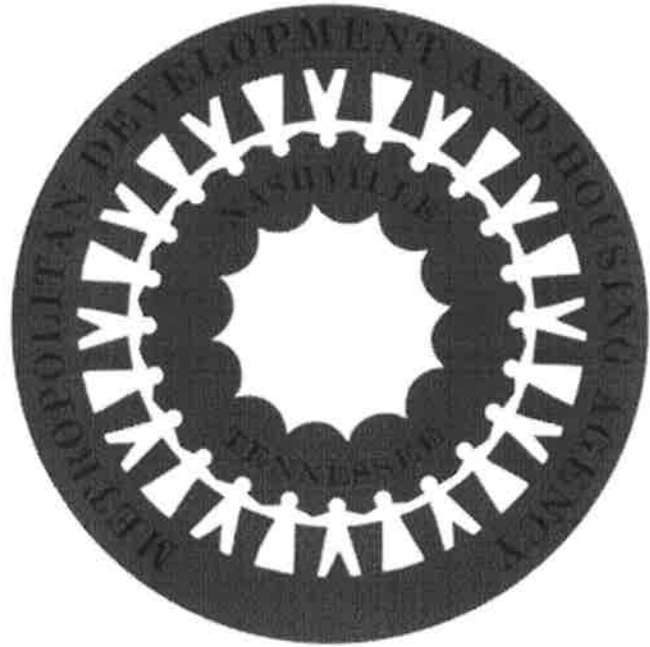
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

- Prohibits discrimination on the basis of race, color or national origin in any program or activity receiving federal financial assistance.
- Prohibits discrimination in programs or services basis on a persons limited English speaking abilities (LEP).
 - Denying a program services to individuals based upon their race or religion
 - Providing a service to a race of people different from others
 - Denying a service to people because they do not speak English



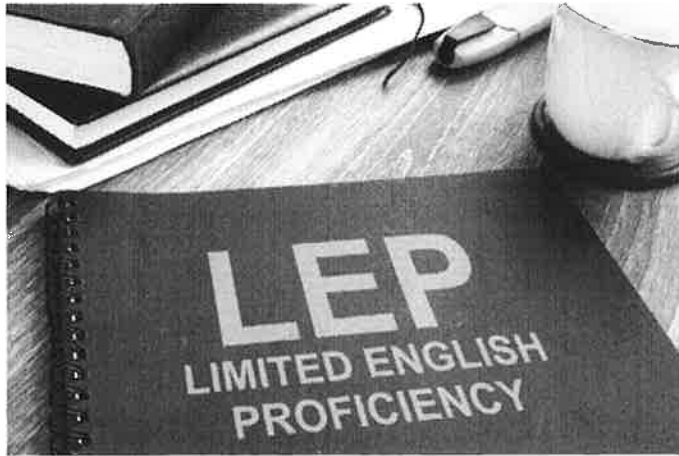
TITLE VIII OF THE CIVIL RIGHTS ACT OF 1964 – FAIR HOUSING ACT

- The Fair Housing Act prohibits discrimination in housing on the basis of: race or color, national origin, religion, sex, familial status (families with children), disability.
- Under the Fair Housing Act, the following activities are illegal:
 - Deny to any family the opportunity to apply for housing, nor deny any qualified applicant the opportunity to participate in the MDHA program.
 - Provide housing/service that is different from that provided to others
 - Subject anyone to segregation or disparate treatment
 - Restrict anyone's access to any benefit enjoyed by others
 - Treat a person differently in determining eligibility or other requirement for admissions or participation
 - Steer an applicant or tenant toward or away from a particular area/program based on any of the protected classes
 - Publish an advertisement or notice indicating the availability of housing/service that prefers or excludes persons who are members of a protected class



Welcome to MDHA

PRESENTED BY THE HUMAN
RESOURCES OFFICE



Equal Housing Opportunity TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

- Prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.
- Prohibits discrimination in programs or services based on a person's limited English speaking abilities (LEP).
- Denying a program service to individuals based on their race or religion
- Providing a service to a race of people different from others
- Denying a service to people because they do not speak English



Any employee that:

- experiences harassment or discrimination;
- witnesses harassment or discrimination;
- was told of harassment or discrimination;

must immediately report the incident to a department director, supervisor, manager, the Human Resources Office, or the agency's ethics line. If your supervisor is the harasser, you may report the incident to another department director, manager, the human resources office, or the agency's ethics line.

Investigation/Outcome: A prompt investigation will be held for all complaints of harassment and discrimination. Employees are expected to participate fully and in good faith in the investigative process with relevant information. All information will be held in confidence as reasonably possible. Any employee who is found to have violated the harassment and respectful workplace policy will be subject to corrective action up to and including dismissal from employment.

Retaliation: MDHA will not retaliate against any employee, resident, or third party who:

- Initiates a complaint;
- Reports an incident that may violate this policy;
- Participates in an investigation related to a complaint;
- Is associated or perceived to be associated with a person who initiates a complaint or participates in investigating a complaint under this policy.

DEPARTMENT DIRECTORS

Urban Development

Joe Cain 252-8404

Community Development

Emel Alexander 252-8507

Information Technology

Tim Harris 252-8523

Construction

Michael Wegerson 252-8423

Legal

Will Choppin 252-6710

Resident Services

Eugene Spencer 252-6722

Finance

Melinda Hatfield 252-8442

Affordable Housing

Julia Moss 252-8590

Communications

Charlotte Weatherington 252-8493

Rental Assistance

Norman Deep 252-6517

Human Resources

Pat Thicklin 252-8555

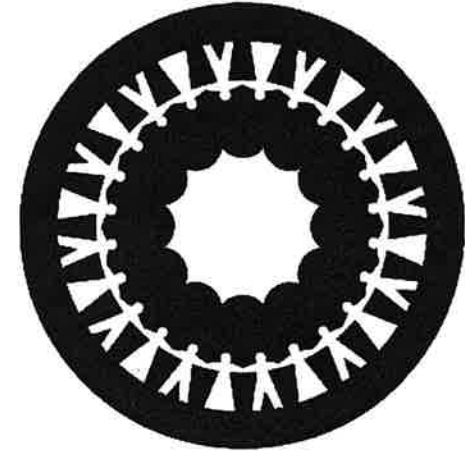
Jynnifer Walker 252-8558

Ethics Hotline 877-507-7302

www.reportlineweb.com/MDHA

Civility and Respectful

Workplace Policy



Anti- Harassment

**METROPOLITAN
DEVELOPMENT
AND HOUSING AGENCY**

HUMAN RESOURCES OFFICE

Statement of Position

Civility and Respectful Workplace Policy

The MDHA work environment is professional, diverse, inclusive, and respectful. MDHA is committed to creating and maintaining a respectful workplace free from harassment and where all individuals are treated with fairness, dignity, and respect. Employees, residents, and members of third parties doing business with MDHA should feel comfortable and feel free from intimidation, hostility, bullying, or other offenses that might interfere with work performance or the living environment.

Harassment and discrimination may take many forms. It may be intentional or unintentional, a single incident or several incidents.

Discrimination and harassment may be based upon a person's race, color, sex, age, religion, gender, gender identity, disability, national origin, sexual orientation, genetics, or another legally protected status.

Examples of disrespectful or harassing behavior include but are not limited to:

- Exhibiting aggressive or unprofessional behavior including shouting, abusive language, threats of violence, the use of obscenities or other non-verbal expressions of aggression;
- Behavior that a reasonable person would find to be demeaning, humiliating, or

bullying; such as mean-spirited teasing, put-downs, or insults;

- Verbal or written harassment through jokes, pranks, racist or sexist remarks, derogatory comments, offensive language, gossip, and slanderous electronic communications and emails;
- Unwelcome sexual or romantic advances;
- Physical conduct ranging from touching to serious assault;
- Threats, intimidation, or retaliation against an employee, including one who has expressed concerns about perceived unethical or illegal workplace behavior;
- Prohibiting a transgender person from presenting themselves according to their gender identity

Sexual harassment - may include unwelcome sexual or romantic advances, requests for sexual favors, or other verbal and physical conduct of a sexual or romantic nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or tenancy, (2) submission to or rejection of such conduct by an individual is used as the basis for decisions affecting that individual's employment or tenancy, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or tenancy, or creating an intimidating, hostile, or offensive working or living environment.

Hostile Work/living Environment: A workplace filled with discriminatory intimidation, ridicule and insults, that is sufficiently severe or pervasive to alter the conditions of a person's employment and create an abusive work or living environment.

Respectful and Professional Behavior -

It is essential to understand the difference between respectful and/or professional behavior and hostile and harassing behavior. Employees may experience stress, discomfort, and corrective action in the workplace unrelated to harassment.

Examples of non-harassing behavior:

- The normal exercise of supervisory or managerial responsibilities, including but not limited to negative performance reviews, work direction, performance management, and disciplinary action, provided they are conducted in a professional and non-discriminatory manner.
- Disagreements, misunderstandings, miscommunication, or conflict situations where the behavior remains professional and non-discriminatory.

Employee awareness and responsibilities –

As an MDHA employee, you are expected to conduct yourself in a manner that demonstrates professionalism and respect for others in the workplace. Employees' commitment to a respectful and harassment-free workplace ensures each individual is treated with dignity and respect.

Family and Medical Leave Act

Employees who have been with MDHA for at least one (1) year and who have worked a minimum of 1,250 hours during the twelve months before a leave of absence are eligible to take as much as 12 weeks of leave from work to care for a seriously ill child, spouse or parent or in the case of their own illness. Employees may take up to 16 weeks after childbirth or adoption of a child.

FMLA and MDHA paid time off will run concurrently. FMLA may continue after the employee has exhausted all paid leave. An employee is responsible for any unpaid health care costs while the employee is on FLMA. Employees will be required to submit medical certification for all illnesses.

Employees should notify their supervisor or the Human Resources Office of the need for FMLA at the earliest possible date.

Complaint Process

Any applicant or employee who feels that he/she has not been afforded equal opportunity for employment action may file a complaint in the Human Resources Office with an assurance of protection from harassment and retaliation.

All complaints will be investigated to determine whether a violation has occurred along with remedies if necessary.

MDHA HUMAN RESOURCE OFFICE

Pat Thicklin
Director for Human Resource

701 South 6th Street
Building C
Nashville, TN 37206
(615) 252-8550
personnel@nashville-mdha.org

E_{qual}

E_{mployment}

O_{ppportunity}

is

THE LAW



MDHA Policy

It is the policy of the Metropolitan Development and Housing Agency that all persons will have equal employment opportunities regardless of race, color, national origin, sex, age, religion, disability or other legally protected status.

Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or other employment practices because of these non-merit factors will be prohibited.

Title VII of the Civil Rights Act of 1964 and Amendments

- **Age Discrimination** – protection against discrimination towards persons over the age of 40
- **Race/Color** – protection against discrimination based upon a person's race or skin color

- **Religious Discrimination** – protection against discrimination toward persons due to their religion and/or religious beliefs
- **National Origin Discrimination** – protection against discrimination towards persons due to origin.
- **GINA** – protection against genetic information being used in employment decisions
- **Sex/Pregnancy Discrimination** – protection against discrimination based on a person's gender

Americans with Disabilities Act (ADA)

Individuals with qualified or perceived disabilities will not be discriminated against because of their disabilities in regard to job application procedures, hiring, discipline, compensation, promotion, training or other terms, conditions and privileges of employment.

Discrimination is prohibited in all aspects of employment against persons with disabilities, who with reasonable accommodations can perform the essential functions of a job.

Applicants or employees may request a reasonable accommodation, which will permit them to fully participate in the employment process, work environment, facilities and in the performance of their duties. Each request for accommodation will be evaluated on an individual basis. An accommodation should not impose an undue hardship upon the agency or alter the essential functions of a job assignment. Qualified individuals with disabilities must inform their supervisor, department director or the Human Resources Office that an accommodation is needed.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Metro Nashville Public Schools** Year: 2024

Title VI Coordinator: _____ Form Completed By: Brittany Edmondson

Form Completion Date: 6/28/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

In-person training is provided for all new employees. New employees are provided with information on locating additional resources to support Title VI information. New employees are provided guidance on accessing and locating Title VI information on the mnps.org website and within the MNPS Employee Handbook. [MyMNPS - Home \(sharepoint.com\)](#)

NHO provides #3 on the attached Cards for Paper Policy & Procedure. Also, the presenter shares where employees can access policy, procedure, and handbooks in our PPT and on a scavenger hunt (also attached).

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

All MNPS employees are required to complete an annual mandatory training to receive information and updates on Title VI and related services. MNPS employees are able to locate the language access plan on the mnps.org website, in the MNPS employee handbook, and by contacting the MNPS Civil Rights Office. Every time there is a labor law poster update, new posters are sent to each building within MNPS. This is coordinated through the MNPS Mail room and the Employee Relations department. The mandatory training link for Civil Rights training incorporating Title VI is [mnps.schoology.com](#). [Annual Employee Training - All Staff \(2023-24\): 2324-1453 | Schoology](#)

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

MNPS website accessible by clicking on the blue "Legal" link. All public facing information tabs reference that the Title VI of the 1964 Civil Rights Act notice can be found by clicking on hyperlink that is directed to the Legal page outlining same.

<https://mnps.org/>

MNPS Student Parent Handbook

MNPS Parent University Workshops

Title VI of the 1964 Civil Rights Act notice is posted on all job bulletins for both internal and external applicants on the MNPS website and MNPS employee sharepoint.

Posted in MNPS buildings including but not limited to Schools, Central Office Support Hub, Enrollment Centers. All are posted in English and Spanish, and directly next to the posters is a translation services poster available for additional language supports.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? ³For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
5/10/2023	In Progress	Select an Action	Complainant alleges that she and Student were discriminated against on the basis of race when the School Principal did not immediately meet with the Complainant immediately after an incident involving an employee.
3/5/2024	In Progress	Select an Action	Student disciplined for indecent exposure. Complainant alleges that the named school, Hull-Jackson, discriminates by disciplining African-American students more severely than other students with respect to out of school suspension.
7/10/2023	Completed	None	Alleged discrimination based on race to access Kindergarten testing.

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

<https://mnps.org/>

[Translation & Interpretation Services \(sharepoint.com\)](#)

[Student-Parent Handbook - Metro Nashville Public Schools \(mnps.org\)](#)

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes

No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

NON-DISCRIMINATION STATEMENT

Non-Discrimination Statement

The Metropolitan Nashville Public Schools does not discriminate on the basis of race, religion, creed, sex, gender, gender identity, sexual orientation, national origin, color, age, and/or disability in admission to, access to, or operation of its programs, services, or activities, and provides access to the Boy Scouts and other designated youth groups. MNPS does not discriminate in its hiring or employment practices.

Civil Rights Compliance

MNPS is committed to ensuring that all students and adults are given the opportunity to learn, participate, and work in an environment that is free from discrimination by adhering to the following laws:

Title VI of the Civil Rights Act of 1964 Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race or ethnicity, color or national origin.

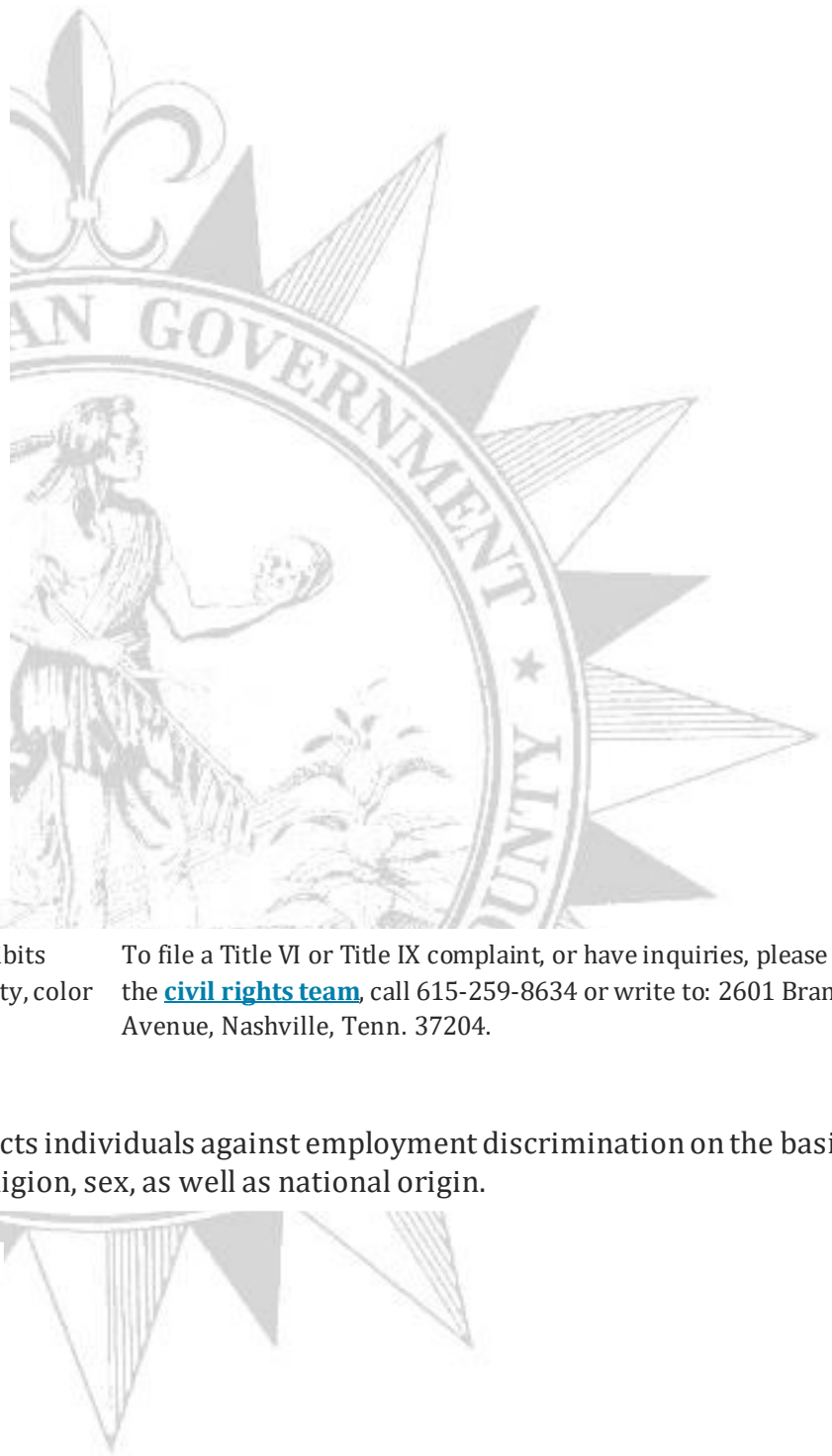
To file a Title VI or Title IX complaint, or have inquiries, please email the [civil rights team](#), call 615-259-8634 or write to: 2601 Bransford Avenue, Nashville, Tenn. 37204.

Title VII of the Civil Rights Act of 1964

Title VII protects individuals against employment discrimination on the basis of race, color, religion, sex, as well as national origin.

MNPS is committed to maintaining equitable employment/educational practices, services, programs and activities that are accessible and usable by qualified individuals with disabilities. For more specific information regarding the Americans with Disabilities Act (ADA) compliance and grievance procedures, refer to [MNPS Policy 5.501](#).

To file a Title VII complaint or if you have questions regarding employment discrimination, please contact [Mary Ellen Zander](#), Director, Employee Relations, by mailing a letter to 2601 Bransford Avenue Nashville, TN 37204, or calling 615-259-8440.



CTE Notice of Non-Discrimination

The Metropolitan Nashville Public Schools (MNPS) does not discriminate on the basis of race, religion, creed, sex, gender, gender identity, sexual orientation, national origin, color, age, and/or disability in admission to, access to, or operation of its programs, services, or activities, and provides access to the Boy Scouts and other designated youth groups. MNPS does not discriminate in its hiring or employment practices.

MNPS high schools offer classes in many Career and Technical Education (CTE) clusters and does not discriminate. Lack of English language proficiency will not be a barrier to admission and participation in CTE programs.

Contact

Title IX Coordinator

2601 Bransford Avenue

[Email](mailto:civilrightscomplaints@mnps.org) civilrightscomplaints@mnps.org



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **NDOT** Year: 2024

Title VI Coordinator: Charles Boddie Form Completed By: Charles Boddie

Form Completion Date: 6/11/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Information on Title VI is posted throughout the department.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Administration Building – Break Room and Main Announcement Board (Visible to the Public)

Operations Building – Roll Call Room

Engineering Building – Main Announcement Board (Visible to the Public)

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Office of Emergency Management Year: 2024

Title VI Coordinator: Jamie Summers Form Completed By: Jamie Summers

Form Completion Date: 5/29/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Post on Bulletin boards

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Public lobby and breakroom in building

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Office of Family Safety Year: 2024

Title VI Coordinator: LaToya Townsend Form Completed By: LaToya Townsend

Form Completion Date: 6/6/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Metro Central HR New Employee Orientation & Training as required by state and federal grants.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Employee Personnel Manual and during staff onboarding

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted

Entrance Lobby, copy areas, break room

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes via Central HR No

We refer our complaints to Central HR & Metro Legal

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

N/A



EQUAL EMPLOYMENT OPPORTUNITY POLICIES (EEO)

Overview

It is the policy of the Office of Family Safety that all persons shall have equal employment opportunities regardless of race, color, national origin, gender, age, religion, disability, creed, gender identity, or sexual orientation. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline, or any other employment practices because of non-merit factors shall be prohibited. Harassment based on race, gender, color, religion, age, national origin, disability, creed, gender identity, or sexual orientation is a form of discrimination and will not be condoned.

The Office of Family Safety Policy and procedures shall be administered in such manner as to comply fully with all Equal Employment Opportunity laws and regulations.

An affirmative action plan may be developed if thorough analysis shows the need for a plan. Any employee or applicant who feels that they have not been afforded equal opportunity for any employment action may file a complaint in accordance with the discrimination complaint procedure.

Complaint Procedure

A complaint of discrimination as outlined in the Guidelines on Discrimination, including a complaint of sexual harassment, may be filed according to the steps defined below. A complaint should be filed within a reasonable time frame of the occurrence or reasonable knowledge of alleged harassment and/or discrimination incident(s). If it is a continuing problem, the complainant needs to state when it began and the progression to the time of the complaint.

OFS POLICIES AND GUIDELINES

A complaint may be filed by a current or former employee or by an applicant and by an individual or a group of people. Any complainant shall have the right to have reasonable representation of their choosing with them at all stages of the complaint procedure. The complaint procedure will maintain confidentiality, to the degree allowed by law. Reprisal or retaliation against good faith complainants or witnesses participating in the investigation is prohibited and could be grounds for disciplinary action. An employee who witnesses or otherwise has knowledge of discrimination is encouraged to report the incident to a supervisor or an appropriate authority.

A. Although employees are encouraged to try to settle problems on an informal basis, any employee who feels that they have been subjected to discrimination may submit a complaint to their supervisor. The supervisor shall try, in a timely manner, to remedy any actual or perceived problem without the necessity of additional formal procedures. After reviewing the matter, the supervisor shall promptly inform the employee of their decision. If the complaint cannot be resolved at this level, the employee may submit the complaint to the HR liaison. After a prompt and thorough investigation, this person should take the necessary steps to correct any problem found to exist, including advising of disciplinary action. The HR liaison after consulting with Department Head shall notify the complaining party of the decision following the conclusion of the investigation. If the Department Head feels charges warrant a third party investigation, or if the charges involve rules or policies that are beyond their scope of authority, the complaint may be referred to the EEO Coordinator. (If the supervisor or the Department Head is the alleged offending party, or if the complainant feels that the supervisor cannot objectively handle the complaint, or if the individual is uncomfortable discussing his/her complaint with anyone within that individual's department, the individual may file the complaint directly with the HR Liaison.)

B. If the employee feels that the complaint has not been remedied in a timely manner by the Appointing Authority within the department, they may submit the complaint to the EEO Coordinator. (The EEO Coordinator may be contacted in the Department of Human Resources.) Upon receipt of a complaint or referral by an Appointing Authority, the EEO Coordinator will conduct a prompt and thorough investigation of the alleged incident(s). The Appointing Authority and the complainant will be apprised of the findings as a result of the investigation. The Appointing Authority shall then review their previous decision to determine if the appropriate action was taken.

C. If for some reason the complaining party is not comfortable with this complaint procedure, it should be recognized that any individual has the right to proceed directly to the Equal Employment Opportunity Commission, the Tennessee Human Rights Commission, or Human Relations to file a complaint of discrimination.

OVERVIEW

Employees of the Metropolitan Government of Nashville-Davidson County's Office of Family Safety should not be exposed or subjected to abusive behavior from other employees. Employees found to be engaging in such conduct shall be subject to corrective and/or disciplinary action. Supervisors may also be subject to corrective action or discipline if they learn of abusive conduct in their workplace and fail to take appropriate action.

DEFINITIONS AND GUIDELINES:

Abusive conduct is behavior that creates an intimidating environment likely to interfere with an individual's work. This conduct can be verbal, visual, physical, or communicated in writing or electronically. Such conduct is typically directed against a particular individual or individuals. It includes, but is not limited to, situations in which one person has authority over another and engages in conduct that unfairly exploits the power inherent in a supervisor's position. A "supervisor" is the person in an employee's chain of command having the departmental authority to direct the employee's work, to approve or deny leave requests, to conduct the employee's performance evaluations, and to counsel, correct, discipline and recommend termination of employment.

Examples of conduct that may be considered abusive include but are not limited to:

- Repeated threatening or intimidating behavior or words (written or oral)
- Repeated use of obscenities, profanity, epithets, gestures or cartoons directed at a person or group
- Repeated degrading of a person or a group on the basis of personal characteristic(s)
- Repeated taunting, jeering, mocking, or humiliating another person through acts or words
- Repeated screaming and/or yelling at or around others
- Insulting someone, especially in the presence of others
- Endangering the safety of an individual or individuals
- Sabotaging or undermining an employee's work performance

In considering a complaint under this policy, it shall be understood that abusive conduct must be distinguished from behavior that is appropriate to the carrying out of certain supervisory or instructional responsibilities. Examples of conduct that demonstrates the non-abusive exercise of managerial prerogative and which should not be considered abusive include but are not limited to:

- Routine coaching and counseling, including feedback about and correction of work performance
- Reasonable work assignments, including shift, post, and overtime assignments

- Disciplinary procedures
- Individual differences in styles of personal expression
- Passionate, loud expression with no intent to harm others
- Differences of opinion on work-related concerns

The fact that someone did not intend to be abusive is generally not considered a sufficient defense to a complaint. In most cases, it is the effect of the behavior on the complainant and whether a reasonable person would find the conduct abusive that determines whether the behavior was abusive.

A single act generally will not constitute abusive conduct, unless such conduct is determined to be severe and egregious.

Reporting Procedures

Any employee who feels they have been subjected to abusive conduct, or any employee who believes abusive conduct has been perpetrated by one or more employees toward one or more co-workers, should report the matter to one of the following: a supervisor (including their supervisor), to the HR liaison, to Metro Central Human Resources, OR to the Department Head.

Employees should not feel obligated to report their complaints to their immediate supervisor first before bringing the matter to the attention of one of the representatives identified above. While it is encouraged, an employee need not make their initial complaint in writing. However, the complainant will be required to sign an "Employee Complaint Form," (obtained from Central HR via the HR liaison) and must be prepared to present sufficient detail concerning the alleged abusive conduct, including dates, times, locations, the identity of any witnesses, and what the complainant expects the witnesses to know concerning their complaint. Unless a threat of personal or professional harm has caused an employee to delay reporting abusive conduct, a report of abusive conduct should be made within sixty (60) calendar days of the date of the conduct giving rise to the report.

If the alleged conduct is part of a continuing problem going back more than sixty (60) calendar days, the complaint should be filed within a reasonable time frame of the most recent occurrence and the complainant will need to state when the abusive conduct began and the progression to the time of the complaint.

Response to Complaint

The person who receives a report of abusive conduct should timely notify both the Department Head and HR liaison. The Department Head may appoint their own department personnel to investigate or may request the assistance of investigators from the Central Human Resources Department. If an investigation is deemed necessary, it will be conducted as soon as practicable. All affected parties will be informed of the investigation's outcome. If a complainant or group is dissatisfied with the report's finding on the ultimate question of whether the conduct complained of violated this policy, they may appeal to the Department Head by making a written request for review within ten (10) calendar days of the date the investigative report was issued. The decision of the Department Head shall be final.

Lodging a complaint of abuse is not proof of prohibited conduct. A complaint against an individual shall not be taken into account during a performance evaluation or consideration for targeting into a new position or promotion, unless a final determination has been made that the individual violated this policy.

Retaliation

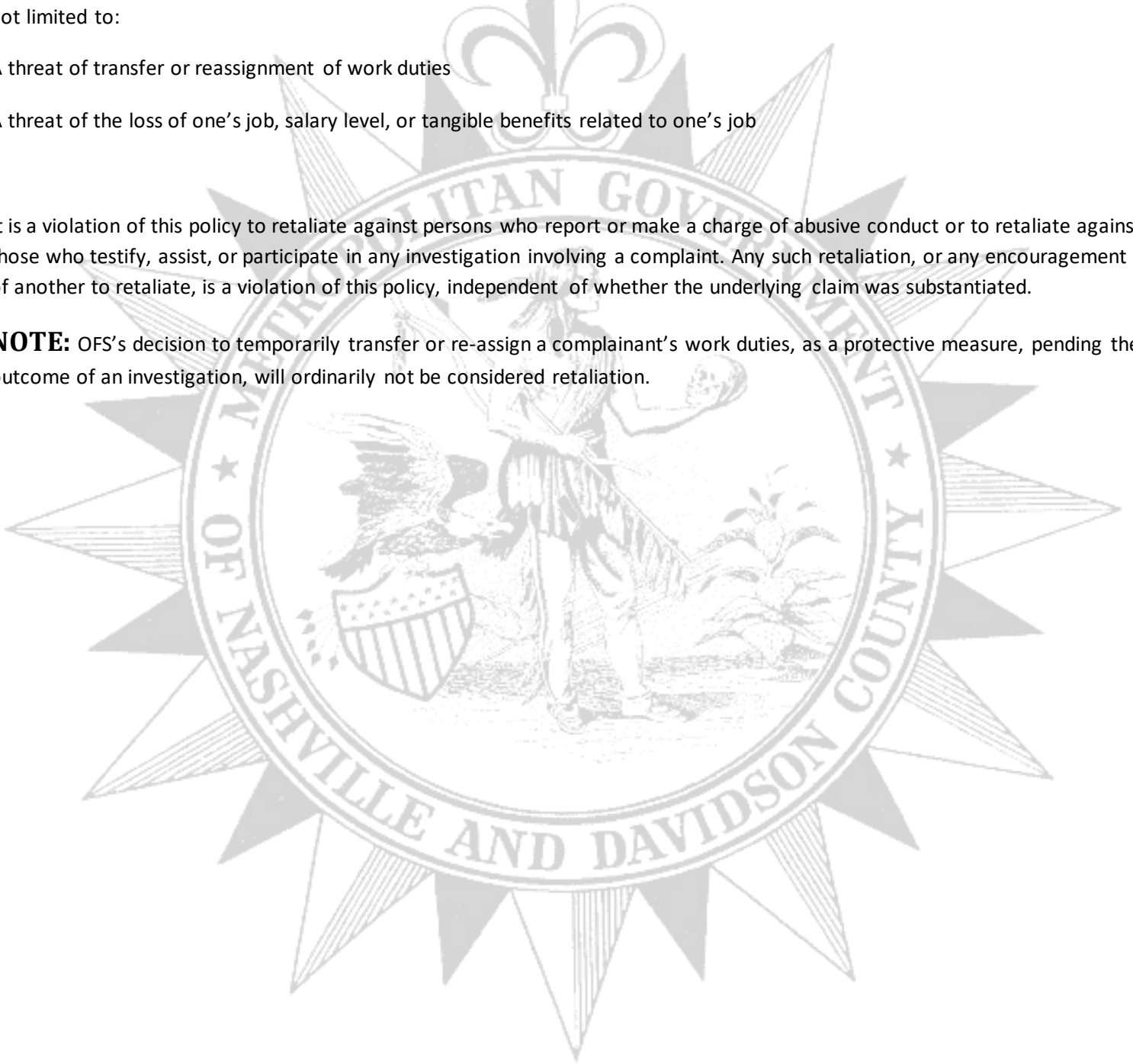
Retaliation means conduct that adversely affects another's terms or conditions of employment and has the effect of harming a person for filing a complaint or for participating in an investigation. Retaliation can take many forms. Examples include but are not limited to:

A threat of transfer or reassignment of work duties

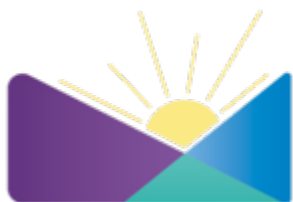
A threat of the loss of one's job, salary level, or tangible benefits related to one's job

It is a violation of this policy to retaliate against persons who report or make a charge of abusive conduct or to retaliate against those who testify, assist, or participate in any investigation involving a complaint. Any such retaliation, or any encouragement of another to retaliate, is a violation of this policy, independent of whether the underlying claim was substantiated.

NOTE: OFS's decision to temporarily transfer or re-assign a complainant's work duties, as a protective measure, pending the outcome of an investigation, will ordinarily not be considered retaliation.



Language Access Plan 2022



Metro Office of
Family Safety

Office of Family Safety Language Access Plan 2022

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Section 1: Overview and Context

A. Connection to Mission

The mission of the Metropolitan Nashville-Davidson County Office of Family Safety is to increase victim safety and offender accountability by providing vital crisis intervention services to victims of interpersonal violence while maintaining the emotional wellness of service providers. This Mission is accomplished in our court and community based Family Safety Centers through client advocacy, case management, training, outreach, and multi-disciplinary teams and Family Safety Center collaboration. The Office of Family Safety recognizes that providing meaningful language access is a critical function of ensuring safety and security for all survivors of sexual and domestic violence.

B. Language Access Needs:

The decision to provide language assistance services should include an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population equals 5 percent or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of the program operation.

In determining "reasonable steps" to ensure meaningful access to the information and services OFS provides, there are four factors to be considered:

1. The number or proportion of LEP individuals in the organization's service area:

According to the 2022 Census Data (source), Davidson County had a total population of 663,264 residents. Among them, 60,743 individuals (approximately **10.08%**) reported speaking English "less than very well" and are thus classified as LEP (limited English proficient).

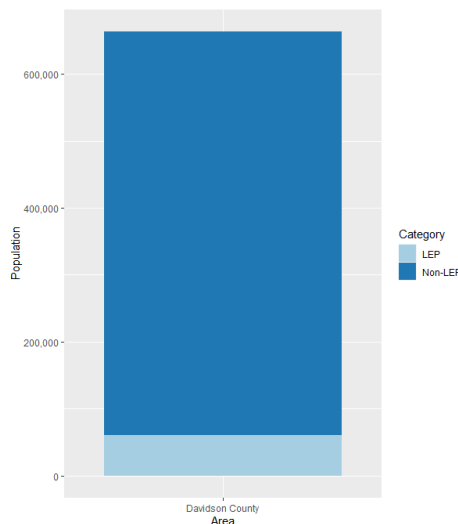


Figure 1: LEP Population in Davidson County

(Source: U.S. Census Bureau. (2022). Detailed Household Language by Household Limited English Speaking Status. American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16002.)

The Office of Family Safety has identified Spanish, Arabic, Kurdish, Somali, Vietnamese, and Burmese as the most commonly spoken languages in our community. This finding aligns with the census data for Davidson County, where Spanish and Arabic speakers constitute the largest LEP populations, Vietnamese ranks as the 9th largest, and Kurdish and Somali are categorized under Other Indo-European languages and Other and unspecified languages, respectively.

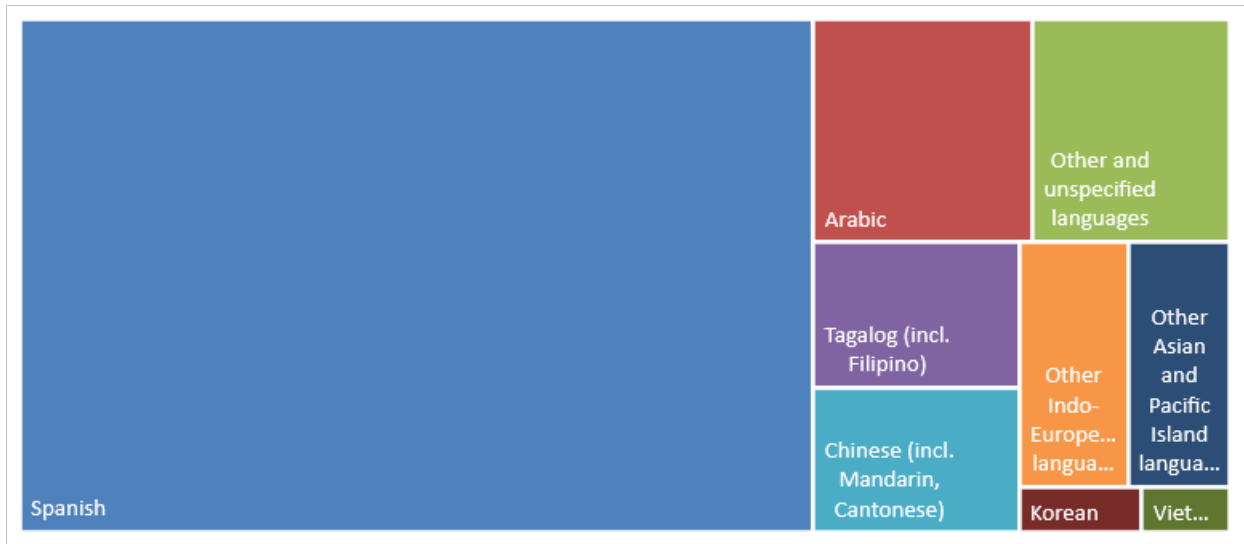


Figure 2: Languages other than English spoken by LEP individuals in Davidson County
 (Source: U.S. Census Bureau. (2022). Detailed Household Language by Household Limited English Speaking Status. American Community Survey, ACS 1-Year Estimates Detailed Tables, Table B16002.)

The analysis of the general population and population served by our agency revealed that we need to build immediate capacity to provide meaningful access in each of these languages. OFS also recognizes accessibility needs are to be provided to clients with disabilities and elderly clients. Additional strategies for building relationships with and increasing our capacity to serve LEP speaking community members, clients with hearing impairments, and elderly clients, will be outlined in this plan. ¹

Factor 2: The frequency LEP individuals come in contact with the program

In order to assess the prevalence of limited English proficient (LEP) individuals engaging with OFS activities and services, OFS gathers data on the number of individuals requiring language assistance. According to 2023 data, OFS had 464

reported contacts using interpretation services between the months of January and September.

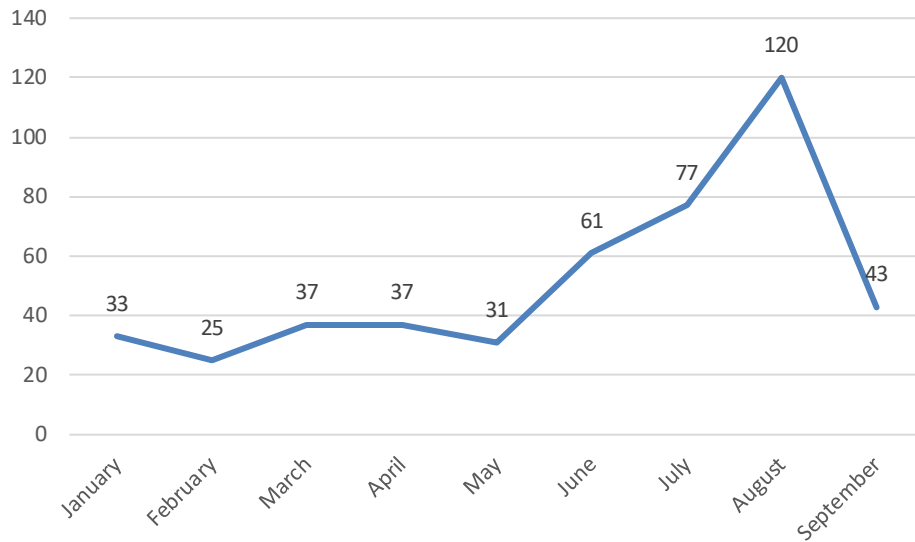


Figure 3: Visits with Interpreting Services (Jan – Set 2023)
(Source: Office of Family Safety.)

Factor 3: The nature and importance of the program, activity, or service provided by OFS to LEP individuals.

OFS serves as a critical resource for individuals and families experiencing domestic violence, sexual assault, and other forms of abuse within the Nashville community. OFS provides comprehensive support services, with a focus on ensuring the safety and well-being of survivors. For non-English speakers, having access to the services offered by OFS is essential as it ensures that language barriers do not prevent them from seeking help and support in situations of crisis. Access to interpreters and multilingual materials facilitates effective communication and enables individuals to navigate the complex process of seeking assistance and protection, ultimately empowering them to break free from cycles of violence and rebuild their lives in safety and dignity.

Factor 4: Determine the resources available to assist LEP individuals.

OFS relies heavily on bilingual staff to cover interpretation needs. Additionally, a

telephonic interpretation service is available for when bilingual staff is not available, or a language other than Spanish is encountered. Document translation needs are similarly covered by bilingual staff or by a language service provider: LTC Language Solutions.

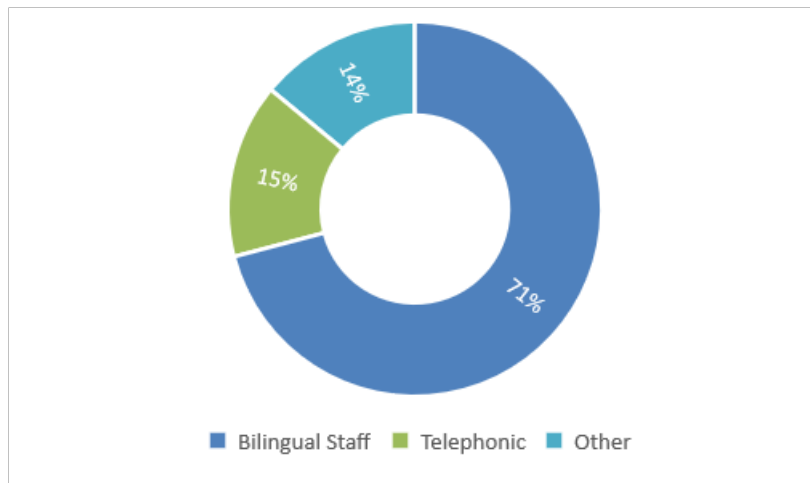


Figure 4: Visits with Interpreting Services (Jan – Set 2023)
(Source: Office of Family Safety.)

Starting in January 2024, OFS is receiving support from the Tennessee Language Center through their Metro Language Access Pilot Program, offered in partnership with the Metro Human Relations Commission. As part of this pilot program, OFS is receiving free in-person and telephonic interpretation services, document translation services, and the potential to offer relevant training in the future.

Section 2: Policies

A. General Policy Statement:

It is the policy of the Office of Family Safety to provide timely meaningful access for persons with Limited English Proficiency to all agency programs and activities. All personnel shall provide free language assistance services to individuals with Limited English Proficiency whom they encounter or whenever a person requests language assistance services. All personnel will inform members of the public that language

assistance services are available free of charge to persons with Limited English Proficiency and that the agency will provide these services to them.

B. Purpose and Authority:

- 1. The purpose of this plan is to ensure that the Office of Family Safety provides meaningful access to agency information and services to survivors and other constituents limited in their English language proficiency. The Office of Family Safety is committed to this plan as the appropriate response to meeting survivors' needs. This plan is consistent with federal requirements. All agencies that receive federal financial assistance must take adequate steps to ensure that persons with Limited English Proficiency, have hearing impairments, and the elderly, receive the language assistance necessary to allow them meaningful access to services, free of charge.*
- 2. The purpose of this plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have Limited English Proficiency (LEP), have hearing impairments, or are elderly. Following these guidelines is essential to the success of our mission.*

C. Language Access Coordinator

The Language Access Coordinator will lead the organization's efforts to implement this policy by increasing LEP and elderly victim access to supportive services and to increase the Family Safety Center's ability to provide direct advocacy services LEP victims of domestic violence, sexual assault, stalking, trafficking, and elder abuse. The Language Access Coordinator will be responsible for creating a Language Accessibility Plan, training staff, and implementing the Language Accessibility Plan at the Office of Family Safety.

Section 3: Definitions

Language access: the rights of individuals with Limited English Proficiency (LEP) to receive meaningful access to federally funded state and Federal programs.

Limited English Proficient (LEP): refers to individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.

Interpretation: The process of rendering a spoken or signed communication from one language into another language accurately and completely (e.g. interpreting during an interview).

Translation: involves conveying information in writing from one language to another (e.g. translating documents).

Interpreter: individual with training and experience with interpretation, who is a neutral third party, is experienced in interpretation techniques, specialized content areas and technical terminology and adheres to a code of ethics and confidentiality.

Vital documents or information are those that are critical for accessing federally funded services or benefits or are documents required by law. For the purposes of the Office of Family Safety's services to survivors and other constituents the following are deemed vital documents (Examples may include):

1. Any and all domestic violence or related brochures generated by the Office of Family Safety for use by survivors.
2. Community education materials generated by the Office of Family Safety for distribution.
3. Crisis information or referral information to area resources.
4. Intake forms, confidentiality waivers, releases of information, Language Access survey, etc.

Section 4: Procedures

The following are guidelines for identifying primary language, as well as procedures for providing meaningful language access through in-language services; translation of written materials; in-person interpretation or telephonic interpretation. Included are procedures for different points of contact and

different service scenarios.

Point of Contact	Expectations of Staff	Tools and Resources
Reception Phones	Identify language spoken. Connect with bilingual staff, interpreter, etc.	Bilingual Staff Language Line
One-on-one Participant Meetings (Advocacy and Case Management Meetings)	Ensure that an interpreter is available. Follow best practices for ensuring safety for participant by securing the name of the interpreter in advance, requiring an interpreter confidentiality agreement, etc. It would be best to connect a bilingual advocate if available that speaks the client's first language.	Language Line Bilingual Staff
Community-Based Services	Meet with other agencies and provide information about LEP plan and resources so that they may assist in informing LEP individuals of language assistance services available.	Flyers, I Speak Cards or Poster, brochures, Language Access Committee

<p>Providing Referrals</p>	<p>Call the referral source and identify a point of contact with adequate language capacity and connect the participant with the point of contact or note the client's primary language and their need of an interpreter on the referral.</p>	<p>In-Person Interpreting Language Line</p>
<p>Outreach</p>	<p>Translate social media and outreach documents.</p>	<p>Bilingual Staff Language Solutions</p>
<p>Written materials</p>	<p>Vital documents are available in different languages. Vital documents are to be reviewed with the support of an interpreter. For any new material uploaded to the website, make sure translations are added too.</p>	<p>Additional translations can be arranged through LTC Language Solutions.</p>

Survey	Provide the LEP Survey to every LEP client. If the client survey is not available in the client's primary language, the advocate is to set the English version of the survey up on a tablet and ask the interpreter to go through the survey with the client so they can complete the survey anonymously.	Language Line Tablets
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A. Staff Compliance

The Office of Family Safety staff will initiate an offer for language assistance to constituents who have difficulty communicating in English.

All personnel will inform members of the public that language assistance services are available free of charge to persons with LEP and that the agency will provide these services for all services offered.

B. Identifying Primary Language

All the Office of Family Safety intake staff will have "I speak cards" in the languages most prevalent in our community. Before contacting a qualified interpreter or a bilingual staff member, intake staff should show the "I speak" card to the person with LEP so that they can identify their primary language.

C. Procedures for Meaningful Language Access Provision

The Office of Family Safety is committed to assuring clear, confidential, two-way communications with all survivors. As part of this commitment the Office of Family Safety will provide trained and competent interpreters, whenever oral communication is needed. This service will be provided at no charge to the survivor. The Office of Family Safety's preferred means of achieving this goal will be to employ case handlers and support staff who are fluent in the major languages

spoken by survivors in our community.

When the Office of Family Safety staff members who are working directly with a survivor are not fluent in the survivor's language, the Office of Family Safety will use the services of a local interpreter service, which uses trained and tested interpreters. To the extent possible, the interpretation will be conducted in person but, if necessary, it may be conducted by phone. If no local interpreter service is available, the Office of Family Safety will use Language Line or a similar over-the-phone interpreter service.

The following are guidelines to be used when an interpreter is needed for an LEP or hearing-impaired client:

- *Avaza Language Services for Spanish interpretation*
- *Maya Interpreters for Central/South American Indigenous languages interpretation*
- *VOIANCE for interpretation of all other languages*
- *Bridges for American Sign Language interpretation for the Deaf and hard of hearing*
- *Tennessee Language Center for all spoken interpretation*

The following are guidelines to be used when a document needs to be translated:

- *Send the document as a word document to the Language Access Coordinator*
- *The Language Access Coordinator will either have the document translated in-office by a bilingual staff member or by Language Solutions if the budget allows*

D. Children as Interpreters Policy

1. *The Office of Family Safety will not use minor children to interpret, in order to ensure confidentiality of information and accurate communication, and to prevent re-traumatizing children.*
2. *Child interpreters prohibited. The use of minor children or other survivors to interpret is prohibited.*

E. Accompanying Adults as Interpreters Policy

1. *The Office of Family Safety will not use accompanying adults to interpret for an individual who is LEP or Deaf or hard of hearing except when the individual requests the accompanying adult interpret and the accompanying adult is a professional interpreter.*
2. *No family members or friends will be allowed to interpret for an individual.*
3. *If an adult who is a professional interpreter does accompany the client, their credentials must be verified, a release of information form must be signed, and a confidentiality form must be signed.*

4. Elderly Adult Accommodations Policy

1. *When serving an elderly adult at the Office of Family Safety, staff will provide the client with forms and materials that are at least 12pt font so they can more easily read what is given to them.*
2. *Large print materials will be kept with other client documents and on the shared drive to allow easy access for advocates to provide to elderly clients.*

Section 5: Notification of Language Assistance Services

Sample Language:

1. Posters notifying survivors with LEP of their language service rights will be developed and displayed in areas where intakes are conducted. These posters will contain a simple message - such as 'Free Interpreter services are available. Please ask for assistance.' And will be in English as well as the principle languages spoken in the service area. Flyers will also be developed and made available throughout the program and community. Staff will also have access to the Office of Family Safety Language Access plan and will be aware to notify clients of free interpretation available.
2. In all its intake areas and on its website, the Office of Family Safety will post and maintain clear and readable signs in the languages most prevalent in our community notifying survivors that free translation and interpretation services are available to them while using the organization's services.
3. When new client materials become available, Office of Family Safety staff members will translate client materials and make those available to LEP clients and upload them to the website when applicable.

Copies of notices posted at OFS can be found here:

[..\Signs and Posters\Your Right to an Interpreter Poster.pdf](#)

Section 6: Monitoring and Staff Responsible for Monitoring

Plan to Monitor Effectiveness:

1. The Office of Family Safety will conduct an annual evaluation of its LEP plan to determine its overall effectiveness, review the progress of stated goals and identify new goals or strategies for serving survivors with LEP. The appointed staff will lead the evaluation with the assistance of other staff. The evaluation will include the following:

1. Understanding how LEP individuals interact with our agency:

1. Does your agency interact or communicate with the public or are there individuals in your agency who interact or communicate with LEP individuals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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2. Please describe the manner in which your agency interacts with the public or LEP individuals:	<input type="checkbox"/> In Person <input type="checkbox"/> Telephonically <input type="checkbox"/> Electronically(eg email or website)	<input type="checkbox"/> Other (please specify)
3. Does your agency have designated committees to reach out to LEP communities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. Identification and Assessment of LEP Communities:

1. How does your agency identify LEP individuals? (Select all that apply)	<input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual requests for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker or LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency	<input type="checkbox"/> Use of "I Speak" language identification cards or posters <input type="checkbox"/> Based on written material submitted (complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify)
2. Does your program have a process to collect data on the number of LEP individuals that you serve, that are in your service area, and of the languages that are spoken by LEP individuals in your service area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. How often does your agency assess the language data for your service area?	<input type="checkbox"/> Annually <input type="checkbox"/> Biannually	<input type="checkbox"/> Not sure <input type="checkbox"/> Other _____
4. What does your agency use to determine the LEP communities in your service area? (Select all that apply)	<input type="checkbox"/> Census <input type="checkbox"/> US Dept. of Education <input type="checkbox"/> US Dept. of Labor	<input type="checkbox"/> Community Organizations <input type="checkbox"/> Intake information: internal data

	<input type="checkbox"/> State Agencies	
5. Do you collect and record the language preferred for each client when in contact with your services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

3. Providing Language Assistance Services:

1. Does your agency currently have a system in place for tracking the type of language assistance services it provides to LEP individuals at each interaction? (Language Access Plan)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. What data do you maintain regarding language assistance services? (Select all that apply)	<input type="checkbox"/> Primary language of persons encountered or served <input type="checkbox"/> Use of language assistance services such as interpreters and translators <input type="checkbox"/> Funds or staff time spent on language assistance services	<input type="checkbox"/> Number of bilingual staff <input type="checkbox"/> cost of translation materials into non-English languages <input type="checkbox"/> Other: specify _____
3. Does your agency have a system to track the cost of language assistance services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. What types of language assistance services does your agency provide? (Select all that apply)	<input type="checkbox"/> Bilingual Staff <input type="checkbox"/> In-house interpreters <input type="checkbox"/> In-house translators <input type="checkbox"/> Contracted interpreters <input type="checkbox"/> Contracted translators <input type="checkbox"/> Telephone interpretation services	<input type="checkbox"/> Language bank or dedicated pool of interpreters or translators <input type="checkbox"/> volunteer interpreters or translators <input type="checkbox"/> Interpreters or translators borrowed from another agency <input type="checkbox"/> other: please specify _____

	<input type="checkbox"/> Video interpretation services	
5. Does your agency ask or allow LEP individuals to provide their own interpreters or have family members or friends interpret?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does your agency have contracts with language assistance service providers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does your agency provide staff with a list of available interpreters and the non-English languages they speak, or information on how to access qualified interpreters?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does your agency translate signs or posters announcing the availability of language assistance services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Does your agency identify and translate vital documents into the non-English languages needed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Which vital written documents has your agency translated into non-English languages? (Select all that apply)	<input type="checkbox"/> Notice of interpretation and translation available <input type="checkbox"/> Consent forms <input type="checkbox"/> Complaint forms <input type="checkbox"/> Intake forms <input type="checkbox"/> Notice of Rights	<input type="checkbox"/> Applications to participate in programs or other services <input type="checkbox"/> Other (please explain) _____
11. Does your agency translate signs or posters announcing the availability of language assistance services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12. Is non-English information available on your agency's website?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

4. Training Staff on Policies and Procedures:

1. Does all your agency staff receive initial and periodic training on how to access and provide language assistance services to LEP individuals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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2. Who receives staff training on working with LEP individuals? (Select all that apply)	<input type="checkbox"/> Management or senior staff <input type="checkbox"/> Employees who interact with or are responsible for interactions with non-English speakers or LEP individuals	<input type="checkbox"/> Bilingual Staff <input type="checkbox"/> New employees <input type="checkbox"/> All employees <input type="checkbox"/> Volunteers <input type="checkbox"/> Others (please specify) _____ <input type="checkbox"/> None of the above
3. Are language access policies and LEP issues included in the mandatory training curriculum for staff?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Does your agency staff manual or handbook include specific instructions related to providing language assistance services to LEP individuals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Does staff receive periodic training on how to obtain and work with interpreters?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does staff receive periodic training on how to request the translation of written materials into other languages?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Do staff members who serve as interpreters receive regular training on proper interpreting techniques, ethics, specialized terminology, and other topics?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5. Providing Notice of Language Assistance Services:

a. The following series of questions will help assess how we provide notice of language assistance services to the LEP population in OFS.

1. How do you inform members of the public about the availability of language assistance services? (Select all that apply)	<input type="checkbox"/> Frontline and outreach multilingual staff <input type="checkbox"/> Posters in public areas <input type="checkbox"/> "I Speak" language identification cards or poster distributed to front desk <input type="checkbox"/> Website	<input type="checkbox"/> Social networking website (e.g. Facebook, Twitter) <input type="checkbox"/> E-mail to individuals <input type="checkbox"/> Other (Please specify): _____ <input type="checkbox"/> None of the above
--	--	---

2. Do your translated program outreach materials inform LEP individuals about the availability of free language assistance services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Does your agency regularly advertise on non-English media (television, radio, newspaper, and websites)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Does your agency inform community groups about the availability of free language assistance services for LEP individuals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Does your agency inform current applicants or recipients about the availability of language assistance services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does the main page of your agency website include non-English information that would be easily accessible to LEP individuals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services, techniques, ethics, specialized terminology, and other topics?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

6. Monitoring and Updating a Language Access Procedures, Policy, and Plan

a. The following set of questions will help assess whether OFS has an effective process for monitoring and updating your language access policies, plans, and procedures:

1. Does your agency have a written language access policy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
2. If so, is a description of this policy available to the public?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3. How often is your agency's language access policy reviewed and updated?	<input type="checkbox"/> Annually <input type="checkbox"/> Every 6 months	<input type="checkbox"/> Quarterly <input type="checkbox"/> Other
4. When was the last time your agency's language access policy was updated?	<u>In progress of as June 2022</u>	

5. How often does your agency update its data on the LEP communities in your service area?	<input type="checkbox"/> Annually <input type="checkbox"/> Every 6 months	<input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Other: <u>Monthly</u>
6. Does your agency have a language access coordinator?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does your agency have a formal language access complaint process?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
8. Has your agency received any complaints because it did not provide language assistance services?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
9. Do you monitor the system for collecting data on beneficiary satisfaction and/or grievance/complaint filing?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
10. Do you obtain feedback from the LEP community on the effectiveness of your language access program and the language assistance services you provide?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. *The Office of Family Safety intake personnel will record each person's language of choice in the database. If the individual has limited English proficiency, the person's language of choice will be clearly marked in their file. The Office of Family Safety's database will track the number of individuals that the Office of Family Safety accepts and rejects by the person's language of choice. This will be discussed in annual LEP review to hold OFS accountable to its LEP clients and ensure that clients are not being turned away solely for their language or accessibility needs.*

3. *The Office of Family Safety will monitor changing population levels and the language needs of individuals with LEP in the region. An annual review of this language access plan will coincide with the annual evaluation of the program. Evaluation results and recommended changes will be shared with the Office of Family Safety's leadership and/or the staff responsible for maintaining the Language Access Plan. The Language Access Coordinator will also keep a record of any language access services provided and will make this information available during the annual review process. In connection with updates to this Language Access Plan, the Office of Family Safety may use some of the following tools to conduct further assessment:*

1. *Conduct surveys or focus groups*
2. *Develop an evaluation process to assess LEP service provision (see above)*
3. *Establish a tracking system to collect primary-language data for individuals that participate in programs and activities (database contains this information)*

Section 7: Community Outreach and Collaboration

1. *The Office of Family Safety will identify the primary sources through which survivors with LEP are referred to our services, and culturally based organizations that serve individuals with LEP in our community. The Office of Family Safety will work to develop collaborative relationships with these organizations to ensure more seamless access to services, accountability to our own language access policies, and greater access to survivors with LEP. An effort to complete this has been made with the Language Access Collaborative, hosted by the Office of Family Safety with its partnerships.*
2. *The Office of Family Safety will share its LEP Policy and the documents and knowledge it develops regarding LEP resources with the other services organizations in our area, namely Metro Human Relations, BRIDGES, Fifty Forward, and any other not-for-profit organization that requests the information.*
3. *Initiatives to complete this has been completed in the following: The Language Access Coordinator is hosting the Language Access Collaborative with OFS partnerships, the Hispanic Outreach Committee, and attending VAPIT meetings.*

Section 8: Training

Staff Training

1. *The Office of Family Safety will distribute the LEP plan to all staff and will have a current electronic copy available so all staff will be knowledgeable of LEP policies and procedures. One staff may be appointed to monitor implementation of the plan and conduct staff training as needed.*
 - *All staff providing technical assistance, training or working directly with clients will received annual LEP training, or training upon employment, and then annually.*
 - *LEP plan information will be incorporated into the employee handbook.*
 - *LEP training will include information on the following topics:*
 - *Legal obligation to provide language assistance*
 - *LEP plan and procedures*
 - *Responding to LEP individuals*
 - *Obtaining interpreters (in-person and over-the-phone)*
 - *Using and working with interpreters (in-person and over-the-phone)*
 - *Translating procedures*
 - *Documenting language requests*
2. *The Office of Family Safety will provide cultural responsiveness training, including training regarding this policy and the appropriate use of interpreters and translators, to all staff who have regular interaction with survivors. All new staff members will be required to receive cultural competency training within six months of the beginning of their employment with the Office of Family Safety. After their initial training, all staff members will be required to receive refresher training in cultural responsiveness and language access every year.*
3. *In order to establish meaningful access to information and services for survivors with LEP, staff that regularly interact with the public, and those who will serve as translators or interpreters, will be trained on the Office of Family Safety's LEP policies and procedures. Training will ensure that staff members are effectively able to work in person and/or by telephone with survivors with LEP. Management staff will be included in this training, even if they do not interact regularly with survivors with LEP, to ensure that they*

fully understand the plan, so they can reinforce its importance and ensure its implementation by staff.

Section 9: Complaints

If a client feels they have been denied the benefits of the Language Access Plan, or feel they did not receive adequate interpretation, they can utilize the Office of Family Safety's grievance procedure to report the complaint within 6 months of the alleged denial. They may also make a complaint while they are at the Office of Family Safety.

Appendix

A. Fund Development Needs

*Immediate funding needs include: **OVC FY 2019 Enhancing Language and Other Access to Services** - translation, printed materials, trainings, language line, ASL interpretation services*

Long-term funding needs include a hiring plan for bilingual advocates, language line, and ASL interpretation services.

B. Additional Language Access Policies

Bilingual Staff Policy

- 1. The Office of Family Safety prefers hiring bilingual/bicultural staff members whenever possible to work directly with individuals with LEP. Bilingual/bicultural staff qualify for a salary differential based on language proficiency, cultural knowledge, and ability to effectively support individuals with LEP. Additionally, bilingual staff are not and should not be used as interpreters for other organizations.*
- 2. The Office of Family Safety shall consider second language proficiency, in a language commonly spoken by the Office of Family Safety clients or potential clients, as a preferred quality when hiring new staff. The Office of Family Safety's employee recruiting materials will clearly state that second language proficiency will be viewed favorably in the Office of Family Safety's hiring decisions. The Office of Family Safety will send notice of all job openings to diverse community-based organizations in our area.*
- 3. The hiring process of a bilingual staff will consist of a proficiency test for the language(s) they are being hired for. For candidates who speak Spanish, an in-office proficiency test will be conducted by a Spanish speaking staff member to assess language proficiency. This test will test the candidate's speaking, listening, reading, and writing proficiency in Spanish to ensure they can accurately understand clients and communicate with them. For candidates who speak a language other than Spanish, OFS will utilize an outside vendor to assess language proficiency.*

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Office of Homeless Services Year: 2024

Title VI Coordinator: Antonia Whitfield Form Completed By: Antonia Whitfield

Form Completion Date: 6/18/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Training is provided through New Hire onboarding. Each new staff is provided a copy of Title VI and a physical copy of Metro's Civil Service policy which outlines in Section 3.1 equal employment opportunity policies, and complaint procedures against discrimination.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No – We became a new department as of 7/1/2023.

How does your department disseminate Title VI information (including your language access plan) to all employees?

The Title VI of the Civil Rights Act of 1964 is distributed during Onboarding. The language access plan has not been distributed to all staff. I just recently as June 5th obtained a link to the Language access Guide and Toolkit. However, the Outreach team is aware of the resources available for communication when language assistance is needed.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other This procedure has not been drafted yet.

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? Zero

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

In our inaugural year as a department, we completed our first round of monitoring. During the process, staff checked for Title VI postings and interviewed agency concerning their Title VI process.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

The Admin department will request to be added to the notification for Title VI training and develop a policy for implementation, along with internal training for staff. This process will take approximately 60 days.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

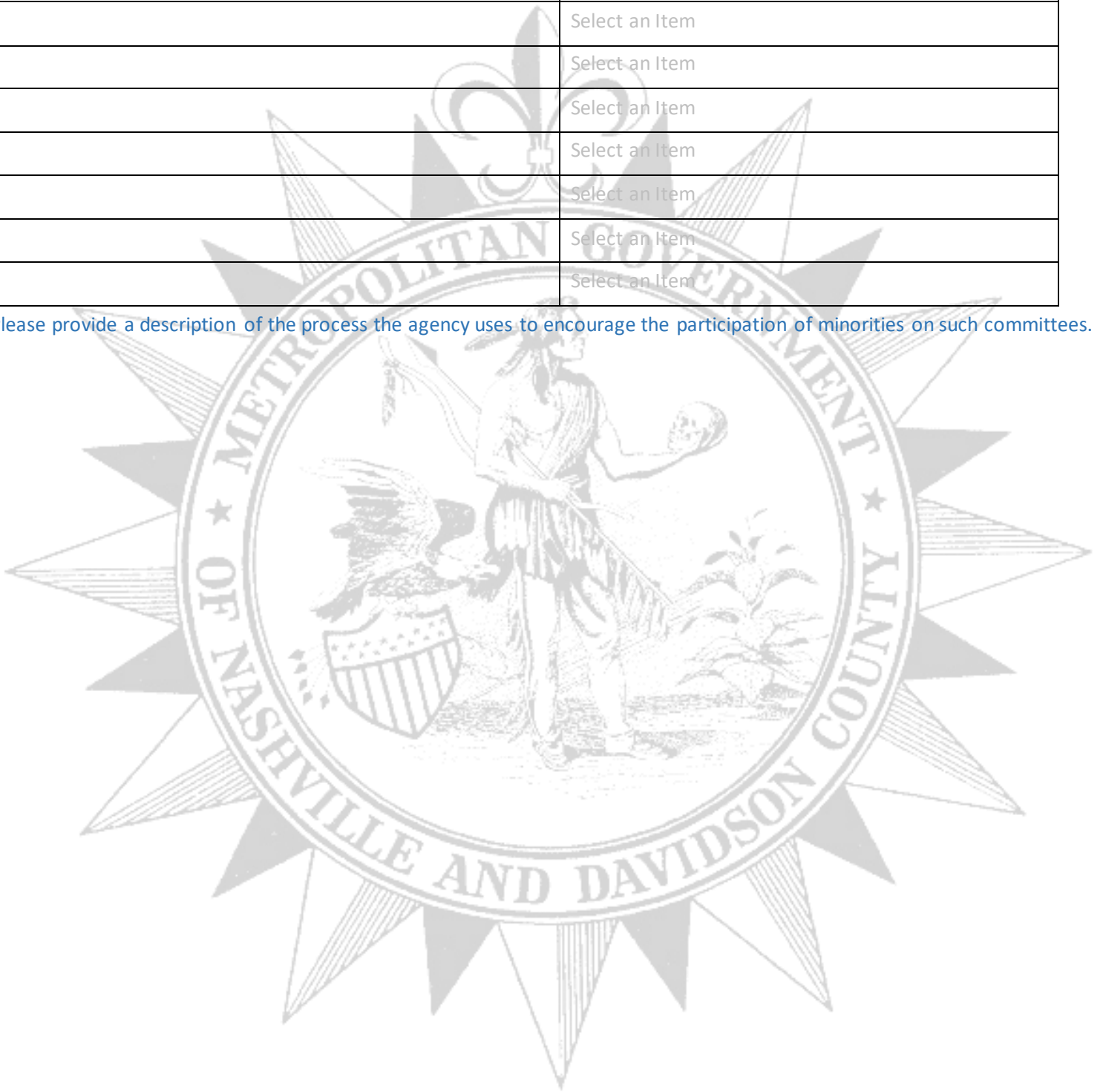
Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



**Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire**

Department: Parks Year: 2024

Title VI Coordinator: TBD Form Completed By: Chinita White

Form Completion Date: 6/26/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

PP/Online/Conf

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Available through Human Relations Department

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Outside break areas/Posting boards

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

[Nashville.gov - Human Relations Commission Discrimination Complaint Form](#)

[Employee-Complaint-Form.pdf \(nashville.gov\)](#)

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 1

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Completed	Disciplinary Action	Park Police officer Darrell Howse received a 4-day suspension as the result of a department hearing. Officer Howse appealed and came to a settlement agreement of 2-day suspension versus original of 4 days
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

We use Metro Human Relations as a resource for language needs.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Planning Commission Year: 2023

Title VI Coordinator: Randi Semrick Form Completed By: Randi Semrick

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Reviewed on-line training materials through MHRC and will attend next offered training.

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided? Brochure/brochures

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We have LEP information on our bulletin board in English, Chinese, Spanish and Arabic. An LEP Plan has been started, but not yet completed.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No (The Title VI language is included in the procurement process and contracts as per Metro Finance.)

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented? An LEP Plan has been started, but not yet completed.

Minority Representation on Planning or Advisory Bodies When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Police** Year: 2023

Title VI Coordinator: Seth Waltenbaugh Form Completed By: Seth Waltenbaugh

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No 2024

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

New hire orientation in-person sessions

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We have Title VI posters with complaint reporting information in the lobby of each of our facilities.

We also have policy in our manual outlining language line use procedures to assist non-English speaking citizens.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

- MNPD Headquarters
- Central Precinct
- East Precinct
- Hermitage Precinct
- Madison Precinct
- Midtown Hill Precinct
- North Precinct
- South Precinct
- West Precinct
- Property and Evidence Section
- Metro South East
- MNPD Training Academy
- Forensic Services Division
- Central Records Division

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

Please see attached for investigating and tracking procedures. Title VI complaints are tracked and maintained in a biased-based policing report annually.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 7

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
1/31/2023	Completed	None	The complainant alleged an officer racially profiled her daughter while she was walking in her neighborhood. The complaint was investigated and found to be unfounded.
6/9/2023	Completed	None	The complainant believed he was arrested by an officer due to his race. The complaint was investigated and found to be unfounded.
8/10/2023	Completed	None	The complainant alleged she was racially profiled by an officer. The complaint was investigated and found to be unfounded.
8/16/2023	Completed	None	The complainant claimed an officer stopped their rideshare driver because of his race. The complaint was investigated and found to be unfounded.
7/10/2023	Completed	None	The complainant alleged an officer detained his based on his race. The complaint was investigated and found to be unfounded.
1/13/2023	Completed	None	Internal employee investigation: The complainant alleged another officer claimed she was being treated differently based upon her gender. The officer denied making that claim and the case was closed as a Matter of Record.
3/21/2023	Completed	None	Internal employee investigation: The complainant alleged an officer told him she was being treated differently based upon her gender. The officer denied making that claim and the case was closed as a Matter of Record.

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes

No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

We have subrecipients in our ICAC Grant. We conduct monitoring visits to each entity to ensure they are purchasing the approved equipment or training. We also ensure that they have a Title VI poster posted in their facility for Title VI purposes.

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes

No

If Yes, please provide it by attaching it to this response.

Please see attached policy from MNPD Departmental Manual.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes

No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Public Defender** Year: 2024

Title VI Coordinator: Sherlaine Emmons Form Completed By: Sherlaine Emmons

Form Completion Date: 6/11/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Public Library Year: 2024

Title VI Coordinator: Susan Drye Form Completed By: Susan Drye

Form Completion Date: 6/10/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Public Library New Employee Orientation, then annually online.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Via departmental email. All information that is needed to push out to the library system is posted on the Public Library's Intranet, INK. Also, the form with our language access list is on INK.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

The notice is posted at all library locations (22 facilities).

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other – If the library receives a Title VI complaint, either library administration or library HR will refer the complainant to the Metro Human Relations Commission.

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Nashville Public Library (NPL) is in the process of developing a Written Language Plan. NPL plans to implement in FY25.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Joyce Searcy	Black or African American
Keith Simmons	White
Rosalyn Carter	Black or African American
Charvis Rand	Black or African American
Katy Varney	White
Dr. Nadine De La Rosa	Black or African American
Kate Ezell	White
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

The Nashville Public Library Board is comprised of 7 members recommended by the Mayor and approved by a majority of Metro Council. They are appointment to 4-year terms and annually the board members vote on the Chair, Vice-Chair and Secretary.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Sheriff Year: 2024

Title VI Coordinator: M.Travis/M.Cook Form Completed By: M.Cook

Form Completion Date: 5/24/24

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Scenario based training, In all new-hire orientation.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Via our Title VI Policy and New Hire Orientation

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Information is located in all public entrances on DCSO electronic information boards.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other Policy 1-1.154 Title VI Compliance for Inmates/ Public, which is publically accessible under open records requirements

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No



How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	No Title VI Complaints for this time period
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



 NASHVILLE SHERIFF DAVIDSON COUNTY SHERIFF'S OFFICE <small>Daron Hall, Sheriff</small>	<u>Chapter</u> Administration and Management	<u>Page</u> 1 of 4
	<u>Title</u> Title VI Compliance for Inmates/Residents and the Public	<u>Effective Date</u> 7/7/23
<u>Index Number</u> 1-1.154	<u>Related Standards</u> PREA 115.16b, c	<u>Approved By</u> 
<u>Supersedes</u> Policy # 1-1.154	<u>Title</u> Title VI Compliance for Inmates/Residents and the Public	<u>Prior Effective Date</u> 8/15/21

POLICY

The Davidson County Sheriff's Office (DCSO) complies with Title VI of the Civil Rights Act of 1964, which prohibits exclusion from participation in, denial of the benefits of, or discrimination in, program participation on account of race, color, or national origin. The agency takes reasonable steps to provide inmates/residents and the public with limited English proficiency (LEP) equivalent access to DCSO-managed programs and services, and ensures they have equivalent opportunities to participate in or benefit from efforts to prevent, detect, and respond to sexual abuse/harassment. **PREA 115.16b**

Although this policy is written from a correctional perspective about inmates and officers, the procedures also generally apply to the residential facility and its residents and technicians.

DEFINITIONS

Language Line – A resource that provides translation services via the telephone.

Limited English Proficiency (LEP) Individual – A term that describes people who do not speak English as their primary language and have limited ability to read, write, and/or understand English.

Qualified Interpreter – A person certified or registered to translate the words someone is using effectively, accurately, and impartially with any necessary specialized vocabulary.

Prison Rape Elimination Act (PREA) – A federal law related to the elimination, reduction, response to, and detection of sexual abuse/harassment of inmates.

Title VI of the Civil Rights Act of 1964 – A federal law requiring that, “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

PROCEDURAL GUIDELINES

DCSO's Title VI coordinator for employees is a member of the human resources division, and investigates employee Title VI complaints as outlined in DCSO Policy # 1-1.300, “Workplace Harassment/Discrimination.” The Title VI coordinator for inmates and the public investigates Title

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VI complaints as outlined below. The DCSO provides resources such as contracted language line services, interpreters, signs, and bilingual literature to LEP inmates, including those who speak languages other than Spanish. The intake officer identifies LEP arrestees and stamps their paperwork accordingly. The prisoner processor adds that information to the arrestee’s record in the Jail Management System (JMS) during processing.

In the booking area, short audio-visual presentations in English and Spanish explain basic facility rules and procedures, how to report sexual abuse/harassment, and how to access services. The inmate handbook is available on inmate tablets/kiosks in English and Spanish in correctional housing areas. Residents receive copies of program rules in the appropriate language during orientation.

The DCSO offers programs and services such as treatment and education in English and other languages as required. Community partners offer twelve-step meetings and religious programs in foreign languages if available.

The DCSO communicates information about accessing health care services and the grievance system verbally and in writing in a language easily understood by the inmate.

Language Line

Employees may access information about language line services via a designated folder on the DCSO shared drive. The folder contains a language identification guide, directions on how to use the language line, and tips for working with an interpreter.

An employee obtains approval from the area supervisor before utilizing the language line. Contracted vendors are required to provide their own access to appropriate translation services.

Personnel document calls to the language line in the “Language Line Log” designated folder on the shared drive. The log includes the date of the call, caller’s name, inmate’s name/OCA number or name of civilian needing the service, the facility and area where the call originated, the language needing translation, and the interpreter’s identification (ID) number.

Interpreters

The DCSO does not rely on inmate interpreters, readers, or other inmate assistance when dealing with sexual abuse/harassment complaints unless an extended delay in obtaining an effective interpreter could compromise safety, the performance of first-responder duties, or the investigation of the allegation. **PREA 115.16c**

When needed, the DCSO Title VI coordinator for inmates contacts the Metropolitan Government (“Metro”) Title VI coordinator to arrange for qualified interpreter services from outside the agency.

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For information about the process an attorney uses to request access to a correctional/residential facility for a qualified interpreter to accompany the attorney/designee, see DCSO Policy # 1-5.420, "Inmate Visitation."

DCSO Title VI Coordinator for Inmate/Public Complaints

A member of the standards division coordinates non-employee Title VI complaint investigations. The coordinator/designee conducts Title VI compliance training during annual core training and new-hire orientation. Standards division personnel monitor Title VI compliance during annual assessments and training, and submit reports to the Metro Title VI coordinator as requested.

Complaints

Individuals may file Title VI complaints with the DCSO or the Metro Title VI coordinator, who is a member of the Metro Human Relations Commission. The individual may file a Title VI complaint up to 180 days after the fact.

An inmate’s case manager provides the “Civil Rights Title VI Discrimination Complaint” form upon request. The case manager reviews the complaint and forwards it to the standards division if it is based on race, color, or national origin. For residents, technicians perform the case manager functions outlined above. Standards division personnel log all Title VI complaints and their resolutions on the shared drive.

Within three days of receiving a complaint, the DCSO coordinator/designee acknowledges receipt of the complaint in writing to the civilian complainant or via an email to the inmate’s case manager/resident’s technician.

The DCSO coordinator/designee reviews the complaint and investigates as needed. The coordinator/designee does not investigate complaints which are clearly not related to race, color, or national origin. The coordinator/designee stamps such complaints “Not a Title VI Discrimination Complaint,” and returns them to the complainant with a memo that explains what Title VI includes and informs the complainant how to pursue the complaint.

If an investigation is warranted, the coordinator/designee completes it within 60 days.

If standards division personnel determine a Title VI violation occurred, they send a copy of the investigative packet to the sheriff, chief deputy, chief of corrections, and administrative counsel, one of whom will implement changes to address the Title VI violation. Administrative counsel review the investigative packet before standards division personnel forward it to the Metro Title VI coordinator.

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The DCSO coordinator provides a copy of the final complaint resolution to the complainant, the inmate's case manager/resident's technician, and the facility administrator. Standards division personnel keep a copy on file and forward one to the records division for the inmate's institutional record.

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Social Services Year: 2024

Title VI Coordinator: Yuri L. Hancock Form Completed By: Yuri L. Hancock

Form Completion Date: 6/5/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Training is provided via the Onboarding process and New Hire Orientation

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We post signage in the common areas of the building in various languages (i.e. Spanish, Arabic, Somali); we utilize the language line for interpreter services, we also provide training during new hire orientation as well as at the annual program in-service trainings.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Metro Social Services has no formal plan, rather follows the practice of utilizing the most recent vendor list for interpreter services. Staff are instructed to first contact a Program Manager, who will walk them through accessing interpreter services for the customer.

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Sports Authority** Year: FY24

Title VI Coordinator: Melissa Hudson Wells Form Completed By: Melissa Hudson Wells

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No There was a conflict with the FY24 training; however, the Sports Authority's Title VI Coordinator will be attending the next training in Fall 2024.

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Access is provided to training resources.

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No There was a conflict with the FY24 training; however, the Sports Authority's Title VI Coordinator will be attending the next training in Fall 2024.

How does your department disseminate Title VI information (including your language access plan) to all employees?

Information is shared with staff through staff meetings and links to additional resources.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

The Title VI Coordinator for the Sports Authority responds to questions, concerns, complaints, and requests from the public.

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other The Title VI Coordinator for the Sports Authority responds to questions, concerns, complaints, and requests for information.

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No If requested.

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes N/A No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes N/A No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes N/A No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

N/A

Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: State Fair Board Year: 2024

Title VI Coordinator: Kristi Harris Form Completed By: Kristi Harris

Form Completion Date: 5/24/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period?

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Fairgrounds does not have these committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: Trustee Year: 2024

Title VI Coordinator: Nicholas Garvin Form Completed By: Nicholas Garvin

Form Completion Date: 6/10/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

Posted in common office area used by all staff. We are in process of finalizing language access plan for the office with training late summer during development training days.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No - Addition to Trustee website is requested for link to be added directing to Metro HRC

List all locations where the notice is posted:

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? 0

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **Water Services** Year: 2024

Title VI Coordinator: Juanita Davis Form Completed By: Juanita Davis

Form Completion Date: 6/11/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

During New Hire Orientation thru video

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year? **Completed training online.**

Yes No

How does your department disseminate Title VI information (including your language access plan) to all employees?

We have information posted in all areas

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

All Metro Water Services buildings

Do you provide this in languages other than English?

Yes No

Title VI Complaint Procedure

Does your department have a written procedure for accepting, investigating and tracking Title VI complaints?

Yes No

If Yes, please provide it by attaching it to this response.

If No, do you refer all complaints to the Metro Human Relations Commission?

Yes No

How does your department communicate information about the complaint procedure to the public?

Posted Signs Website

Other **If the information is requested, we would send it out.**

Do you provide this complaint procedure in languages other than English, pursuant to language access plan?

Yes No

Record of Title VI Complaints, Investigations and Lawsuits

Does your department keep a record of all Title VI complaints, investigations and lawsuits?

Yes No

How many Title VI complaints, investigations and lawsuits did you have this annual reporting period? none

For each complaint, list the date that the investigation, lawsuit or complaint was filed; the status of the investigation, lawsuit or complaint; action taken in response to the investigation, lawsuit or complaint; and a summary of the allegation(s).

Date	Status	Action Taken	Summary
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	
Select a Date	Select a Status	Select an Action	

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that "subrecipient" for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

- Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

- Yes No

If Yes, please provide it by attaching it to this response.

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

- Yes No Not that I am aware of

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item
	Select an Item

Select an Item

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.



Metropolitan Government of Nashville and Davidson County
Title VI Questionnaire

Department: **WeGo** Year: 2024

Title VI Coordinator: Felix Castrodad Form Completed By: Felix Castrodad

Form Completion Date: 6/14/2024

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance. Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Federal Government requires all entities that receive federal financial assistance to develop training, procedures, and practices that ensure compliance with Title VI. To that end, Metropolitan Government of Nashville and Davidson County collects and annually updates the information requested below.

Training

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training in any of the last three years?

Yes No

Does your department provide Title VI training to all new employees?

Yes No

If so, how is the training provided?

PowerPoint presentation and videos during onboarding orientation

Not Provided

*If you have written training material, please provide it by attaching it to this response.

Metro's Title VI compliance plan relies on Coordinators in each department to lead efforts in their department. To do this effectively, the Metro Human Relations Commission offers an annual training for departmental Title VI Coordinators.

Did your department Title VI Coordinator attend the annual training for the current year?

Yes No – Will attend training scheduled on May 29th, after this questionnaire is due.

How does your department disseminate Title VI information (including your language access plan) to all employees?

Video training during orientation. The plan is also available on the WeGo website.

We Do Not

Notice to Beneficiaries of Protection under Title VI

Does your department provide information to the public regarding your Title VI obligations, the protections against discrimination afforded to by Title VI, and how complaints can be filed?

Yes No

List all locations where the notice is posted:

Inside each bus in the system, at each of the agency's building bulletin boards, and on the agency's website.

Monitoring Subrecipients

If your department receives federal financial assistance from a primary source (such as the federal or state government) and then distributes any part of that assistance to another entity, you have an obligation to monitor that “subrecipient” for Title VI compliance. Subrecipients may be contractors, subcontractors or grantees.

Do you distribute any of the federal financial assistance you receive to a subrecipient (contractor, subcontractor or grantee)?

Yes No

If Yes, how do you monitor subrecipients for compliance with Title VI obligations?

Procedures outlined on attached Title VI Program, Chapter 2, Section E.b. – Monitoring Subrecipients (pages 22-23)

Link to the Plan: <https://www.wegotransit.com/assets/1/24/MTA Title VI Program 2022 FINAL.pdf>

Language Access to Persons who are limited English Proficient

Title VI requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities by eligible persons with limited English proficiency. This generally means that departments should adopt a language access plan that provides guidance to all staff on when and how to provide language assistance to constituents who are limited English proficient.

Does your department have a written language plan?

Yes No

If Yes, please provide it by attaching it to this response.

The plan can be found here (Pages 14-22) <https://www.wegotransit.com/assets/1/24/MTA Title VI Program 2022 FINAL.pdf>

If No, please state what steps your department is taking to adopt a policy and when the policy will be implemented?

Minority Representation on Planning or Advisory Bodies

When a department selects community members for planning or advisory committees related to a program or service supported by federal financial assistance, the selection process should not deny an individual on the basis of race, color, or national origin the opportunity to participate.

Did your department select members for any non-elected planning or advisory committees related to any program or service supported by federal financial assistance?

Yes No

If Yes, provide a table depicting the membership of that body broken down by race...

Name	Race
Gail Carr Williams (MTA Board of Directors)	Black or African American
Jessica Dauphin (MTA Board of Directors)	White
Janet Miller (MTA Board of Directors)	White
Aron Thompson	Black or African American
Kathryn Hays Sasser	White
Van Pinnock (North Nashville Transit Center Advisory Committee)	Black or African American
Linda T. Wynn (North Nashville Transit Center Advisory Committee)	Black or African American
Herbert Brown (North Nashville Transit Center Advisory Committee)	Black or African American
Omaran Lee (North Nashville Transit Center Advisory Committee)	Black or African American
Kathy Buggs (North Nashville Transit Center Advisory Committee)	Black or African American
Kenya Stinson (North Nashville Transit Center Advisory Committee)	Black or African American
Kenya McGruder (North Nashville Transit Center Advisory Committee)	Black or African American
Anne-Leslie Owens (North Nashville Transit Center Advisory Committee)	Black or African American
Tre Hardin (North Nashville Transit Center Advisory Committee)	Black or African American
James Freeman (North Nashville Transit Center Advisory Committee)	Black or African American
Zulfat Suara (North Nashville Transit Center Advisory Committee)	Black or African American
David Ewing (North Nashville Transit Center Advisory Committee)	Black or African American
Darrell Drumwright (North Nashville Transit Center Advisory Committee)	Black or African American
Marshall Crawford (North Nashville Transit Center Advisory Committee)	Black or African American
DJ Wootson (North Nashville Transit Center Advisory Committee)	Black or African American

Please provide a description of the process the agency uses to encourage the participation of minorities on such committees.

Direct outreach to the impacted community with assistance from elected officials, business leaders, and community groups.

APPENDIX A

Metro Government of Nashville & Davidson County Title VI Coordinators

DEPARTMENT	TITLE VI COORDINATOR
Arts Commission	Chuck Beard
Assessor of Property	Cristi Scott
Beer Board	Terrence Darby Sr.
Circuit Court Clerk	Andre Walton
Clerk and Master	None Currently
Codes Administration	Julie Welch
Community Review Board	Keturah Barnett
Convention Center Authority	N/A
Criminal Court Clerk	Amy Rooker
Criminal Justice Planning Unit	Samantha Taylor
Election Commission	Charles R. Brown
Emergency Communications – 911 (ECC)	Lynette S. Dawkins
Farmers' Market	Darrell Lane
Finance	Kimberly Northern
Fire	Jamie Summers
General Services	Jerry Hall
Health	Jose Cruz
Historical Commission	Dustin Summers
Human Relations Commission	Davie Tucker
Human Resources	Razel Jones
Information Technology Services (ITS)	Leslie Ervin
Internal Audit	Bill Walker
Justice Integration Systems	Brandi Kyle
Juvenile Court	Jessica Robertson
Juvenile Court Clerk	Telisa Banniza
Metro Action Commission (MAC)	Stephanie Mabry
Metro Clerk	Austin Kyle
Metro Council	Roseanne Hayes
Metropolitan Development and Housing Agency (MDHA)	Jynnifer Walker
Metro Nashville Public Schools (MNPS)	None Currently
NDOT	Charles Boddie
Office of Emergency Management	Jamie Summers
Office of Family Safety	LaToya Townsend
Office of Homeless Services	Antonia Whitfield
Parks	TBD
Planning Commission	Randi Semrick
Police	Seth Waltenbaugh
Public Defender	Sherlaine Emmons
Public Library	Susan Drye
Sheriff (DCSO)	Marsha Travis & Meshawn Cook
Social Services	Yuri L. Hancock
Sports Authority	Melisa Hudson Wells
State Fair Board	Krisiti Harris
Trustee	Nicholas Garvin
Water Services	Juanita Davis

WeGo	Felix Castrodad
Grants	Vaughn Wilson

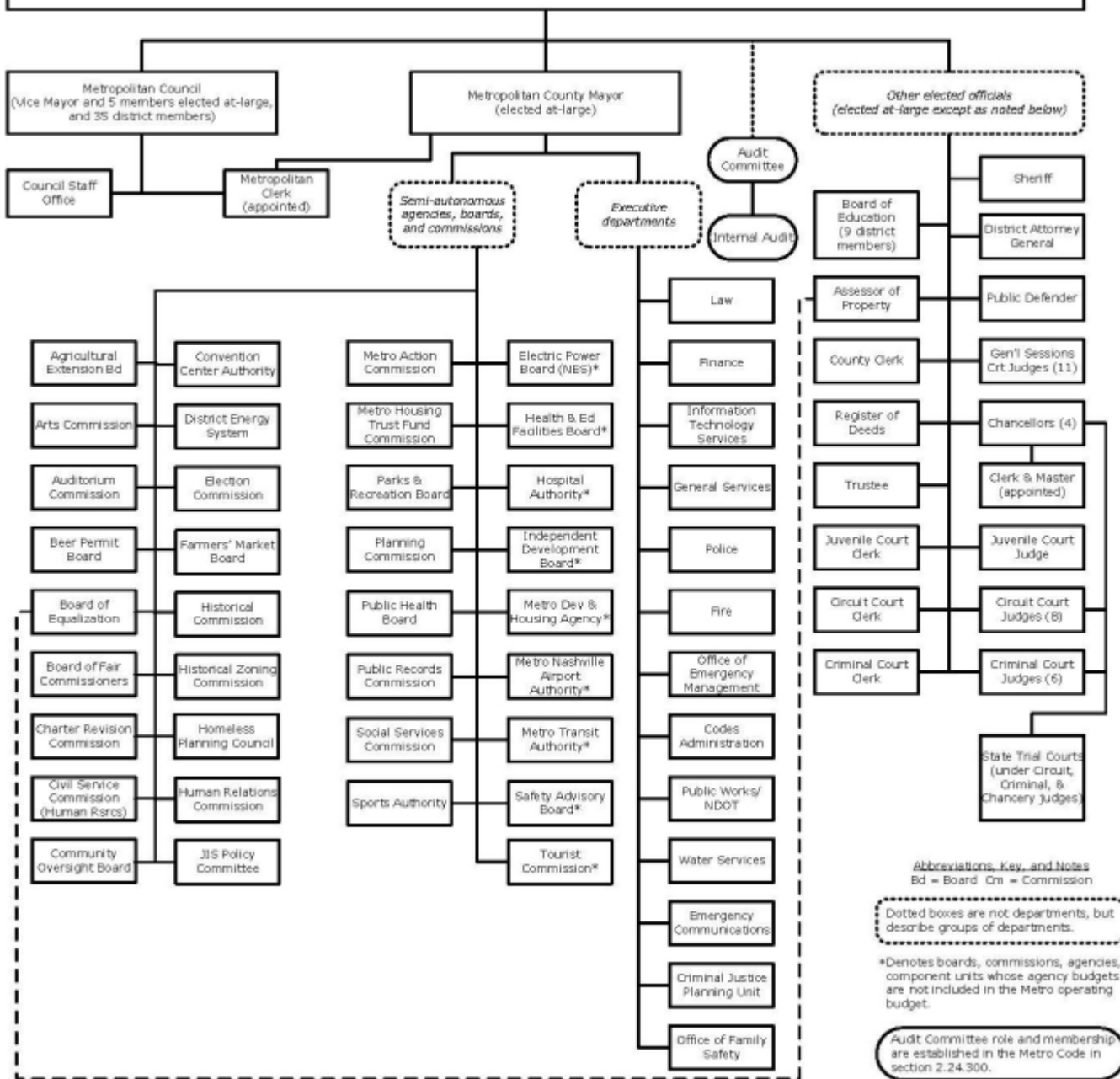
APPENDIX B

Members of the Metro Council

Membership of the Metropolitan Council of Nashville and Davidson County 2019-2023 (MASTER PUBLIC LIST)
 CouncilMembers@nashville.gov **We kindly request this not be used for automated or spam purposes.

District	Member Name	Physical Address	Office Extension	Email
Vice Mayor	Henderson, Angie Emery	One Public Square, Suite 204	615-880-3357	angie.henderson@nashville.gov
At-Large 1	Zulfat, Suara	One Public Square, Suite 204	615-432-1341	zulfat.suara@nashville.gov
At-Large 2	Porterfield, Delishia	One Public Square, Suite 204	615-432-1342	delishia.porterfield@nashville.gov
At-Large 3	Segall, Quin Evans	One Public Square, Suite 204	615-432-1343	quin.evanssegall@nashville.gov
At-Large 4	Allen, Burkley	One Public Square, Suite 204	615-432-1344	burkley.allen@nashville.gov
At-Large 5	Hill, Olivia	One Public Square, Suite 204	615-432-1345	olivia.hill@nashville.gov
1	Kimbrough, Joy	One Public Square, Suite 204	615-432-1301	joy.kimbrough@nashville.gov
2	Toombs, Kyonzte	One Public Square, Suite 204	615-432-1302	kyonzte.toombs@nashville.gov
3	Gamble, Jennifer	One Public Square, Suite 204	615-432-1303	jennifer.gamble@nashville.gov
4	Cortese, Mike	One Public Square, Suite 204	615-432-1304	mike.cortese@nashville.gov
5	Parker, Sean	One Public Square, Suite 204	615-432-1305	Sean.parker@nashville.gov
6	Capp, Clay	One Public Square, Suite 204	615-432-1306	clay.capp@nashville.gov
7	Benedict, Emily	One Public Square, Suite 204	615-432-1307	emily.benedict@nashville.gov
8	Harrell, Deonte	One Public Square, Suite 204	615-432-1308	deonte.harrell@nashville.gov
9	Hancock, Tonya	One Public Square, Suite 204	615-432-1309	tonya.hancock@nashville.gov
10	Webb, Jennifer Frensey	One Public Square, Suite 204	615-432-1310	jennifer.webb@nashville.gov
11	Eslick, Jeff	One Public Square, Suite 204	615-432-1311	jeff.eslick@nashville.gov
12	Evans, Erin	One Public Square, Suite 204	615-432-1312	erin.evans@nashville.gov
13	Bradford, Russ	One Public Square, Suite 204	615-432-1313	russ.bradford@nashville.gov
14	Huffman, Jordan	One Public Square, Suite 204	615-432-1314	jordan.huffman@nashville.gov
15	Gregg, Jeff	One Public Square, Suite 204	615-432-1315	jeff.gregg@nashville.gov
16	Welsch, Ginny	One Public Square, Suite 204	615-432-1316	ginny.welsch@nashville.gov
17	Terry Vo	One Public Square, Suite 204	615-432-1317	terry.vo@nashville.gov
18	Cash, Tom	One Public Square, Suite 204	615-432-1318	thomas.cash@nashville.gov
19	Kupin, Jacob	One Public Square, Suite 204	615-432-1319	jacob.kupin@nashville.gov
20	Horton, Rollin	One Public Square, Suite 204	615-432-1320	rollin.horton@nashville.gov
21	Taylor, Brandon	One Public Square, Suite 204	615-432-1321	brandon.taylor@nashville.gov
22	Weiner, Sheri	One Public Square, Suite 204	615-432-1322	sheri.weiner@nashville.gov
23	Druffel, Thom	One Public Square, Suite 204	615-432-1323	thom.druffel@nashville.gov
24	Gadd, Brenda	One Public Square, Suite 204	615-432-1324	brenda.gadd@nashville.gov
25	Preptit, Jeff	One Public Square, Suite 204	615-432-1325	jeff.preptit@nashville.gov
26	Johnston, Courtney	One Public Square, Suite 204	615-432-1326	courtney.johnston@nashville.gov
27	Nash, Robert	One Public Square, Suite 204	615-432-1327	bob.nash@nashville.gov
28	Benton, David	One Public Square, Suite 204	615-432-1328	david.benton@nashville.gov
29	Ellis, Tasha	One Public Square, Suite 204	615-432-1329	tasha.ellis@nashville.gov
30	Sepulveda, Sandra	One Public Square, Suite 204	615-432-1330	sandra.sepulveda@nashville.gov
31	Rutherford, John	One Public Square, Suite 204	615-432-1331	john.rutherford@nashville.gov
32	Styles, Joy	One Public Square, Suite 204	615-432-1332	joy.styles@nashville.gov
33	Lee, Antoinette	One Public Square, Suite 204	615-432-1333	antoinette.lee@nashville.gov
34	Ewing, Sandy	One Public Square, Suite 204	615-432-1334	sandy.ewing@nashville.gov

Electorate - Citizens of Davidson County



Title VI Report, FY23-FY24

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
ARTS COMMISSION			
National Endowment for the Arts	Major Cultural Institution 24	\$101,300.00	6/15/2024
DISTRICT ATTORNEY			
U.S. DEPARTMENT OF JUSTICE	Hispanic, Child and Family VOCA Grant 24	\$252,204.00	6/30/2024
ELECTION COMM.			
U S ELECTION ASSISTANCE COMMISSION	Help America Vote Act Funds 24	\$614,198.00	6/30/2024
FINANCE DEPARTMENT			
U.S. DEPARTMENT OF HOMELAND SECURITY	FEMA-4550-DR-TN (May 3-4, 2020) 20-24	\$1,140,024.96	5/2/2024
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Public Assistance 10- 25	\$83,338,847.60	4/29/2025
U.S. DEPARTMENT OF TREASURY	American Rescue Plan Funding 21-24	\$259,810,600.00	12/31/2024
U.S. DEPARTMENT OF TREASURY	LOCAL ASSISTANCE AND TRIBAL CONSISTENCY F	\$100,000.00	12/31/2026
FIRE DEPARTMENT			
U.S. DEPARTMENT OF HOMELAND SECURITY	Assistance to Firefighters Grant 22 - 24	\$390,528.18	8/30/2024
GENERAL SERVICES			
U.S. DEPARTMENT OF ENERGY	Historic Courthouse Energy Retrofit to Reduce Energy	\$644,440.00	9/30/2025
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Community /Congressionally Directed Construction Proj	\$2,200,000.00	9/29/2026
GENERAL SESSIONS CT.			
U.S. DEPARTMENT OF JUSTICE	General Sessions DUI Court 21-25	\$352,425.00	9/30/2025
U.S. DEPARTMENT OF JUSTICE	Cherished HEARTS Court Expansion and Enhancment	\$930,095.00	9/30/2027
HEALTH DEPARTMENT			
CENTER FOR DISEASE CONTROL (CDC)	COVID Disparities 21-24 Amend 2	\$0.00	5/31/2024

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
CENTER FOR DISEASE CONTROL (CDC)	NACCHO Implementing Overdose Prevention Strategie	\$497,631.12	5/31/2024
CENTER FOR DISEASE CONTROL (CDC)	Community Health Workers for Public Health Response	\$3,000,000.00	8/30/2024
CENTER FOR DISEASE CONTROL (CDC)	CDC Public Health Associate - Health In All Policies 22-	\$0.00	10/18/2024
CENTER FOR DISEASE CONTROL AND PREVENTION	Medical Examiner Cooler Expansion Project 22-23	\$450,000.00	6/30/2024
CENTER FOR DISEASE CONTROL AND PREVENTION	Strengthening US Public Health Infrastructure, Workfor	\$9,421,679.00	11/30/2027
CENTERS FOR DISEASE CONTROL	Public Health Emergency Preparedness and Crisis Res	\$8,918,957.11	7/31/2026
CENTERS FOR DISEASE CONTROL & PREVENTION	NACCHO Implementing Overdose Prevention Strategie	\$30,000.00	7/31/2024
CENTERS FOR DISEASE CONTROL & PREVENTION	Strengthening US Public Hlth Infrastructure, Workforce	\$843,396.00	11/30/2027
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution Equipment 22-24	\$51,000.00	7/31/2024
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution 105 19-21 Amend 9	\$1,889,342.00	9/30/2024
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution 103 Inflation Reduction Act 23-26	\$64,825.00	5/31/2026
HEALTH RESOURCES & SERVICES ADMINISTRATION	HRSA Healthy Start 24 Amend 1& 2	\$15,000.00	3/31/2024
HEALTH RESOURCES & SERVICES ADMINISTRATION	Ryan White Part A HIV Emergency Relief 24-25	\$1,373,046.00	2/28/2025
HEALTH RESOURCES & SERVICES ADMINISTRATION	Ryan White Part A HIV Emergency Relief 23-24	\$604,847.00	2/28/2024
U.S. CENTERS FOR DISEASE CONTROL & PREVENTIO	TB Control & Prevention 24	\$1,721,500.00	6/30/2024
U.S. CENTERS FOR DISEASE CONTROL & PREVENTIO	Public Safety Partnerships in High Impact Areas 24-25	\$235,300.00	8/31/2024
U.S. DEPARTMENT OF AGRICULTURE	Women, Infant and Children (WIC) 22-25 Amend 1	\$15,335,100.00	9/30/2024
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Health Promotion Services 21-22	\$400,000.00	6/30/2024
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Community Health Access & Navigation in Tennessee (\$2,026,200.00	6/30/2024
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tobacco Use Prevention & Control Services 20-23	\$308,500.00	3/31/2025
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Immunization 21-26	\$6,473,474.00	6/30/2026
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Public Health Emergency Preparedness 17-22 (Formerl	\$4,012,875.00	6/30/2027
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Family Planning 23-27	\$5,685,500.00	6/30/2027
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Prenatal Presumptive Eligibility Program 25-27	\$619,800.00	6/30/2027

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	TN Breast & Cervical Screening Program 24	\$333,100.00	6/30/2024
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Sexually Transmitted Infection Prevention 23-26	\$1,262,073.00	12/31/2026
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Health Promotion Services 25-29	\$904,900.00	6/30/2029
U.S. DEPARTMENT OF JUSTICE OJP	Comprehensive Opioid Abuse 20-23 Amend 2	\$1,040,371.00	9/30/2024
U.S. ENVIRONMENTAL PROTECTION AGENCY	Air Pollution 103 20-22	\$520,000.00	3/31/2024
HISTORICAL COMMISSION			
U.S. DEPARTMENT OF HOUSING & URBAN DEV	FY2022 EDI Community Project Funding Grant: B-22-C	\$796,812.00	8/31/2030
U.S. DEPARTMENT OF INTERIOR	Davidson County Cemetery Preservation Plan (Phase 2	\$38,895.00	9/30/2023
U.S. DEPARTMENT OF INTERIOR	National Park Service Civil Rights History 21-23	\$50,000.00	12/31/2023
U.S. DEPARTMENT OF INTERIOR	Davidson County Cemetery Preservation Plan (Phase II	\$40,000.00	9/30/2024
U.S. DEPARTMENT OF INTERIOR	Nashville Mid-20th Century African American Districts H	\$57,963.00	3/31/2025
JUVENILE COURT			
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Child Support Enforcement Title IV-D 23	\$3,084,082.04	6/30/2025
MAYOR'S OFFICE			
BJA OJP Community Based Violence Intervention & Preve	BJA OJP Community Based Violence Intervention & Pr	\$1,988,190.00	9/30/2026
METRO ACTION			
U.S. DEPARTMENT OF THE TREASURY	Emergency Rental Assistance Eviction Program (ERA	\$1,403,317.50	7/31/2025
U.S. DEPARTMENT OF THE TREASURY	Emergency Rental Assistance Eviction Program (ERA	\$1,403,317.50	7/31/2025
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEA	\$6,761,510.00	8/31/2023
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Community Service Block Grant (CSBG) 21-23	\$1,345,171.54	9/30/2023
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEA	\$7,011,439.00	9/30/2023
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Water Assistance Program (LIHWA	\$2,475,385.00	9/30/2023
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Community Service Block Grant (CSBG)22-24	\$1,321,684.70	9/30/2024
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Head Start Early Head Start 20-25	\$15,135,455.00	6/30/2025

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Low Income High Energy Assistance (LIHEAP) 22-10 2	\$182,646.00	9/30/2023
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Head Start/ Early Head Start 24	\$16,466,044.00	6/30/2024
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Low Income Home Energy Assistance Program (LIHEA	\$9,969,883.15	9/30/2024
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Low Income Home Energy Assistance Program (LIHEA	\$5,960,415.51	9/30/2025
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	Community Service Block Grant (CSBG) 24-25	\$1,289,840.74	9/30/2025
U.S. DEPT. OF THE TREASURY	THDA COVID-19 Rent Relief Program 22-24	\$369,000.00	6/30/2024
U.S. DEPT. OF THE TREASURY	Emergency Rental Assistance Program Part 2 21-25 Ad	\$13,827,236.76	9/30/2025
U.S. DEPT. OF THE TREASURY	Emergency Rental Assistance Program (Part 2) 21-25	\$9,218,157.84	9/30/2025
NDOT			
'NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATI	Tennessee Highway Safety Office Bike and Pedestrian	\$60,000.00	9/30/2023
U.S. DEPARTMENT OF TRANSPORTATION	Federal COVID Relief Funds for Transportation Improve	\$840,980.00	9/30/2024
U.S. DEPARTMENT OF TRANSPORTATION	Strengthening Mobility and Revolutionizing Transportati	\$2,000,000.00	2/15/2025
U.S. DEPARTMENT OF TRANSPORTATION	Congestion Mitigation and Air Quality Improvement Pro	\$3,655,000.00	7/1/2027
U.S. DEPARTMENT OF TRANSPORTATION	Congestion Mitigation Air Quality TDM (Phase 2) 23-25	\$1,415,595.00	7/1/2027
OFFICE OF EMERG. MGMT.			
U.S. DEPARTMENT OF HOMELAND SECURITY	Emergency Management Performance Grant (EMPG) 2	\$208,478.37	3/31/2024
U.S. DEPARTMENT OF HOMELAND SECURITY	2021 Homeland Security 21-24	\$297,838.00	4/30/2024
U.S. DEPARTMENT OF HOMELAND SECURITY	Emergency Management Performance Grant (EMPG) F	\$189,525.79	9/30/2024
U.S. DEPARTMENT OF HOMELAND SECURITY	Port Security Program 21-24	\$0.00	2/28/2025
U.S. DEPARTMENT OF HOMELAND SECURITY	2022 Homeland Security 22-25	\$352,431.00	4/30/2025
U.S. DEPARTMENT OF HOMELAND SECURITY	PUBLIC ASSISTANCE GRANT FEMA-4637-DR-TN 21-	\$775,415.64	12/9/2025
U.S. DEPARTMENT OF HOMELAND SECURITY	2023 Homeland Security 23-26	\$288,441.00	4/30/2026
U.S. DEPARTMENT OF HOMELAND SECURITY	FY23 Urban Area Security Initiative 23-26	\$740,450.00	4/30/2026
U.S. DEPARTMENT OF TRANSPORTATION	Hazardous Materials Emergency Preparedness 22-25	\$98,660.00	8/31/2025

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
OFFICE OF FAMILY SAFETY			
U.S. DEPARTMENT OF JUSTICE	Family Violence Prevention Services Conference 24	\$118,000.00	6/30/2024
U.S. DEPARTMENT OF JUSTICE	VOCA Family Justice Center 24	\$696,375.00	6/30/2025
U.S. DEPARTMENT OF JUSTICE	Office of Family Safety STOP , Family Justice Center 2	\$300,000.00	6/30/2026
OFFICE OF HOMELESS SERVICES			
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	MDHA Community Development Block Grant 24	\$250,000.00	12/31/2024
POLICE DEPARTMENT			
Office of National Drug Control Policy	2023 High Intensity Drug Trafficking Area (HIDTA) 23-2	\$19,000.00	12/31/2023
U.S. DEPARTMENT OF JUSTICE	2021 P Coverdell Forensic Science Improvement 21-23	\$250,000.00	9/30/2023
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 20-23	\$449,935.00	9/30/2023
U.S. DEPARTMENT OF JUSTICE	2021 DNA Capacity Enhancement for Backlog Reductio	\$250,000.00	9/30/2023
U.S. DEPARTMENT OF JUSTICE	2021 PSN Middle Grant 22-23	\$39,925.00	9/30/2023
U.S. DEPARTMENT OF JUSTICE	2024 Covenant School Shooting 24	\$123,677.00	3/31/2024
U.S. DEPARTMENT OF JUSTICE	2022 PSN Middle Grant 22-24	\$152,442.00	6/30/2024
U.S. DEPARTMENT OF JUSTICE	2023 PSN Middle Grant 23-24	\$167,335.00	6/30/2024
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 21-24	\$530,779.00	9/30/2024
U.S. DEPARTMENT OF JUSTICE	2024 VOCA - Law Enforcement Victim Coordinator 24	\$948,910.00	6/30/2025
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant (JAG) 22-25	\$546,989.00	9/30/2025
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant (JAG) 24-26	\$594,876.00	9/30/2026
U.S. DEPARTMENT OF TRANSPORTATION	2023 Tennessee Highway Safety Office Bicycle and Pe	\$35,000.00	9/30/2023
U.S. DEPARTMENT OF TRANSPORTATION	2023 Tennessee Highway Safety Office DUI 22-23	\$577,635.98	9/30/2023
U.S. DEPARTMENT OF TRANSPORTATION	2024 Tennessee Highway Safety Office DUI 23-24	\$50,000.00	9/30/2024
U.S. OFFICE OF NATIONAL DRUG CONTROL POLICY	2024 High Intensity Drug Trafficking Area (HIDTA) Prog	\$57,000.00	12/31/2024
PUBLIC LIBRARY			

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. SMALL BUSINESS ADMINISTRATION	Strategic Alliance Memorandum 22-24	\$0.00	6/30/2024
PUBLIC WORKS			
U.S. DEPARTMENT OF TRANSPORTATION	Advanced Transportation and Congestion Management	\$1,500,000.00	9/30/2024
SHERIFF			
U.S. DEPARTMENT OF JUSTICE	Addressing SUD Strengthening Families and Communit	\$1,126,988.00	9/30/2024
U.S. DEPARTMENT OF JUSTICE	BJA COSSUP 24-26	\$1,526,248.00	9/30/2026
SOCIAL SERVICES			
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICE	GNRC Nutrition and Transportation Program 24	\$911,686.00	6/30/2024
U.S. DEPARTMENT OF HOUSING & URBAN DEV	MDHA CDBG 23-24	\$185,000.00	3/31/2024
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	Continuum Of Care Program Grant Agreement (TN026	\$128,000.00	9/30/2023
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	HUD Continuum of Care Program Grant Agreement (T	\$141,508.00	10/31/2023
STATE TRIAL COURTS			
U.S. DEPARTMENT OF TRANSPORTATION	Tennessee Highway Safety Office Recovery Court Enh	\$60,000.00	9/30/2024
WATER & SEWER			
ENVIRONMENTAL PROTECTION AGENCY	Metro Nashville Police Department Impound Lot Storm	\$500,000.00	9/30/2025
U.S. DEPARTMENT OF AGRICULTURE FOREST SERVIC	Tree Canopy Restoration for Natural Resources Enhan	\$539,000.00	9/30/2026
U.S. DEPARTMENT OF HOMELAND SECURITY	Hazard Mitigation Grant Program (HMGP) 23-24	\$709,592.54	4/17/2024
U.S. DEPARTMENT OF THE TREASURY	DWR-ARP Non Collaborative State Water Infrastructure	\$63,418,244.83	9/30/2026

Fiscal Year 2024 Disadvantaged Business Report
FY24 (July 1, 2023 - June 30, 2024)

Disadvantaged Business																Totals		
Ethnic Minority Male Only							Woman Owned							OS&E*	Total Disadvantaged Business	Non-Ethnic Male	Total of All Business	
African American	Hispanic	Asian	Native American	Non-Specific Male Minority	Total Minority Owned	African American	Hispanic	Asian	Native American	Non-Specific Female Minority	Non-Ethnic Female	Total Woman Owned						
1	Agricultural Extension	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
2	Arts Commission	141,465	0	0	0	0	\$240,797	99,332	0	0	0	0	120,702	\$120,702	0	\$361,500	0	\$361,500
3	Assessor of Property	42,000	0	0	0	0	\$45,498	3,498	0	0	0	0	13,710	\$13,710	0	\$59,208	0	\$59,208
4	Beer Permit Board	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
5	Board of Fair Commissioners	78,072	0	8,015	0	0	\$91,388	5,300	0	0	0	0	1,794,261	\$1,794,261	0	\$1,885,648	0	\$1,885,648
6	Circuit Court Clerk	975	0	0	0	0	\$39,771	38,796	0	0	0	0	4,404	\$4,404	0	\$44,175	0	\$44,175
7	Clerk and Master - Chancery	0	0	0	0	0	\$0	0	0	0	0	0	874	\$874	0	\$874	0	\$874
8	Codes Administration	0	0	3,104	0	0	\$3,104	0	0	0	0	0	15,232	\$15,232	0	\$18,336	0	\$18,336
9	Community Oversight Board	0	0	0	0	0	\$150	150	0	0	0	0	2,483	\$2,483	0	\$2,633	0	\$2,633
10	Community Review Board	0	0	0	0	0	\$0	0	0	0	0	0	545	\$545	0	\$545	0	\$545
11	Convention Center Authority	85,815	0	0	0	0	\$292,053	97,418	0	108,820	0	0	3,092,310	\$3,092,310	0	\$3,384,364	0	\$3,384,364
12	County Clerk	0	0	0	0	0	\$4,800	4,800	0	0	0	0	35,372	\$35,372	0	\$40,172	0	\$40,172
13	Criminal Court Clerk	0	0	0	0	0	\$0	0	0	0	0	0	8,390	\$8,390	0	\$8,390	0	\$8,390
14	Criminal Justice Planning	0	0	0	0	0	\$3,337	0	0	3,337	0	0	0	\$0	0	\$3,337	0	\$3,337
15	Debt Service	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
16	District Attorney	0	0	0	0	0	\$0	0	0	0	0	0	25	\$25	0	\$25	0	\$25
17	District Energy System	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
18	Election Commission	0	0	0	0	0	\$0	0	0	0	0	0	1,940	\$1,940	0	\$1,940	0	\$1,940
19	Emergency Communications	0	0	0	0	0	\$0	0	0	0	0	0	2,115,839	\$2,115,839	0	\$2,115,839	0	\$2,115,839

20	Employee Benefit Board	0	0	0	0	0	\$490,000	490,000	0	0	0	0	120,350	\$120,350	0	\$610,350	0	\$610,350
21	Farmer's Market	408,435	0	0	0	0	\$408,735	300	0	0	0	0	27,581	\$27,581	0	\$436,315	0	\$436,315
22	Finance	100,200	0	0	0	0	\$104,700	4,500	0	0	0	0	37,500	\$37,500	0	\$142,200	0	\$142,200
23	Fire	37,004	0	0	0	0	\$4,903,404	297,648	4,568,753	0	0	0	1,603,471	\$1,603,471	0	\$6,506,875	0	\$6,506,875
24	General Hospital	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
25	General Services	17,266,625	0	4,255	0	0	\$24,815,515	6,413,187	1,131,448	0	0	0	14,049,844	\$14,049,844	0	\$38,865,359	0	\$38,865,359
26	General Sessions Court	0	0	0	0	0	\$8,649	8,649	0	0	0	0	36,626	\$36,626	0	\$45,275	0	\$45,275
27	Health	4,594,991	0	0	0	0	\$4,668,103	60,212	0	12,900	0	0	5,649,106	\$5,649,106	0	\$10,317,209	0	\$10,317,209
28	Historical Commission	52,148	0	0	0	0	\$52,148	0	0	0	0	0	94,548	\$94,548	0	\$146,696	0	\$146,696
29	Human Relations Commission	0	0	0	0	0	\$300	0	0	300	0	0	0	\$0	0	\$300	0	\$300
30	Human Resources	198	0	0	0	0	\$20,576	10,283	0	10,096	0	0	3,639	\$3,639	0	\$24,215	0	\$24,215
31	Industrial Development Board	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
32	Information Technology Services	0	0	182,196	0	0	\$464,476	0	0	282,279	0	0	1,445,936	\$1,445,936	0	\$1,910,412	0	\$1,910,412
33	Internal Audit	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
34	Justice Integration Systems	0	0	0	0	0	\$0	0	0	0	0	0	450	\$450	0	\$450	0	\$450
35	Juvenile Court	39,196	0	0	0	0	\$55,037	300	15,541	0	0	0	8,555	\$8,555	0	\$63,591	0	\$63,591
36	Juvenile Court Clerk	200	0	0	0	0	\$200	0	0	0	0	0	42	\$42	0	\$242	0	\$242
37	Law	4,500	0	0	0	0	\$98,250	0	93,750	0	0	0	59,100	\$59,100	0	\$157,350	0	\$157,350
38	Mayor's Office	0	0	0	0	0	\$50,346	50,346	0	0	0	0	140	\$140	0	\$50,486	0	\$50,486
39	Metro Action Commission	251,152	0	584	0	0	\$704,972	429,373	23,864	0	0	0	2,749,546	\$2,749,546	0	\$3,454,518	0	\$3,454,518
40	Metropolitan Clerk	0	0	0	0	0	\$0	0	0	0	0	0	3,971	\$3,971	0	\$3,971	0	\$3,971
41	Metropolitan Council	365	0	0	0	0	\$365	0	0	0	0	0	1420.38	\$1,420	0	\$1,785	0	\$1,785
42	Municipal Auditorium	231,967	0	0	0	0	\$546,093	0	314,126	0	0	0	49,580	\$49,580	0	\$595,673	0	\$595,673
43	Office of Emergency Management	0	0	0	0	0	\$0	0	0	0	0	0	61939.95	\$61,940	0	\$61,940	0	\$61,940

44	Office of Family Safety	632,950	0	0	0	0	\$4,664	1,575	0	2,456	0	0	636	\$636	0	\$5,300	0	\$5,300
45	Office of Homeless Services	70,740	0	0	0	0	\$85,954	15,214	0	0	0	0	0	\$0	0	\$85,954	0	\$85,954
46	Parks and Recreation	1,819,200	0	888,750	0	0	\$3,975,119	835,203	431,566	400	0	0	15,370,413	\$15,370,413	0	\$19,345,532	0	\$19,345,532
47	Planning Commission	500	0	0	0	0	\$189,207	0	188,707	0	0	0	264,860	\$264,860	0	\$454,067	0	\$454,067
48	Police	76,973	0	0	0	0	\$264,672	51,456	124,438	11,805	0	0	9,539,042	\$9,539,042	0	\$9,803,714	0	\$9,803,714
49	Public Defender	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
50	Public Library	559,614	900	67,723	0	0	\$1,672,027	1,042,591	1,200	0	0	0	4,073,099	\$4,073,099	0	\$5,745,126	0	\$5,745,126
51	Register of Deeds	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
52	Sheriff	611,975	0	4	0	0	\$659,852	25,380	22,493	0	0	0	5,972,826	\$5,972,826	0	\$6,632,678	0	\$6,632,678
53	Social Services	14,909	0	0	0	0	\$14,909	0	0	0	0	0	18,690	\$18,690	0	\$33,599	0	\$33,599
54	Sports Authority	0	0	0	0	0	\$0	0	0	0	0	0	16,083	\$16,083	0	\$16,083	0	\$16,083
55	State Trial Courts	0	0	0	0	0	\$0	0	0	0	0	0	11,932	\$11,932	0	\$11,932	0	\$11,932
56	Transportation (NDOT)	2,262,308	118,880	428,668	0	0	\$6,292,053	705,565	8,736	698	2,767,199	0	4,339,038	\$4,339,038	0	\$10,631,091	0	\$10,631,091
57	Trustee	35,000	0	0	0	0	\$45,500	10,500	0	0	0	0	350,147	\$350,147	0	\$395,647	0	\$395,647
58	Water Services	6,781,370	0	17,554	0	0	\$7,142,349	157,834	185,591	0	0	0	20,510,578	\$20,510,578	0	\$27,652,927	0	\$27,652,927
	Totals	\$35,568,527	\$119,780	\$1,600,853	\$0	\$0	\$58,459,072	\$10,859,411	\$7,110,212	\$433,090	\$2,767,199	\$0	\$93,676,776	\$93,676,776	\$0	\$152,135,848	\$0	\$152,135,848

**OS&E (Other Socially and Economically disadvantaged Business) includes disabled and veteran owned businesses.