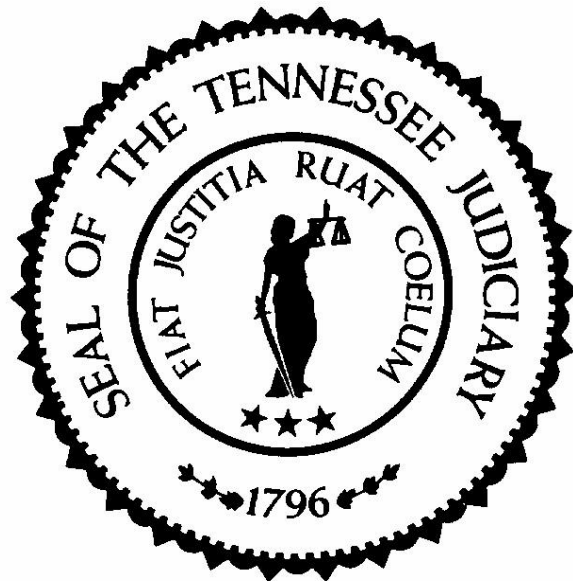


**TITLE VI OF THE CIVIL RIGHTS ACT OF
1964
2012 IMPLEMENTATION PLAN**



*Administrative Office of the Courts
Nashville City Center, Suite 600
511 Union Street
Nashville, TN 37219*

October 1, 2012

(Amendment Submitted January 15, 2013)

**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
2012 IMPLEMENTATION PLAN
ADMINISTRATIVE OFFICE OF THE COURTS**

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NOTE: Amended language shown in red.

I. Overview of the Administrative Office of the Courts

The Administrative Office of the Courts provides support services to the Tennessee Supreme Court and the entire state court system. The director, appointed by the Supreme Court, is the administrative officer for the courts and oversees daily operations. Duties of the office include preparing the court system's annual budget; providing judicial education, computers, equipment, training and technical support for judges and other court personnel; assisting judges with case assignments; administering payroll and human resource functions for the court system; conducting orientation for new judges; administering the official state criminal court reporters system; providing assistance to judicial committees; compiling data; and disbursing funds to court-appointed attorneys representing indigents and providing support to the Child Support Magistrate Program.

A copy of the AOC organizational chart is *Appendix 1*.

General Policy Statement: It is the policy of the Administrative Office of the Courts that no person shall on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964 and Title IX of the Education Amendments Act of the 1972, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any federally funded program or activity.

The Administrative Office of the Courts did not receive any written assurances for signature by the Director during this reporting period.

2. Federal Programs or Activities

GRANTS THAT WERE ADMINISTERED BY THE ADMINISTRATIVE OFFICE OF THE COURTS FISCAL YEAR 2011-2012

Grant Name, Federal Funding Source and Description <i>NOTE: Federal Funding Source is bolded in the description of each grant.</i>	Annual Funding	Grant Period	Amount Allocated for Contracts Grants, and RFP's
Access to Visitation <i>This grant was awarded by the TN Department of Human Service, Child Support Division. This grant is for the development of or continuation of initiatives that will aid self-represented litigants in accessing the TN court system regarding child support issues. The initiatives address the needs of divorced or never married parents and focus on services to help them resolve any or all issues concerning parenting and visitation in child support cases or cases involving child support issues.</i>	\$184,527	10/1/11-9/30/12	\$184,527
Child Support Magistrates <i>This grant is for the provision of services to adjudicate child support cases filed by the TN Dept. of Human Services pursuant to Title IV-D of the SSA.</i>	\$1,587,980	10/1/11-9/30/12	\$1,587,980
Court Improvement Program (CIP) <i>In 2003, the U.S. Department of Health and Human Services, Children's Bureau, mandated a re-assessment of the juvenile courts particularly taking into account the requirements of the Adoption and Safe Families Act (ASFA) of 1997 (P.L. No. 105-89), TN's implementation of ASFA legislation, and the CIP implementation of the original plan of improvements. The Safe and Timely Interstate Placement of Foster Children Act of 2006, (P.L. 109-239), required an additional assessment to evaluate the role, responsibilities, and effectiveness of the courts in the interstate placement of foster children and to implement improvements to expedite these placements.</i>	\$239,341	10/1/11-9/30/12	\$7004.06
Court Improvement Training <i>From the U.S. Department of Health and Human Services, Children's Bureau, these funds are appropriated for the purpose of training judges and attorneys in child welfare cases.</i>	\$194,520	10/1/11-9/30/12	\$5,995.94

Court Improvement Data Sharing	\$200,334	10/1/11-9/30/12	\$162,500
<i>From the U.S. Department of Health and Human Services, Children's Bureau, these funds are appropriated for the purpose of collecting and sharing relevant data concerning the effectiveness of the courts.</i>			
Juvenile Justice Training	\$50,000	10/1/11-9/30/12	\$0
<i>From the TN Council on Children & Youth, Juvenile Accountability Block Grant Program this grant provides scholarships to existing training outside the Administrative Office of the Courts as well as the development, coordination and execution of Juvenile and Family Court Judges training on juvenile justice delinquency prevention.</i>			
Integrated Criminal Justice Portal Access	\$91,000	10/1/11-9/30/12	\$46,800
<i>This grant is from the Governor's Highway Safety Office (GHSO) through the National Highway Safety, Transportation Administration and the funding is used to pay for certain authorized agencies' access fees to the TN Criminal Justice Portal.</i>			
Family Centered Services Project	\$77,824	10/1/11-8/31/12	\$54,635
<i>This grant is from the TN Department of Human Services as a part of a Section 1115 Grant for Child Support Services. The project will evaluate and test strategies to increase child support collections and noncustodial parents' regular contact with children by providing family-centered services to never-married parents focusing on screening noncustodial parents to identify problems with such issues as parenting time, employment, transportation, substance abuse, or mental health and providing services on a low and high treatment basis. The Administrative Office of the Courts will assist with the evaluation and some services.</i>			
Federal FY 2010 NCHIP Sub-award	\$225,000	10/1/11-9/30/12	\$80,117
<i>This grant is from the TN Office of Criminal Justice Programs through the National Criminal History Improvement Project. This grant is for the multi-year automation project of the Case Judgment document. The Case Judgment Document is a crucial form in the business flow of the criminal justice system in Tennessee. Tennessee Code Annotated 40-35-209 cites required information and procedures for the uniform criminal case judgment document. The judgment document contains the case disposition information from the criminal/circuit judge. It lists all relevant information concerning the outcome of the case. The information impacts the following agencies and systems: (1) the Tennessee</i>			

Bureau of Investigation (TBI) criminal history repository, pre-trial diversion system and meth database; (2) the Department of Correction and Board of Probation and Parole's TOMIS system; (3) the AOC Felony Case Judgment and Tennessee Justice Information system (TGIS); (4) the Court Clerks case management system(s); and (5) local law enforcements records management systems.			
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Rural Juvenile Court Intervention Strategy	\$54,000	7/1/11-6/30/12	\$54,000
<i>This grant is from the TN Office of Criminal Justice, Juvenile Accountability Grant will offer judges alternatives to incarceration of youth while increasing the likelihood the youth will become a productive citizen. This grant will identify youth referred from juvenile court to summer camp programs and year round programs which employ evidence-based programming to increase the youth knowledge of the perils of drugs and alcohol, build their self esteem and offer them positive ways of spending time so as to avoid negative and destructive forms of behavior.</i>			
STOP Grant – Translation of Order of Protection Forms	\$4,800	8/1/2011 – 4/30/2012	\$4,800
<i>This grant was awarded by the From the U.S. Department of Health and Human Services, Children's Bureau, The translation of order of protection forms project consisted of translating Tennessee's order of protection forms as statutorily required to be developed by the Administrative Office of the Courts. The forms were put into "plain language" (language at the 5th – 8th grade reading level) and were translated into Spanish, Vietnamese, Korean, Arabic, Somali and Russian. This grant assisted with Title VI compliance.</i>			
TOTALS	\$2,909,326		\$2,188,359

There are no Federal financial assistance applications pending with other Federal or state departments or agencies.

**PROJECTED FEDERAL FUNDS TO BE RECEIVED
FISCAL YEAR 2012-2013**

Grant Name and Description	*Funding Awarded	Grant Period
Access to Visitation	\$182,772	10/1/12-9/30/13
Child Support Magistrates	\$1,662,062	7/1/12-6/30/13
Court Improvement Program	\$217,341	10/1/11-9/30/13
Court Improvement Training	\$195,862	10/1/11-9/30/13
Court Improvement Data Sharing	\$201,513	10/1/11-9/30/13
Family Centered Services Project	\$60,000	7/1/12-2/28/13
Rural Juvenile Court Intervention Strategy	\$54,000	7/1/12-6/30/13
Juvenile Justice Training Grant	\$50,000	10/1/12-9/30/13
Courtroom Technology Improvement	\$75,000	7/1/12-6/30/13
TOTAL	\$2,698,550	

*The amount of award shown maybe a tentative award amount.

3. Organization of the Civil Rights Office/Civil Rights Coordinator

The responsibility for coordinating Title VI for the Administrative Office of the Courts is assigned to Cynthia H. Saladin, Human Resources Manager.

Administrative Office of the Courts
511 Union Street, Suite 600
Nashville, TN 37219
Phone: (615) 741-2687

The Title VI Coordinator monitors compliance with Title VI using the guidelines set forth by the Administrative Office of the Courts. The coordinator will develop the annual Title VI implementation plan, compile reports describing Title VI compliance and related activities, and address complaints under the procedures outlined in this plan. The Title VI Coordinator will provide forms for pre-award assurances and data collection and post-award compliance reporting and training of agency staff, subrecipients and contractors. The ultimate responsibility for complying with Title VI is vested with the Administrative Director of the Courts who is accountable for overall administration of the programs and contracts of the Administrative Office of the Courts. Programs managers (grant managers) are responsible to monitor the compliance of each grant awarded in their program area. Program managers work with the Title VI Coordinator to assure overall compliance and reporting functions are completed in a timely manner.

4. Data Collection and Analysis

Beneficiaries of the Administrative Office of the Court's grant programs and services:

The racial breakdown for the *Child Support Magistrates Grant* beneficiaries is actual staff. There are 24 staff members, 6 White male and 18 White female. There has not been any turnover within this division since 2007 with the exception of one White female administrative assistant who was replaced by the supervising child support magistrate. The child support staff are located statewide based on Rules of the Tennessee Supreme Court, therefore, U. S. Census data is not applicable.

The *Interpreters for Non-Indigent Cases Grant* reports 365 interpretation occurrences by beneficiaries. Of the 365 beneficiaries 337 were Spanish, 5 Somali, 6 Arabic, 4 Mandarin Chinese, 2 Lao, 3 Arabic, 2, Vietnamese, and 6 Amharic.

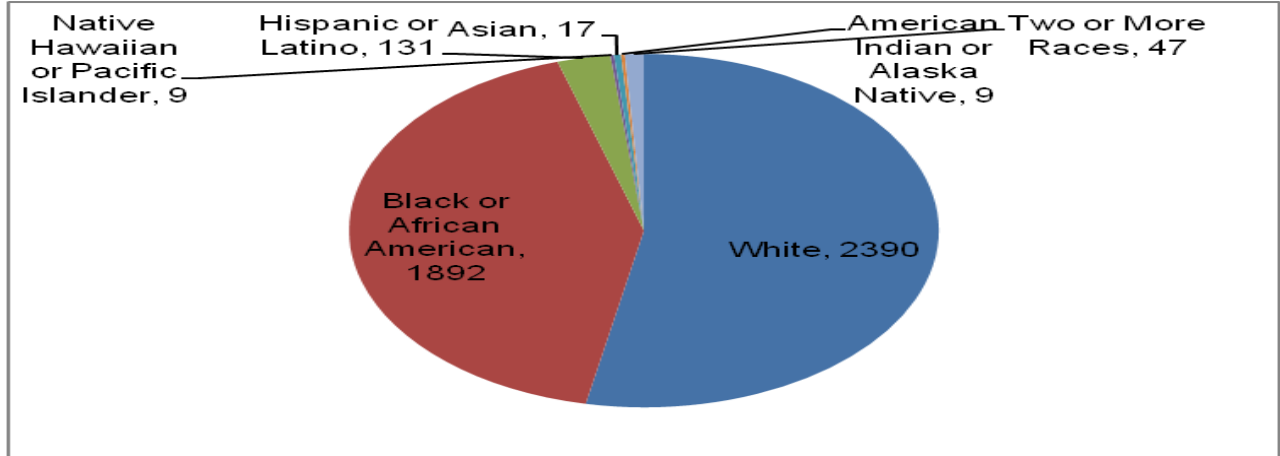
The racial breakdown for the *Access to Visitation Grant* beneficiaries is as follows: Out of 1,957 beneficiaries, 94 were Hispanic or Latino, 782 White, 1,040 Black or African American, 6 Native Hawaiian or Other Pacific Islander, 5 Asian, 6 American Indian or Alaska Native and 24 of two or more races.

The racial breakdown for the *Juvenile Justice Training Grant* beneficiaries is as follows. Out of 111 youth service officers and juvenile judges attending juvenile justice training 29 were Black or African-American, 2 were Hispanic or Latino and 80 were White. The audience of juvenile justice training workshops is very specific to individuals employed or elected/appointed by state and local government as youth service officers and juvenile court judges and therefore, U. S. Census data is not applicable.

The racial breakdown for the Foster Care Review Board peer advocates (beneficiaries of stipend) for the *Court Improvement Program Grant* is as follows. There were 665 beneficiaries and of that number 191 were White, 446 were Black or African American, 15 were Hispanic/Latino, 5 were Asian and 8 were two or more races. The peer advocates are foster youth who meet specific criteria set by the Department of Children Services. As the pool of candidates we are provided is extremely small and statewide, U. S. Census data is not applicable.

The racial breakdown of beneficiaries for the *Court Improvement Training Grant* is as follows. There were 1,738 beneficiaries and of that number 1,313 were white, 377 were Black or African American, 20 Hispanic/Latino, 3 American Indian or Alaska Native, 7 Asian, 3 Native Hawaiian or Other Pacific Islander and 15 were two or more races.

In Summary, 4,495 individuals were beneficiaries of Federal Funding during the 2012 Fiscal Year. The chart below indicates the races of the 4,495 beneficiaries.



Minority representation of agency staff:

As of June 30, 2012, the AOC had 73 staff. Of that number there are 21 White males, 1 Black or African American male and 40 White females, 6 Black or African American females, 3 Hispanic or Latino females and 2 Asian females. Out of a total of 73 AOC staff 83.56% are White, 9.59% are Black or African American, 4.11% Hispanic or Latino and 2.74% Asian.

Title VI complaints:

The Administrative Office of the Courts received one complaint in this fiscal year and it was not a valid complaint. The complaint was dismissed as the allegations were not substantiated.

There are no pending lawsuits against the department alleging discrimination on the basis of race, color or national origin under any federally funded program or activity.

5. Definitions

Assurances: A written statement of agreement by one legally authorized to contractually bind an entity in which the signatory agrees on behalf of the organization to administer federally assisted programs in accordance with all applicable laws and regulations including those applicable to non-discrimination.

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

Compliance: The fulfillment of the requirements of Title VI, other applicable laws, implementing regulations and instructions to the extent that no distinctions are made in the delivery of services or benefits on the basis of race, color or national origin.

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

Contractor: A person or entity that agrees to perform services at a specified price pursuant to a contract or grant. The state must determine for each contract whether it establishes a vendor or a subrecipient relationship with the state.

Discrimination: To make any distinction between one person or group of persons and others intentionally, by neglect, or by the effect of actions or lack of actions based on race, color or national origin.

Federal Assistance: Any funding, property or aid provided for the purpose of assisting a beneficiary. Federal financial assistance may be in the form of property, technical assistance, grants or partnerships and does not refer solely to the distribution of funds.

Limited English Proficiency: The inability to speak, read, write or understand the English Language at a level that permits an individual to effectively interact with service providers.

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

Noncompliance: Failure or refusal to comply with Title VI of the Civil Rights Act of 1964, other applicable civil rights laws, and implementing departmental regulations.

Primary Recipient: Any recipient which is authorized or required to extend federal financial assistance to another recipient for the purpose of carrying out a program.

Public Notification: Process of publicizing information on the availability of programs, services, benefits and the right to file a Title VI complaint.

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

program.

Secondary Recipient: Any recipient that receives financial assistance to carry out a program through a primary recipient or other subrecipient.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d-4: Federal law prohibiting discrimination based on race, color or national origin. It covers all forms of federal aid except contracts or insurance and guaranty. It does not cover employment, except where employment practices result in discrimination against program beneficiaries or where the purpose of the federal assistance is to provide employment.

Vendor: An individual group, public or private organization or institution, political entity, or commercial enterprise which, pursuant to any contract, agreement, or other arrangement with a recipient or subrecipient provides generally required goods or services which are used by or available to a beneficiary of a program.

6. Discriminatory Practices

The Administrative Office of the Courts prohibits the following practices committed on the basis of race, color or national origin:

1. Denying any individual service, aid or other benefit provided under the program;

Example: denying a non-English speaking defendant in an order of protection hearing the use of a certified court interpreter for the actual hearing and discussions with the defendant's attorney.

2. Providing any service, aid, or other benefit to an individual which is different, or is provided in a different manner, from that provided to others under the program;

3. Treating an individual differently from others in determining whether he or she satisfies any requirement or condition which individuals must meet in order to be provided any service, aid or other benefit under the program;

Example: Denying a trainee for a Juvenile Justice Training Program reimbursement of travel expenses that the trainee applied for because the program manager knows that the person is from Peru and other trainees applying for reimbursement of travel expenses are all native Tennesseans.

4. Subjecting an individual to discrimination in employment practices under such program; or

Example: Selecting only white male applicants to participate in interviews for a court improvement program coordinator.

5. Addressing an individual in a manner that denotes inferiority.

7. Limited English Proficiency (LEP)

In an effort to provide all individuals with equal access to the judicial system, the Administrative Office of the Courts created the Court Interpreter Credentialing Program pursuant to Supreme Court Rule 42. This program tests each interpreter's ability to understand English terminology and accurately interpret it into the languages spoken by persons with limited English proficiency. Upon completing the required examinations, workshops, and criminal background checks, the interpreters are added to a roster that is distributed periodically to the courts and updated frequently on the office's website. The Court Interpreter Credentialing Program is a member of the Consortium for Language Access in the Courts. The Administrative Office of the Courts utilizes the Consortium's Written Examination and Oral Examination as well as Language Testing International's Oral Proficiency Interview (OPI) and ALTA Languages Services, Inc. for language proficiency in the target language and English. Additionally, the Administrative Office of the Courts sought and obtained legislative funding for interpreter services in indigent defense cases.

For fiscal year 2011-2012, the written examination was offered in August 2011, November 2011, January 2012 and April 2012. The OPI (oral proficiency interview) is offered twice per month in Jackson, Knoxville, Chattanooga, and Nashville. The Court Interpreter Credentialing Program administered the Spanish oral interpreting examination for interpreters possessing "registered" status in October and November 2011 and February/March 2012. Oral interpreting examinations for languages other than Spanish were offered in April 2012.

Contact Information for Translator and Interpreter Services Utilized by the Courts

Contact information for credentialed court interpreters credentialed pursuant to Supreme Court Rule 42 can be found on the AOC website at: <http://www.tncourts.gov/programs/court-interpreters/find-court-interpreter>. As of September 10, 2012, the following languages had the following number of credentialed interpreters:

CERTIFIED LANGUAGE	QUANTITY
Spanish	48
Arabic	1
Japanese	1
Mandarin Chinese	1

REGISTERED LANGUAGE	QUANTITY
Spanish	43
Arabic	3
Farsi	1
German	2
Indonesian	1
Portuguese	2

Vietnamese	1
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The various languages include those listed above. Anecdotally, other languages requested include Korean and African languages. When these languages are requested, the Administrative Office of the Courts then reviews the interpreter database it has of those that are not registered or certified and also checks the databases of the Tennessee Foreign Language Institute. If an interpreter cannot be found, the Administrative Office of the Courts then contacts the members of the Consortium to see if they have an interpreter. If not, then the AT&T Language Line is consulted.

Breakdown of Various Languages Confronted by the Department or Agency as Result of On-site and Telephonic Encounters from the Public:

With the full support of the Supreme Court, the AOC requested and Governor Haslam included in the 2012-2013 AOC budget an additional \$2 million for the costs of spoken language interpreters for court hearings. This was ultimately approved by the Tennessee General Assembly and funding became available July 1, 2012. This funding allows for payment of interpreter costs in cases other than Rule 13 cases - specifically all juvenile, general sessions, trial and appellate courts and for victims of crimes during hearings in which they are present. This funding gives a rare and new opportunity for the courts to provide persons with more meaningful access to court hearings; to enable judges to better communicate with parties; and to enable LEP persons to more fully participate in court proceedings.

The AOC recently instituted an online program for interpreters to use to process their invoices for payment. This program has shown that interpreters have provided interpretation for the following languages for which the AOC has been billed. The below list is very indicative of the language needs for the court system in general. In addition, the AOC has surveyed judges and clerks to determine language needs. The results of these two data gathering methods note that interpreters have been provided in the following languages:

- | | |
|----------|------------|
| ALBANIAN | KURDISH |
| ARABIC | LAO |
| BENGALI | OTHER |
| BURMESE | PORTUGUESE |
| CHINESE | ROMANIAN |
| CROATIAN | RUSSIAN |
| ENGLISH | SOMALI |
| FRENCH | SPANISH |
| GERMAN | VIETNAMESE |
| KOREAN | |

Number of Times LEP Services were provided to the public by the Department during July 1, 2011 – June 30, 2012.

The AOC had approximately 1 occurrence when LEP services were provided at the AOC offices.

Breakdown of Languages Confronted by the Department as a Result of On-Site and Telephonic Encounters from Beneficiaries or Public:

Spanish was the only language confronted by the AOC offices during this time period.

Identify Other Steps and Goals Toward Breaking Down Barriers to LEP Challenges:

The Administrative Office of the Courts has created revised bench cards for the judges and has provided these to all newly elected/appointed judges since the funding additions and Rule changes effective July 1, 2012. The Administrative Office of the Courts has also revised the cards for clerks and attorneys and distributed them also. In addition, the Administrative Office of the Courts consistently provides interpreter training for judges and clerks as needed. The AOC has had "Go to Meeting" conferences with interpreters and has presented on interpreter issues for the Davidson County Juvenile Courts and the Tennessee Bar Association and will be presenting "Go To Meetings" for the public defenders offices in October 2012.

The Supreme Court's Access to Justice Commission is also looking into LEP issues and a subcommittee is looking specifically at the LEP issue. The Access to Justice Commission was formed to help address the growing civil legal needs crisis in Tennessee. The Administrative Office of the Courts has developed an Interpreter Issues workgroup to assist with these issues also.

In addition to providing the courts with qualified interpreters, the Administrative Office of the Courts has provided each judicial district with at least one set of simultaneous interpreting equipment. The equipment improves the court participant's ability to hear and understand the interpreter and provides the interpreter with the flexibility to move around the courtroom when necessary.

The Administrative Office of the Courts is making an effort to increase the number of languages, other than Spanish (LOS) interpreters, by collaborating with various community organizations including Catholic charities, Tennessee Foreign Language Institute, university foreign language departments, and the Tennessee Association of Professional Interpreters and Translators (TAPIT).

8. Complaint Procedures

Any person alleging discrimination based on race, color or national origin has a right to file a complaint within 180 days of the alleged discrimination. At the complainant's discretion, the complaint may be filed with (1) the Title VI Coordinator of the Administrative Office of the Courts, (2) the appropriate federal agency or (3) the recipient agency. It is not necessary to know the identity of the complainant, as long as the information is sufficient to determine the identities of the recipient and indicates the possibility of a violation. Complaints may be filed on the complaint form found in *Appendix 2*.

Complaints should be handled within 90 days of their receipt. A letter should be sent acknowledging receipt of the complaint and requesting a time and date an investigator can contact the complainant by telephone to discuss the complaint. A preliminary inquiry shall be conducted on all complaints to substantiate or refute the allegations. If the preliminary inquiry conclusion indicates that there may be a problem, then a full complaint investigation shall be initiated. A letter will be sent to the complainant explaining that an investigation will be started and that their cooperation will be needed in the future.

If the allegations are not substantiated, a letter will be sent to the complainant that contains a description of the allegations investigated, the scope of the investigation, the facts learned and a closing statement summarizing the basis on which the determination was made. If the complaint allegations are substantiated appropriate steps will be taken to rectify the situation and to insure that rules, processes etc., are changed so that similar situations do not occur in the future. A letter will be sent to the complainant describing the outcome and next steps.

Copies of complaints and their dispositions will be kept for records and review as appropriate by state and federal authorities.

9. Compliance Reviews

During this reporting period AOC grants utilized a total of 19 subrecipients, including grantees and contractors. Two of the 19 Subrecipients are Contractors who provide systems development and implementations services for the tracking of mandated data.

A. Pre-Award Procedures – Assurances & Data Collection

The Administrative Office of the Courts shall make available any compliance report to be reviewed by the TN Human Rights Commission upon request.

Below is list of subrecipients specifying the number of grants awarded to each subrecipient and identification of those who signed a “statement of assurances”.

LIST OF SUBRECIPIENT AND CONTRACTORS

Name of Subrecipient	Number of Grants Receiving Monies	Name of Contractor	Number of Grants Receiving Monies	Subrecipient and/or Contractor returned signed "Statement of Assurances for FY '11-'12"
Community Legal Center	1			Yes
Exchange Club Family Center of the Mid South, Inc.	1			Yes
Juvenile Court of Memphis and Shelby County	1			Yes
Legal Aid of East Tennessee	1			Yes
Nashville Conflict Resolution Center	1			Yes
Southeast Tennessee Legal Services	1			Yes
Tenth Judicial District	1			Yes
The Mediation Center	1			Yes
		Tennessee Foreign Language Institute	1	No

Bledsoe County	1			Yes
Grundy County	1			Yes
Lincoln County	1			Yes
Monroe County	1			Yes
Roane County	1			Yes
Sequatchie	1			Yes
		NIC, USA	1	No
		Stephen Rideout	1	Yes
		Tennessee Chapter of Child Advocacy Center	2	Yes
		Crowe Horwath, LLP	1	No

Appendix 3 provides a copy of contractual provisions prohibiting discrimination for usage in all contract documents and Request for Proposal documents. *Appendix 4* provides a copy of the “Statement of Assurances” used by the Administrative Office of the Courts for all subrecipients.

Appendix 5 provides a copy of the Pre-Award Survey used by the Administrative Office of the Courts for all Subrecipients. All completed assessments are reviewed upon receipt by the appropriate program manager. A total of 15 Pre-Award surveys were received in this fiscal year.

Field or on-site reviews: With the exception of a very small number, all subrecipients of grants from the AOC are local and state government agencies. Subrecipients are required to sign a “statement of assurances” as well as completion of both a pre-award survey and a post-award survey. Unless the information contained the returned self-reporting tools is not adequate or appears to be in error, we have deemed it not necessary to conduct field or on-site reviews.

Title VI Training: Subrecipients are notified of training standards in Request for Proposal (RFP), contract and statement of assurances documents. Subrecipients are required to report in their completed post-award survey the extent and content of Title VI training provided to staff, the dates training was provided and the number of staff attending the training. Subrecepents will report in the pre-award survey information about previous Title VI training. Subrecipients are required to participate in the Power Point Title VI training provided by the Administrative Office of the Courts. The Power Point training includes an on-line post-test identifying each person who completed the training. The compiled results of the post-test are used to verify participation in the Power Point Training.

B. Post-Award Procedures

Appendix 6 provides a copy of the post-award survey sent to all subrecipients and contractors receiving grant funding from the AOC. A total of 14 surveys were completed and returned. Every returned survey was reviewed for compliance by the assigned grants

manager.

Title VI Training: In this reporting year every subrecipient and contractor was sent a post-award survey which provided questions about the total number of staff trained in Title VI training, the actual number and percentage of staff trained, the dates training was offered, a copy of the agenda and the method used to deliver the training.

For the fiscal year 2011-2012 all subrecipients were required to complete the AOC Power Point Training workshop and verify completion of the training by taking an on-line post-test. The post-test requires trainees to include their name and the date on which the training was completed.

C. Minority Representation

The total number of subrecipients that provide services, materials and/or equipment to beneficiaries on behalf of the Administrative Office of the Courts is 17 including a total expenditure of \$1,894,142. All of the subrecipients who provided services, materials and/or equipment to beneficiaries of grants awarded by the Administrative Office of the Courts were White.

D. Public Notice and Outreach

On the Court System website a page is dedicated to public notice and outreach for Title VI and Title IX. To access this page, go to: <http://www.tncourts.gov/administration/human-resources/title-vi-title-ix>. The 2012 Title VI Implementation Plan will be placed at this website once it is approved.

Available programs and services through the AOC are posted on Court System website. Most of the grant dollars received by the AOC are used for programs and services that are made available to local courts and state and local government agencies. Web postings and email are used for notice and outreach.

Complaint forms are accessible on the Court System website. Fact sheets and posters are distributed to judicial personnel and to programs servicing the court system with instructions to display in a prominent location. These efforts will inform staff, beneficiaries and potential beneficiaries of the court's nondiscrimination policy and the procedures for filing a complaint.

Acknowledgement: The Administrative Office of the Courts hereby agrees to monitor all subrecipients and/or contractors concerning the dissemination of information about the following to the public:

- (i) Nondiscrimination policy;
- (ii) Programs and services;
- (iii) Complaint procedures; and,
- (iv) Minority participation on planning boards and advisory bodies.

E. Procedures for Noncompliance

Any subrecipient or contractor found to be in noncompliance with Title VI shall be given written notice from the Director of the Administrative Office of the Courts. Subrecipients/contractors are requested to respond to the written notice within 90 days identifying a plan of action to eliminate the source of noncompliance. The Title VI Coordinator and the appropriate Grants Manager will review the action plan and determine if it is sufficient to eliminate the area of noncompliance. The Grants Manager will monitor the implementation of the action plan to assure that the area of noncompliance is resolved placing the subrecipient/contractor in a positive status. Should the subrecipient/contractor not respond to the notice from the Director of the Administrative Office of the Courts, the subrecipient/contractor will be contacted by phone in an effort to gain attention to the issue. If all efforts fail to produce any desired results the subrecipient/contractor may be found in violation of the terms of the contract and the basis for a contract suspension or termination.

10. Compliance/Noncompliance Reporting

The AOC furnishes or shares Title VI compliance reports with the TN Commission on Children and Youth, Department of Finance and Administration, and Department of Human Services.

Federal reporting requirements: The AOC is responsible for citing the following applicable Code of Federal Regulations (CFR) citation and/or federal departmental circular that governs each program, activity or federal funds. The Court Improvement Program grants are awarded by the Department of Health and Human Services. The reporting requirements are ACYF-CB-PI-07-09 and ACYF-CB-PI-06-05.

11. Title VI Training Plan

The AOC has 73 staff members plus. 44 staff members or 60% of the total AOC staff completed in the on-line Power Point Title VI training. In addition, there is 26 staff of the Child Support Magistrate's Offices statewide. 21 staff or 81% of the Child Support Magistrate staff completed the on-line Power Point Title VI training. The agenda contained an overview of Title VI of the Civil Rights Act of 1964, information about protected classes, and key definitions; examples of discriminatory practices relative to the grants awarded to the AOC, policies and procedures including the non-discrimination policy; complaint procedures and Limited English Proficiency (LEP), an overview of the issue facing the court system regarding court interpreters; public notice and outreach; and reporting obligations. Staff participation was verified by completion of the on-line training post-test assessment.

A total of 19 subrecipients received grant funding from the AOC during this fiscal year. Out of that number 5 or 38% were trained in the Title VI training provided by the AOC. Subrecipients individually participated in the AOC Power Point training course. Attendance was verified through the completion of an on-line post-test assessment.

Title VI Training for the 2012-2013 year will be handled through the Administrative Office of the Courts on-line Power Point/Video training and associated on-line training post-test.

12. Public Notice and Outreach

The Title VI Implementation Plan for Administrative Office of the Courts is posted on the Court System web page (<http://www.tncourts.gov/administration/human-resources/title-vi-title-ix>). Complaint forms are accessible as downloads on the webpage. Fact sheets and posters are distributed to judicial personnel and to programs servicing the court system with instructions to display in a prominent location. These efforts provide information for staff, beneficiaries and potential beneficiaries of the court's nondiscrimination policy and the procedures for filing a complaint.

The Administrative Office of the Courts has two advisory boards or bodies.

The Access to Justice Commission is composed of ten members and was created by Supreme Court Rule. Membership is determined by the members of the Supreme Court every three years. The Access to Justice Commission has 30% minority membership including seven or 70% White members, two or 20% Black or African American members and one or 10% Hispanic or Latino member. While the Commission has 10 members many ad hoc subcommittees are formed on a voluntary basis.

The Court Improvement Program (CIP) Workgroup is a multidisciplinary board. The CIP Workgroup assists the Court System in improving the safety, permanency and well-being of children and families in the child welfare system. The Workgroup is composed of 30 members appointed by the TN Supreme Court as a result of recommendations by the CIP Manager. Recommendations are based on the appointees' work with the child welfare system. The membership consist of five or 16.66% African American or Black members and 83.34% White members. Members serve for a one year period and they may be asked to serve multiple years. Membership is not posted for review.

The types of federal grants utilized by the Administrative Office of the Courts require varied methods of notice and outreach. In general grants awarded to Administrative Office of the Courts do not provide direct services to clients and notification is made to state and local government agencies regarding the availability opportunities for contracts and grant funds. Other federal funding is determined through an award process. Notification of available funding is posted on our website along with the application, award process procedures and required time frames.

The Administrative Office of the Courts is making an effort to increase utilization of minority media particularly in the area of court interpreters by collaborating with various community organizations including Catholic charities, Tennessee Foreign Language Institute, university foreign language departments, and the Tennessee Association of Professional Interpreters and Translators (TAPIT). The Court Interpreter Programs Manager is very diligent in efforts to increase the numbers of certified court interpreters in all languages. Input is sought constantly using various media sources and methods.

13. Evaluation Procedures

It is the intent of the Administrative Office of the Courts to comply with Title VI of the Civil Rights Act of 1964 and any directives and regulations issued pursuant to the act.

We are very pleased with our efforts to adopt and follow-through with the use of a uniform “statements of assurance”, pre-award survey and post award survey. The AOC is consistent in using appropriate language in all Requests for Proposal (RFP) and contracts to assure that contractors and subrecipients are aware of their obligations under Title VI. Another area of focus during the last fiscal year was the development and implementation of an on-line Power Point Training course for employees, subrecipients and contractors. The training was very well received by all who participated. A number of subrecipients required their employees to complete this training course in order to comply with standards set forth in the “statements of assurance”.

Based on our self-evaluation the AOC will focus on the following during the next fiscal year:

Place emphasis on subrecipient/contractor participation and completion of the required Title VI training (ongoing).

Continue to identify and utilize new sources for outreach particularly in the area of court interpreters.

Re-train staff on the AOC’s LEP internal policy. Develop and train reception staff in key Spanish phrases used when answering the phone or when greeting visitors by June 30, 2013.

14. Responsible Officials

The Administrative Office of the Courts hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964, TCA 4-21-203 and any directives and regulations issued pursuant to that act.

Assurance is hereby given that the Administrative Office of the Courts will immediately take any measures necessary to effectuate compliance and this assurance is given for the purpose of obtaining any and all federal financial assistance.

Responsible State Official:

Elizabeth A. Sykes
Elizabeth A. Sykes
Director, Administrative Office of the Courts

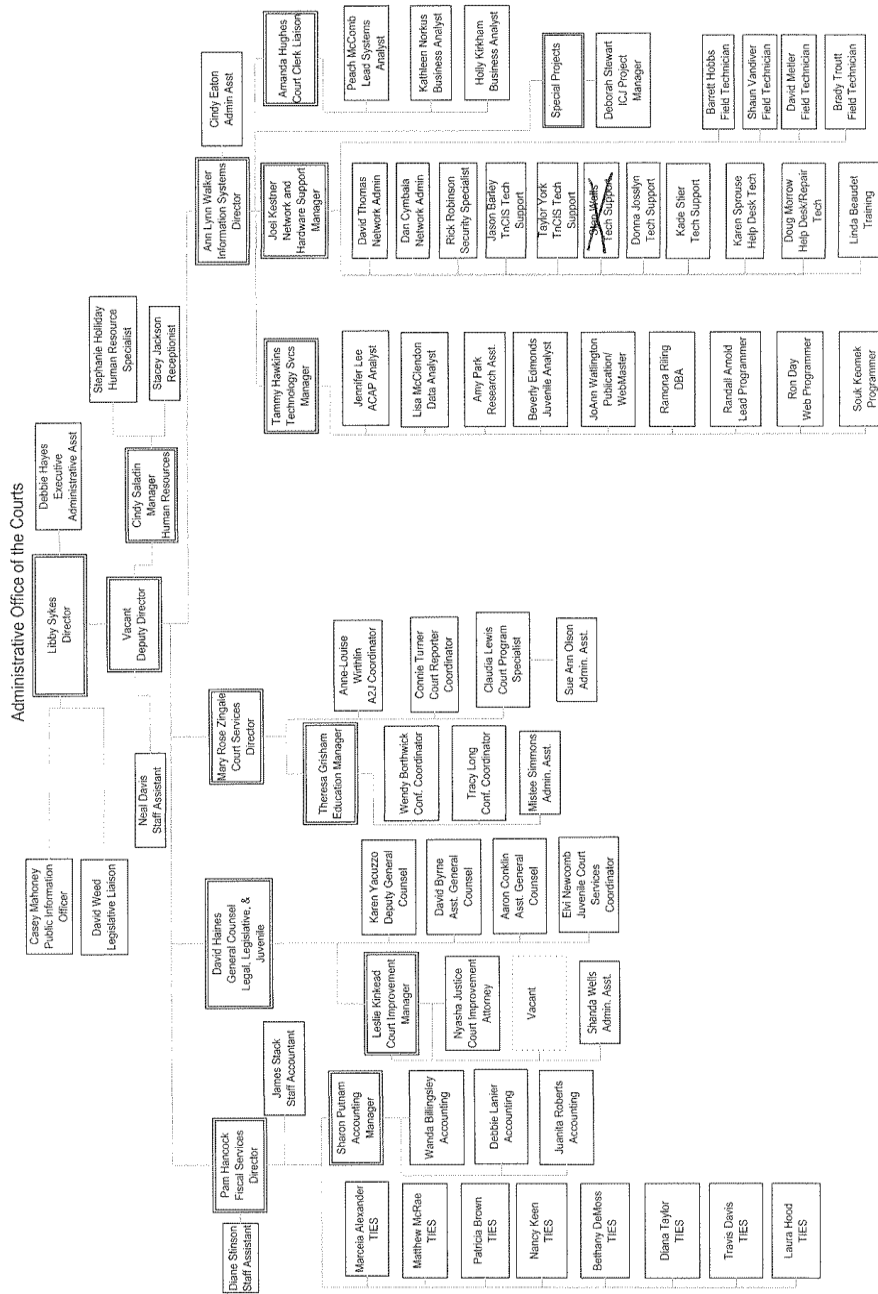
9-21-12
Date

Title VI Coordinator:

Cynthia H. Saladin
Cynthia H. Saladin
Human Resources Manager

9-21-12
Date

Appendix 1



Appendix 2



**ADMINISTRATIVE OFFICE OF THE COURTS
COMPLAINT UNDER CIVIL RIGHTS ACT OF 1964**

TO: ADMINISTRATIVE OFFICE OF THE COURTS

I, _____, hereby file an official complaint against
_____ located at: _____.

Complainant's Name: _____

Complainant's Address: _____

Basis of Complaint:

Date of Alleged Discrimination: _____

Signature of Complainant: _____

Appendix 3

Title VI Pre Award, Contract and Post Award Procedures

1. Pre-Award:

A. Make sure RFP requires proposal to include Pre-Award Survey and Title VI assurances.

B. Make sure RFP includes the following language:

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

2. Contract:

A. Make sure this language is included:

Nondiscrimination. The Grantee hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Grant Contract or in the employment practices of the Grantee on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Grantee shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination. The grantee also warrants that it agrees, warrants, and assures that it will comply with all federal and state laws concerning civil rights. Grantee specifically warrants that it will make reasonable modifications as may be necessary under the Americans with Disabilities Act to ensure access or participation to its programs for individuals with qualified disabilities.

B. Make sure this language is included:

Grantee will provide all forms as requested by Administrative Office of the Courts to include but not be limited to, forms for compliance with federal grant requirements and forms for compliance with any audit requirements including but not limited to racial and ethnic data demonstrating the extent to which the members of minority groups are beneficiaries of the services. Grantee will also provide Title VI training to all staff members and to any subrecipients of this

grant contract. The Grantee hereby agrees to provide to the Grantor specific information regarding the Title VI training (such as the extent and content of the training, the dates training was provided and the number of staff attending the training) upon request of the Grantor. The Grantee further agrees to participate in Title VI Training provided by the Grantor.

C. Make sure subrecipient fills out Title VI Assurances and Pre-Award Survey.

3. Post Award:

A. Make sure subrecipient provides Post-Award Survey.

B. Make sure subrecipient provides Racial and Ethnic Data Survey.

Appendix 4



Supreme Court of Tennessee

Administrative Office of the Courts
Nashville City Center, Suite 600
511 Union Street
Nashville, Tennessee 37219
615 / 741-2687 or 800 / 448-7970
FAX 615 / 741-6285

ELIZABETH A. SYKES
Director

Title VI Requirements and Assurance of Compliance

Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. 2000(d), 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 subject to discrimination under any program or activity received federal financial assistance.

The below signed applicant ("The Applicant") hereby agrees that is will comply with Title VI of the Civil Rights Act of 1964, and any directives or regulations issued pursuant thereto, and specifically will ensure 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 otherwise subject to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Administrative Office of the Courts and **HEREBY GIVES ASSURANCE THAT** it will immediately take any measures necessary to effectuate this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants and loans of Federal funds, and reimbursable expenditures, grants or donation of Federal property and interest in property, the detail of Federal personnel, the sale of and lease of, and the permission to use, Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Applicant by the Administrative Office of the Courts.

BY ACCEPTING THIS ASSURANCE, the Applicant agrees to compile data, maintain records, and submit reports as required to permit effective enforcement of Title VI, and permit the Administrative Office of the Courts personnel during normal working hours to review such records, books, and accounts as needed to ascertain compliance with Title VI. If there are any violations of this assurance, the Administrative Office of the Courts shall have the right to seek administrative and/or judicial enforcement of this assurance. **In addition, the Applicant agrees to provide training to staff and volunteers pursuant to the training standards as set by the Administrative Office of the Courts.**

This assurance is binding on the Applicant, its successors, transferees, and assignees as long as it receives assistance from the Administrative Office of the Courts. In the case of real property, this assurance is binding for as long as the property is used for a purpose for which this assistance was intended or for the provision of services of benefits similar to those originally intended. In the case of personal property, this assurance applies for as long as the recipient retains ownership or possession of the property. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the applicant.

Notwithstanding the above, potential grantees/contractors may contact:

1. Staff of the Governor’s Office of Diversity Business Enterprise for assistance available to minority-owned, women-owned, and small businesses as well as general, public information relating to contracts; and
2. The following individual designated by the Courts to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Cindy Saladin, Human Resources Manager
Administrative Office of the Courts
511 Union Street, Suite 600
Nashville, TN 37219
615-741-2687

Name of Organization: _____

Signature: _____ Date: _____



Exit this survey

Pre Award Recipient Survey

*** Enter Date of Survey**

Date MM DD YYYY
 / /

*** Name of Entity:**

*** Name of Title VI Coordinator**

*** Completing this survey in response to: (Name of Grant)**

*** 1. Is your organization minority-owned or run by minority individuals?**

- Yes
- No

If yes, identify the race(s) of the owner or individual(s) running the organization. (Please see "Definitions of Race & Ethnicity Categories" at the bottom of this survey)**

If no, what are the percentages of the racial composition of the board or advisory group? (Please see "Definitions of Race & Ethnicity Categories" at the bottom of this survey)**

Hispanic or Latino

White (not Hispanic or Latino)	<input type="text"/>
Black or African American (not Hispanic or Latino)	<input type="text"/>
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<input type="text"/>
Asian (not Hispanic or Latino)	<input type="text"/>
American Indian or Alaska Native (not Hispanic or Latino)	<input type="text"/>
Two or More Races (not Hispanic or Latino)	<input type="text"/>

*** What steps are being taken to obtain minority representation, if in your geographic service area, minorities represent 5% of the population or more?**

*** 2. Nondiscrimination Policies: Does your institution have a written policy stating that services or opportunities will be provided to all persons without regard to race, color, or national origin?**

- Yes
- No

*** 3. Are permanent records kept of all Title VI complaints?**

- Yes
- No

*** 4. In the past 12 months, has your entity/institution received any complaints alleging a Title VI violation? If yes, attach a description of the nature of the complaint and its disposition.**

- Yes
- No

*** 5. Are Title VI information and non-discrimination notices disseminated to your employees or other beneficiaries of services?**

- Yes
- No

*** If yes, describe how employees and/or beneficiaries are informed (posters**

displayed, brochures displayed, etc.)

*** Do the notices contain contact information if someone has a Title VI or discrimination complaint?**

Yes

No

*** 6. Do you have written policies and procedures addressing Title VI?**

Yes

No

*** 7. How do you ensure that minorities are effectively made knowledgeable about your services?**

*** 8. When did you last conduct Title VI training for your staff?**

MM DD YYYY

Date / /

How often do you provide the training/refreshment training to your staff?

*** 9. Please indicate, as of this date, the percentages of the racial composition of those that currently receive your program's services. Enter zero if your program does not provide services. (Please see "Definitions of Race & Ethnicity Categories" at the bottom of this survey)****

Hispanic or Latino

White (not Hispanic or Latino)

Black or African American (not Hispanic or Latino)

Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)

Asian (not Hispanic or Latino)

American Indian or Alaska Native (not Hispanic or Latino)

Two or More Races (not Hispanic or Latino)

*** 10. Please indicate as of this date, the percentages of the racial composition of your program's staff. (Please see "Definitions of Race & Ethnicity Categories" at the bottom of this survey)****

Hispanic or Latino

White (not Hispanic or Latino)

Black or African American (not Hispanic or Latino)

Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)

Asian (not Hispanic or Latino)

American Indian or Alaska Native (not Hispanic or Latino)

Two or More Races (not Hispanic or Latino)

*** 11. Please indicate, as of this date, the percentages of the racial composition of your program's volunteers. Enter zero if your program does not use volunteers. (Please see "Definitions of Race & Ethnicity Categories" at the bottom of this survey)****

Hispanic or Latino

White (not Hispanic or Latino)

Black or African American (not Hispanic or Latino)

Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)

Asian (not Hispanic or Latino)

American Indian or Alaska Native (not Hispanic or Latino)

Two or More Races (not Hispanic or Latino)

Declaration of Applicant:

*** I declare that I have completed the data in this self-survey and to the best of my knowledge and belief, it is true, correct, and complete.**

Signature (by typing your name here you are certifying your responses):

Date:

Position of Individual Completing Survey:

**** Definitions of Race & Ethnicity Categories**

Race and ethnic designations as used by the Equal Employment Opportunity Commission do not denote scientific definitions of anthropological origins. Definitions of the race and ethnicity categories are as follows:

Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

White (Not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Black or African American (Not Hispanic or Latino) - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Asian (Not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

American Indian or Alaska Native (Not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

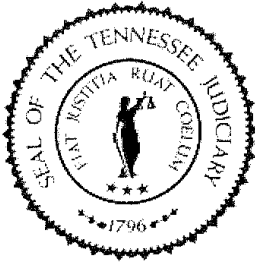
Two or more races (Not Hispanic or Latino) - All persons who identify with more than one of the above five races.

http://www.surveymonkey.com/s.aspx?PREVIEW_MODE=DO_NOT_USE_THIS_LINK... 9/18/2012

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Exit this survey

Title VI Post Award Survey

- This survey must be completed annually by each facility or agency subrecipient or contractor obtaining grant assistance from the Administrative Office of the Courts.
- The survey must be completed at one sitting. If you exit the survey while partially complete all information provided will be deleted. You may review or print the survey prior to completing it so that required information can be assembled.
- Questions that begin with an asterisk (*) are required.
- The completed document must be submitted electronically by clicking DONE at the end of the survey.

*** 1. Administrative Information**

Date of Survey:

Name of Agency/Facility:

Name of the Agency/Facility Head and Title:

Name of the Agency/Facility Compliance Designee for Title VI:

2. Does your agency/facility have a Governing Board or Advisory Group? (If yes answer questions 3, 4, and 5, if no skip to question 6.)

- Yes
- No

3. How is the Governing Board or Advisory Group appointed?

- By staff
- By general membership
- By agency/facility owner
- By agency head or facility administrator
-

[http://www.surveymonkey.com/s.aspx?PREVIEW_MODE=DO NOT USE THIS LINK...](http://www.surveymonkey.com/s.aspx?PREVIEW_MODE=DO_NOT_USE_THIS_LINK...) 9/18/2012

Appointed by action of the Supreme Court, State Legislature, County Commission, Municipal Council or other elected body

As required by grantor agency

4. What is the racial composition of the Governing Board or Advisory Group? **A definition of each race is at the end of the survey.

Hispanic or Latino	<input type="text"/>
White (not Hispanic or Latino)	<input type="text"/>
Black or African American (not Hispanic or Latino)	<input type="text"/>
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<input type="text"/>
American Indian or Alaska Native (not Hispanic or Latino)	<input type="text"/>
Two or More Races (not Hispanic or Latino)	<input type="text"/>
TOTAL MEMBERS	<input type="text"/>

5. What steps are taken to obtain minority representation on the Governing Board or Advisory Group? (Answer required if in your geographic service area, minorities represent 5% of the population or more)

*** 6. Policies and Contracts**

	Yes	No
Does your agency/facility have a written policy stating that services will be provided to all persons without regard to race, color, or national origin?	<input type="radio"/>	<input type="radio"/>
Does your agency/facility have a written policy and procedures regarding the provision of Limited English Proficiency for clients who have limited or no English skills?	<input type="radio"/>	<input type="radio"/>
Does your agency/facility have written procedures for hearing and reviewing Title VI complaints?	<input type="radio"/>	<input type="radio"/>
Does your agency/facility subcontract for the provision of direct services to clients/customers?	<input type="radio"/>	<input type="radio"/>
If yes, do the contracts contain a statement of compliance with Title VI by the subcontractor?	<input type="radio"/>	<input type="radio"/>

* 7. Has the Agency/Facility Compliance Designee for Title VI received training on the agencies requirements under Title VI?

- Yes
- No

* 8. Title VI Training

Total number of staff:

Provide the actual number and percentage of staff trained in Title VI:

Describe method used to train staff and the method used to verify and record members of staff completing training:

List dates Title VI training was offered to staff:

* 9. Minority representation of recipients/beneficiaries of services provided by this grant. What is the racial composition of the recipients/beneficiaries served by this grant? **A definition of each race is at the end of the survey.

Hispanic or Latino

White (not Hispanic or Latino)

Black or African American (not Hispanic or Latino)

Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)

Asian (Not Hispanic or Latino)

American Indian or Alaska Native (not Hispanic or Latino)

Two or More Races (not Hispanic or Latino)

TOTAL NUMBER OF RECIPIENTS/BENEFICIARIES

* 10. DECLARATION OF RESPONDENT: I declare that I have reviewed and approved the information provided in this survey and to the best of my knowledge believe it to be accurate and truthful.

Signature (by typing your name here you are certifying your responses):

Date:

Position of Individual Completing Survey:

** Definitions of Race & Ethnicity Categories

Race and ethnic designations as used by the Equal Employment Opportunity Commission do not denote scientific definitions of anthropological origins. Definitions of the race and ethnicity categories are as follows:

-Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

-White (Not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

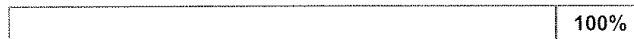
-Black or African American (Not Hispanic or Latino) - A person having origins in any of the black racial groups of Africa.

-Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

-Asian (Not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

-American Indian or Alaska Native (Not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

-Two or More Races (Not Hispanic or Latino) - All persons who identify with more than one of the above five races.



Done

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Administrative Office of the Courts

Nashville City Center, Suite 600
511 Union Street
Nashville, Tennessee 37219
615 / 741-2687 or 800 / 448-7970
FAX 615 / 741-6285

ELIZABETH A. SYKES
Director

MEMORANDUM

TO: All AOC
FROM: Libby Sykes
DATE: November 3, 2011
RE: Non-English Speaking Visitors or Phone Calls



To assure that we are able to effectively communicate with the public, please review and become familiar with the following internal AOC procedures.

If a Non-English speaking person (LEP individual) comes to the office and you do not know what language they speak, use the "I Speak" pages (attached) and ask them to point to the language they speak.

Contact one of the following employee volunteers, if the LEP individual points to a language they speak, and ask them for assistance interpreting for the LEP individual. The following employees are bi-lingual and have agreed to interpret if needed:

- Linda Beaudet – Spanish
- Elvie Newcomb – Spanish
- Souk Keomek – Laotian, Thai

If the LEP individual speaks a language other than those identified above, call Language Line at 1-800-752-6096 select option 2, and request assistance interpreting for an LEP individual. State that you work for the Administrative Office of the Courts and provide the language the LEP individual speaks, when the interpreter is connected put the phone on speaker mode so that you have the interpreter interpreting from English into the foreign language and then interpreting from the foreign language into English so you can determine how to help the LEP individual and provide the information he/she needs.

If you have questions regarding the procedures, please speak with Cindy Saladin or Mary Rose Zingale. We will provide training on these procedures at the November staff meeting.

