

MESSAGE FROM THE DIRECTOR

NATHALIE STIERS

We have come to the close of another busy, productive year at JIS. As you will read in this report, this was a year of huge accomplishments as we implemented new functionality, such as texting and e-filing. We rolled out a second phase of the TVIS project. We completed numerous enhancements, and expanded integration, and communication within Metro, and to the State of Tennessee. And we upgraded technology to ensure that our systems are kept running on the most updated, and secure versions and environments.

As I said in the recent JIS council budget hearing, the level of expertise and commitment at JIS, combined with the same from all of the departments we serve makes this model one that works, and works well. Together with the 17 departments that we serve, we are able to work together easily and quickly to identify and address issues and bring products from idea to reality, because of the knowledge and experience that we share and the tremendous collaboration that exists.

JIS is a small department, which has not seen growth in human resources in years. In fact, we lost employees due to budget cuts years ago, and still have not regained all of those positions. Despite this fact, we were asked to, and have taken on, applications which were previously the responsibility of other departments; we have developed new modules; data has grown exponentially; new products were integrated into the CJIS suite; numerous new services have been added for the ability for the public to interact with the systems, and the list goes on.

In order for this to work without personnel growth, at JIS we tirelessly streamline our processes, and upgrade technology in order to take advantage of features that aid us in continuing to serve the needs of Justice Community, and maintain this system which would normally require many different vendors, and additional resources to accomplish. This coming year, without the prospect of additional personnel, we plan to continue on this path.

In terms of a completely integrated system, here in Nashville, together, we have built, we maintain, and continue to enhance the most overall, Integrated Justice System, I believe, in the country. I am very proud of the accomplishments of the past year. I am grateful to serve amidst some of the finest, dedicated, and talented individuals in the field of technology.

I would like to thank all of the individuals from the different departments who worked with us tirelessly throughout the year on requirements and testing.

I wish to thank the members of the JIS Policy Committee for their continued guidance throughout the year. I extend special thanks to Judge Mondelli, Chair, whose advice and assistance were, again very much appreciated this past year,

MESSAGE FROM THE CHAIR JIS POLICY COMMITTEE

JUDGE MICHAEL MONDELLI

Since JIS has been in existence over 25 years still not enough folks understand its function, its position in Metro and how it is governed.

Created by local ordinance (092-415) to be the technology department to serve Metro's criminal justice agencies it has evolved over the years to where it serves 16 local criminal justice agencies with over 1500 users; it is responsible for hardware, infrastructure, integration, and full lifecycle development and support of all court management systems; falling within this purview is the safeguarding of all privileged information developed over the course of criminal investigations and proceedings as well as requests for public information concerning its agencies and members.

JIS co-exists with ITS (Information Technology Services) but has little or no overlap or duplication of services and further has its own chain-of-command separate and apart from other Metro Executive Departments who answer to the Mayor.

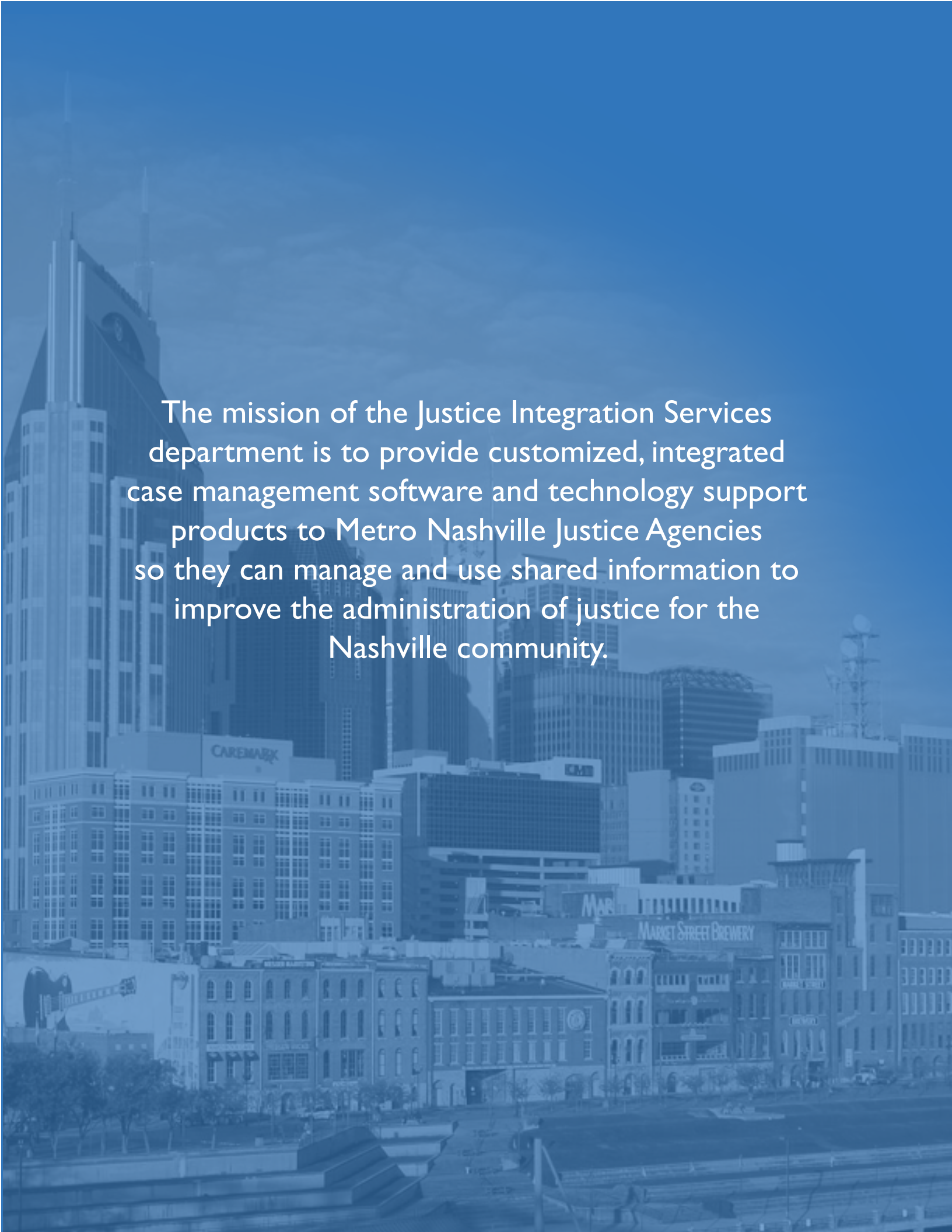
JIS answers to the Elected Officials who make up its membership; the membership is composed of all elected and appointed officials, involved in the administration of justice in Davidson County.

The by-laws have created the JIS Policy Committee which consists of JIS members who are not judges and one judge from each court. The Policy Committee elects a Chair and Co-Chair annually.

From the Chair of the Policy Committee comes the JIS Operations Committee charged with the authority to act on behalf of the Policy Committee in the management of JIS. Members of this Committee are denoted in this report.

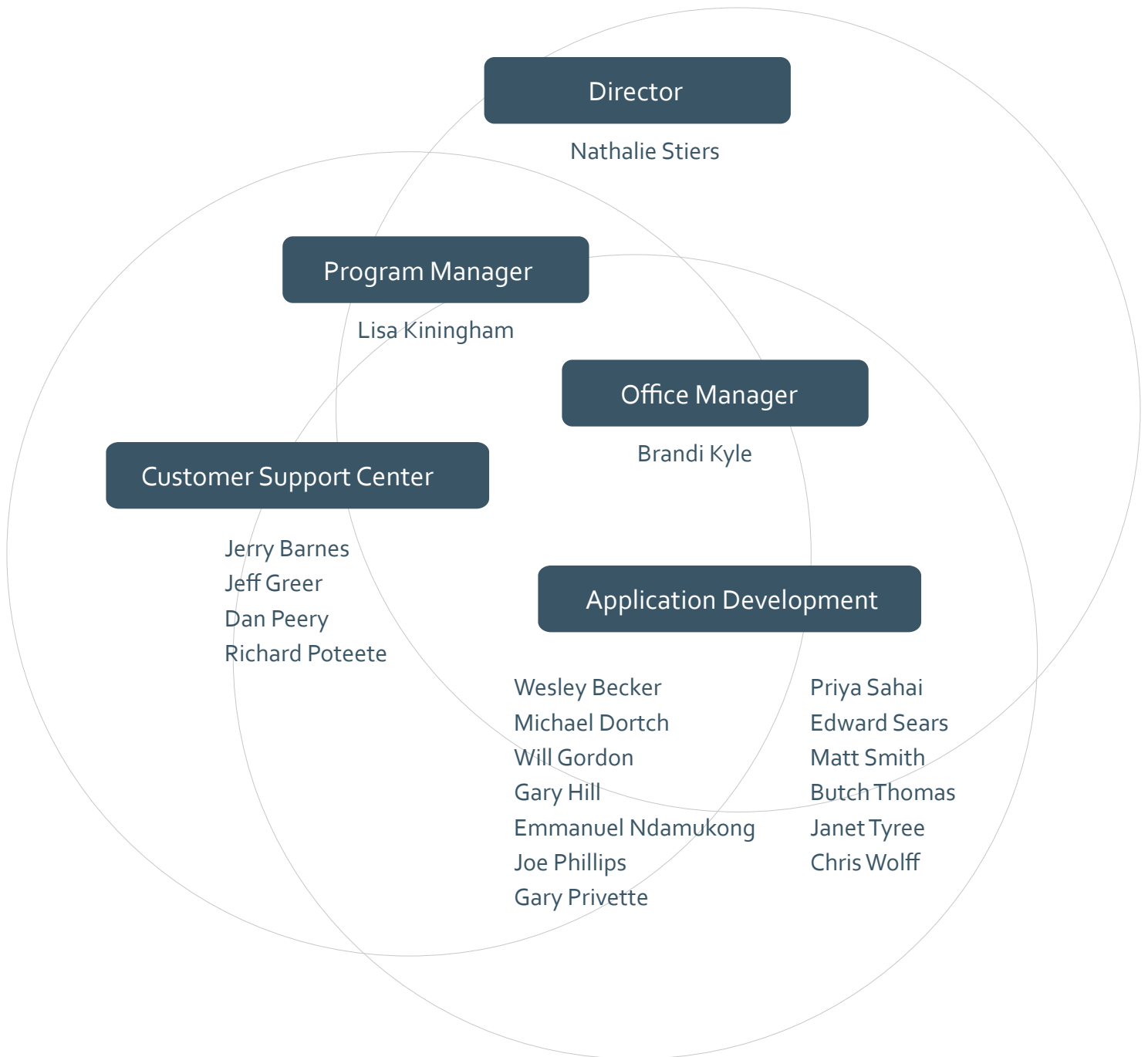
Since last year's meeting JIS membership welcomes two newly appointed Judges; Criminal Court Judge Jennifer L. Smith and Chancellor Patricia Head Moskal.

Lastly not only must I recognize All JIS employees who consistently demonstrate their professionalism and competency in serving JIS customers which in turn services the Citizens of Davidson County but acknowledge their list of accomplishments as outlined in this report by our very able Director Nathalie Stiers.

A blue-tinted photograph of the Nashville skyline, featuring various skyscrapers and buildings. The text is overlaid on the image.

The mission of the Justice Integration Services department is to provide customized, integrated case management software and technology support products to Metro Nashville Justice Agencies so they can manage and use shared information to improve the administration of justice for the Nashville community.

JIS STAFF



JIS STEERING COMMITTEE

The work that JIS performs is prioritized and approved by the JIS Steering Committee.

Members:

John Singleton
Michaela Mathews
Jim Sanders
Benny Rigby
Kim Risby
Robert Daniel
Donna Blackbourne Jones
Andy Sullivan
Warner Hassell
Glen Arnold
Nathalie Stiers

JIS POLICY COMMITTEE

The Policy Committee is the primary decision and policy-making entity of JIS. This committee approves the design, development, and operation of all JIS procedures and projects.

HONORABLE MIKE MONDELLI, Chair General Sessions Court Division VI **

HONORABLE THOMAS BROTHERS, Vice-Chair Sixth Circuit Court **

MR. DARON HALL

HONORABLE CHERYL BLACKBURN

MS. MARIA SALAS

HONORABLE HAMILTON GAYDEN

MR. STEVE ANDERSON

HONORABLE SHELIA CALLOWAY

HONORABLE ANGELINA DALTON **

MR. LONNELL MATTHEWS **

GENERAL GLENN R. FUNK **

MR. RICHARD ROOKER **

MR. HOWARD GENTRY**

MS. MARTESHA JOHNSON **

The Operations Subcommittee provides day-to-day assistance and guidance to the Director of JIS regarding financial management and operations. Additionally, its members review and recommend policies and procedures to the JIS Policy Committee. The JIS Director also serves on the Operations Subcommittee. Policy Committee members who also serve on the Operations Subcommittee are denoted with **.

ACCOMPLISHMENTS

FY2019 ACCOMPLISHMENTS

CJIS Suite

Adult Probation (ADPB)

Enhancements were made to the Order of Probation for GS Courts. The enhancements included reformatting portions of the order, adding new data fields and provided probation officers the ability to add additional data to specific areas of the order. Updates were performed to sections of the Probation Order such as Probationary Period, Restitution, Community Service and Ignition Interlock. These new features allows the Order of Probation to more comprehensively reflect all information that is required to be communicated to the client.

Criminal Justice Information System (CJIS)

Finance Enhancements

Enhancements were made to the accounting module of CJIS. One of these was the addition of a new check type for all four receipting screens. Functionality was added where during the payment process, the selections compute the business rules pertaining to whether or not the record is eligible for expungement. This potentially allows a customer to pay their court costs and get their record expunged all in the same day.

Bond Conditions

The General Session Judicial Magistrates requested that JIS make improvements to the bond conditions process in CJIS. They needed the ability to set a bond on a defendant and order that defendant out on Pre-Trial with a Conditions of Release form updated to reflect that information. Previously, the only way a magistrate could order a defendant out on Pre-Trial was with a zero bond amount or manually change the Conditions of Release form. The new functionality allows the magistrates to attach a bond to a defendant, order that defendant out on Pre-Trial and have the Conditions of Release form updated to reflect that information.

The magistrates also needed to have changes implemented in CJIS that would allow them to place special bond conditions on defendants charged with DUI or a domestic violence related offense. New functionality was added that gives the magistrates the ability to add the special bond conditions and create the form in CJIS. Prior to this change, the form was manually created via a Microsoft Word Document outside of CJIS. Now the form can be saved in CJIS with the corresponding case, signed electronically by the magistrate, and electronically sent to the Davidson County Sheriff's Office.

2019

FY2019 ACCOMPLISHMENTS

Crystal Report Forms

JIS worked with the Criminal Court Clerk's office to enhance the reporting functionality within the CJIS application, offering more ability and flexibility. Now a user can create a Crystal Report that can be attached to an event entry and serve as a custom form. These forms can be easily modified by the user instead of being hard coded by a developer.

Electronic Citations

The Criminal Court Clerk's office wanted to automate the filing of state traffic citations that are issued by the Tennessee Highway Patrol officers. JIS worked collaboratively with THP's IT department to implement a web service that automates retrieval of citation data from THP's software to CJIS. Once the data is retrieved, the citations are automatically created and scheduled on the appropriate docket. Prior to this, the entire process was manual. Each trooper would bring paper tickets to the clerk's office that had to be manually entered into CJIS.

E-Filing and Document Management

JIS, along with the Criminal Court Clerk's office, worked with Tybera to implement an e-filing and document management system. This allows an attorney to file motions and orders electronically from the comfort of their office. They no longer have to make a trip to the clerk's office just to file a document. JIS built seamless, real time, integration between the e-filing system and CJIS. Once a document is filed using the new system and approved by a clerk, CJIS is automatically updated with the appropriate event entry and court date. An image of the document is stored on the associated event entry and can be viewed by anyone with the appropriate rights.

Expungement Enhancements

The expungement process for trial court cases was fully automated. It now allows the clerk to print a pre-populated form once the appropriate selections have been made. A check is systematically made and a warning message is displayed when court costs have not been figured on a case. All expungements that are available for a defendant on General Sessions, cases can now be printed simultaneously.

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FY2019 ACCOMPLISHMENTS

Property and Evidence Tracking

A new property and evidence tracking module was added to CJIS. This new module adds the ability for the Criminal Court Clerk's office to maintain and manage all property and evidence associated to a case. Each piece of evidence is logged and the exact shelf where the evidence will be stored is identified, making it easy for the clerk to locate the item. The clerk can check in and check out each item allowing a user to know where it is at any given time. The clerk can also mark evidence as destroyed upon receiving an order to do so. A historical account of the movement and status of all property and evidence maintained by the clerk's office can now be easily viewed and printed. Management and tracking of property and evidence are now part of the CJIS application and no longer have to be performed and maintained separately.

Juvenile Case Management (JCM)

Secure Imaged Documents

New functionality was incorporated into the Juvenile Case Management application that provides the ability to secure sensitive scanned document images. Throughout the life-cycle of a juvenile court case, multiple and various types of documents may be scanned and added to a case for reference and history. The new functionality allows a document to be categorized as secure when it is imaged. Once this classification occurs, only a user with authorized access is allowed to view, replace or remove the secure document.

DCS Custody

At the request of the Juvenile Court staff, new functionality was added to the JIMS application that automated the current manual process of recording the custody of a child on the Juvenile record. This new functionality will decrease the possibility of human error and increase the efficiency of the Juvenile Court staff.

Juvenile Information Management System (JIMS)

State Invoicing

Functionality was added to the JIMS application which provided the ability to create state invoices for all of the activities performed by the Juvenile Court Clerk's office on behalf of the State of Tennessee Department of Human Services (DHS). This enhancement automated invoice creation, receipting, printing, and imaging, which eliminated the previous manual processing of invoices.

FY2019 ACCOMPLISHMENTS

Interpreter Request

New interpreter functionality was added to the Juvenile Court Clerk application. A reminder was created during the docket scheduling process to notify staff that an interpreter was previously requested on a case, or is being requested for the upcoming court appearance. This reminder allows court staff to proactively schedule an interpreter prior to the scheduled court appearance. The new interpreter functionality will eliminate issues with last minute interpreter requests and reduce the number of continuances based solely on those last minute requests.

Notifications

Studies have shown that today, the best method of communication, to the widest population we deal with in the justice system, is through texting. Last year, JIS performed a pilot with the Pretrial Services department which was very successful. This past year, JIS worked with the Juvenile Court Clerks' office to add the ability to send notifications to the public to the Juvenile Information Management System (JIMS). These notifications can be sent in the various forms e.g from email or text. They are triggered by system parameters, and sent to individuals based on those.

The functionality was built with flexibility in mind giving the application user (secured by role) the ability to set up the parameters that trigger the notifications, as well as the verbiage to be sent, and the timing or frequency at which to send the notification(s).

With this functionality now in place, the possibilities open up to send court date reminders, payment reminders, general information, and so much more.

This notifications module was built as generically as possible in order to reduce the time necessary to add this functionality the rest of the applications in the CJIS suite. The plan for the coming year is to add this module to the applications, one by one, and to then modify this core functionality to best fit the needs of each department.

Online Traffic School (OTS)

Several new releases of the Online Traffic School application were completed this past year. These release resolved issues identified prior to JIS taking over the development of the application and also provided new, much needed functionality. There were changes made to the enrollment and payment processes, drawer balances, and data entry process. JIS was able to speed up transactions and added monitoring and notifications to the online payments process. Reporting changes were made, along with several other enhancements.

In addition, The Traffic Violation Bureau began collecting a portion of the OTS enrollment fees. In order to properly record this payment on both the customers receipt and all departmental records, a new payment type was added for the TVB Fee in the cashier portion of the OTS application. A reconciliation report was also provided for the new payment type. This change allows OTS management to track all monies associated with the new TVB fee collection and allocation.

FY2019 ACCOMPLISHMENTS

Public Defender

Defender Data Interface

The Public Defender's office will be moving to a new case management system; the Defender Data application. This new application is used by the District Public Defenders Conference for the State of Tennessee. JIS has created all of the necessary interfaces to seamlessly integrate the new application into the CJIS suite so that the Public Defender's office can benefit from all of the new functionality offered in their new system, without losing any of the real time data exchange with CJIS and JIMS.

Traffic Violation Bureau Information System (TVIS)

Phase II

After implementing a case management system for the Traffic Violation Bureau three and half years ago, JIS worked with the TVB staff to incorporate all of their accounting practices into the new application. The process was very complex and took many hours of analysis, development, and testing.

As a result:

- All financial transactions are now done in TVIS
- Manual processes and spreadsheets have been eliminated
- Data was converted from legacy systems
- Two applications were eliminated in the process.

Here are some of the highlights of the newly implemented functionality:

- + The ability to maintain the General Ledger. This core piece of functionality was created to provide a way to keep all the financial data with debit and credit account records validated by a trial balance. It provides a record of each financial transaction that takes place in the office.
- + The ability to receive payments. Users are able to receive payments of all tender types on a single case or multiple cases. The system applies the payment to the correct case(s) and spreads the monies to the appropriate fees. If payment is made by check or money order, the user can scan and save an image of the document. There are also alerts setup for any checks returned for insufficient funds. At the end of the transaction a receipt is printed for the defendant as proof of payment.

FY2019 ACCOMPLISHMENTS

Office of Family Safety Web Site (continued)

Features include resources for domestic violence and sexual assault victims spanning the various stages of safety planning, abuse recognition as well as information on Orders of Protection and other court processes. Other public entry points include details on Donations, Volunteer Opportunities, Training and Outreach as well as forms for requesting speakers.

The site also offers standard safety features such as a “Quick Exit” and page redirects should the user become threatened while viewing pages. You can visit the site at: ofs.nashville.gov.

Web Server Operating System Upgrade

Due to the coming end of life designated for Windows 2008 Server, JIS worked to upgrade all Production, Test and Development servers to the latest and most secure operating system offered by Microsoft; Windows Server 2016. This project also included many other opportunities for enhancement to the Web platform, including Internet Information Server 10, the latest .Net framework as well as other security and performance improvements.

A large part of this project also included the consolidation of issuance and maintenance of Secure Socket Layer Certificates. In partnership with our vendor, Digicert, JIS was able to cut the time necessary for obtaining and installing a certificate from 30 days down to 30 minutes. This significantly streamlined and simplified this once complex process.

This project involved redeployment and upgrades to over 30 web sites and applications on 8 servers.

Database Administration

Oracle Goldengate

One of the biggest problems in database management today is trying to manage the data in a distributed database management system (DDBMS) architecture. At JIS, our architecture is based on a Heterogeneous system where we have different database products (i.e. Oracle, SQL Server and MySQL) in which we replicate and/or integrate data between them. Sometimes this can be a difficult task but this is one of the many features that Oracle’s Goldengate has that helps in managing this process.

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FY2019 ACCOMPLISHMENTS

TVIS Phase II (continued)

- + The ability to process nullifications. The user can process nullifications if a defendant provides proof of compliance for offenses that are qualified to be nullified. Once proof has been verified by the clerk, the cost is automatically adjusted and the case status and disposition are updated.
- + The ability to view the cash register balance. The user can preview the cash register balance along with a summary and detail report based on a date and or time range.
- + The ability to automatically assess cost. Cost is automatically assessed based on a case sub type and violation code. When a user creates a new citation, once the case sub type has been selected and violation code is entered, the system automatically assesses the cost.
- + The ability to scan documents. The user has the ability to scan citations which are stored on the case record. These images can be retrieved and viewed at any time by a user with appropriate security.
- + The ability to process payment plans. A payment plan helps a defendant to make minimum monthly payments to pay off citations. The user can create events in the applications to set up cases for a payment plan detailing the monthly payment amount and noting which type of payment plan is being used.

In addition to the items listed above, enhanced security was put in place which restricts access based on a user's role type. There are many areas within the new accounting module that are locked down and can only be accessed by an administrator.

Web Environment

Office of Family Safety Web Site

JIS worked with the Metro Office of Family Safety to build a public facing web presence offering a wealth of information about its divisions and services. The Office of Family Safety took a collaborative approach in developing the site, assembling a team of knowledge holders from various areas of the agency to contribute content and functionality.

FY2019 ACCOMPLISHMENTS

Oracle Goldengate (continued)

Oracle Goldengate is a software package that handles real-time data integration and replication in a heterogeneous environment. At JIS, we are very happy to have this product in place to better suit our customer's needs and our needs in the growing world of database management.

Oracle 12c Release 2

In December 2018, JIS upgraded its database suite to Oracle 12c release 2 and upgraded its production, development and test servers to more powerful Dell PowerEdge R730 Servers. With the prior migration to Oracle 12 release 1 multitenant environment in September 2016, JIS had sought to consolidate all CJIS suite applications into a single database container. The goal was not only to improve the management efficiency of our databases while providing a more robust database engine, but was also designed to consolidate the numerous servers and reduce the hardware footprint, and costs associated with having many databases residing on many individual servers.

In migrating to release 2, JIS took advantage of the new features presented by this release and the new Metro Oracle Licensing options. Oracle 12r2 allows up to 4096 pluggable databases in one container, operating as independent databases serving different applications with new features in place to ensure that performance related issues in one application doesn't affect others within that same database container. Many other database applications outside the CJIS suite have now been added to the JIS container and our multitenant database now have twenty-four pluggable databases. New security enhancements are also available in the new release to ensure data protection.

The new JIS upgraded environment now has three production servers represented by the Primary database, the Standby database, and a new read-only Reporting server. Report writers now have the ability to run reports on real-time production data without impacting production performance. Our test and development servers have been removed from VMWare and now reside on physical servers significantly improving database performance in those environments.

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FY2019 ACCOMPLISHMENTS

Operations and Helpdesk

SCCM

JIS has rolled out Microsoft System Center Configuration Manager (SCCM) and is currently in the process of building the images and applications it will utilize in the environment. SCCM allows for more efficient imaging of machines, as well as makes those images clean and consistent by eliminating the need to build unique data sets for every make and model of computer.

SCCM also makes it possible to package and deploy software and files much more efficiently than in the past, using a wider arrange of file application types.

In addition, SCCM will eventually be used to replace WSUS which is the mechanism used today to deploy operating system and application updates.

Finally, SCCM provides a wide range of reporting tools, making licensing, inventory, software and OS patch monitoring, and compliance more manageable than it has been.

2019



FY 2020 Projections

As JIS states its projections for Fiscal Year 2019, it is important to note that the work that JIS performs in the way of application development is at the request of the JIS agencies. Furthermore, this work is reviewed, prioritized, and approved by the JIS Steering Committee which is comprised of agency representatives across the JIS community. At the time this annual report is written, the projections are made up of upcoming work that has already been approved, as well as requests that have not yet been approved. However, all are goals set forth by individual agencies to be accomplished in Fiscal Year 2019. In addition, this report does not account for project goals that will be met in Fiscal Year 2019 that have not yet been requested.

FY2020 PROJECTIONS

Adult Probation (ADPB)

DUI School Online Registration

This project will allow clients to apply, complete required forms and register to attend DUI classes via an online application. Once the client applies via the website, the DUI School staff will run the required NCIC background checks and notify the client via email when they have been approved to attend the required class/classes. Currently, the client must make two separate visits to the DUI School. The initial visit is for registration and the second visit is to attend the actual scheduled class. The new online registration process should eliminate the initial visit for registration. It will also give the DUI School an online presence for attracting clients from other jurisdictions outside of Metro Nashville General Sessions Courts.

Avertest Interface

Avertest is the Drug and Alcohol testing vendor used by General Sessions Court Probation. This project will provide probation officers the functionality needed to initiate an Avertest testing request from within the probation application and allow testing results to be received and loaded directly into the application via a web service. Currently, probation officers must access the Avertest website to initiate testing requests and obtain testing results. Those results must then be entered manually into the probation application.

The ADPB application will also receive some smaller enhancements, such as revisions to their notes functionality and case information screens.

Juvenile Case Management (JCM)

The juvenile court staff needs to ability to add categories and all associated types to a new case type when it is created. The current functionality requires that each new type be created individually. Putting this change in place will make this process much more efficient. There is also a change requested to the caseload window within the application.

2020

Juvenile Information Management System (JIMS)

E-Filing and Document Management

JIS, along with the Juvenile Court and Juvenile Court Clerk's offices will be working with Tybera to implement an e-filing and document management system. JIS will also create a web-based interface that filers will use to fill in data and upload documents to be submitted to the court. The Filer Interface will interact with the payment gateway to collect filing fees. The Filer Interface will keep filers up-to-date on what is happening on their submissions. For each submission, the filer will receive several status updates. Each status will show the condition of the filing; which includes when the court receives the submission and when it was accepted or rejected by the clerk. An image of the document will be stored on the associated event entry and can be viewed by anyone with the appropriate rights. JIS will provide real-time integration to the JIMS application so that there is no duplicate data entry, and the latest information is always available.

Online Traffic School (OTS)

IVR Upgrade

When JIS took over support of the OTS application, ITS was in the process of upgrading the interactive voice response (IVR) software. IVR allows a client to register for traffic school and make payments over the phone. ITS is now ready to perform the upgrade and JIS will be assisting on this project.

Pretrial Services PTAL

Notifications

The notifications module provides the ability to communicate internally or externally via phone, email, or text message. The notifications occur based on triggers and intervals set by the application administrator. Therefore, that makes the possibilities of this module endless. It will be added to the PTAL application and once implemented, Pretrial staff will be able to communicate with their clients via text, sending information to include: information and updates regarding their case, client check-ins and reminders for scheduled court appearances and cost reminders. As this functionality is flexible, communication topics, triggers, and timing can be modified to best suit the need. Texting will allow an additional means of communication with clients to ensure they are up to date on all issues related to their Pretrial status and assist in ensuring clients appear in court as scheduled.

FY2020 PROJECTIONS

Traffic Bureau Violation Information System (TVIS)

The CJIS suite was upgraded to the latest version of PowerBuilder last year. However, because the development of Phase 2 of the TVIS project was underway, the upgrade of that application was postponed. Now that Phase 2 has been deployed to production, JIS will complete the upgrade.

JIS will also continue to work with the Traffic Violation Bureau to continue helping with the streamlining of business processes through technology, and eliminate manual processes wherever possible. There are already some requests that are scheduled for the coming year.

O365

JIS will be implementing O365, and as approved by the policy committee last year, email will be hosted on the Microsoft cloud. As we moved forward with this implementation last year, it was quickly discovered that the level of separation that exists today between the governmental branches could not be accomplished in the same way the older technology allowed. Therefore, a separate tenant will be created to house all of JIS clients which will allow for the continued separation of email, and files from the administrative branch of government. This will be separate from the tenant which is administered by ITS and will allow JIS to maintain control of Exchange, SharePoint, OneDrive storage and all applications offered by Microsoft.

Initially, only Exchange 2010 will be migrated to Exchange Online. The changes here will include increasing mailbox sizes from 1GB to 100GB with a virtually unlimited mail archive storage. This will allow users to import their PST files to O365 and eliminate them as Microsoft no longer supports the use of PST's in the newer versions of Outlook. This will allow access to all email, even via a smart phone. All users will need to download and install the Outlook App on their phone to use Exchange Online. The desktop Outlook application should reconnect to the migrated mailbox automatically, as long as it is Outlook 2010 or higher.

Storage of any files, other than email, has not yet been approved by the JIS Policy Committee. However, the possibilities of O365 allow for OneDrive to replace H: drives; giving each user 5TB of storage. SharePoint to replace G: drives, public folders and more, Teams for collaboration and the entire Office Suite of applications used both locally on the desktop and as a streaming service accessed on any device connected to the internet. All of these are controlled on a user-by-user basis, which enables the ability to allow or disallow the user access these services externally.

JIS will be working with Data Blue and Microsoft during the process of creating and migrating to the JIS Office 365 tenant.

2020

DISCLAIMER



The Justice Integration Services agency does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Justice Integration Services agency does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act: Brandi Kyle, 404 James Robertson Parkway, Suite 2020, Nashville, TN, 37219, (615) 862-6195. Inquiries concerning non-discrimination policies other than ADA compliance should be forwarded to: Department of Human Resources, 404 James Robertson Parkway, Suite 1000, 37219, (615) 862-6640.