



JIS

FY22
ANNUAL REPORT

JUSTICE INTEGRATION SERVICES



Dedication

This annual report is dedicated to the Honorable Judge Michael F. Mondelli whose vision and leadership have forever impacted the advancement of technology in the justice system in Nashville and Davidson County which continues to serve as a nationwide model of success.

MESSAGE FROM THE CHAIR FY22

I want to take this last opportunity to say THANK YOU to all JIS personnel for allowing me to serve as Chair of the Policy Committee.

With the likes of Sheriff Gayle Ray, Chancellor Bob Brandt, Judge Tom Brothers, Judge John P. Brown, and Ross Alderman, just to name a few of the past members who have served JIS in key positions and especially Nathalie Stiers I have tried to maintain the primary goal of making JIS a technological service designed to meet the informational demands required by the Davidson County Judicial system.

Initially serving the Criminal Court related functions over the years JIS has branched out to assist the Circuit Courts as well as the Chancery Courts in their everyday functions.

JIS has remained flexible and keenly attuned to the needs of all its customers to the point that it currently presents as a government agency that can be called upon to deliver reliable service and solutions to all its customers, whether they be of a criminal or civil nature.

Going forward I expect JIS to continue in this path and I wish only the best for all future JIS endeavors.

Michael F. Mondelli, Judge
Chair

MESSAGE FROM THE VICE-CHAIR FY22

It is hard to believe that thirty years have passed since JIS was created! Originally named Justice Information System, now Justice Integration Services, JIS continues to occupy a unique niche in the Metropolitan Government of Nashville & Davidson County. We are the result of the extraordinary, voluntary collaboration of members of the justice community designed to improve the justice system through greater coordination and cooperation.

When we embarked on this journey three decades ago, it was our intent to create an organization providing innovative technological support designed by the justice community, specifically for the justice community, and overseen by the justice community. We are unique in that respect since most cities simply make the justice community a small customer of a generic IT department. JIS was designed to fit technology to the needs of our members instead of trying to make us fit our practices to whatever technology was being offered.

For that reason CJIS was created to streamline the criminal justice process and provide ready access to important information. Our email system is securely maintained with the recognition of the sensitive nature of many communications. Our help desk stands ready to immediately assist with any problems encountered by our members.

Much of our success can be attributed to the steady hand of Judge Mike Mondelli who has served as Chair for the last sixteen years. Under his attentive leadership JIS has proven to be a true asset for the entire justice community. Thank you Judge Mondelli for a job well done!

Thomas Brothers, Judge
Vice-Chair

MESSAGE FROM THE DIRECTOR FY22

It is with great pride that JIS presents this FY22 annual report. It reflects the successful implementation of projects made possible by the collaboration between JIS and the judicial departments it serves. It also demonstrates the continued efforts which preserve the judicial system in Nashville and Davidson County's place as a leader in technological advancement and integration. This past year JIS delivered many impactful enhancements to existing applications which allowed judicial departments to improve efficiencies and expand services to the public. This included the addition of increased online features and functionality which allow the public to communicate, and do business with the courts, online. In addition, JIS continued its focus on areas of security, maintenance, customer support, data analytics, and response to legislative changes.

The staff at JIS consists of skilled and talented individuals who consistently deliver large projects of exceptional quality. Within this small group of varying expertise, success is only possible through great internal collaboration, dedication, flexibility, and a passion for the work they do for those we serve. There is not a day that goes by that I am not grateful to work with such an exceptional group of professionals.

Amidst the celebration of another successful year, it is also one when we bid farewell to Judge Michael F. Mondelli who is an original founding member of JIS, and has led our department as Chair of the JIS Policy Committee for the past sixteen years. His commitment to collaboration and focus on collective goals have been invaluable to the integration of justice in Nashville and Davidson County.

I have been privileged to work under his leadership for all these years and have been fortunate to learn from his wisdom and experience. He will be missed, but in the years ahead, the work done by JIS and the JIS member agencies will always be a testament to the vision and leadership of visionaries and leaders like Judge Michael F. Mondelli. With much gratitude and wishes for a wonderful retirement.

Nathalie Stiers
Director

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

Members:

John Singleton

Michaela Mathews

Donna Josslyn

Benny Rigby

Kim Risby

Robert Daniel

Donna Blackbourne Jones

Terry Hanserd

Kyle Sewell

Glen Arnold

Nathalie Stiers

POLICY COMMITTEE

FY22

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. John Drake

Honorable Sheila Calloway

Honorable Angelita 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 **.

Director

Nathalie Stiers

Program Manager

Lisa Kiningham

Office Manager

Brandi Kyle

Customer Support Center

Jerry Barnes
Christian Collis
Jeff Greer
Dan Peery

Application Development

Wesley Becker
David Bland
Michael Dortch
Will Gordon
Gary Hill
Emmanuel Ndamukong
Joe Phillips

Gary Privette
Priya Sahai
Edward Sears
Matt Smith
Butch Thomas
Janet Tyree
Chris Wolff

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.



Adult Probation (ADPB)

Adult Probation Day Reporting Program/Intensive Out-Patient Program

The following enhancement was made to the ADPB application for the Adult Probation Day Reporting Program (DRP) and the Intensive Out-Patient (IOP) program. The new functionality allows for all orientation forms to be accessed and filled out online by program participants.

Once the participant has completed the required information online, the completed forms are then submitted electronically to the DRP/IOP coordinator for review and processing.

This enhancement has eliminated the need for participants to physically travel to the program office to provide the required information and complete the orientation forms. It has also increased the efficiency of the orientation process.

Criminal Justice Information System (CJIS)

CJIS Accounting Enhancements

JIS has worked with the Criminal Court Clerk's Office to complete the analysis to further enhance the accounting module in CJIS. This project will be delivered in two phases and will consist of improvements to the existing functionality, will provide additional accounting automation within the office, as well as add update cost automation fees. Development on this project is scheduled to begin later this year.

Criminal Court Clerk's Office Attorney Portal

Attorneys now have the ability to view case events and affidavits through a secure attorney portal, available via the Criminal Court Clerk's website. Attorneys must first request access to this portal in order to use it. Once the request is approved by the Criminal Court Clerk's office, the attorney receives their secure credentials to log in to the portal and access the data.

The addition of this functionality allows attorneys to access to this information online, anytime. This has in turn helped to reduce the number of requests for copies of this information that the Criminal Court Clerk's office receives.

Criminal Justice Information System (CJIS) - (cont.)

Projects in Partnership with the State of Tennessee

Forms

This past year, The Administrative Office of the Courts made several changes to the forms that are required to be submitted to them. This necessitated that those forms be updated in CJIS to comply with the new requirements.

The Bail for Abuse form is given to all defendants that are charged with specific crimes of domestic violence and include certain bond conditions that must be enforced. JIS worked with the Presiding Magistrate to update this form and also make it available in Spanish.

An acknowledgment section was added to the Bail for Abuse and DUI Conditions form. This section provides a place for the DCSO employee to sign and make a notation if the defendant refuses, or is unable to sign the form.

Another change was made which gives the Magistrates the ability to create a 12 hour hold for defendants who qualify on the non-domestic violence TCA's.

The addition of a new field to the Conditions of Release form now provides Magistrates the ability to add comments or additional bond conditions. A new acknowledgement section allows a Davidson County Sheriff Office (DCSO) employee to sign and make a notation if the defendant refuses, or is unable to sign the form.

General Sessions AOC Data Repository

JIS worked with the Administrative Office of the Courts (AOC) to develop a system which allows all data reported by General Sessions Court to now be sent to the AOC electronically. This electronic submission of data not only improves efficiency, but decreases the risk of errors caused by data entry duplication.

This project was created by the Administrative Office of the Courts (AOC) to fulfill a statutory obligation to collect General Sessions Court data from every county in the State of Tennessee. This functionality was part of the second phase of that project, conducted by the AOC, in which they worked with all counties that do not use the TnCIS application, to meet this obligation. Of those counties, Davidson County was the first to participate in this phase.

District Attorney Victim Witness (DAVW)

JIS worked with the District Attorney's Office of Victim Witness to analyze processes and add functionality to their DAVW application which were largely focused on improving access to needed information quickly, and increasing efficiency.

Some of the enhancements included the addition of color coding abilities in various sections of the application, improvement of sort options, and updates to data printed on forms.

Juvenile Information Management System (JIMS)

eFiling

JIS has been working together with the Juvenile Court Clerk's office to implement the ability to file documents electronically with their office. A third party eFiling application is being implemented and JIS has been working with the vendor to seamlessly integrate the eFiling application with the existing JIMS application. In addition to the integration effort, some changes needed to be made within the JIMS application to accommodate the new functionality.

JIS continues to address these changes, while continuing to prepare for the rollout of eFiling which is scheduled to occur later this year.

Online Traffic School (OTS)

Data Improvement

Since inheriting the existing OTS application a few years ago, JIS has worked together with General Sessions Court to make many improvements to it. Some of the changes this past year focused on decreasing opportunities for data entry errors, and overall improved data accuracy. This was done through the implementation of more validation checks and data entry standards throughout the application. These changes affect both data entered moving forward, as well as provides the opportunity to validate existing records.

Enhancement to Ticket Lookup Service

This enhancement to the OTS Ticket Lookup Service added additional checks to the criteria used to determine if a defendant is eligible to register for Traffic School online.

Additional checks were put in place to determine if the defendant has a scheduled court appearance, is currently in Compact status or passed their compliance date for the violation.

If any of these conditions exist at the time of an online registration attempt, the online registration will be denied, and an informational message is displayed for the defendant to contact the GS Traffic School for class registration.

Much of these determinations are based on data which is located in the Traffic Violations Bureau database (TVIS). Therefore, in order for this all to be automated, an interface between the two applications needed to be built. JIS worked with both departments to create the interface in order to seamlessly retrieve the necessary data from TVIS so that, in conjunction with OTS data, the checks and validations could be completed in the OTS application.

Online Traffic School (OTS) - (cont.)

Allow Class Scheduling for ADMIN Docket Defendants

This enhancement to the OTS application enables defendants who are scheduled for the Traffic Court ADMIN docket to enroll in an OTS scheduled class prior to the specific date and time of their scheduled court session.

Additionally, this enhancement allows the ADMIN docket defendant to pay their TVB school fee along with their enrollment fees when scheduling through the OTS online portal.

Prior to this enhancement, ADMIN docket defendants were could not perform any online scheduling or payment activity and were required to contact the Traffic Violation Bureau to process their request.

Pretrial System (PTAL)

Mugshots

JIS worked in partnership with the Metro Nashville Police Department (MNPd) to add the ability view defendant mugshots from within the PTAL application. This is now available to screeners as they interview potential pretrial clients, as well as to case managers who subsequently work with clients while they are on pretrial release. JIS is currently planning the implementation of this functionality in other applications in the CJIS suite later this year.

Traffic Violations Bureau Information System (TVIS)

TVB Online Payments

JIS worked with the staff in the Traffic Violations Bureau (TVB) to create a payment portal for the purpose of processing payments for citations issued for violations of Metro ordinances and traffic offenses.

Defendants are now able to make payments on a ticket or payment plan, submit proof of compliance, request a court hearing, or check the date and time of an upcoming court hearing via the web. This functionality is available on the Circuit Court Clerk's website using the following link: <https://circuitclerk.nashville.gov/traffic-violations-bureau/>.

This enhancement creates a real-time approval of payments which are immediately reflected in the TVIS application. This change has significantly improved efficiency in several areas of the process.

Send OTS Manual Attendance Entries to TVIS

This enhancement for the Online Traffic School and Traffic Violations Bureau enhanced functionality to a previously completed integration project.

The new functionality allows manually entered class attendance events in the Online Traffic School application to be sent to the Traffic Violations Bureau database in real-time.

The addition of this feature ensures that any attendance exception records which may not have been received electronically from the online class vendor, are correctly reflected in both the TVIS and OTS applications.

Circuit Court Clerk's Office

Move C3+

Since the Circuit Court Clerk's office approached JIS to take on its information technology support a couple years ago, the two departments have worked closely together to drastically reduce the hardware footprint as well as minimize the number of applications used with special attention to the elimination of legacy applications and reduction of complexity. One of the big tasks completed this past year was the movement of a particular set of critical applications, jobs and processes off of aging equipment onto a more robust infrastructure. With this phase completed, JIS will continue to work with the Circuit Court Clerk's office to further consolidate and streamline all of the elements in the new environment.

Banking Application

In a continuing effort to consolidate functionality and eliminate legacy applications in the Traffic Violations Bureau (TVB), the functions of their current banking application, is being developed in the TVIS application.

JIS worked with the TVB staff to analyze the current banking application and identify the functionality still being utilized by the TVB team. Additionally, decisions were finalized as to where in the TVIS application the new features would reside and who would have authorization to view and/or use the functionality. The analysis has been documented and finalized and is ready for development.

iNovah & Legacy Cashier

The TVB had two application databases, iNovah & Legacy Cashier, which were used to query legacy historical receipt transactions from previous receipting applications no longer used by TVB.

To consolidate data and to have a single application for querying the data, the TVB requested to add the legacy data for both applications to the TVIS application. By doing so, the two legacy applications have been eliminated as all data is now available in the current TVIS application.

Website Redesigns and Upgrades

Jury Duty and State Trial Courts

JIS performed an evaluation and redesigned the look and feel of the web sites for Jury Duty and State Trial Courts. These visual enhancements delivered a modernized look and feel with many user experience enhancements.

This redesign opportunity also allowed for other site upgrades including improved global site messaging for public announcements and additional plugin installations and updates.

Please visit <https://juryduty.nashville.gov> and <https://trialcourts.nashville.gov>.

Crystal Report Review & Training

Due to staff changes and reassignment of responsibilities, Juvenile Court requested assistance from JIS to confirm, review and document all Crystal Reports written by the Juvenile Court staff that reside outside of the Juvenile application.

JIS completed the review and documentation of the reports as well as created a Training Guide for new Crystal Report writers on the Juvenile Court team.

JIS also assisted the new Crystal Report writers with workstation licensing, installation, and setup of the Crystal reporting tool.

Data Analytics

This year, JIS began using Tableau to implement an analytics platform, beginning with the CJIS and PTAL databases, with others to follow. This tool enables users to visualize data in an interactive way allowing them to see possible trends and patterns. Understanding their data better empowers leaders to make better decisions and implement better processes. The robust security built into the software keeps data compartmentalized to only those with authorization to access it. Users can explore data using remarkable visualization capabilities and export reports, graphs, and data as needed. Several dashboards, reports, and visualizations have been created with more on the horizon. JIS is excited to offer another way to help the JIS departments with decision support tools like Tableau!

Internet Explorer 11 (IE11) End of Life

Microsoft has announced that the end of life for their IE11 browser is June 15, 2022. After that date, support for this product will no longer be available. The de-supported browser is being replaced by Edge Chromium.

In preparation for this, JIS has tested all JIS-supported applications which will be affected by this change. All issues discovered during testing were addressed to ensure that the move to the new browser is seamless.

Operations and Helpdesk

- JIS Operations and helpdesk staff worked with General Sessions Court and a vendor to install new docket boards in the Justice A. A. Birch building. These boards display information, received and updated from the CJIS suite, which is valuable to all visitors of the courthouse.
- JIS was able to further streamline the hardware footprint by decommissioning over thirty physical servers and absorbing their functions through either virtual or cloud-based solutions.
- With the rise of remote work, and growing ability to access data off-site, it is increasingly important to secure that access and data. Multifactor Authentication (MFA) is a proven mechanism to assist in doing so. JIS has implemented MFA across the tenant and continues to focus on security in all areas as a part of its core responsibilities.
- After a period of moratorium of the PC revolving fund, funding became available to refresh inventory, and JIS and its customers were faced with over 1200 machines to remove and replace. The last year was spent ordering, imaging, and replacing the old units. JIS has completed the replacement of approximately 20% of PC's. 40% of the units are still on backorder with the vendor and a remaining 40% still needing to be ordered.
- JIS has expanded the in-house imaging area to handle the increased workload of units. With these new areas setup, JIS plans on adding additional KVM and Network switches to handle up to sixteen (16) Units at once, while averaging two (2) runs a day with the SCCM imaging system. JIS plans on having all Revolving Fund units completed by mid-2023.

As JIS states its projections for Fiscal Year 2023, 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 2023. In addition, this report does not account for project goals that will be met in Fiscal Year 2023 that have not yet been requested.

Adult Probation (ADPB)

Probation Violation (PV) Warrant Template

The Community Corrections department has requested to add their Probation Violation (PV) Warrant template into the ADPB application. This new feature will allow the Probation Officer to create an event within ADPB which will populate a PV Warrant template with all necessary data from the application. The event will also contain an additional data tab to enter the violation reason as well as any additional notes or special instructions prior to the actual printing of the warrant. This enhancement will allow all data for the warrant to be captured and tracked within the application versus using an external template for warrant creation.

Criminal Justice Information System (CJIS)

TNDOS Enhancements

JIS will work with the Criminal Court Clerk's Office to enhance the CJIS application to meet the current reporting changes required by the Tennessee Department of Safety.

Expungement Automation

The Criminal Court Clerk's Office has asked JIS to complete analysis and develop the automation of an additional expungement type. Currently, most expungements are automated in CJIS but one specific type must be entered manually. Once this project is completed, all expungements will be automated helping to reduce errors and streamline the process.

Compliance Enhancements

JIS will work with the Criminal Court Clerk's Office to begin analysis and development of enhancements to their compliance division. Currently, several processes are done manually and take up a significant amount of the user's time. Having these processes automated would greatly reduce their work load and increase productivity in that division.

Criminal Justice Information System (CJIS) - (cont.)

Accounting Enhancements - Phases 1 and 2

Having completed the analysis for this project, development of the enhancements described in the “accomplishments” section of this report will commence.

Cost Automation for Criminal Cases

This project will involve automating court cost for criminal court cases upon disposition. At this time, the court cost on every criminal case must be figured manually. JIS will work with the Criminal Court Clerk’s office to document the current processes and complete analysis on what it will take to automate the process.

Collections Interface

The Criminal Court Clerk’s Office partnered with a collections vendor and has asked JIS to work with that vendor to develop an interface which will allow real-time, day to day, peer to peer communication for the transfer of collections cases and payments.

District Attorney Victim Witness (DAVW)

Phase 5 Enhancements

JIS will continue to enhance the District Attorney’s Victim Witness application this coming year. Once analysis has been completed, development will begin to implement changes that will allow the Victim Witness division to better serve the victims and witnesses of domestic violence. Functionality to enhance reporting of dispositions, the incident description and prosecution information will be included.

Notifications

JIS will work with the Office of Victim Witness to develop an internal and external notifications module. This will allow victims and witnesses to receive text notifications and/or emails about scheduled meetings and court dates should they opt-in to do so. The new module will also provide a tool for internal notifications to the staff based on events in the application.

Juvenile Information Management System (JIMS)

eFiling

JIS has worked together with The Juvenile Court Clerk's office and an eFiling vendor on this project for the last year. In summer, 2022, the Juvenile Court Clerk's office will implement electronic filing along with a new document management system.

This will allow attorneys to file court related documents from wherever they have internet access and gives them the flexibility to do so outside of normal business hours.

The eFiling system is fully integrated with the JIMS application, offering a seamless manner in which to send, track, and store documents, as well as update the JIMS data in real-time.

In addition, eFiling also interfaces with a payment gateway which allows for the collection of filing fees.

Along with this deployment, JIS will implement a document management system (DMS). The new DMS stores all documents in a -file system, replacing the current, more complex database storage. This new system offers several advantages. The user should experience better performance due to the reduced complexity of the files and database traffic. The new structure of the files also minimizes the complexity and time of backups, as well as recovery in the case that it becomes necessary.

Online Payments

The Juvenile Court Clerk's office has requested functionality to offer the ability to pay online, via their website. Currently, all payment processing must be made in person at the Clerk's office. With the development of an online payment feature, payments can be made to the clerk's office online 24/7 allowing greater efficiency in revenue collections as well as reducing office wait times for customers. Additionally, all online payment information will be updated in the court's case management system (JIMS) in real-time.

Juvenile Case Management System

Enhancement Release

An enhancement release will be created for the Juvenile Court application that will provide the ability to add categories and all associated types to a new Case Type, allowing more efficiency with system configurations.

Traffic Violations Bureau (TVB) Information System (TVIS)

Document Scanning

JIS will work with the TVB to move all current scanning functionality from a legacy application into the TVIS application utilized by the TVB. This will not only allow for the elimination of the legacy application, but will incorporate this functionality into their existing case management application. Along with this replacement, new scanning features, requested by the TVB, will be added. These enhancements will become a standard part of the scanning module for all applications in the CJIS suite.

Automatic Adjudication Phase 2

The TVB has requested that additional automated functionality be added to the TVIS application which would allow for automatic adjudication for various scenarios in which the TVIS application recognizes the applicable preconditions and automatically creates a disposition/sentence in the system as an Event. JIS will work with the TVB to analyze and develop this new functionality.

Nashville Smart Parking

Metro Nashville is making plans to replace approximately 1,700 on street metered parking spaces with more advanced meters as part of the city's Smart Parking RFP. Nashville smart parking means the use of data and technology to maximize convenience and payment options for parking customers, automate operational processes, and increase overall compliance and efficiency. As part of this project, JIS will work with the Nashville Department of Transportation (NDOT) and the TVB to integrate data exchanges between the departments.

Circuit Court Clerk's Office

Hardware and Application Review

JIS will continue to evaluate the IT infrastructure in place at the Circuit Court Clerk's office. This includes everything from existing hardware to applications and tools in use. In collaboration with Circuit's team, JIS continues to help streamline processes and reduce the hardware footprint. This will be an ongoing effort as JIS continues to support the technology needs of the Circuit Court Clerk's office.

Data Analytics

JIS will continue its work in data analytics. By providing the departments with a way to visually see their data, they can garner insights into their internal operations and use the data to optimize decision-making. Data analytics allows department leaders to identify areas which can be improved upon, aid in forecasting, and much more. JIS will be preparing datasets and demonstrating capabilities and potential to departments with the goal of receiving direction from department heads and elected officials on how to best tailor the tool so that they can receive maximum benefit.



With Gratitude

Judge Michael F. Mondelli is one of the original founders of Justice Integration Services (JIS), which was created by ordinance in 1992. The founders envisioned that members of the judicial system could work together to enhance productivity and expedite case processing through a shared information system. This vision was way ahead of its time. It was, in fact, so ambitious that thirty years later, jurisdictions across the nation still admire the success of the integrated justice system in Nashville and Davidson County, and have difficulty duplicating it.

Judge Mondelli always understood the value of this model. He also recognized that its success has always depended upon the participation, commitment and unwavering partnership between the member agencies and emphasized this to every newly elected official who joined the JIS Policy Committee over the years.

Judge Mondelli helped to materialize, and has been committed to, this vision for thirty years. He has led the mission for the past sixteen years, as Chair of the JIS Policy Committee, a position he was elected to on June 6th, 2006. He has guided JIS through some of the greatest as well as difficult times in its history, and fought with conviction whenever the core of the vision was threatened.

As he retires, his wisdom, guidance and assistance will be sorely missed. However, he has left a lasting impact which will forever remain his legacy. JIS wishes to congratulate Judge Michael F. Mondelli on his retirement and expresses sincere gratitude to him for his vision and leadership in the advancement of technology in the justice system in Nashville and Davidson County.

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.