

Metropolitan Government Hispanic Directory

This Directory is intended to serve as resource list of services provided through the Metropolitan Government of Nashville and Davidson County which are available to Hispanic/Latino residents of Nashville. It is provided as a courtesy by Metropolitan Social Services.

Metropolitan Government of Nashville and Davidson County complies with Title VI of the 1964 Civil Rights Act, which states:
"No person in the United States shall, on the ground of race, color, or **national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

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Department Name	Agricultural Extension
Program or Activity Name	Agriculture, Family and Consumer Sciences, Community Resource Development and 4-H Youth Development
Address	800 Second Avenue North Suite 3 Nashville TN 37201
Telephone	(615) 862-5995
Fax	(615) 862-5998
Web Address	http://davidson.tennessee.edu

SERVICES PROVIDED

- Research based education in areas such as financial education, food safety, nutrition, and home horticulture.

Special programs for the Hispanic customers

We have several publications offered in Spanish.

Language/Cultural accommodations for Hispanic customers

We have a full-time staff person knowledgeable in the Spanish language ready to assist customers.

Most frequent services provided to Hispanic customers

1. Home environment publications (coloring books) for children
2. Publications provided to the public
3. 4-H clubs for school children who speak little or no English

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

None

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Justin Crowe**
Address 800 Second Avenue North
 Suite 3
 Nashville TN 37201
Telephone (615) 862-5995
Email jcrowe3@utk.edu

Department Name	Codes & Building Safety Department
Program or Activity Name	Property Standards
Address	800 Second Avenue South Nashville TN 37210-6013
Telephone	(615) 862-6590
Fax	(615) 862-6593
Web Address	www.nashville.gov/codes

SERVICES PROVIDED

- The Property Standard Division is responsible for the enforcement of the Metro Property Standards Code and the Zoning Ordinance in connection with Metro building permits and associated Use and Occupancy (U & O) Certificates.
- The Property Standards Division also enforces the Metro Sign Ordinance.
- The Property Standards Division further investigates Zoning Code violations, and has been assigned responsibility for handling abandoned vehicles on public streets.

Special programs for the Hispanic customers

At this time there are no special programs available.

Language/Cultural accommodations for Hispanic customers

The department has translated its basic services brochure into Spanish.

Services requested but not available

Hispanic residents often call to request inspections of their property or to inquire about abatement letters they have received concerning violations at their property.

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name **Bill Penn**
Address 800 Second Avenue South
 Nashville TN 37210-6013
Telephone (615) 862-6590
Email bill.penn@nashville.gov

Department Name **Finance, Office of Management and Budget**

Program or Activity Name **Division of Minority and Small Business Assistance**

Address **222 Third Avenue North #650**
 P.O. Box 196300
 Nashville TN 37219

Telephone **(615) 862-5461**

Fax **(615) 862-6175**

Web Address
 http://www.nashville.gov/finance/Support_Services/small_business.htm

SERVICES PROVIDED

- Technical assistance
- Vendor mentoring program
- Training and education
- Community outreach for small and disadvantaged businesses seeking to do business with Metro and other buying entities is available.

Special programs for the Hispanic customers

None

Language/Cultural accommodations for Hispanic customers

We currently do not have any specific language accommodations other than the use of the Language Line when necessary. Thus far, all vendors with whom we've worked have been fluent in English, regardless of national origin

Most frequent services provided to Hispanic customers

1. Technical Assistance--provided all vendors regardless of race/ethnicity
2. Training/Education--provided all vendors regardless of race/ethnicity
3. Community Outreach--provided all vendors regardless of race/ethnicity

Services requested but not available

Not applicable

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

In order to propose on Metro projects as an ethnic minority, one must be a citizen.

What documentation is required?

Birth certificate or Proof of naturalization

Hispanic Liaison Contact Information

Name **Roxianne Bethune**, Minority and Small Business Coordinator
Address 222 Third Avenue North #650
 P.O. Box 196300
 Nashville TN 37219
Telephone (615) 862-5461
Email roxianne.bethune@nashville.gov

Department Name	Nashville General Hospital
Program or Activity Name	Interpreter Services
Address	1818 Albion St. Nashville TN 37208
Telephone	(615) 341-4125 or (615) 341-4546

Fax (615) 341-4640

Web Address www.nashville.gov/general_hospital/

SERVICES PROVIDED

- Interpreter Services / Translations/ Revision

Special programs for the Hispanic customers

Interpreter Services office provides timely and professional interpreter services to patients and families with Limited English Proficient that are treated through our clinics.

Language/Cultural accommodations for Hispanic customers

Alternate language line services in more 140 languages.

Most frequent services provided to Hispanic customers

1. Professional Courtesy.
2. In house staff interpreters are available 24 hours 7-days/ week.
3. Confidentiality.

Services requested but not available

Appropriate referral

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

No requirements are necessary.

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Susie Rodriguez**, Coordinator Interpreter Services.

Address 1818 Albion St.
Nashville TN 37208

Telephone (615) 341-4546

Email Susie.rodriguez@gh.nashville.org

Department Name	Metropolitan Human Relations Commission
Address	800 Second Avenue South Nashville TN 37210-6013
Telephone	(615) 880-3372
Fax	(615) 880-3373
Web Address	www.nashville.gov

SERVICES PROVIDED

- Diversity programming
- Process for addressing perceived Metropolitan Codes Violations with regard to discrimination based on race, color, national origin, sex, or discrimination in the areas of:
- Employment- including recruiting, hiring, firing, promotion, referral and compensation
- Housing- including advertising, sales, renting, negotiating for sale or rent, financing, and insuring
- Financial/Commercial services- including banking, lending, collection, advising, investment management or brokerage services
- Provisions of public accommodations
- Provision of city activities and services provided by the Metropolitan government
- Educational programs
- Opportunities

Special programs for the Hispanic customers

The department has no special programs for Hispanic consumers at this time.

Language/Cultural accommodations for Hispanic customers

A staff member who speaks Spanish is available to speak with Hispanic consumers as well as Language Line Services.

Most frequent services provided to Hispanic customers

1. Intake and filing complaints-for perceived Metropolitan Code violations as set out above.
2. Facilitation of forums, dialogues and study circles examining Hispanic/Latino community issues.

Services requested but not available

N/A

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

There are no eligibility requirements except that a respondent to a complaint must be located in Nashville, Davidson County and that an alleged violation of the Metropolitan Code must have occurred within 180 days prior to filing a complaint with the department.

What documentation is required?

None

Hispanic Liaison Contact Information

Name **M. David Perez**
Address 800 Second Avenue South
 Nashville, TN 37210-6013
Telephone (615) 880-3372
Email david.perez@nashville.gov

Department Name	Nashville Public Library
Address	615 Church Street (Main Library) Nashville TN 37219
Telephone	(615) 862-5800
Fax	(615) 862-5771
Web Address	www.library.nashville.org

SERVICES PROVIDED

(In English)

- Computer classes for beginners and intermediate levels
- SCORE business counseling
- Foundation Center funding information resources

- Public computer labs
- Marionette shows and story times for children toddler through 11 years
- Youth programs for ages 12-18 including book clubs, homework help, and readers' advisories
- Assistance with reference questions in person or by phone, fax, email, or chat
- Tours
- Speakers, concerts, and cultural events co-sponsored with area organizations
- Government documents depository
- Periodicals both in print and online
- Depository and research materials relating to history and culture of Nashville, Davidson County and Middle Tennessee
- Circulating materials include fiction and non-fiction books, videos, DVDs, audio books music CDs, and large print books

Accessibility products and services for people with disabilities

- In –house assistive devices for consumers with mobility problems, low vision, and blind, hard of hearing or deaf (including a statewide information resource center regarding all aspects of hearing loss, deafness and deaf-blindness).

Special programs for the Hispanic customers

Our Spanish Language Services Committee is in the planning stage for programs serving the library's Hispanic/Latino patrons.

"Tomas and the Library Lady" a marionette show recorded in Spanish, presented by Wishing Chair Productions.

Language/Cultural accommodations for Hispanic customers

Spanish language print resources are available at some branch libraries; several of our online databases are available in Spanish; the Popular Materials Department on the 1st floor of the Main Library carries a Spanish language telephone directory.

Most frequent services provided to Hispanic customers

1. Materials checkout (especially audio and video)
2. Internet Access
3. ESL Audio tapes and CDs

Services requested but not available

Programs and computer classes conducted entirely in Spanish.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

For materials checkout, a library card is required. To obtain a free library card, the person must have proof of a Metropolitan Nashville address or ownership of property in Davidson County, as well as personal identification. For Internet access, no I.D. is required.

What documentation is required?

Drivers License or other official I.D. and proof of address, which can be a piece of mail in the person's name received at a local address. (More details are available from the Circulation Dept.)

Hispanic Liaison Contact Information

Name **Elyse Adler**
Address 615 Church Street
 Nashville TN 37219
Telephone (615) 862-5776
Email elyse.adler@nashville.org

Department Name	Metropolitan Public Health Department
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Program or Activity Name	Food Protection Division
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Address	311 23RD Avenue North Nashville TN 37203
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Telephone	(615) 340-5620
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Fax	(615) 340-2109
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Web Address	healthweb.nashville.gov
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SERVICES PROVIDED:

- Food Handlers Training

Language/Cultural accommodations for Hispanic customers

Our Spanish-speaking food inspector conducts the training; therefore, we do not use any other accommodations. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Food Handlers Training

Does eligibility depend on immigration status?

No

What documentation is required?

N/A

Hispanic Liaison Contact Information

Name **Ivone Rodriguez**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-5620
Email ivone.rodriguez@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Healthy Start of Nashville**
Address **East Nashville Health Center**
 1015 E Trinity Lane
 Nashville TN 37216
Telephone **(615) 880-2159**
Fax **(615) 880-2203**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Healthy Start supports new parents by providing resource information as well as education regarding child safety, child health, disease prevention, child development, and parenting skills.
- Through our home visiting efforts we hope to decrease the stress involved in new parenthood, and in so doing, prevent child abuse/neglect in the new parent population.

Special programs for the Hispanic customers

There is one bilingual Hispanic Family Support Worker (FSW) on staff who makes visits to Hispanic customers in their homes.

Language/Cultural accommodations for Hispanic customers

Besides the Hispanic worker, many of the program materials are also available in Spanish. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Free home visits for nutritional, physical and developmental assessments and education on child safety, child health, child development and parenting skills by a nurse and /or a bilingual Hispanic FSW
2. Support to reduce family stress and improve family functioning
3. Assistance with locating available resources.

Services requested but not provided

Assistance with health insurance and immigration issues

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

1. Be a first time parent (prenatal or with a new baby through 3 months of age) living in one of the currently targeted zip codes of Davidson County (37203, 37206, 37207, 37208, 37209, 37115, 37216, 37218)
2. Have a positive score on the Kempe Stress Check Tool used for assessing each family for stressors that could put them at risk for child abuse and/or neglect
3. Willing and able to be available for regular home visits

What documentation is required?

No personal or legal documentation is requested.
Signatures are required on program release and health department medical release forms.

Hispanic Liaison Contact Information

Name **Mrs. Irma Bingham**, Family Support Worker (FSW).

Address East Nashville Health Center
 1015 E Trinity Lane
 Nashville TN 37216

Telephone (615) 880-2159

Email Irma.Bingham@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Mobile Pediatric Assessment Clinic**

Address **2013 25TH Avenue North
Nashville TN 37208**

Telephone **(615) 880-2220**

Fax **(615) 880-2216**

Web Address: **healthweb.nashville.gov**

Services Provided:

- TennDERCare Physicals for children on TennCare

Language/Cultural accommodations for Hispanic customers

Written materials in Spanish
Interpreters and Language Line Services are available.

Most frequent services to Hispanic customers

1. Well Child Check-ups

Services requested but not available

Physicals for uninsured children

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Child must be a current TennCare recipient

What documentation is required?

TennCare card

Hispanic Liaison Contact Information

Name **Donna Sumners**

Address **2013 25TH Avenue North
Nashville TN 37208**

Telephone (615) 880-2220

Email donna.sumners@nashville.gov

Department Name **Family, Youth and Infant Health**

Program or Activity Name **School Health Program**

Address **3718 Nolensville Pike
Nashville TN 37211**

Telephone **(615) 880-2138**

Fax **(615) 862-4012**

Web Address **<http://healthweb.nashville.gov/SchoolHealth/Default.asp>**

SERVICES PROVIDED:

- Provides nurses to the Metropolitan school system to assist children who need medical procedures at school.

Special programs for the Hispanic customers

We serve all children in MNPS.

Language/Cultural accommodations for Hispanic customers

Documents have been translated into Spanish. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Assist students with medical procedures at school
2. Referral students to other agencies and/or medical providers
3. Provide teaching about health care to students

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Be a student in MNPS

What documentation is required?

Only what is required to register for school

Hispanic Liaison Contact Information

Name **Chris Taylor**

Address 3718 Nolensville Pike
 Nashville TN 37211

Telephone (615) 880-2138

Fax (615) 862-4012

Email chris.j.taylor@nashville.gov

Department Name **Health - Family, Youth, and Infants**

Program or Activity Name **TENNderCARE Outreach Program**

Address **Metropolitan Public Health Department-Lentz**
 311 23RD Avenue North
 Nashville TN 37203

Telephone **(615) 340-2274**

Fax **(615) 340 2109**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Education for TennCare recipients on the importance of annual health exams for children ages 20 and under.
- Assistance with scheduling of TENNderCARE exams also provided.

Special programs for the Hispanic customers

Bi-lingual Outreach Worker is available to provide presentations on TENNderCARE to Spanish-speaking families with children on TennCare.

Language/Cultural accommodations for Hispanic customers

Bi-lingual Outreach Worker is on staff. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Information regarding TENNderCARE exams and benefits available for children on TennCare.
2. Assistance with scheduling TENNderCARE appointments.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Must be a TennCare recipient age 20 or under

What documentation is required?

Must be TennCare recipient age 20 or under.

Hispanic Liaison Contact Information

Name **Susanne Roy or Lillian Maddox-Whitehead**

Address 311 23RD Avenue North
 Nashville TN 37203

Telephone (615) 340-2274

Email M.Susanne.Roy@nashville.gov
 Lillian.Maddox-Whitehead@nashville.gov

Department Name **Metropolitan Health Department**

Program or Activity Name **Notifiable Disease/Bioterrorism**

Address **311 23RD Avenue North
Room 319
Nashville TN 37221**

Telephone **(615) 340-5632**

Fax **(615) 340-2114**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

Program or Activity Name	Family Planning Program
Address	Lentz Clinic Room 120 311 23RD Avenue North Nashville TN 37203 East Clinic 1015 E Trinity Lane Nashville, TN 37216 Woodbine Clinic 224 Oriel Ave. Nashville TN 37210 Downtown Clinic for the Homeless 526 8TH Avenue South Nashville TN 37015
Telephone	Lentz Clinic (615) 340-5658 East Clinic (615) 862-7916 Woodbine Clinic (615) 862-7940 Downtown Clinic for the Homeless (615) 862-7900
Fax	Lentz Clinic (615) 340-2199 East Clinic (615) 880-2127 Woodbine Clinic (615) 880-2194 Downtown Clinic for the Homeless (615) 862-6762
Web Address	healthweb.nashville.gov

SERVICES PROVIDED:

- Family planning services for women of childbearing age in the greater Nashville area

Special programs for the Hispanic customers

Same services for all clients

Language/Cultural accommodations for Hispanic customers

Language line is available at all sites as well as many staff who speak Spanish. There is a trained interpreter at the Woodbine Clinic. Several documents have been translated into Spanish.

Most frequent services provided to Hispanic customers

1. Birth control
2. Pregnancy testing
3. STD testing

Services requested but not available

We do not provide primary care (sick care) except at our Downtown Clinic location.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Proof of income

What documentation is required?

Check stub or letter of verification

Hispanic Liaison Contact Information

Name **Becca Richey**
Address 1015 E Trinity Lane
 Nashville TN 37216
Telephone (615) 862-7916
Email becca.richey@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Immunization Program**
Address **311 23RD Avenue North
Room 319
Nashville TN 37203**
Telephone **(615) 340-5667**

Fax (615) 340-2176

Web Address healthweb.nashville.gov

SERVICES PROVIDED:

- The program is intended to assure the provision of immunization services and control of Vaccine Preventable Diseases in compliance with Federal and State regulations.

Special programs for the Hispanic customers

Same services for all clients

Language/Cultural accommodations for Hispanic customers

Immunization materials are available in English and Spanish. Language Line Services are available for non-English speaking customers. Interpreters are also available. Many documents have been translated into Spanish.

Most frequent services provided to Hispanic customers

1. Assessing the immunization status of foreign-born children; and referring for vaccines as needed based on the recommended childhood and adolescent immunization schedule.
2. Transferring out of state immunization records on the appropriate Tennessee form allowing entrance into Metropolitan public/private schools.
3. Auditing immunization records of children enrolled in public/private schools.
4. Auditing records of children enrolled in daycare and head start programs.

All audits are conducted for immunization compliance based on requirements set by Tennessee Department of Health

Does eligibility depend on immigration status?

No

What documentation is required?

Copy of immunization record (if available)

Hispanic Liaison Contact Information

Name **Mary Fowler**

Address 311 23RD Avenue North
Nashville TN 37203

Telephone (615) 340-5667

Email Mary.Fowler@nashville.gov

Department Name **Metropolitan Health Department**

Program or Activity Name **Oral Health Services**

Address **1015 E Trinity Lane Nashville TN 37216**
311 23rd Avenue North Nashville TN 37203

Telephone **(615) 862-6727 (East Trinity)**
(615) 340 5601 (Lentz Center)

Fax **(615) 880-1540 (East Trinity)**
(615) 340 2129 (Lentz Center)

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Preventive and clinical dental services

Special programs for the Hispanic customers

We have provided some health fairs, translations services and forms in Spanish.

Language/Cultural accommodations for Hispanic customers

We provide translation services and literature in Spanish. Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Dental sealants
2. Dental screenings
3. Clinical dental services

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

All preventive services are provided for all children in schools with 50% or higher free and reduced lunch participation. Clinical services are for all Davidson County residents, but fees slide based on income and number of people in the household.

What documentation is required?

Proof of Davidson County residency, proof of income, and identification

Hispanic Liaison Contact Information

Name **Mary McClean**

Address 1015 E Trinity Lane
 Nashville TN 37216

Telephone (615) 862-6727

Email mary.mcclean@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **HUGS (Help Us Grow Successfully) & Bright Beginnings**

Address **Metropolitan Public Health Department
311 23RD Avenue North
Nashville TN 37203**

Telephone **(615) 862-7942**

Fax **(615) 880-1986**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Home visiting case management by a nurse or social worker for at-risk prenatal women (teens), infants, & young children

Special programs for the Hispanic customers

Same services for all clients

Language/Cultural accommodations for Hispanic customers

Utilize Spanish interpreter (accompanies nurse/social worker on home visits) or Language Line.
Educational materials in Spanish are available.

Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Individualized prenatal, childbirth, parenting, & nutritional education
2. Facilitate communication between customer & medical provider by scheduling medical appointments, verification of kept appointments including outcome, & follow-up of missed appointments
3. Assessment of health, nutritional status, growth, & development

Services requested but not available

Housing, ESL classes, day care, food. Our case management services include referral to other social service agencies for these services.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Pregnant teen (Bright Beginnings), Pregnant woman, infant, or young child 0-5 years (HUGS); living in Davidson County

What documentation is required?

No legal documentation required. Referrals are processed through the Metropolitan Public Health Department's Central Referral System (615) 880-2187

Hispanic Liaison Contact Information

Name **Ruth Ann Craven, RN** (for program specific information- speaks limited Spanish- may need to utilize interpreter)

Address 311 23RD Avenue North
Nashville TN 37203

Telephone (615) 862-7942

Email ruthann.craven@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Behavioral Health Services**

Address **311 23RD Avenue North**

Nashville TN 37203

Telephone (615) 340-2172
Fax (615) 340-2184
Web Address healthweb.nashville.gov

SERVICES PROVIDED:

- Provide free, mobile, non-emergent behavioral health (Mental Health and Substance Abuse) screening, referral and follow-up for ages 12 and older.
- Conduct screenings at Lentz, as well as, any agency in Davidson County.
- Conduct adult and adolescent alcohol and drug education classes for a fee.

Special programs for the Hispanic customers

Interpreters are provided for services when needed. We are hoping to provide an A&D education class in Spanish in the immediate future.

Language/Cultural accommodations for Hispanic customers

The health department has a full time interpreter for this population. Written educational materials are provided in the lobby in Spanish. Our A&D Education workbook is in Spanish and our program brochure has been interpreted into Spanish. Language Line Services are available.

Most frequent services provided to Hispanic customers

1. A&D education class
2. MH/SA screening and referral
3. Educational materials

Services requested but not available

Mental health and substance abuse treatment

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Residency in Davidson County

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Nichelle Foster**
Address 311 23RD Avenue North
 Nashville Tennessee 37203
Telephone (615) 340 2172
Email nichelle.foster@nashville.gov

Department Name **Metro Public Health Department**
Program or Activity Name **Children’s Special Services**
Address **311 23RD Avenue North**
 Nashville TN 37203
Telephone **(615) 340-5697**
Fax **(615) 340-7789**
Web Address **<http://healthweb.nashville.gov/>**

SERVICES PROVIDED:

- Provides case management and medical care for children with eligible chronic conditions. Offers speech and hearing evaluations and treatment if child is meets diagnostic and income eligible for the program

Special programs for the Hispanic customers

No special programs for Hispanics

Language or cultural accommodations for Hispanic customers

Interpreter services provided as needed

Most frequently services provided to Hispanic customers

1. Medical treatment for specific chronic illness
2. Care coordination services to help family access needed care, and utilize TennCare services when eligible.
3. Speech therapy for children under 3

Services requested but not available

Payment for primary care services, vision, dental care, mental health services for children without insurance.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Income less than 200% of poverty, diagnostic requirements, must apply for TennCare and provide proof of eligibility or denial within 3 months of application to remain on the program. Must reapply annually.

What documentation is required?

Proof of income unless child has Medicaid, medical documentation of eligible medical diagnosis (Once parent applies, Care coordinator will assist in getting documentation to determine eligibility)

Hispanic Liaison Contact Information

Name **Jorge Luna**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-2163
Email Jorge.luna@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Correctional Health Services (Healthcare/Social Service Initiative/Offender Release)**
Address **Correctional Development Center**
 5113 Harding Place
 Nashville TN 37211

 Criminal Justice Center
 448 2ND Avenue North
 Nashville TN 37203
Telephone **(615) 862-8269 x261**
 (615) 880-3865

Fax (615) 880-3836

Web Address healthweb.nashville.gov

SERVICES PROVIDED:

- Outreach education for successful reentry from jail to the community, i.e. STD, HIV, Behavioral Health, A&D, Diabetes Education, Infection Control, Re-employment, Housing options, etc.

Special programs for the Hispanic customers

Thus far, all Hispanic offenders have peer translation, interpreter services if needed, and literature from each educational topic in Spanish. Any Hispanic offender can receive release planning and/or any intervention implemented via Correctional Health Services

Language/Cultural accommodations for Hispanic customers

At least 3 separate agencies that participate for jail outreach education have Spanish-speaking presenters. All service info/literature relayed is available in Spanish.

Most frequent services provided to Hispanic customers

1. Outreach Healthcare Information
2. Outreach Social Service Information
3. Offender Release Program

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Correctional Health Services provides interventions to any Davidson County Sheriff's Office offender

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Scott Schuch**, Correctional Health Services, Program Supervisor (PRN assists with coordinating Hispanic Education/interpreter services to DCSO offenders)

Address Criminal Justice Center
448 2ND Avenue North

Nashville TN 37203

Telephone (615) 862-8269 x261

Email scott.schuch@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Tuberculosis (TB) Elimination**

Address **311 23RD Avenue North
Nashville TN 37203**

Telephone **(615) 340-5650**

Fax **(615) 340-2113**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- TB Elimination services include education, screening for TB, treatment of latent and active TB, directly observed therapy, and directly observed preventive therapy.
- All TB screening, evaluation, and treatment services are provided free of charge.
- There will be a charge if a report is requested for work purposes of \$10.00 for a skin test reading and \$30.00 for a chest X-ray report.

Special programs for the Hispanic customers

All services are available to the Hispanic community. Interpreter is available.

Language/Cultural accommodations for Hispanic customers

Spanish language interpreter is available in the clinic. Language line is available in the clinic. Many documents have been translated into Spanish.

Most frequent services provided to Hispanic customers

1. Screening for tuberculosis
2. Treatment for latent TB infection and active TB disease
3. Directly observed therapy and directly observed preventive therapy

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Need for services

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Zully Magana**

Address 311 23RD Avenue North
Nashville TN 37203

Telephone (615) 340 2289

Email zully.magana@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **WIC - Women Infants and Children Supplemental Feeding Program**

Address **Lentz Clinic**
311 23RD Avenue North
Nashville TN 37203

East Clinic
1015 E Trinity Lane
Nashville TN 37216

Woodbine Clinic
224 Oriel Avenue
Nashville TN 37210

East Nutrition
1046 E. Trinity Lane
Nashville TN 37216

North Nutrition
331 Great Circle Road
Nashville TN 37228

Telephone **Lentz (615) 340-7793, Woodbine (615) 862-7940**
East (615) 862-6625 East Nutrition (615) 880-2178
North Nutrition (615) 627-1597

Fax (615) 340-2110

Web Address healthweb.nashville.gov

SERVICES PROVIDED:

- WIC provides nutritious foods, nutrition counseling, and referrals to health and other social services to participants at no charge.

Special programs for the Hispanic customers

Most of written materials are in Spanish

Language/Cultural accommodations for Hispanic customers

At least one of our employees at each clinic site speaks Spanish and we have access to Language Line at each site also.

Most frequent services provided to Hispanic customers

1. Issue voucher for purchase of Nutritious Foods and Infant Formula
2. Nutrition Counseling
3. Referrals to health and other social services to participants

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

1. Pregnant or postpartum women, infants and children up to age 5 are eligible.
2. Must meet income guidelines (applicants' income must fall at or below 185 percent of the U.S. Poverty Income Guidelines), a State residency requirement and be individually determined to be at "nutrition risk" by a health professional.
3. A person who participates or has family members who participate in certain other benefit programs, such as the Food Stamp Program, Medicaid, or TANF, automatically meets the income eligibility requirement.

What documentation is required?

Must have ID, proof of residence, meet income requirements, pregnant women must have proof of pregnancy, breastfeeding and postpartum women must show proof of delivery

Hispanic Liaison Contact Information

Name **Teresa Thomas**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-5368
Email teresa.thomas@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Bridges to Care**
Address **10 South Sixth Street**
 Nashville TN 37206
Telephone **(615) 760-2799**
Fax **(615) 760-2796**
Web Address **btc.nashville.gov**

SERVICES PROVIDED:

- Bridges to Care (BTC) links uninsured residents of Nashville to a network of some 35 safety net primary health, dental, mental health, and substance abuse clinics that serve patients based on their ability to pay.
- BTC also provides help with prescription medications and transportation.

Special programs for the Hispanic customers

Services are available to all clients

Language/Cultural accommodations for Hispanic customers

Program information is in Spanish. Three Care Coordinators who enroll patients are bilingual in Spanish and English.

Most frequent services provided to Hispanic customers

1. Link to a medical home
2. Assistance with prescription medications
3. Transportation to medical services

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Proof of residency in Davidson County and income

What documentation is required?

Proof of residency in Davidson County and income

Hispanic Liaison Contact Information

Name **Jeboria Russell-Scott**

Address 10 South Sixth Street
Nashville TN 37206

Telephone (615) 760-2799

Email jscott@cctenn.org

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Tennessee Breast and Cervical Screening Program**

Address **311 23RD Avenue North
Suite 217
Nashville TN 37203**

Telephone **(615) 340-0391**

Fax **(615) 340-2110**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Clinical Breast Exam, mammogram and Pap test.

Special programs for the Hispanic customers

N/A

Language/Cultural accommodations for Hispanic customers

Program information is in Spanish.

Most frequent services provided to Hispanic customers

1. Mammograms
2. Pap tests
3. Diagnostic tests when screening outcome is abnormal,

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Patients are female that are at or below 250% of the federal poverty level for family size, and uninsured or underinsured.

Must meet specific age requirements for breast and cervical screenings

To receive Presumptive TennCare a patient must be a U.S. citizen or a documented alien.

What documentation is required?

For screenings, proof of income and age are required. For Presumptive TennCare, a picture ID card and a Social Security card are required.

Hispanic Liaison Contact Information

Name **Thoris Campbell**

Address 311 23RD Avenue North
 Nashville, TN 37203

Telephone (615) 340-0391

Email thoris.campbell@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Pest Management Services**

Address **311 23RD Avenue North**
 Nashville TN 37203

Telephone **(615) 340-5660**

Fax **(615) 340-0450**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- We control vectors such as mosquitoes and rats.
- We give other information on mice, ticks, fleas and apartment problem.
- Education program

Special programs for the Hispanic customers

Our program is set up for all races

Language/Cultural accommodations for Hispanic customers

We have employee here who speaks Spanish. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Mosquito Problem
2. Apartment Problem
3. Rat Control

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Davidson County residents

What documentation is required?

None

Hispanic Liaison Contact Information

Name	Larry Cole
Address	311 23 RD Avenue North Nashville TN 37203
Telephone	(615) 340-5660
Email	larry.cole@nashville.gov

Department Name **Metro Public Health Department**

Program or Activity Name **Pollution Control Division**

Address **311 23RD Avenue North**
Nashville TN 37203

Telephone **(615) 340-5653**

Fax **(615) 340-2142**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Air pollution control program for Nashville, Davidson County residents, Tennessee.

Special programs for Hispanic customers

None

Language/cultural accommodations for Hispanic customers

Open burning regulations translated into Spanish

Most frequently services provided to Hispanic customers

1. Respond to air pollution complaints from the public.
2. Compliance assistance with air pollution regulations including open burning.
3. Indoor air quality assistance.

Services requested but not available

NA

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

NA

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Rob Raney**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-5653
Email rob.raney@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Health Care for the Homeless**
Address **Downtown Clinic**
 526 Eighth Avenue South
 Nashville TN 37015
Telephone **(615) 862-7900**
Fax **(615) 862-6762**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Primary health care, mental health services, substance abuse treatment, dental services, and transportation are available to the homeless population in Davidson County.

Special programs for the Hispanic customers

No services at Downtown Clinic. Special services for homeless Hispanic customers are available at Campus for Human Development, 532 8th Ave South.

Language/Cultural accommodations for Hispanic customers

Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Primary health care
2. Dental services
3. Mental health services

Services requested but not available

Housing and extensive case management services are provided to clients, which are referred to the Campus for Human Development.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Homeless

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Scott Orman**
Address 526 Eighth Avenue South
 Nashville TN 37015
Telephone (615) 862-7900
Email scott.orman@nashville.gov

Department Name **Metro Public Health Department**
Program or Activity Name **Health Promotion and Chronic Disease Prevention**
Address **311 23RD Avenue North**
 Nashville TN 37203
Telephone **(615) 340-5648**
Fax **(615) 340-2105**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

Health Promotion and Chronic Disease Prevention strives to improve the health of Davidson County residents by providing:

- Group education
- Community resources referrals
- Train-the-Trainer workshops
- Community Outreach

- Council, Coalition and Partnership Collaboration
- Program development and evaluation
- Public Health Policies

Education and instruction are provided in the following areas:

Adolescent Pregnancy Prevention
Cancer Prevention
Community Nutrition
Diabetes
Healthy Nashville 2010
Heart Disease and Stroke Prevention
Unintentional Injury
Kidney Disease Prevention
Men's Health
Obesity and Physical Activity
Intentional Injury
Tobacco Control
Worksite Wellness

Special programs for the Hispanic customers

Programs are available for all customers

Language/cultural accommodations for Hispanic customers

Interpreters and/or The Language Line are available. Various educational tools such as brochures, posters and videos are provided in Spanish.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

NA

What documentation is required?

NA

Hispanic Liaison Contact Information

Name	Jorge Luna
Address	311 23 RD Avenue North Nashville TN 37203
Telephone	(615) 340-2163

Email Jorge.luna@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **Vital Records**

Address **311 23RD Avenue North
Nashville TN 37203**

Telephone **(615) 340-5677**

Fax **(615) 340-2197**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Certified Birth & Death Certificates
- Paternity Acknowledgement
- Transit, Burial, & Cremation Permits.

Special programs for the Hispanic customers

None

Language/Cultural accommodations for Hispanic customers

All services can be provided to Hispanic customers in their language. The Paternity Acknowledgement video can also be played in Spanish. Interpreters and Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Birth Certificates
2. Paternity Acknowledgement

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Customer must be the Parent or Guardian of the child, or their name must be on the birth certificate.

What documentation is required?

Photo ID, written permission from one of the natural parents, plus their ID

Hispanic Liaison Contact Information

Name **Zaira Oliveri**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-5612
Email zaira.oliveri@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Vehicle Inspection**
Address **311 23RD Avenue North**
 Nashville TN 37203
Telephone **(615) 340-5656**
Fax **(615) 340 2142**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Look at failed emission test vehicles

Special programs for the Hispanic customers

None

Language/Cultural accommodations for Hispanic customers

Metropolitan Public Health has interpreters and access to Language Line Services

Most frequent services provided to Hispanic customers

1. Vehicles that fail the emission tailpipe test
2. Vehicles that fail the OBD II test
3. Vehicles that have readiness monitors not ready

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name **Harry Dugan**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-0413
Email Harry.dugan@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Public Facilities Inspection**
Address **311 23RD Avenue North**
 Nashville TN 37203
Telephone **(615) 350-5630**
Fax **(615) 340-0450**
Web Address **<http://healthweb.nashville.gov/>**

SERVICES PROVIDED:

- Inspection programs for public swimming pools, hotels, child day cares, adult day cares, tattoo and piercing establishments, correctional facilities and adult entertainment establishments

Special programs for the Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

Language Line Services are available

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

None

What documentation is required?

None

Hispanic Liaison Contact Information

Name **David Harris**
Address 311 23RD Avenue North
 Nashville TN 37203
Telephone (615) 340-5630
Email David.Harris@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Woodbine Clinic**
Address **224 Oriel Ave**
 Nashville TN 37210
Telephone **(615) 862-7940**
Fax **(615) 880-2194**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Immunizations, Family Planning Services, EPSDT, STD, WIC services, Pregnancy test, Head check, PPD test, Breast feeding classes, Presumptive Eligibility.

Special programs for the Hispanic customers

We have Breastfeeding classes in Spanish every third Wednesday of the month.

Language/Cultural accommodations to Hispanic customers

We have one Spanish Interpreter on site, and 40% of our staff is bilingual in Spanish. Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Family Planning
2. WIC Services
3. Immunizations

Services requested but not available

We received request all of the time about: Physical exams, Where to go for sick visits?
Where to go for Dental?

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Income Eligibility, Davidson County Resident eligibility

What documentation is required?

Proof of income, ID, residency, and copy of Immunization Records are required.

Hispanic Liaison Contact Information

Name **Lizet Fuentes**
Address 224 Oriel Ave
 Nashville TN 37167
Telephone (615) 880-2193
Email lizet.fuentes@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Metropolitan Animal Control**
Address **5125 Harding Place**
 Nashville TN 37211
Telephone **(615) 862-7928**
Fax **(615) 880-2221**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Rabies Control
- Adoptions

Special programs for the Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

Answering service has been recorded for both English and Spanish-speaking customers. Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Adoptions
2. Strays/lost animals
3. Rabies control/rabies vaccinations

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name Cheri Hancock
Address 5125 Harding Place,
 Nashville TN 37211
Telephone (615) 862-7298
Email cheri.hancock@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Environmental Monitoring and Surveillance**
Address **311 23RD Avenue North**
 Room# 200
 Nashville TN 37203
Telephone **(615) 340-5644**
Fax **(615) 340-0450**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Investigates all complaints of health hazards in our community and initiate action to eliminate any health hazard found

Special programs for the Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

Language Line Services are available.

Most frequent services provided to Hispanic customers

1. Investigate and abate health hazards in their community
2. Education

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

None

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Larry Cole**
Address 311 23rd Avenue North
 Nashville TN 37203
Telephone (615) 340-5660
Email larry.cole@nashville.gov

Department Name	Metropolitan Public Health Department
Program or Activity Name	Lentz Family Planning and Immunization
Address	311 23rd Avenue North Room 120 Nashville TN 37203
Telephone	(615) 340-5607
Fax	(615) 340-2199

Web Address **healthweb.nashville.gov**

SERVICED PROVIDED:

- Family Planning, Pregnancy testing, Immunizations, presumptive eligibility TennCare

Special programs for the Hispanic customers

All services are for all our customers

Language/Cultural accommodations for Hispanic customers

Language Line Services are available; Spanish speaking clerks

Most frequent services provided to Hispanic customers

1. Family planning
2. Pregnancy Tests
3. Immunizations

Services requested but not available

Dental, Prenatal Care

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Must have a valid SSN to get presumptive eligibility TennCare

What documentation is required?

Proof of income for sliding scale fees, proof of Davidson county residency for presumptive TennCare

Hispanic Liaison Contact Information

Name **Mary Ann Rivera**

Address 311 23RD Avenue North
Room 120
Nashville TN 37203

Telephone (615) 340-5607

Email maryann.rivera@nashville.gov

Department Name **Metropolitan Public Health Department**

Program or Activity Name **STD/HIV Prevention and Intervention Program**

Address **311 23RD Avenue North
Room 116
Nashville TN 37203**

Telephone **(615) 340-5647**

Fax **(615)-340-2140**

Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Diagnosis and treatment of Sexually Transmitted Infections.
- Counseling and testing for HIV and referral for treatment.

Special programs for the Hispanic customers

We have brochures in Hispanic businesses.

Language/Cultural accommodations for Hispanic customers

Although we have no one on our staff that is fluent in Spanish, we have staff members who have attended the Spanish classes provided by the MPHD. There are interpreters on staff in MPHD and we access them if possible when needed. If we can't get an interpreter, we have the Language Line available.

Most frequent services provided to Hispanic customers

1. Testing for STDs.
2. Contact tracing for people that are positive for STDs.

Services requested but not available

None

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

There are no other eligibility requirements.

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Dan McEachern**
Address 311 23RD Avenue North
 Room 116
 Nashville TN 37203
Telephone (615) 340-2139
Email Dan.McEachern@Nashville.Gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Commodity Supplemental Food Program**
Address **1417 Murfreesboro Road**
 Nashville TN 37217
Telephone **(615) 862-7908**
Fax **(615) 862-7909**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Nutritious supplemental foods to low-income pregnant and breastfeeding women, infants, and children, as well as men and women age 60 or over who have an inadequate diet.

Special Programs for Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

Language Line Services are available. Several documents have been translated into Spanish.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Live in Davidson County; meet the income guidelines (185 % of the USDA income poverty guidelines for women, infants, and children; 130 % of the USDA income poverty guidelines for the elderly.

What documentation is required?

Documentation required for Elderly: Proof of Identity, Proof of Residency (Must live in Metropolitan Nashville/Davidson County, TN); Proof of Household Income; Proof of Age. Documentation required for Women, Infants, and Children; Proof of Identification for yourself and each child up to age six years; proof of income, proof of residency in Davidson County and the immunization record on each child.

Hispanic Liaison Contact Information

Name **Carolyn Boyce**
Telephone (615) 862-7907
Email carolyn.boyce@nashville.gov

Department Name	Metropolitan Public Health Department
Program or Activity Name	Bridges to Care Pharmacy
Address	311 23RD Avenue North Nashville TN 37203
Telephone	(615) 340-5323
Fax	(615) 340-2776
Web Address	healthweb.nashville.gov

SERVICES PROVIDED:

- Pharmacy services are available for uninsured Davidson County residents.

Special programs for the Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

Full- time Spanish-speaking employee is on staff. Language Line services is available.

Most frequent services provided to Hispanic customers

1. Prescriptions

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Not insured and Davidson County resident.

What documentation is required?

Proof of income and residency

Hispanic Liaison Contact Information

Name **Tirzah Jessee**
Address 311 23rd Avenue north
 Nashville TN 37203
Telephone (615) 340 5323
Email tirzah.jesse@nashville.gov

Department Name **Metropolitan Public Health Department**
Program or Activity Name **East Clinic**
Address **1015 E Trinity Lane**
 Nashville TN 37216
Telephone **(615) 862-7916**
Fax **(615) 880-2127**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Immunizations to children and adults
- Family Planning Services including pregnancy tests
- Sexually transmitted disease clinic

- Head lice intervention
- TB skin test
- Dental Services for persons up to 20 years of age
- Presumptive TennCare with correct information (ID, social security card, proof of income)

Special programs for the Hispanic customers

Same for all clients

Language/Cultural accommodations for Hispanic customers

One Spanish-speaking nurse on staff
Access to Language Line Services

Most frequent services provided to Hispanic customers

1. Family Planning
2. WIC
3. Immunizations

Services requested but not available

Sick Care

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Sliding scale for income

What documentation is required?

Proof of income for family planning services and other services except Immunization
For Presumptive TennCare –
Proof of pregnancy
Proof of Income
ID
Social Security card

Hispanic Liaison Contact Information

Name **Marleny Castillo-Kendig**

Address 1015 E Trinity Lane

Nashville TN 37216

Telephone (615) 862-7916

Email marleny.castillo-kendig.nashville.gov

Department Name **Metropolitan Health Department**

Program or Activity Name **Youth Advisory Board (YAB)**

Address **311 23RD Avenue North
Nashville TN 37203**

Telephone **(615) 340-2175**

Fax **(615) 340-2195**

Web Address **<http://healthweb.nashville.gov/yab/>**

SERVICES PROVIDED:

- Serves as a youth advisor to the Director and Board of Health as well as to the broad Nashville community.
- Supports other internal Family, Youth and Infant Health (FYI) programs
- Annually conducts public health research on issues affecting youth/young adults in Nashville/Davidson County.

Special programs for the Hispanic customers

While no specific programs exist within the YAB for Hispanic customers, there are opportunities for Hispanic members to make health presentations to youth within the Hispanic community.

Language/Cultural accommodations for Hispanic customers

None

Most frequent services provided to Hispanic customers

None

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

N/A

What documentation is required?

N/A

Hispanic Liaison Contact Information

Name **D'Yuanna Allen**
Address 311 23RD Avenue North
Nashville TN 37203
Telephone (615) 340-2175

Department Name **Metropolitan Public Health Department**
Program or Activity Name **Choices Young Adult Health Program**
Address **311 23RD Avenue North
Nashville TN 37203**
Telephone **(615) 340-2175**
Fax **(615) 340-2195**
Web Address **healthweb.nashville.gov**

SERVICES PROVIDED:

- Young adults, age 13 - 20, in disparate populations in East and North Nashville communities receive free and confidential mobile clinic sexually transmitted disease and pregnancy tests twice a month.
- As follow-up to the health screenings, 3-week educational classes on reproductive health and health empowerment are also offered free of charge.

Special programs for the Hispanic customers

Currently, no specific programs exist for the target population for Hispanic customers. Plans are being developed to ensure that health screenings and educational classes are also available for this population as well.

Language/Cultural accommodations for Hispanic customers

None

Most frequent services provided to Hispanic customers

None

Service requested but not available

N/A

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

N/A

What documentation is required?

N/A

Hispanic Liaison Contact Information

Name	D'Yuanna Allen
Address	311 23 RD Avenue North Nashville TN 37203
Telephone	(615) 340-2175
Email	D'Yuanna.allen@nashville.gov

Department Name	Metropolitan Nashville Police Department
Program or Activity Name	Counseling Session Domestic Violence Division
Address	60 Peabody Street Nashville TN 37210
Telephone	(615) 880-2967
Fax	(615) 880-3033
Web Address	www.police.nashville.org

SERVICES PROVIDED:

- Confidential counseling to victims of domestic violence including children and non-offending family members
- Grief counseling

Address **5101 Harding PL
Nashville TN 37211**

Telephone **(615) 880-3176**

Fax **(615) 880-3168**

Web Address **www.police.nashville.org**

SERVICES PROVIDED

- Community outreach for the Latino community in relation to Law enforcement issues.

Special programs for the Hispanic customers

Educational Presentations

Language/Cultural accommodations for Hispanic customers

Bilingual staff

Most frequent service provided to Hispanic customers

Education in issues related to law enforcement

Services requested but not available

N/A

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

None

What documentation is required?

None

Hispanic Liaison Contact Information

Name **Juan Borges**

Address **5101 Harding PL
Nashville TN 37211**

Telephone (615) 880-3176

Email juan.borges@nashville.gov

Department Name	Metropolitan Planning Department
Program or Activity Name	Land Development & Design
Address	800 Second Avenue South Nashville TN 37210
Telephone	(615) 862-7203
Fax	(615) 862-7209
Web Address	www.nashville.gov/mpc

SERVICES PROVIDED

- Process and review applications to change a property's zoning.
- Process and review applications to sub-divide a property.
- Process and review applications for Planned Unit Developments on a property.
- Process and review applications for Specific Plans on a property.
- Process and review applications for setback amendments on a property.
- Answer public questions on the above applications.
- Provide recommendations to the Planning Commission on the above applications, generally twice a month, at the Planning Commission meeting (see schedule and agenda for meetings at http://www.nashville.gov/mpc/2005_agenda_dates.htm.)
- Provide a forum for public input regarding the above applications at the Planning Commission meeting.

Special programs for the Hispanic customers

No special programs, but there is a Spanish-speaking land use planner, **Luis Pereira**.

Language/Cultural accommodations for Hispanic customers

- Spanish-speaking Planner in office to assist Latinos with limited English skills
- Spanish-language phone line to answer zoning, subdivision, and development-related questions at (615) 862-6885.
- Specific forms/information will be made available in Spanish soon.

Most frequent services provided to Hispanic customers

1. Answers to customer questions about rezoning cases as advertised on a property in the customer's neighborhood or vicinity.

2. Answers to customer questions about building permits.
3. Answers to customer questions about setback amendments.

Services requested but not available

We ONLY approve building permits if the subject property falls within a Planned Unit Development; all other building permits need to be approved by the Metropolitan Codes Administration at (615) 862-6500. We do accept and can approve applications to change building setbacks on lots in subdivisions. We do accept and make recommendations to the Planning Commission on applications to change the zoning on a specific property (there is a fee associated with the latter request).

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

None

What documentation is required?

The required documentation depends on the nature of the assistance sought; specific or general information about zoning, subdivisions or PUDs do not require documentation; setback change (amendment) requests require a filled-out application, available at our website or in our office (there is a fee associated with such a request). Requests to change the zoning on a specific property require a filled-out application, available at our website or in our office (there is a fee associated with such a request). Specific forms will be made available in Spanish soon.

Hispanic Liaison Contact Information

Name Luis M. Pereira
Address 800 2nd Avenue South
 Nashville TN 37201
Telephone (615) 862-7203
Email luis.pereira@nashville.gov,

Department Name	MTA – Metropolitan Transit Authority
Address	130 Nestor Street Nashville TN 37210
Telephone	(615) 862-5950

Fax (615) 880-3297

Web Address www.nashvillemta.org

SERVICES PROVIDED

- The Nashville MTA provides fixed route bus service along approximately 38 routes in the greater Nashville Metropolitan area and door-to-door Para transit service for individuals with disabilities.

Special programs for the Hispanic customers

Bilingual voice information system equipped with every **new** MTA bus. Spanish written pocket schedules are available for routes **10** (Charlotte), **12** (Nolensville Road), **15** (Murfreesboro Road), **25** (Midtown), **26** (Gallatin Road), and **34X** (Opry Mills Express). This information can be found at various locations throughout the city including the information booth at the Downtown Transit Mall, MTA main office on Nestor Street and the Downtown branch of the Nashville Public Library on Church Street. Schedules may also be downloaded from the MTA website at www.nashvillemta.org.

Language/Cultural accommodations for Hispanic customers

The MTA offers multilingual services to passengers via the Language Line. When non-English speaking riders call the customer service center at 615-862-5950, they can be connected to an interpreter.

MTA contracts with the Tennessee Foreign Language Institute on a regular basis to translate a variety of documents into Spanish including MTA promotional messages on the interior signs of select routes, meeting notices, and other important passenger information.

We are currently searching for a bilingual customer service representative.

Most frequent services provided to Hispanic customers

1. Spanish language pocket schedules
2. Spanish language interior bus cards
3. Language Line service when calling the customer service center

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

There are no requirements for fixed route service, but an eligibility screening process is required for MTA's AccessRide service for passengers with disabilities.

What documentation is required?

AccessRide provides service to persons whose temporary or permanent disabilities prevent their independent use of public transportation. To determine eligibility for Para transit service, individuals must complete an Application for ADA Para transit service and demonstrate, that because of their disability, they are unable to use MTA's fixed route bus service for one (or more) of the following three reasons:

1- Opportunities for those unable to independently ride a bus are available. This applies to an individual who cannot independently negotiate the fixed route system (board, ride or disembark from a bus). [Code (Section 37.123(e)(1))]

2- Unable to get on or off a bus: This applies to an individual who would have been able to use the fixed route system if it were accessible (i.e., if a low-floor or lift-equipped bus is not available). [Code (Section 37.123(e)(2))]

3- Unable to get to or from a bus stop: This applies to an individual who, because of his/her disability, cannot access a bus stop to board the fixed route system and cannot access his/her final destination after disembarking from a fixed route bus.

Eligibility is determined each time the eligible customer calls. Two important qualifiers to this category are included in the regulations:

- 1- Environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility.
- 2- Inconvenience in using the fixed route system is not a basis for eligibility. [Code (Section 37.123 (e)(3))]

Interested individuals must complete an ADA Eligibility Worksheet, which can be found on the MTA web site at www.nashvillemta.org under the AccessRide information tab.

Hispanic Liaison Contact Information

Name **Patricia Harris-Morehead, MTA Communications Director**

Address 130 Nestor Street
Nashville TN 37210

Telephone 615-880-3943

Email patricia.harris.morehead@nashville.gov

Department Name **Metropolitan Development and Housing Agency**

Street Address **701 South Sixth Street
Nashville TN 37206**

Mailing Address **P.O. Box 846
Nashville TN 37202**

Telephone (615) 252-8400
Fax (615) 252-3677
Web Address www.nashville.gov/mdha

SERVICES PROVIDED

- The Metropolitan Development and Housing Agency (MDHA) is a public housing authority, primarily responsible for housing, urban and community development programs, and other related programs.

Special programs for the Hispanic customers

Programs and services offered by MDHA are made available to all residents of Nashville and Davidson County regardless of race, color, national origin, familial status, religion, sex or disability.

Language/Cultural accommodations for Hispanic customers

Language or cultural accommodations to enhance access to services offered by the Agency are done through an interpreter or translator on site, however, a language line is available whenever needed.

Most frequent services provided to Hispanic customers

1. Public Housing
2. Section 8 Housing Choice Vouchers
3. Fair Housing

Does eligibility depend on immigration status?

Yes

What are the other eligibility requirements?

For Public Housing: An applicant's income can range from 50% to 80% of the median income depending on the program for which they are applying.

For Section 8 Housing Vouchers: Applicants must be an individual or family where the head of household or spouse is elderly, disabled, or handicapped and receiving benefits, or employed full-time for the past 12 months with no interruption.

Asset Verification: Verification of any assets applicant may have, such as , stocks, bonds, insurance policy with cash value, real property.

Applicant must not have a police record of violent behavior, drug use, deviant behavior or felonies.

What documentation is required?

I-94 card, Birth Certificate, Social Security Card, Picture I. D. of Adults

Hispanic Liaison Contact Information

Name **Esperanza Soriano**

Address MDHA
 701 South Sixth Street
 Nashville TN 37206

Telephone 615.252.8535

Email esoriano@nashville-mdha.org

Department Name	Metropolitan Action Commission
Program or Activity Name	Head Start Program & Community Services
Address	Main Office-1624 5th Avenue North Nashville TN 37208
Telephone	(615) 862-8860
Fax	(615) 862-8881
Web Address	www.nashville.gov/mac

SERVICES PROVIDED:

- The Head Start program provides early childhood education for children ages 3-4 years old to prepare them for entry into Kindergarten.
- The Community Services program provides assistance for families that need financial help with rent/mortgage, NES bills, Water bills, and Natural Gas bills. This program also provides educational assistance for Adults in passing their GED and entering college or preparing for employment. We also provide assistance to the Homeless in paying deposit on new home rentals.

Special programs for the Hispanic customers

All programs are open to any citizen residing in Davidson County

Language/Cultural accommodations for Hispanic customers

Spanish-speaking staff members are available for customers that do not speak English

Most frequently services provided to Hispanic customers

1. Head Start program (for children ages 3 and 4 years old)
2. Utility Payment Assistance (Gas, Water, Electric)
3. Rent, mortgage, prescribed medications and foods

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Must meet federal income guidelines. Income requirements can be viewed on the Metro Action website or by calling the office.

What documentation is required?

Head Start: Birth Certificate (if possible), Proof of Income (or notarized letter with verifying income), Shot Record, TennCare or Food Stamp Statement,
Community Programs: Picture ID, Current bill (if receiving help with bill), proof of income

Hispanic Liaison Contact Information

Name	Clara Arteaga, Community Services Sylvia Collins, Head Start
Address	1624 5th Avenue North Nashville, TN 37208
Telephone	Clara Arteaga (Community Services) (615) 862-8860 ext 128 Sylvia Collins (Head Start) (615) 862-8860, Ext 170
Email	Clara.arteaga@nashville.gov Sylvia.collins@nashville.gov

Department Name **Metropolitan Parks and Recreation**

Address **Centennial Park Office**
621 Mainstream Drive
Nashville TN 37228

Telephone (615) 862-8400

Fax (615) 862-8414

Web Address <http://www.nashville.gov/parks/index.htm>

SERVICES PROVIDED:

- Community Centers: Sports, after-school, summer tutoring, nature, seniors, arts, and Special population programs
- Cultural Arts: Classes in dance, music, theatre, visual arts; art galleries, Parthenon, Two Rivers Mansion and free special events including festivals, dances, concerts, plays and lectures.
- Sports: Sports leagues including, Youth Indoor Soccer, Youth T-Ball, Youth Track, Walk-run program for ages 18 and older, Adult Volleyball, Adult and Youth Softball, Youth Flag Football, and Adult and Youth Basketball.
- Sports facilities: Golf courses, Soccer fields, Baseball diamonds, Wave Pool, Ice Rink, Skate Park, Sportsplex, Tennis facilities, and Indoor and Outdoor community pools
- Parks/Nature: Warner Park Nature Center, Shelby Bottoms, many greenways, Marinas

Special programs for the Hispanic customers

Currently we have no programs specifically for Hispanic customers.

We will be offering a Spanish language theatre class in the winter and a Mexican music festival at Coleman Community Center on March 18th 2006.

We are working on offering more arts programming but need bilingual instructors and/or volunteers.

Language/Cultural accommodations for Hispanic customers

We began producing flyers in Spanish for the arts programming. One Park's staff is Hispanic and has translated memos for soccer field users concerning field policies.

Most frequent services provided to Hispanic customers

1. Soccer (league and free-play)
2. Community center programs are available
3. Park and Facility Permits

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name **Jose Ochoa**

Address Centennial Park Office
621 Mainstream Drive
Nashville TN 37228

Telephone (615) 862-8424 ext. 347

Email jose.ochoa@nashville.gov

Department Name **Nashville Career Advancement Center**

Program or **Employment and Training/Workforce Development**

Address **621 Mainstream Drive
Suite 210
Nashville TN 37228**

Telephone **(615) 862-8890**

Fax **(615) 862-8910**

Web Address **midtncareercenters.org**

SERVICES PROVIDED

- The Career Center helps jobseekers find entry, middle and professional level employment.
- Career guidance for those looking to change careers and hands on assistance for first time job seekers.
- Services include virtual one stop, employer presentations, job fairs, resource center, workshops, job quest sessions, and individual training accounts.

Special programs for the Hispanic customers

The Center employs a career development facilitator with an emphasis on New Americans including those from Spanish speaking countries. The center uses a language line to provide translation services for all who request this service.

Language/Cultural accommodations for Hispanic customers

Language Line, referrals to English as a Second Language Courses

Most frequent services provided to Hispanic customers

1. Referrals to Employers
2. Career Guidance

3. Training

Does eligibility depend on immigration status?

Yes

What are the other eligibility requirements?

Requirements vary by program but most individuals will qualify for services if funding is available.

What documentation is required?

Driver's License or proof of birth, Social Security Card, Proof of Alien/Citizenship Status

Hispanic Liaison Contact Information

Name **Mohammed Ibrahim**

Address 621 Mainstream Drive, Suite 210
Nashville TN 37228

Telephone (615) 862-8890

Email mohammed.ibrahim@nashville.gov

Department Name	Metro Public Defender's Office
Program or Activity Name	Criminal Defense
Address	404 James Robertson Parkway Suite 2022 Nashville TN 37219
Telephone	(615) 862-5730
Fax	(615) 862-5736

SERVICES PROVIDED:

- Free legal representation to income-qualifying Americans and non-Americans facing criminal charges.
- Criminal defense against any misdemeanor and/or felony charge(s), ranging from simple cases likes driving with no license to serious cases such as homicide.

Special Programs for the Hispanic Customers

N/A

Language/Cultural accommodations to Hispanic Customers

Spanish-speaking investigators assist with interviews, telephone inquiries, in-house translating/interpreting, and investigation of cases. Spanish-speaking criminal court attorneys handle the most serious cases of Spanish-speaking defendants. We hire interpreters in instances when our Spanish-speaking staff cannot be present.

Most frequently services provided to Hispanic Customers

1. Defense in driving-related charges, such as driving without a license or DUI.
2. Defense in other criminal cases.
3. Keeping in contact with and assisting incarcerated clients' families.

Services requested but not available

We often get calls about court dates in Metro traffic court. We cannot help with traffic citations such as speeding tickets or no proof of auto insurance. We can help with people charged with driving without a license which are dealt with at the Ben West building. Although one can acquire these citations at the same time, they are adjudicated in different court systems.

We do not represent people in civil lawsuits; we can only help those facing criminal charges in Metro Davidson County.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Those applying for representation must fill out an affidavit of indigence to determine if they qualify for our services. A Spanish-language form is available.

What documentation is required?

None, however we recommend that when clients come to the office to apply for representation, they bring copies of any citations and paperwork that contains information on court dates.

Hispanic Liaison Contact Information

Name **Amber Kaset, Glennis Taveras, Glen Arnold**

Address 404 James Robertson Parkway
Suite 2022
Nashville TN 37219

Telephone (615) 862-5730

Fax (615) 862-5736

E-mail AmberKaset@jis.nashville.org; GlennisTaveras@jis.nashville.org;
GlenArnold@jis.nashville.org

Department Name **Metropolitan Nashville Public Schools**

Program or Activity Name **Foreign Languages**

Address **2601 Bransford Avenue
Nashville TN 37204**

Telephone **(615) 259-8652**

Fax **(615) 214-8651**

Web Address **www.MNPS.org**

SERVICES PROVIDED:

- Oversee the foreign language programs in MNPS.

Special programs for the Hispanic customers

There are many Hispanic certified teachers of Spanish. There are many Hispanic students taking Spanish in MNPS.

Language/cultural accommodations for Hispanic customers

There are bilingual (Spanish-English) interpreters in the Customer Service Department to answer Spanish-speaking parents' questions. We also have a Spanish-English translator who translates MNPS documents for our Spanish-speakers in the community.

Most frequent services provided to Hispanic customers

1. We offer Spanish to students.
2. We employ certified Spanish teachers.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

We educate everyone, no matter the immigration status. As for employees, they must have permission to work from the Federal Government, if they are not citizens.

What documentation is required?

See previous question.

Hispanic Liaison Contact Information

Name **Beckie Gibson** (Non-Hispanic, but fluent in Spanish)

Address 2601 Bransford Avenue
Nashville TN 37204

Telephone (615) 259-8652

Email Beckie.Gibson@MNPS.org

Department Name **ELL Office (Metropolitan Nashville Public Schools)**

Program or Activity Name **Enrollment and Language Assessment of Second Language Speakers**

Address **3501 Byron Avenue
Nashville TN 37205**

Telephone **(615) 298-8467**

Fax **(615) 783-2830**

Web Address **mnps\elldept**

SERVICES PROVIDED:

- If a student speaks a language other than English at home, the family is directed to the ELL office for registration.
- Assist the family with completion of all school registration forms including; The New Student Permanent Registration Card, Emergency Card, Free Lunch Application, and Special Transportation Request, when appropriate.
- In addition, the child's English language proficiency will also be assessed to determine eligibility for the English Language Learner Program.

Special programs for the Hispanic customers

MNPS employs 20 Spanish bilingual paraprofessionals. These paraprofessionals provide bilingual support in our ELL center schools, as well as in all other MNPS schools upon request.

Language/Cultural accommodations to Hispanic customers

The ELL office has 3 full time Spanish bilingual staff members. They assist with the registration process and attend to Spanish phone calls, as needed.

Most frequent services provided to Hispanic customers

1. Assistance with registration
2. Translation support at school meetings, as needed
3. General translation support relevant to various school related issues

Requested services but not available

How to attain a change of legal status
Custody issues
Food stamp eligibility
Health care issues
Transcript evaluation
Assistance with translations on individual needs, tax forms, etc.
English programs for older students

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Only students who speak a language other than English are processed through the ELL office.

What documentation is required?

The parent or legal guardian must come to the office with the child to be registered. To complete registration the following must be provided: Tennessee immunization card (permanent or temporary), proof of a physical exam completed in the United States in the last 6 months, a valid birth certificate/I-94/Visa; proof of residence (telephone bill, electric bill, etc.); and the child's social security card, if available.

Hispanic Liaison Contact Information

Name **Beckie Gibson** (Non-Hispanic, but fluent in Spanish)

Address 2601 Bransford Avenue
Nashville TN 37204

Telephone (615) 259-8652

Email Beckie.Gibson@MNPS.org

Department Name	Davidson County Sheriff's Office
Address	501 Second Avenue North Nashville TN 37201
Telephone	(615) 880-3415
Fax	(615) 862-8101
Web Address	http://www.nashville-sheriff.net/

SERVICES PROVIDED:

- Detention of pretrial offenders and incarceration of sentenced misdemeanants and felons

Special programs for the Hispanic customers

Language accommodation is available to people in need of Substance Abuse or domestic violence treatment. Each facility has an ESL program.

Language/Cultural accommodations for Hispanic customers

Two different inmate handbooks are published in Spanish and many of our critical forms are also published in Spanish. The Language Line translation services are available in all of our facilities for offenders and visitors with Limited English Proficiency. DCSO Policy 1-1.154 "Equal Access to Information" is attached. This policy addresses Title VI of the Civil Rights Act of 1964, and our requirement to follow this Act. In addition, all employees receive pre-service training on Title VI and LEP issues.

Most frequent services provided to Hispanic customers

1. ESL Programs
2. New Avenues Program
3. Translation Services

Services requested but not available

The DCSO has not received any requests from Hispanic customers that we were unable to provide.

Does eligibility depend on immigration status?

No

What are the other eligibility requirements?

Suspected of committing or convicted of a crime.

What documentation is required?

None

Senior Nutrition Services

615-880-2292

- Promotes health and well being of persons over 60 years of age by providing nutritious meals at congregate meal sites or delivering to senior homes.

Burial Assistance

615-862-6458

- Provides assistance to families experiencing grief from the loss of a loved one.

Relative Caregiver Assistance

615-862-6432

- Life Management Skills Training
- Family-centered Casework
- Parenting Skills Development
- School Success Tutoring

Homeless Services

615-880-2526

- Address the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies.
- Collaborate with MSS planning and coordination unit to enhance services named in the 10-year plan to end chronic homelessness.

Planning and Coordination Unit

615-862-6494

Metropolitan Social Services' planning and coordination unit identifies needs in the community and coordinates the delivery of services to meet those needs to effectively serve Metropolitan Nashville. The unit will provide social service planning, coordination, contracting and monitoring.

Social Service Planning:

- Develop and maintain a long-range plan for the delivery of social services in Davidson County.
- Identify social service needs, particularly in the youth, senior, homeless and immigrant populations.
- Develop service strategies to meet needs.
- Track trends and changes in social service needs over time.

Social Service Coordination:

- Coordinate social service delivery with community partners throughout Davidson County to minimize overlapping services and administrative costs.
- Conduct regularly scheduled social services needs assessment meetings with various government, private and community agencies.

Social Service Contracting:

- Assist partner agencies in seeking federal, state or foundation grants.
- Identify and contract with appropriate agencies for service delivery.
- Manage service delivery contracts.

Social Service Monitoring:

- Monitor social service needs of the community.

- Encourage partner agencies to utilize available resources to provide effective and efficient delivery of services to those in need.

Hispanic Liaison Contact Information

Name **Luz Bellezza-Binns**
Address 25 Middleton Street
 Nashville TN 37210
Telephone (615) 862 6457 (Spanish Line)
Email luz.bellezza-binns@nashville.gov

Department Name **Metropolitan Water Services**

Program or Activity Name **Customer Service**
Address **1700 Third Avenue North**
 Nashville TN 37208
Telephone **(615) 862-4600**
Fax **(615) 862-4837**
Web Address **http://www.nashville.gov/water/customer_service.htm**

SERVICES PROVIDED

- Customer Services Center establishes water service accounts, transfers accounts when a customer moves, answers questions and resolves issues related to billing or payments.
- Customer Services Center issues permits for new residential and commercial water meters.
- Customer Services Center assist with other services, as needed, such as leak investigation, meter problems, water quality concerns, etc.

Language/Cultural accommodations for Hispanic customers

Customer service telephone menus are available in Spanish for customer self-service. We use Language Line for interpretive services for customers in the office, on the phone, and in the field on a daily basis. Information brochures and other printed materials are also available in Spanish language versions. On-line information is also accessible in Spanish and selected other languages.

Most frequent services provided to Hispanic customers

1. Water Service Accounts
2. Billing and Payment Issues
3. Water Problem Resolution

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name **Shannon Wray**
Address 1700 Third Avenue North
 Nashville TN 37208
Telephone (615) 862-4696
Email shannon.wray@nashville.gov

Department Name **Metropolitan Water Services**
Program or Activity Name **Storm Water Division**
Address **1600 Second Ave North**
 Nashville, TN 37208
Telephone **(615) 862-4600**
Fax **(615) 862-4544**
Web Address **<http://www.nashville.gov/stormwater/index.htm>**

SERVICES PROVIDED

- The Storm Water Division deals with issues related to storm water and run-off water quality.
- The Storm Water Division works with citizens who have drainage/flooding concerns, developers whose projects fall under storm water management guidelines, and businesses whose run-off or discharges could affect water quality.

Language/Cultural accommodations for Hispanic customers

Customer service telephone menus are available in Spanish for ease in reaching this service. We use Language Line for interpretive services for customers in the office, on the phone, and in the field. Information brochures and other printed materials are also available in Spanish language versions. On-line information is also accessible in Spanish and selected other languages.

Most frequent services provided to Hispanic customers

1. Storm water/drainage concerns
2. Development/construction issues
3. Commercial water quality issues

Does eligibility depend on immigration status?

No

Hispanic Liaison Contact Information

Name **Christina Binkley**
Address 1607 County Hospital Road
 Building #2
 Nashville TN 37218
Telephone (615) 862-4770 ext 236
Email Christina.Binkley@nashville.gov

Metropolitan Government Contacts

ADA Compliance Division (General Services)

222 3rd Ave. North, Basement, Suite 10,(37201) (615) 862-8744
 Dianna Stephens, ADA Title II Coordinator (615) 862-5050
 FAX line (615) 880-2836
 TTY (615) 862-8951

Adventure Science Center

800 Fort Negley Blvd. (37203) (615) 862-5160

Agricultural Extension Service

800 2nd Avenue North - Suite 3 (37201-1083) (615) 862-5995
 FAX Line (615) 862-5998

Airport Authority

Administrative Office (615) 275-1600
 FAX Line (615) 275-1784
 Raul Regalado, President
 Airport Welcome Center - Gen. Information & Paging (615) 275-1675
 Emergencies/Safety & Security (615) 275-1703
 John C. Tune Airport - 210 Tune Airport Drive (37209) (615) 350-4900
 John C. Tune Airport / A W O S (615) 350-6222

Arts Commission

209 Tenth Avenue, South, Suite 416 (37203-0772) (615) 862-6720
 FAX line (615) 862-6731
 Executive Director: Norree Boyd (615) 862-6720

Assessor of Property

800 2nd Avenue North (37201) (615) 862-6080
 Assessor: Jo Ann North (615) 862-6086
 Administration (615) 862-6086
 Customer Service Center (615) 862-6083
 Residential Division / Commercial Division (615) 862-6080
 Personal Property Division (615) 862-6073
 Personal Property Audit Division (615) 862-6096

Computer Support Division (615) 862-6061
 FAX line (Administration) (615) 862-6078
 FAX line (Customer Service / Personal Property) (615) 862-6057

Beer Permit Board

Suite 450, 222 - 2nd Ave. N (37201) (615) 862-6750
 Executive Director: Jackie Eslick (615) 862-6750

Bordeaux Long-Term Care

1414 County Hospital Road (37218)
 Information (615) 862-7000
 FAX line (615) 862-6960
 Administrator: May Bennett (615) 862-7005
 Chief Executive Officer: Reginald W. Coopwood, M.D. (615) 862-7020
 Chief Operating Officer: May Bennett (615) 862-7005

Civil Service Commission

Suite 200, 222 3rd Ave., N. (37201) (615) 862-6640
 FAX line (615) 862-6654

Codes Administration

700 2nd Avenue, South (37210) (615) 862-6600
 Director: Terry Cobb (615) 862-6600
 Assistant Director: Manley Biggers (615) 862-6521
 Administrative Service Manager: Roy Jones (615) 862-6541
 Plans Examination (615) 862-6526
 Fire Marshal Plans Examination: Tony Wallace (615) 862-6613
 Public Works: Bill Brakefield (615) 862-6038
 Zoning Administrator: Lon (Sonny) West (615) 862-6608
 Urban Forester: Stephan Kivett (615) 862-6488
 Building Permits, Records, and Zoning Information (615) 862-6500
 Trade Permits (electrical, gas mechanical, plumbing) (615) 862-6517
 Zoning Appeals (615) 862-6530
 Property Standards and Zoning Inspections (615) 862-6590
 Property Standards and Zoning Inspections FAX Line (615) 862-6593
 Gas-Mechanical Division (615) 862-6580
 Building Division (615) 862-6550
 Electrical Division (615) 862-6560

Plumbing Division	(615) 862-6570
FAX line	(615) 862-6514
FAX line (Clerk & Master Office)	(615) 862-5722
Court Clerk - Part I	(615) 862-5718
Court Clerk - Part II	(615) 862-5720
Court Clerk - Part III	(615) 862-5719
Court Clerk - Part IV	(615) 880-1951
Case Management	(615) 862-5721
Cost Clerk	(615) 862-5723

Courts - Circuit

First Circuit Court - 502 Metropolitan Courthouse	
Judge Hamilton Gayden	(615) 862-5901
Second Circuit Court - 501 Metropolitan Courthouse	
Judge Marietta Shipley	(615) 862-5905
Third Circuit Court - 510 Metropolitan Courthouse	
Judge Barbara Haynes	(615) 862-5907
Fourth Circuit Court - 409 Metropolitan Courthouse	
Judge Muriel Robinson	(615) 862-5910
Fifth Circuit Court - 509 Metropolitan Courthouse	
Judge Walter Kurtz	(615) 862-5915
Sixth Circuit Court - 404 Metropolitan Courthouse	
Judge Tom Brothers	(615) 862-5917
Seventh Circuit Court (formerly Probate Court)	
410 Metropolitan Courthouse	
Judge Frank Clement, Jr	(615) 862-5990
Eighth Circuit Court - 10 Metropolitan Courthouse	
Judge Carol Soloman	(615) 880-2591
Circuit Court Clerk - 506 Metropolitan Courthouse	
Richard R. Rooker	(615) 862-5181

Convention Center

601 Commerce Street (37203-3724)	(615) 742-2000
Executive Director: Charles L. Starks	(615) 742-2002
Director of Administration: Demetra Pulley	(615) 742-2003
Director of Sales: Brian Ivey	(615) 742-2053
Building Safety Administrator: Mike Dyce	(615) 742-2010
FAX line Administration	(615) 742-2014
Assistant Director: Elisa D. Putman	(615) 742-2248
FAX line Operations/Event Services	(615) 742-2029
Event & Technical Serv. Manager: Terry Tannery	(615) 742-2005

Council Office

102 Metropolitan Courthouse (37201) (615) 862-6780
 Director: Don Jones (615) 862-6780
 FAX line (615) 862-6784

County Clerk

Howard Office Bldg. (37210) (615) 862-6050
 County Clerk: Bill Covington (615) 862-6050
 Auto Licenses & Titles (615) 862-6251
 Dealer Department (615) 862-6252
 Business Licenses/Taxes (615) 862-6254
 Marriage/Notary (615) 862-6256
 Boat Registration (615) 862-6266
 (615) 862-5710

Courts - Chancery

Metropolitan Courthouse (615) 862-5710
 Clerk & Master-Cristi Scott (615) 862-5710

Election Commission

Howard Office Bldg. (37210) (615) 862-8800
 FAX line (Administrative Office) (615) 862-8810
 Administrator of Elections: Ray Barrett (615) 862-8800
 Teletype (615) 862-8811
 Absentee/Early Voting (615) 862-8815
 Voting Machine Warehouse (615) 862-8821
 FAX line (Warehouse) (615) 862-8825

Election Commission

Howard Office Bldg. (37210) (615) 862-8800
 FAX line (Administrative Office) (615) 862-8810
 Administrator of Elections: Ray Barrett (615) 862-8800
 Teletype (615) 862-8811
 Absentee/Early Voting (615) 862-8815
 Voting Machine Warehouse (615) 862-8821
 FAX line (Warehouse) (615) 862-8825

Finance Department

225 Polk Avenue, Suite 250, (37203)	(615) 862-6151
FAX	(615) 862-6156
Internal Audit	
222 3rd Ave. N, Suite 401, (37201)	(615) 862-6110
FAX	(615) 862-6425
Minority and Small Business Assistance	
222 3rd Ave. N, 6th Floor (37201)	(615) 862-6180
FAX	(615) 862-6175

Courts - Criminal

Division One - 601 Metropolitan Courthouse	(615) 862-5930
Criminal Court Clerk - The Corners 601 Mainstream Drive Room 201 (Mailing Address: 309 Metropolitan Courthouse Nashville, TN 37201)	(615) 862-5601
David Torrence	(615) 862-5600
FAX line (Criminal Division ONLY)	(615) 862-5633
FAX line (All 3rd Floor Divisions)	(615) 862-5676
Criminal General Sessions Courts Division - Ben West Building 100 James Robertson Parkway (309 Metropolitan Courthouse Nashville, TN 37201)	(615) 862-5602

Courts - Juvenile

Juvenile Justice Center, 100 Woodland St. (37213)	(615) 862-8000
FAX line (Administrative/Judicial)	(615) 862-7143
Judge Betty Adams Green	(615) 862-8000
FAX line (Juvenile Youth Services)	(615) 862-7142
Juvenile Court Clerk: Vic Lineweaver	(615) 862-7980
FAX line (Court Clerk's Office)	(615) 862-7982

Credit Unions

Firemen's Credit Union	(615) 256-3850
Metropolitan Employees - 89 Hermitage Ave. (37210)	(615) 862-6695
Police Credit Union	(615) 242-5461

General Hospital, Metropolitan Nashville

1818 Albion St. (37208) (615) 341-4100
 FAX line (Administration) (615) 341-4493
 Hospital Information (All Departments) (615) 341-4000
 Patient Information (615) 341-4100
 Dr. Reginald Coopwood, M.D., CEO (615) 341-4490

General Services Department

222 3rd Ave. N., Suite 350 (37201) (615) 862-5050
 Director: Nancy Whittemore (615) 862-5050
 Business Manager: Allen Staley (615) 880-2812
 Financial Administrator: Velvet Hunter (615) 862-5055
 Human Resources Coordinator: Erin Hampton (615) 862-6686
 Building Maintenance & Operations Division Manager:
 Dianna Stephens (615) 862-5050
 Security Operations: Randy Stafford (615) 862-5039
 FAX line (615) 862-5035
 Communications Division - 41 Peabody Street (37210) (615) 862-5111

 Division Manager: Jody Clinard
 FAX line (615) 862-5123

Greater Nashville Area Regional Council

501 Union Street (37219) (615) 862-8828

 Executive Director: Maynard Pate
 Regional Planning: Phil Armor, Director
 Area Agency on Aging: Ernestine Bowers, Director
 FAX line (615) 862-8840

Purchasing
 222 3rd Ave. N, Suite 601 (37201) (615) 862-6180
 FAX (615) 862-6179
 Real Property Services
 222 3rd Ave. N, Suite 701 (37201) (615) 862-4777
 FAX (615) 862-6175

Fire Department

500 2nd Ave., N. (37201)

FAX line	(615) 862-5419
Director-Chief: Stephen Halford	(615) 862-5424
Deputy-Chief:	
Administrative Service Division: Larry Poole	(615) 862-5421
Emergency Medical Service Division: Steve Meador	(615) 862-5350
Fire Marshal: Danny Hunt	(615) 862-5230
Fire Suppression Division: William J. Curran	(615) 862-5422
Fiscal Affairs Manager: Drusilla Martin	(615) 862-5421
Nashville Fireman's Credit Union	(615) 256-3850
Public Information Officer - Kim Lawson	(615) 880-2029

**Gaylord Entertainment Center
(Formerly Nashville Arena)**

501 Broadway, Nashville, TN (37203) (615) 770-2000

Senior VP & General Manager - Hugh Lombardi	(615) 770-2002
Assistant General Manager: Mike Wooley	(615) 770-2047
Office Manager: Linda Johnson	(615) 770-2001
FAX line	(615) 770-2010

Mayor's Office

107 Metropolitan Courthouse (37201)	(615) 862-6000
Mayor: Bill Purcell	(615) 862-6000
FAX line	(615) 862-6040

Mayor's Office of Affordable Housing

100 Metropolitan Courthouse (37201)	(615) 880-1891
Director: Hank Helton	(615) 880-1891
FAX line	(615) 880-1893

Mayor's Office of Children and Youth

107 Metropolitan Courthouse (37201)	(615) 862-6000
Director: Marc Everett Hill	
FAX line	(615) 880-1813

**Mayor's Office of Economic & Community
Development**

222 3rd Ave. North, Suite 475 (37201)	(615) 862-4700
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Director: Tom Jurkovich (615) 862-6021
 Deputy Director: Kelvin Jones (615) 862-6016
 Director of Cultural Affairs: John Bridges (615) 862-4701
 Development Associate and Film Coordinator: Jennifer Andrews (615) 880-1827
 Director of Special Events: Marilyn Edwards (615) 862-6024
 Public Relations Associate: Sue Amos (615) 862-6027
 Tourism: Emmett Edwards
 FAX line (615) 862-6025

Health Department

311 23rd Ave., N. (37203) (615) 340-5616
 Director: Dr. Stephanie Bailey (615) 340-5622
 FAX line (615) 340-5665
 AIDS Hotline (615) 340-5676
 Animal Control (615) 862-7928
 Or 862-7929
 Sanitation (615) 340-5644
 Supplemental Food Program (615) 340-5623
 Vector Control (615) 340-5668

Historical Commission

Sunnyside at Sevier Park, 3000 Granny White Pike (615) 862-7970
 Executive Director: Ann Roberts (615) 862-7970
 Historic Zoning Commission (615) 862-7970
 FAX line (615) 862-7974

Human Relations Commission

Howard Office Bldg. (37210) (615) 880-3370
 Director: Kelvin Jones (615) 880-3370

Library, Public

Information - All Departments (615) 862-5800
 Director: Donna Nicely, Nashville Public Library, 615 Church Street (37219) (615) 862-5760
 FAX line (Administration) (615) 862-5771
 Metropolitan Archives, 3801 Green Hills Village Drive (37215) (615) 862-5880

FAX line (Archives) (615) 862-5883

Metropolitan Nashville Government

Housing Management: Jerry Seay, Director (615) 252-8460

FAX line (Housing Management) (615) 254-6963

Rental Assistance (Section 8): Pat Clark, Director (615) 252-6506

FAX line (Rental Assistance) (615) 252-6614

Metropolitan Nashville Public Schools

2601 Bransford Ave. (37204) (615) 259-4636

Director of Schools: Pedro E. Garcia, Ed.D.

Metropolitan Transit Authority (MTA)

130 Nestor Street (37210) (615) 862-5969

Chief Executive Officer: Paul J. Ballard (615) 862-6262

BUS SCHEDULES (615) 862-5950

Customer Service (615) 862-5950

AccessRide (615) 880-3970

Nashville Career Advancement Center

621 Mainstream Dr. (37228) (615) 862-8890

Executive Director: Dr. Christine Bradley (615) 862-8890

FAX line (615) 862-8910

Nashville Electric Service

1214 Church Street (37246) (615) 736-6900

Customer Service (615) 736-6900

All Other Calls (615) 747-3981

Parks & Recreation

Offices, Centennial Park Office (37201) (615) 862-8400

Roy Wilson, Director (615) 862-8401

Mayor's Office of Emergency Management

2060 15th Avenue, South (37212) (615) 862-8530

FAX line (615) 862-8534

Director: Richard Byrd, Director (615) 862-8530

Mayor's Office of Neighborhoods

107 Metropolitan Courthouse (37201) (615) 862-6000

Director: Michelle Cummings Steele (615) 862-6001
 FAX line (615) 862-6040

Metropolitan Action Commission

1624 5th Ave., N. (37208)
 Executive Director: Cynthia L. Croom (615) 862-8860
 FAX line (615) 862-8881

Metropolitan Clerk's Office

205 Metropolitan Courthouse (37201) (615) 862-6770
 Metropolitan Clerk: Marilyn Swing (615) 862-6770
 FAX line (615) 862-6774

Metropolitan Development & Housing Agency (MDHA)

701 South 6th Street (37206) (615) 252-8400
 Applications for Housing (615) 252-8590
 Applications for Rental Assistance (Section 8) (615) 252-6500
 Executive Director: Phil Ryan (615) 252-8410
 FAX line (Executive Office) (615) 252-3677
 Development Department, Acting Director: Joe Cain (615) 252-8505
 FAX line (Development Department) (615) 252-8559

Public Defender's Office

1202 Stahlman Bldg. (37201) (615) 862-5730
 Public Defender: Ross Alderman (615) 862-5730
 FAX line (615) 862-5736

Public Works Department

750 South 5th Street, Nashville TN (37206)
 Director: Billy Lynch (615) 862-8706
 Administrative Office/Front Desk (615) 862-8700
 Administrative Office FAX line (615) 862-8799
 Customer Service (615) 862-8750

Miscellaneous

Beautification and Environment Commission (615) 862-8418
 Brush Collection (615) 880-1000
 Curbside Recycling (Curby) (615) 880-1000

Excavation Permits	(615) 862-8782
Parking Meter Repairs & Reserve Bags	(615) 862-8683
Parking Service & Request	(615) 862-8750
Public Information Officer/Media Liaison: Gwen Hopkins-Glascock	(615) 880-2439
Street Closures/Temporary	(615) 862-8782
24-Hour Emergency Damage	(615) 862-8750

Register of Deeds

Gaylord Entertainment Center, Suite 501 (37203)	(615) 862-6790
Register: Bill Garrett	(615) 862-6790

Sheriff's Office

506 2nd Ave. N. (37201)	(615) 862-8170
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Parks and Recreation:

Information	(615) 862-8400
Centennial Sportsplex	(615) 862-8480
Park Police	(615) 880-3429
FAX Line (Park Rangers)	(615) 880-3438
Greenways Commission	(615) 862-8400
Parthenon	(615) 862-8431
Tennis Center	(615) 862-8490
Two Rivers Mansion	(615) 885-1112
Warner Nature Center	(615) 352-6299
Wavepool	(615) 885-1052
Centennial Art Center	(615) 862-8442
Hamilton Creek Marina	(615) 862-8472
Picnic Reservations	(615) 862-8408
Golf Courses	(615) 862-8400
Community Centers	(615) 862-8424

Planning Commission

Lindsley Hall, 730 2nd Ave. S. (37210)	(615) 862-7150
Executive Director: Rick Bernhardt	(615) 862-7171

Police Department

Chief Ronal Serpas	(615) 862-7301
FAX line	(615) 862-7787

Deputy Chief - Administrative Services: Honey Pike	(615) 880-1334
Emergency Communications Center (non-emergency)	(615) 862-8600
Information & Security (Police Headquarters)	(615) 862-7400
Site Inspection/Erosion Control	(615) 880-2420
Use and Occupancy Permits	(615) 880-2420
Water Quality/Storm Sewers/Creeks	(615) 880-2420
Stormwater Maintenance	(615) 880-3300
To Report Stormwater Problems	(615) 862-4600
Traffic Court Clerk	
Ben West Bldg. (37201)	(615) 862-5219
Traffic Violations Bureau	
501 Great Circle Rd., P.O. Box 196302 (37219-6302)	(615) 862-5222
Traffic Warrant Office	
Ben West Bldg. (37201)	(615) 862-5211
Trustee's Office	
800 2nd Ave., N. (37201)	(615) 862-6330
Trustee: Charles Cardwell	(615) 862-6330
FAX line	(615) 862-6337
Collections Division	
Delinquent Real Property Tax	(615) 862-6140
Delinquent Personalty Tax	(615) 862-6133
Social Services Department	
Middleton Street (37210)	(615) 862-6400
Executive Director: Gerri Robinson	(615) 862-6400
Information	(615) 862-6400
Fax line	(615) 862-6404
Intake and assessment	(615) 862-6458
Programs for the Elderly	(615) 880-2292
Julius Witherspoon	
Coordinator: Steve Lavigne	
Line for Elderly Programs	(615) 880-2291

Homeless Services	(615) 880-2526
Planning and Coordination	(615) 862-6419
Support	(615) 862-6432
Program	(615) 862-6480

Water Services Department

Stormwater Division	(615) 862-4600
Tom Palko, Assistant Director - Stormwater Division	(615) 862-4510

Engineering/Permits	(615) 862-4506
Flood Information	(615) 862-6038

Metropolitan Water Services

Administrative Offices 1600 2nd Avenue North (37208)	(615) 862-4505
Director: Scott Potter	(615) 862-4505
FAX line (Administration)	(615) 862-4929
Customer Service (1700 3rd Ave. No. 37208)	(615) 862-4600
Administrative Offices	(615) 862-8170
Sheriff: Daron Hall	(615) 862-8170

FACILITIES:

Criminal Justice Center (Inmate Information)	(615) 862-8123
Correctional Work Center	(615) 880-3864
Hill Detention Center	(615) 862-8288
FAX line (Administration)	(615) 862-8188