

Title VI E-Report



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Introducing.....



Cynthia Howard

Cynthia Howard as the new Title VI Program Director. Ms. Howard contributes past career successes to her love of working with people and words. She is a master communicator whose career path has come full circle (from the military to the state, to the private sector and back again to the state). Although her assignments differed significantly in mission and objective, their requirements were the same—someone who could communicate well orally and in writing.

She served in this role from November 1998 through June 2003. During her tenure, Ms. Howard developed, implemented and monitored the state's Title VI program, ensuring that Tennessee's citizens were educated on their rights under the law and, equally important, that they were protected from discrimination.

From 2003 through 2006, Ms. Howard served as the Communications Officer for the THRC. In this role, utilizing her writing and marketing expertise, She was instrumental in increasing the citizens of Tennessee's knowledge of the THRC and the state and federal housing and employment laws. Additionally, Ms. Howard wrote several proposals, garnering federal funding to assist in promulgating fair housing laws and support outreach activities.

From 2006 through 2008, Ms. Howard served as an Account Executive with AT&T Advertising and Publishing. In this role, she assisted small businesses in developing marketing strategies, utilizing AT&T print and internet products.

Ms. Howard earned her BA in English from East Carolina University in 1997, where she was certified as a Technical Writer.

Ms. Howard resides in Hermitage with her daughter, Brittini, and son, Bryce.

Ms. Howard's professional career began when she joined the Marine Corps in May 1981, serving as a supply administrative clerk until reaching the rank of Sergeant. At such time, she went on to become a Marine Corps Recruiter and Liaison. While serving in the Marine Corps, Ms. Howard was the recipient of the Navy Achievement Medal and numerous other awards. Her proudest accomplishment was being recognized as Marine Corps Liaison of the Year for three consecutive years, beating out 13 other liaison stationed throughout the southeastern United States.

Following military service, Ms. Howard took over as the Title VI Director at the Tennessee Human Rig -



CRO Participates in Construction Schools 2009

Did Someone Say "Road Trip?"

Cammie Davenport Woodle, CRO's Executive Director, and the CRO's program directors, Sherree Hall Crowder (Affirmative Action Program/Deputy Director), Deborah Luter (Small Business Development Program Director), and Cynthia Howard (Title VI Program Director) traveled across state doing offering updates and vital training.

Deborah Luter updated the attendees on the latest changes in the world of Disadvantaged Business Enterprises (DBEs), focusing largely on the Commercially Useful Function (CUF). The CUF is the expectation of the state DBE Program. Specifically, Ms. Luter shared that, "a DBE firm performs a commercially useful function when it is responsible for the execution of work of the contract and carrying out its responsibilities by actually performing, managing and supervising the work involved." Ms. Luter emphasized required forms and the prime contractors monitoring responsibilities. She wrapped up each of the sessions with a demonstration of the DBE/TNUCP online directory that maintains a database of the statewide partners listings.

Sherree Hall Crowder spoke to the groups about the On-Job-Training Program (OJT), stating that the primary goal of the OJT Program is to offer EO for the training



From left to right: Cammie Davenport Woodle, CRO's Executive Director; Deborah Luter, SBD Program Director; Scotty Plunk, Region 4 Operations Specialist Supervisor II; Cynthia Howard, Title VI Program Director; and Sherree Hall Crowder, Affirmative Action Program Director/Deputy

upgrading of minorities, women and disadvantaged persons toward journey-level in the highway construction trades to broaden the labor pool with improved skills. All federal aid contracts that exceed \$10,000 dollars are required to have an OJT Program and those select projects

containing 1240 Training Special Provisions (TSP). A desk reference was established to be used as a guide for contractors when developing their own internal

OJT program. Additionally, all contractors awarded a project with a TSP must use the desk reference to meet the requirements.

Cynthia Howard presented on the Limited English Proficiency (LEP), emphasizing the need for safety in the workpla-

ce. LEP, in short, addresses individuals who do not speak English as their primary language and has a limited ability to read, speak, write or understand English. Ms. Howard stated, "regardless of whether you have a person working behind a desk or a paver, an employer has an obligation to ensure that the individual has a safe work environment." Communicating effectively is the key to ensuring that there are no accidents or deaths on the job.



Region IV Construction Employees

For more information on any of these topics, please consult the Civil Rights Office website:

<http://www.tdot.state.tn.us/civil-rights/index.htm>



TDOT CRO Title VI Program Liaisons Training

We are excited to announce that over half of the TDOT Title VI Program departmental liaisons have attended the specialized Title VI Program training. The training was conducted by Title VI Program Coordinator Ms. Sylvia Odum. During the training the group had the opportunity to test their knowledge by taking a pre- and post-Title VI test. Related topics included: Title VI Implementation, Complaint Procedures, Limited English Proficiency, Monitoring of Contractors/Consultants and Disadvantaged Business Enterprises (DBEs) utilization. In the near future another training will be held for those who were not able to attend the previous trainings.



Question and Answer Period during the training



Sylvia Odum CRO Title VI Program Coordinator conducting training with Title VI Program Liaisons



CRO Title VI Program Liaisons taking the pre training test

"Every segment of our population, and every individual has a right to expect from his government a fair deal."

~ Harry S. Truman

Online Training Update

Several months ago the CRO identified the need for a convenient and cost effective Title VI training tool that would allow the office to fulfill its mandate of providing education and outreach to recipients of federal funding. That's when the online training was conceptualized. The newly launched TDOT CRO Title VI Online Training has proven to be an effective and efficient tool. Since its inception in October 2008, over 70 individuals have taken advantage of the training module.

By all accounts, the online training participants have thoroughly enjoyed the training, and most importantly, they've reaped a wealth of rewards. The CRO has been inundated with positive and sometimes comical remarks regarding individual's online training experiences. Betty wrote, "this online class is wonderful for those of us who have difficulty getting out of the office." Ashley, another participant, commented, "I faxed my test in today. Just let me know how I did. Mark thinks I missed [sic] 5 and 8. I don't know but we have a bet." Although some of the testimonials come in anonymously, the sentiments shared all have the same theme — People have enjoyed the challenges of the course and they've enjoyed the convenience of learning in the privacy of their work stations, too.

Information very useful - first training on the Civil Rights Office Title VI Program.

~ Unknown

Because of the initial success of the training module, the Title VI Program staff has collaborated with the Information Technology (IT) Department to further automate the training. Currently, when a participant has taken the test, they must print off the materials and fax it in to the CRO for grading. Once the test has been graded, a Title VI staff member prepares and forwards a certificate of completion to the participant. This is a timely and less efficient process; subsequently, the CRO Staff has solicited IT's assistance in creating a program that will score the test and if a passing score is achieved, it will produce a printable version of the certificate of completion for the participants. Additionally, the automated system will serve as a tracking system, which will assist the Title VI staff in its collecting and reporting efforts.

If you have questions and/or need immediate assistance with accessing the online training, please contact the Title VI Program at 615-741-3681. Your questions will be answered promptly. The online training can be accessed by visiting the CRO Title VI Program web site at <http://www.tdot.state.tn.us/civil-rights/titlevi/onlinetraining.htm>

I was registered to attend the class in Nashville on Thursday, but just found out I could take the training online which I have done and submitted my test today. This online class is wonderful for those of us who have difficulty getting out of the office.

~Betty Lamb

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