

TANGULER S. GRAY

(b)(6)

Executive Public Service Leader - State of Georgia

SUMMARY OF KEY COMPETENCIES

Dynamic and visionary leader with twenty-six (26) years of progressive experience across a diverse range of executive, public sector functions. Well-demonstrated ability to integrate organizational visions, missions, and a myriad of transferable competencies to administer public services while representing key stakeholders. Servant leader possessing strong interpersonal and prioritization skills to lead and direct innovative projects for large governmental agency with more than 1,400 employees. Versatile and confident public speaker with an immense ability to deliver energetic and compelling addresses designed to elicit enthusiasm and strengthen audience engagement.

Key Areas of Expertise Include:

Executive Leadership	Budget and Personnel Administration	Managerial Training and Coaching
Federal and State Policy Regulations	Risk Assessment and Mitigation	Lean Management Methodologies
Fiscal, State, and Field Operations	Strategic and Innovative Planning	Organizational Effectiveness

PROFESSIONAL AFFILIATIONS

<i>Alpha Kappa Alpha Sorority, Incorporated</i>
<i>National Child Support Enforcement Association (NCSEA)</i>
<i>Eastern Regional Interstate Child Support Association (ERICSA) – Board of Directors</i>
<i>National Council of Child Support Directors (NCCSD)</i>

KEY PROFESSIONAL EXPERIENCE

Georgia Department of Human Services (DHS)

Deputy Commissioner

December 2020 – present

Performance Highlights: In this executive leadership role, serve as the Deputy Commissioner for State Programs and Human Resources. State Programs includes the Division of Aging and the Division of Child Support Services. Provides leadership and support to the Office of Refugee Resettlement, Office of Human Services, Office of Strategic Planning and Initiatives, Office of Enterprise Development and Medical Services for children in foster care. Serves as a member of the executive leadership team for the agency. Communicate, collaborate, and support cross training strategies with all members of the leadership team to ensure timely delivery of critical services, responses to legislative, budget and Governor's Office inquiries service delivery. Inform and educate executive leadership on state federal rules and regulations regarding the program areas. Six Sigma Green Belt certification obtained to support the agency's vision through leadership, state government operations, customer service and organizational effectiveness.

Performance Highlights: In this executive leadership role, serve as the state's IV-D Child Support Director. Administered all functions relating to Georgia's child support services program which supports 159 counties through 49 judicial circuits. Executes superior leadership, budgetary, and administrative oversight of 1,160 staff positions by directing key functions to strengthen the self-sufficiency of Georgia's citizens in accordance with federal and state regulations. Establishes and cultivates professional relationships with judicial and legislative representatives designed to enhance public awareness while building collaborative associations to support the child support community. Drives communication efforts with interagency partners who share customer bases to streamline the availability of public services to citizens. Leads, directs, and manages multiple organizational projects while communicating frequent updates to the DHS Commissioner and Governor's Office. Perform a host of additional leadership and critical administration functions as required by the DHS Executive Leadership Team.

More Notably,

- *Provides direction over the division's operational and programmatic activities which resulted in the distribution of \$726 million in support payments to families during Federal Fiscal Year (FFY) 2019*
- *Drives effective communication efforts to strengthen morale and employee trust*
- *Oversees activities which support the improvement of DCSS' national performance ranking*
- *Manages an annual multi-million-dollar operating budget by aligning human capital with available resources to ensure critical program operations are sustained and uninterrupted*
- *Coordinates meetings with key federal partners to ensure DCSS' compliance with federal rules and regulations*
- *Responds to legislative inquiries to enhance political support for the division*
- *Created the Georgia Employer Hub resulting in an increase in the number of employers participating in the electronic income withholding order process by 25 percent*
- *Spearheaded efforts which led to the expansion of judicial interest in support of DCSS' Parental Accountability Court in 43 of 49 circuits resulting in over \$10 million in collections*
- *Led DCSS towards implementing customer-focused technology designed to enhance public service while alleviating the need for in person office visits resulting in over \$33 million in collections via the mobile app*

Performance Highlights: While serving as the division's Deputy Director, implemented strong leadership and oversight for DCSS' Training and Staff Development, Field and State Operations, Service Delivery, and Strategic Planning units. Led program activities which streamlined the delivery of training support services to new and veteran staff. Spearheaded the implementation of DCSS' Parental Accountability Court which fostered stronger judicial and legislative support. Directed numerous strategic planning activities which elicited greater support payment compliance among the state's most egregious evaders. Implemented and approved critical policy modifications which strengthened collaborations among national child support agencies. Frequently served in a backup capacity as the division's Director while performing other professional duties as assigned.

More Notably,

- *Established key professional affiliations to enhance the public's awareness of DCSS' program availability to all Georgia residents*
- *Championed the implementation of DCSS' Parental Accountability Court as the nation's leading intervention program designed to mitigate barriers that impact noncustodial parents' ability to pay support*
- *Executed strategic modifications to improve the division's Key Performance Indicators (KPI)*

Director of State Operations	June 2010 – July 2013
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Performance Highlights: Provided visionary leadership to the division's Service Delivery Section (Customer Contact Center, Fatherhood Program, Parental Accountability Court, and Director's Communication Group), Policy and Paternity Unit, and Financial Support Team. Implemented vast improvements to the division's community outreach programs to enhance public perception and service quality. Executed all other critical duties as assigned by leadership.

Region 8 Manager	June 2008 – June 2010
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Performance Highlights: Directed the administrative activities of five (5) urban and rural child support offices covering metropolitan Atlanta and southwestern regions of the state. Administered personnel activities for 114 employees representing 45,000 active child support cases. Provided strong coaching and mentoring to subordinate managers to strengthen office performance and morale. Executed other key management duties as assigned.

Customer Service Program Champion	November 2006 – May 2008
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Performance Highlights: Served as the DCSS Rapid Process Improvement Champion for lean management initiatives. Provided appropriate consultation, technical assistance, guidance, and direction to executive leaders. Executed interagency collaborations with the Governor's Office and local colleges to implement Lean Management methodologies. Spearheaded critical process revisions and developed Standard Operating Procedures.

Fiscal Operations Manager	May 2001 – October 2006
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Performance Highlights: Managed support operations for the Funds Adjustment Team. Monitored and established policies and procedures for various financial functions. Researched and resolved financial adjustment inquiries and complaints from local, regional, and state child support offices.

EDUCATION

<i>Bachelor of Business Administration (BBA) Minor in Accounting</i>	<i>Valdosta State University (1991)</i>
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