

TRACY M. GREY

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An accomplished leader with 29 years of experience in social services, which encourages ownership and empowers staff to brainstorm and implement solutions and has an underlying commitment to deliver results in a task driven environment.

NON-PROFIT • SOCIAL SERVICES

SKILLS

- Policy Development
- Stakeholder/Provider Relations
- Strategic Planning
- Accreditation
- Project Management
- Leadership
- Staff Development
- Conflict Resolution
- Fiscal Management

EDUCATION

MASTER OF ARTS 1994
EAST TENNESSEE STATE UNIVERSITY JOHNSON CITY, TN
Criminal Justice and Criminology

BACHELOR OF SCIENCE 1992
EAST TENNESSEE STATE UNIVERSITY JOHNSON CITY, TN
Criminal Justice and Criminology

PROFESSIONAL EXPERIENCE

CHIEF COMMUNITY RELATIONS OFFICER Nov. 2017 to present
HEARTLAND FOR CHILDREN Bartow, FL

- Manages multiple departments and directors in Training, Education, Community Relations, Integrated Health, Community Partnership School, Social Media
- Involved with various external systems to include Behavioral Health, Department of Juvenile Justice, Department of Children and Families, Law Enforcement, Domestic Violence, Homeless Coalition of Polk County, Education, and Health to integrate services with child welfare
- Oversees media relations, community engagement and fund development activities
- Facilitates and participates in variety of stakeholder meetings and workgroups
- Responsible for accreditation, compliance, policy development, grant writing

DIRECTOR OF ORGANIZATIONAL DEVELOPMENT & LEARNING Jan. 2007 to Nov. 2017
HEARTLAND FOR CHILDREN Bartow, FL

- Provided oversight to Training Department to include pre-service and in-service training
- Provided oversight for internal staff development and training
- Responsible for certification requirements for child welfare professionals in Circuit 10
- Provided budget oversight and tracking for training using Title IV-E funds
- Responsible for agency accreditation through Council on Accreditation (COA)
- Provided agency oversight for policy development and tracking
- Spearheaded implementation of the Safety Decision Making Methodology in Child Welfare
- Assisted with launching initiatives such as Trauma Informed Care, Parental Well-Being, Family Team Conferencing, Family Engagement and Crossover Youth Practice Model

ASSISTANT DIRECTOR OF OPERATIONS

January 2004 to January 2007

HEARTLAND FOR CHILDREN

Bartow, FL

- Supervised and managed the Intake and Placement Unit, Foster Care Licensing/Relicensing Unit and provided oversight to the Comprehensive Behavioral Health Assessment process
- Provided oversight and tracked separated siblings, high end placements, and exit interviews for all children in licensed care

HUMAN SERVICES COUNSELOR

August 2003 to December 2003

DEPARTMENT OF CHILDREN AND FAMILIES

Lakeland, FL

- Enrolled and completed intakes for developmental disability clients
- Monitored group homes for compliance with licensing standards

EXECUTIVE DIRECTOR

June 2001 to February 2003

FORT SMITH CHILDREN'S EMERGENCY SHELTER

Fort Smith, AR

- Managed 15 employees and 24 bed shelter for abused, abandoned and neglected children
- Developed annual budget; responsible for grant writing, fundraising, community/media relations

ASSISTANT PROGRAM DIRECTOR

October 1995 to May 2001

SPECK HOMES FOR BOYS, INC.

Oklahoma City, OK

- Managed 14 employees and all treatment aspects of residential sex offenders program for boys ages 12-18
 - Facilitated individual, group and family counseling sessions
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BOARDS AND COMMITTEES

- United Way of Central Florida- Community Investment Team: 2023- present
- Crystal Lake Elementary, A Community Partnership School, Cabinet Chair, 2023-present
- Polk Vision Behavioral Health Committee: October 2022-present
- Appointment-Citizens HealthCare Oversight Committee-Polk County BOCC- 2021-present
- Polk County Children's Advocacy Center Advisory Board Member 2020-present
- Polk County Homeless Coalition, Continuum of Care Committee 2018-present
- Highlands County Children's Advocacy Center Advisory Board Member 2019-2022
- Florida Certification Child Welfare Advisory Board, 2011-2018
- Florida Certification Board Statewide Ethics Committee, 2012-2018
- Heartland for Children Ethics Committee, 2012-2018
- Georgetown University Crossover Youth Initiative, Project Co-Lead, 2010-2015
- Department of Juvenile Justice, Advisory Board Chair, Circuit 10, 2011-2013
- Department of Juvenile Justice Boot Camp Advisory Board, 2005-2008

CERTIFICATIONS AND ACHIEVEMENTS

- Inside Polk County Public Schools Leadership Class Member, August 2024-present
- Commendation from Polk County Sheriff Grady Judd, March 2024
- Lakeland Police Department Citizen's Academy Graduate- April 2022
- Leadership Lakeland Class of 37 Graduate- 2020
- Family Centered Practice Trainer, 2009
- Supervisory for Excellence Trainer, 2008 - present
- Certified State of Florida Child Welfare Trainer, 2007- present
- Certified Green Belt in Analytical Tools Training, 2006
- MAPP Trainer: State of Florida Foster Care System, 2005
- Certified State of Florida Child Protection Professional, 2005- present