

Cheryl Ann Frazier - MPA, MDIV, CPM®

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Senior State Government Administrator | Director in Public Diplomacy – Foreign Affairs

Dynamic, people-centered leader with career experience in multiple segments of State government and Foreign Affairs public administration, including project management, program evaluation, government relations, public relations, policy design, and quality control. Experienced collaborator with a wide variety of stakeholders including elected officials, international diplomats, healthcare professionals, educators, attorneys, sworn peace officers, community and faith-based organizations, and executive government and business leaders. Key contributor to and leader of interdisciplinary teams facilitating organizational management, process improvement, and regulatory compliance. Consistently offer strategic assistance and policy recommendations for operational excellence. Collaborative partner and leader in areas of disability services, social justice initiatives, and faith-based organizational strategies.

KEY STRENGTHS

- Project/Program Management
- Interpersonal Communication
- Transformational Leadership
- Intergovernmental Relations
- Public Speaking
- Training & Development
- Community Engagement
- Policy Design
- Compliance Reviews
- Stakeholder Communication
- Cross-Functional Collaboration
- Public Affairs

CAREER HIGHLIGHTS

- *Disability Reviewer for the Vista Forge-Nuclear Emergency Response Exercise led by the U.S. Air Force*
- *Project Manager for establishment of the first ADA/LEP/SI Coordinator's Office for the Georgia Prison System*
- *Compliance Reviewer of Georgia's Secretary of State Office's Planning and Website for Voter Accessibility*
- *Disability Strategic Planning and Implementation Lead for a State of Georgia agency's Suicide Prevention Campaign*
- *Commissioner's Task Force service as a Security and Transportation Inspector following the Traumatic Incident of two (2) sworn officers being murdered in the line of duty*
- *Designed and delivered 25+ ADA general and specific training plans to 15,000+ staff members, volunteers, and contractors for State of Georgia government agencies, United States Department of Agriculture, and local governments*
- *Development and implementation of an ADA Train the Trainer Program for a State of Georgia agency*
- *ADA Policy Author for five (5) State of Georgia agencies*
- *Project Lead for the first Antisemitism Presentation by the Israeli Consulate at the M.L. King, Jr. Center for Nonviolent Social Change*
- *Research of the Maternal Mortality Rate in Mississippi with an outcome of a collaborative visit to the STORK program at the University of Mississippi Medical Center and solid recommendations to the Consul General of Israel to invest in life-saving kits for first responders*
- *Provided media affairs support and guidance to the Consul General of Israel during the Hamas terrorist attack on the State of Israel and subsequent Israel-Hamas war*

PROFESSIONAL EXPERIENCE

ADA Consultant – ADA Title I (Employment), Part-Time/Returning Retiree
Georgia Department of Human Services (DHS)
Office of Human Resources

April 2024 – present

Serves as the agency's ADA Consultant for the DHS Office of Human Resources, which offers oversight and service to the Divisions of Aging (including disabilities), Family and Children Services, and Child Support Services. Offers assessments and recommendations for project improvement of the ADA Title I program regarding staffing, hiring websites and practices, interviewing strategies, reasonable accommodation process, ADA policy and document creation and revision, and training. Provides guidance to the OHR Deputy Commissioner and Compliance Manager on all ADA matters.

Key Achievements:

- Secured approval for a four hundred percent (400%) expansion of the agency's ADA Title I Coordination team

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- Provided an Initial ADA Compliance Assessment with improvement recommendations to Executive Leadership
- Created Training Documents for ADA Titles I and II to deliver presentations to newly hired ADA team members
- Revised agency's Telework Policy to include information about Telework as a reasonable accommodation
- Revised/updated agency's ADA Title I Provisions Policy
- Assisted on interview panels for the search for Assistant ADA Coordinators for Reasonable Accommodation matters and the provisions for the new Georgia As Model Employer (GAME) law for ensuring attraction and retention of individuals with disabilities
- Currently contributing to the development of new Service Animal and Pregnant Workers Fairness Act policies

Founder and Chief Executive Officer

February 2024 – present

Humanity Consideration Consultants

Serving the United States

Serves as the Founder and CEO of Humanity Consideration Consultants (HCC), which specializes in delivering operational models aligned with the Americans with Disabilities Act (ADA), its subsequent Amendments Act, related mandates, and best practices. HCC works closely with businesses, government entities, and educational institutions to identify opportunities for improvement in employment strategies, training, client-facing programs, and the execution of specified policies and practices related to Title I (Employment) and Title II (State and Local Governments) of the ADA.

Key Achievements:

- Convener of the 34th Anniversary of the ADA Celebration, which highlighted communication and collaboration between community members and disability services experts about enhancement needs for the future of the ADA
- Creation of an ADA Title I Self-Evaluation/Compliance Review Form for use by State and Local Governments
- Design of Training Documents for ADA Titles I and II Compliance Reviews
- Featured ADA Title I speaker at the 2024 SHRM-Atlanta Conference
- Featured ADA speaker at the 2024 ADA Conference for State and Local Governments, with over one thousand (1000) registrants
- Featured ADA speaker at the 2024 Georgia Council for Human Resources Conference
- Featured DEIA co-presenter at the 2024 MassCUE (Massachusetts Computer Using Educators) Conference at the Gillette Stadium

Director of Community Affairs

April 2023 – January 2024

Ministry of Foreign Affairs – State of Israel

Consulate General of Israel to the Southeastern United States

Served as the Director of Community Affairs for the Consulate General of Israel to the Southeastern United States in public diplomacy. Developed plans to build and support existing bridges between the State of Israel and diverse communities in Georgia, South Carolina, North Carolina, Tennessee, Mississippi, Alabama, and Kentucky. Created and sustained relationships within the African American, Latino, and Asian American communities through education and cultural events and interactions with Historically Black Colleges and Universities, Chambers of Commerce, and Faith-Based and Social Justice focused community organizations and ministries. Advised the Consul General of Israel regarding media affairs and incidents of strained relationships with communities during the current wartime.

Key Achievements:

- Planned and executed the first antisemitism programming at the Martin Luther King, Jr. Center for Nonviolent Social Change for the Consulate.
- Developed the first engagements with Atlanta Police Department recruits and Sandy Springs Police Department regarding discussions about antisemitism and appropriate cultural responses with the Jewish Community.
- Created and maintained relationships with five (5) Historically Black Colleges and Universities within the assigned service area.
- Advised the Consul General of Israel regarding media affairs (interview techniques and confidentiality agreements) and incidents of challenged community relationships around the Israel-Hamas war following the terroristic attacks on Israel in 2023.
- Produced daily newsletters for a two-week period during the Israel- Hamas war, which outlined intelligence, war updates, and humanitarian efforts.

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Assistant State ADA Director – State ADA Coordinator’s Office – State of Georgia
Georgia State Financing and Investment Commission (GSFIC)

Jul 2019 – February 2023

Served as liaison and primary contact for state agency ADA coordinators and program directors to facilitate ongoing program development, streamline operational procedures, and execute Statewide process improvements. Designed and delivered training materials regarding the Americans with Disabilities Act (ADA) and interacting laws for staff members throughout State government. Served as planning lead for the annual ADA conference for state and local governments. Provided technical guidance to 400+ human resource professionals, managers, program administrators, and State of Georgia agency ADA Coordinators to improve operations efficiency, offer technical assistance, and compose policies and procedures.

Key Achievements:

- Collaborated with several state agencies to formulate and publish new ADA policies and procedures, ADA public notices, and ADA Action Plans. Provided recommendations to achieve program compliance, legislative coherence, equal access to programs, services, and activities, and with the goal to decrease disability-related injustices.
- Served as a key contributor during a planning meeting with the Secretary of State's Office and accessibility at voting locations, recommending accessibility options for equal access to elections.
- Elevated information dissemination by crafting and publishing ADA Coordinator’s Office’s quarterly e-newsletter, with contributions of interviews with key stakeholders for featured content and the compilation of crisis intervention/suicide prevention resources.
- Provided administrative support to State of Georgia agencies to streamline budgeting, funding negotiations, project management, stakeholder relationship building, public administration, and team coordination.
- Served as a national panelist for the "Ask the Experts" session of the ADA Conference for State and Local Governments, serving over five hundred (500) registrants spanning the United States and the U.S. Virgin Islands.

Program Manager - Agency ADA/Limited English Proficiency/Sensory Impairment (LEP/SI) Coordinator

Forsyth, GA

Jan 2017 – Jun 2019

Georgia Department of Corrections (GDC)

Established and provided implemented operations for the agency’s first ADA/LEP/SI Coordinator’s Office. Led ADA-related policy design initiatives and conducted data analysis, complaint investigations, process improvement, regulatory compliance, and for fiscal planning processes. Designed and delivered general and specialized ADA training and workshops for 10,000+ employees, executive leaders, agency attorneys, physical and mental health providers, human resource professionals, compliance specialists, agency training instructors, contractors, sworn parole, probation, and investigation officers, and volunteers on best practices, industry standards, and program protocols. Prioritized monthly on-site compliance reviews for secured facilities, evaluating their practices in relation to industry standards and compliance checklists, and identifying improvement areas. **Key Achievements:**

- Authored the agency’s overarching ADA Title II policy and transformational changes to various ADA-related policies regarding housing, medication administration, physical health, mental health, and dietary services.
- Established and led interdisciplinary workshops and strategic planning meetings offering policy and practice recommendations to executive leadership; Created and facilitated the agency’s ADA ‘Train the Trainer’ program, Onboarding Orientation, Annual In-Service training programs, and specialized training for Qualified Mental Health professionals, Physical Health professionals, Behavioral Counselors, Office of Legal Services, and Mid-level and Executive Leaders.
- Conducted in-depth investigations and interactive engagement regarding the review of ADA grievance cases and accommodation requests from offenders, employees, contractors, and citizens for final resolution; delivered technical guidance on case investigations with viable accessibility solutions.
- Oversaw compliance reviews for offenders’ programs; collected and analyzed medical and mental health data to assess agency’s responsibility and offered recommendations for process improvement regarding the ADA.

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ADDITIONAL ROLES

Senior Correctional Manager – Office of Professional Standards Sept 2004 – Dec 2016
Georgia Department of Corrections

As Senior Inspector, led audit teams consisting of wardens, superintendents, and chief probation officers to successfully complete compliance audits of 130 State Probation Offices within 49 Judicial Circuits and 88+ Georgia secured facilities. Prepared executive summaries and audit reports identifying policy compliance/non-compliance, systemic issues, and offered recommendations. Provided general and specialized compliance training to facility wardens, compliance specialists, agency policy manager, chief and specialized probation officers, and agency American Correctional Association (ACA) specialists. Essential member of Process Action Implementation Team in support of the Prison Rape Elimination Act (PREA) for Community Corrections compliance.

Assistant Regional Director/Facilities Regional Operations Coordinator Sept 2003 – Sept 2004
Georgia Department of Corrections

Provided leadership oversight for professionals including wardens, superintendents, regional business and personnel managers, health care specialists, and regional physical plant and operations manager. As compliance leader, offered technical and operational services as compliance leader to internal teams, conducting case reviews, security operation assessments, designing emergency management procedures, and preliminary offender investigations.

Assistant Juvenile Detention Center Director June 1999 – August 2003
Georgia Department of Juvenile Justice

Directed all facility security operations to include performance management and emergency response at the three largest Regional Youth Detention Centers in the State of Georgia (Metro, Savannah, and Gainesville). Facilitated interdisciplinary strategy meetings with Care and Treatment, Education, Business Operations, Engineering, Human Resources, and Food Services professionals. Successfully assisted the agency with the preparation of policies, procedures, and review of practices for federal audits conducted by the United States Department of Justice. Conducted assessments for security and physical plant readiness for new facility builds. Actively participated in the quarterly Community Advisory Council meetings with external partners and leaders throughout the Georgia communities. Created and implemented “Team Restoration” training sessions for facility leadership teams and on-the-job training for new facility Directors. Created and implemented training programs for security and care and treatment teams regarding local emergency management.

Juvenile Detention Captain of Security July 1998 – June 1999
Georgia Department of Juvenile Justice

Juvenile Detention Lieutenant March 1998 – June 1998
Georgia Department of Juvenile Justice

POST (Peace Officer Standards and Training Council) Hiring Package Reviewer/Clerk November 1997 – March 1998
Georgia Department of Juvenile Justice

Police Officer I July 1997 – November 1997
City of Atlanta

Administrative/ Mental Health/ General Operations Correctional Lieutenant November 1994 – June 1997
Georgia Department of Corrections

Correctional Sergeant (Mental Health/General Operations) September 1993 – November 1994
Georgia Department of Corrections

Correctional Officer I and II (General Operations/Mental Health/Compliance) August 1991 – September 1993
Georgia Department of Corrections

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COMMUNITY LEADERSHIP EXPERIENCE & SELECTED AWARDS

Conference Speaker, MassCUE 2024 Fall Conference (October 2024)
Conference Speaker, Georgia Council for Human Resources (September 2024)
Conference Speaker, National ADA Conference for State and Local Governments (2024)
Service Appreciation Award, Consulate General of Israel to the Southeastern United States (2024)
Conference Speaker, SHRM-Atlanta SOAHR Conference (2023, 2024)
State of Georgia Service Award, State ADA Coordinator's Office (2023)
Women's Retreat Facilitator, The Episcopal Church of St. John the Baptist (2020, 2022)
Vulnerable Population Vaccine Coordinator, Freedom Church of Gwinnett, Georgia Department of Public Health (2021)
ADA Coordination Service Award, Georgia Department of Corrections (2019)
Service-Learning Project, Event Coordinator/Speaker, Metro Re-entry Facility (2019)
Disability Rights Awareness, Family Matters Day Speaker, Sunset Family Worship Center (2019)
Peer Support Review Team Member, Georgia Department of Corrections (2019)
First full-time ADA/LEP/SI Coordinator, Georgia Department of Corrections (2017)
Social Action Chairperson, Douglas-Carroll-Paulding Counties Alumnae and Kappa Delta Chapters (2010-2015, 2018)
Basic Probation Officers' Academy Training Instructor Award, Traumatic Incidents Course, GDC (2013 & 2014)
The Honorable Georganna Sinkfield "Servant Leadership" (State-level) Award (2014)
Governor's Commendation for Excellence in Customer Service (2009)
Founder and President, Crime Awareness and Prevention Education – University of West Georgia (2007-2010)

EDUCATION & CREDENTIALS

Master of Public Administration (MPA), Columbus State University - Columbus, GA
Master of Divinity; Concentration in Pastoral Care (M. Div.), Mercer University - Atlanta, GA
Bachelor of Science in Criminology, University of West Georgia - Carrollton, GA

Certified Public Manager (CPM®) – University of Georgia
Certified Americans with Disabilities Act (ADA) Coordinator
Advanced ADA Title I (Employment) Certification
Advanced ADA Title III (Public Accommodations/Business) Certification
Advanced ADA Law Enforcement Certification
Certified Peace Officer and Standards Training (POST) Instructor
National Institute of Corrections (NIC) Auditing Certification
Crisis Intervention/Emergency Response/Critical Incident Certification