

Biography



Johnny R. Toles
Director
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Johnny R. Toles, Jr., is the Director of Civil Rights and Small Business Utilization Office for USDA's Farm Service Agency (FSA). Mr. Toles is responsible for managing the Agency's equal employment opportunity (EEO), civil rights, and federally-assisted programs. Under Mr. Toles' leadership, all personnel practices are monitored to ensure they are equitable for all employees and applicants. Investigative and resolution processes that address all discrimination complaints are also managed under Toles' direction. Additionally, Mr. Toles serves as a consultant to managers and supervisors, and provides training opportunities on related issues.

Prior to his current position, Mr. Toles served as the Chief of USDA's Investigation Division, Office of Civil Rights. In this position, he was responsible for developing and conducting nationwide complaint investigations relating to all USDA programs. One of his biggest challenges was to develop and implement standard operating procedures for investigating Title VI program complaints. Through timely reviews, Mr. Toles reduced the case inventory to a record low.

From 2001 to 2003, Mr. Toles served as the Chief of USDA's Program Compliance Division. As chief, he conducted civil rights compliance reviews and Agency evaluations to determine deficiencies throughout USDA agencies. He also developed standard operation procedures for Departmental program compliance reviews and Agency program evaluations. As a follow-up to the Reviews and Evaluations, Mr. Toles developed a Corrective Action Plan, known as CAP, to implement improvements and correct deficiencies.

Mr. Toles has had diverse responsibilities in a number of positions. He began his federal career nearly 27 years ago as an assistant county supervisor with USDA's former Farmers Home Administration (FmHA). He was later promoted to county supervisor, and later took a position as farm program specialist/environmental coordinator in Washington, D.C.

Mr. Toles was raised on a farm in Grady, Alabama, where he helped raise row crops, poultry and livestock. He has received numerous superior service awards and certificates and is actively involved in community and professional organizations. He holds a Bachelor of Arts degree in industrial arts technology from Alabama A&M University and a Master of Science degree in agribusiness from Tuskegee University. He is also a graduate of USDA's Senior Executive Service.