

CREATING AN INCLUSIVE culture

DIVERSITY & INCLUSION ANNUAL REPORT 2020

cfi
CENTERS FOR
INDEPENDENCE

Our opportunities
are as
DIVERSE
as we are.

WELCOME

AL HILL SENIOR DIRECTOR DIVERSITY & CULTURAL COMPETENCE



The role that diversity plays in CFI's mission to advance total health is crucial to the agency and the communities we serve.

Diversity brings together people of different races, cultures, genders, ages, sexual orientation, religious beliefs and socioeconomic status.

It teaches us empathy, helps us understand others and breaks down barriers -- all essential in building an inclusive culture.

CFI's Office of Diversity, through its cultural experiences, employee resource groups and willingness to confront and address uncomfortable truths, helps break down those barriers in our workplace.

We had to confront many of those truths this past year. Our country's civil activities challenged many of our perspectives as the Black Lives Matter movement brought to the forefront unjustified police killings, systemic racism, social injustice and other long-standing disparities highlighted through community protests.

I encourage all of our employees, clients and stakeholders to continue the open dialogues that we have started with each other. This will help us to become a more culturally competent organization, as well as enhance the quality of care to our clients.

STATEMENT OF COMMITMENT

CFI joins the voices of outrage demanding justice and peace in our workplace, in our neighborhoods and our communities.

Systemic oppression is wrong, and we are committed to advancing social and racial justice. We believe that Black Lives Matter, and we will continue to advocate for a more inclusive and equitable community. We believe that our values of Understanding **PEOPLE**, **LEADING** Success, and Working **TOGETHER** go beyond our business practices and are paramount to a just society.

CFI has a time-honored commitment to diversity and inclusion. We will continue our efforts to listen, learn, lead, improve our cultural competence, and partner with the people we serve as well as advocate for communities in which we live and work.

We look forward to fostering change and being part of solutions toward building more healthy and hopeful communities of the future.

SUPPORTING SOCIAL JUSTICE

CFI's mission, vision and values gave us voice during last year's defining moments, and we expressed our ongoing fidelity to equity and social justice through our Statement of Commitment and by creating opportunities for employees to openly and safely discuss the racial unrest and its impact.

ALONZO KELLY EXECUTIVE COACH KELLY LEADERSHIP GROUP

Diversity and
Inclusion
Through
the Lens of
our Learned
Experience



*An educational
experience on
how to intentionally create authentic
relationships across cultures*

TERRI HOWARD SENIOR DIRECTOR FEI WORKFORCE RESILIENCE

What's Going
On? A Guided
Discussion



*An open
discussion about
the racial unrest
of the past year
and its impact*

EMPLOYEE RESOURCE GROUPS



Our employee resource groups offer mentorship, leadership-development and networking opportunities.

- The Parenting and Caregiving Together (PACT) led efforts in providing self-care information during the pandemic
- The Network of African American Colleagues (NAC) led programming for Black History Month and Martin Luther King Jr. Day programming.

WORKFORCE WELLNESS

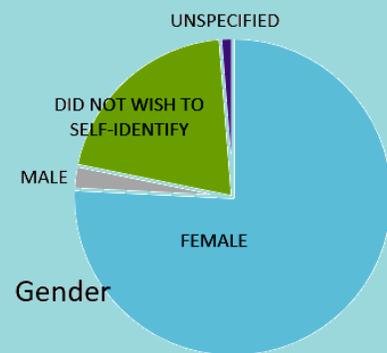
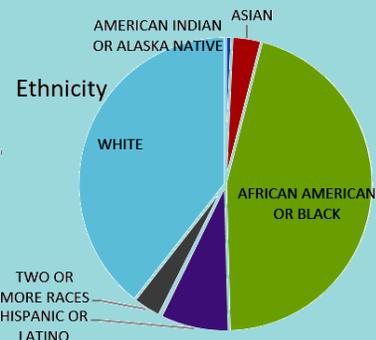
Maintaining a culture of wellbeing for our employees is critical to our success. The pandemic emphasized the importance of having flexible schedules and support programs during challenging times. CFI provides:

- A free monthly grief support group for employees
- An innovative wellness program that adapted to provide remote activities and services
- Financial wellness counseling services
- Personal coping and self-care sessions from representatives from our employee assistance program

Most offerings are remote and recorded as well to fit every schedule.

WORKFORCE REPRESENTATION

CFI is proud of its reputation for retaining and recruiting a diverse workforce.



MEDIAN AGE OF EMPLOYEE: 40

EMPLOYEE AGE RANGE: 18-88

CFI joined the 100-plus Milwaukee area organizations that signed the Region of Choice Initiative's pledge to increase the hiring and promotion of minorities.

The Metropolitan Milwaukee Association of Commerce initiative, launched in 2019, calls for a 15% increase in overall employment of African Americans and Hispanics, and a 25% increase in the number of management employees from those groups by 2025. This result would increase the percentage from 3.8% to 4.8% of total management positions.

CFI is also part of a 31-member CEO Leadership Coalition whose purpose is to dismantle structural racism.

DEFINING DIVERSITY CREATING INCLUSIVITY

We engage our staff in creative learning experiences to demonstrate the importance of all voices being welcome and heard. This past year, those experiences included:

A FIRESIDE CHAT WITH DAVID COOK, AWARD-WINNING AUTHOR

An insightful look into the Americans with Disabilities Act and whether it provided real equality since its inception 30 years ago



BUILDING A CULTURE THAT VALUES AND APPRECIATES VETERANS, MARCIA ANDERSON,

First African American woman to achieve the U.S. Army rank of major general provides an understanding of veterans as fellow employees and clients, and the unique traits they bring to the workforce



BLACK HISTORY MONTH CELEBRATION 2020

A LEGACY OF STRENGTH, A FUTURE OF HOPE

Featuring Alonzo Kelly, executive coach, and Dr. Lester Carter, one of the first African-American pharmacists

Additionally, staff have access to a wide variety of remote diversity and inclusion learning opportunities and receive 8 hours of paid-off time for cultural observances.

AWARDS

Focus on the Future award from the Milwaukee Metropolitan Area Chamber of Commerce.

Nonprofit of the Year nominee designation from the BizTimes.

MISSION:

Partnering with people of all abilities to advance their total health

VISION:

Healthy and hopeful communities.

VALUES:

UNDERSTANDING People
LEADING Success
WORKING Together

WHAT INCLUSION MEANS TO ME



Ursula Flores is the director of our home care agency, and a member of our Diversity Team.

“Inclusion means welcoming other peoples’ voices and

feelings so that they feel heard, acknowledged, respected, welcomed and appreciated. CFI strives to create an inclusive workplace creating a culture of respect, understanding and compassion.”

LEARNING FROM OTHERS

Mark Stevens, manager of CFI’s medical day care program, learns from others when he participates in our diversity and inclusion learning opportunities.



“The experiences opened me up to others’ views and situations. It helps to know more about people and how they form their views.”

DIVERSITY TEAM

Gina Byfield
Ursula Flores
Justin Hubbard
Tiana Jenkins

Dawn Kondreck
Andrew Maule
Michael Smith
Brenda Woods