

**CFI**

CENTERS FOR INDEPENDENCE

**IMPACT REPORT 2023**

- 1 **2023 HEADLINES**
- 2 **WHO WE SERVE**
- 3 **SATISFACTION IN SERVICES**
- 4 **FOOD INSECURITIES**
- 5 **A CULTURALLY COMPETENT COMMUNITY**
- 6 **BRIDGING THE UNEMPLOYMENT GAP**
- 7 **ENHANCING QUALITY OF LIVING**
- 8 **ADVANCING TOTAL HEALTH**

**Centers for Independence (CFI)** is proud of the commitment and collective effort of our community, staff, and partners who have joined us in putting our mission into action in the last year. Through innovative programs, strategic partnerships, and targeted advocacy, CFI has made measurable impacts in empowering individuals, supporting families, and uplifting the community.

We invite you to explore the breadth of our organization's impact, the depth of our commitment, and the strength of our vision for a future in which every person has the opportunity to live a life filled with hope, dignity, and independence. Together, we are creating lasting change and moving forward with purpose and passion.



# CFI CELEBRATES 85 YEARS OF INSPIRING GENERATIONS OF HOPE

**CFI AS IT IS KNOWN TODAY  
OPENED ITS DOORS TO SERVE  
THE COMMUNITY IN 1938.**

**SINCE THEN, THOUSANDS OF LIVES  
HAVE BEEN CHANGED THROUGH  
VARIOUS INNOVATIVE THERAPIES  
TO HELP PEOPLE HAVE MORE  
INDEPENDENT LIVES.**



## CFI WELCOMES LEIF ELSMO AS NEW PRESIDENT/CEO

---

In October, the Centers for Independence (CFI) Board of Directors announced the selection of a new CEO, Leif Elsmo, following the retirement announcement of outgoing CEO Teri Zywicki one year ago and an extensive search of candidates.

Elsmo comes to CFI with a distinguished career as Executive Director, Community & External Affairs, at UChicago Medicine (UCM) working to build UCM's Urban Health Initiative into a nationally recognized model of health equity.

Throughout his career, Elsmo has demonstrated his commitment to Diversity, Equity, Accessibility and Inclusion (DEAI), fostering change to drive a more equitable environment inclusive of diverse people, ideas and fields of science. Elsmo's experience in public policy, community organizing and engagement, and strategic planning make him the ideal fit to drive the mission and vision of CFI into the future.

# 2023 HEADLINES



## CRISIS RESOURCE CENTERS EXPAND INTO WAUKESHA

On the 16th anniversary of the first Crisis Resource Center being opened, CFI proudly unveiled a new CRC in Waukesha County in December. The CRCs are community-based psychiatric crisis intervention programs that provide recovery-focused assessment, stabilization, psychosocial groups and peer support.

The CRCs are an innovative, highly personalized response to people experiencing a crisis precipitated by mental illness, substance abuse or the challenges of living in hard economic times. Annually, the CRCs assist more than 300 people who are struggling with mental health traumas.

*Program funding for the Crisis Resource Centers is in partnership with Milwaukee County DHHS and Waukesha County DHHS.*



**CFI NAMED LOCAL  
FOOD FOR SCHOOLS  
GRANT RECIPIENT**

**BEHAVIORAL HEALTH  
PROGRAM RECEIVES  
\$4M GRANT  
FROM SAMHSA**

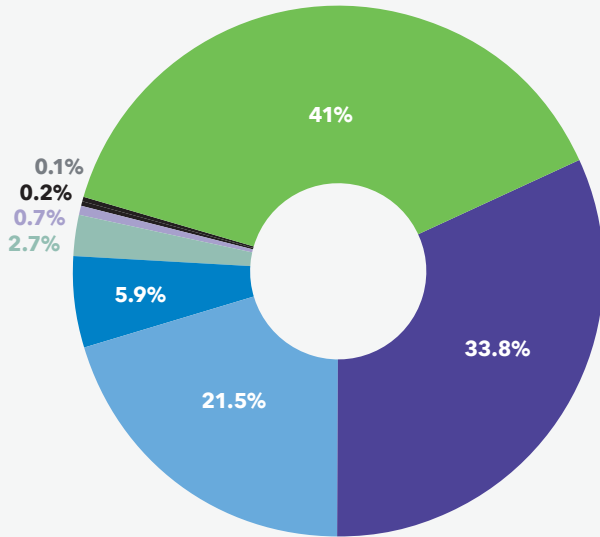
**MILWAUKEE COUNTY  
ALLOCATES \$2M  
TOWARD THE  
CONCORDIA 27 PROJECT**

**CFI FOUNDATION  
RECEIVES SUPPORT  
FROM THE GREEN BAY  
PACKERS FOUNDATION**

# WHO WE SERVE

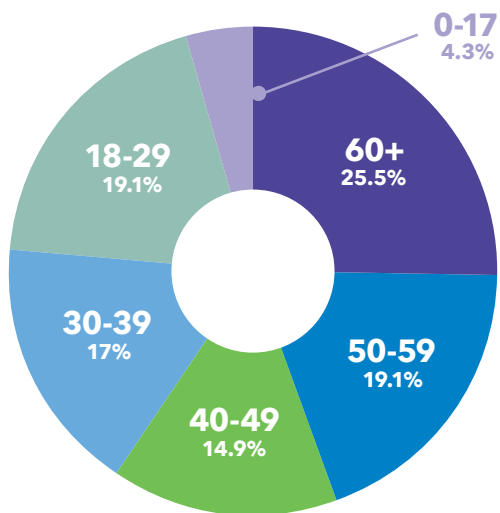
“WITHOUT PSN, I WOULDN'T BE ABLE TO WORK.”

## CFI CLIENT RACE/ETHNICITY

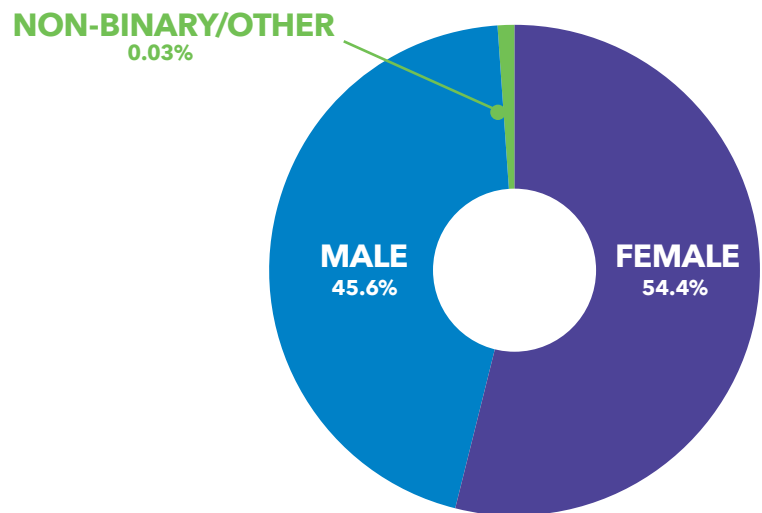


- WHITE
- BLACK/AFRICAN AMERICAN
- LATINO
- MULTI-RACIAL
- ASIAN AMERICAN
- OTHER RACE OR UNDISCLOSED
- NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER
- AMERICAN INDIAN/ALASKAN NATIVE

## CFI CLIENT AGE



## CFI CLIENT GENDER



# SATISFACTION IN SERVICES

## PROGRAM PARTICIPANTS GIVE HIGH RATINGS FOR SERVICES AT CFI

---

92%

**INDICATED**

"THE STAFF  
RESPECTS ME."

92%

**INDICATED**

"THE CARE OR  
SERVICE I RECEIVED HAS  
IMPROVED MY LIFE."

93%

**INDICATED**

"I HAVE A SAY IN MY  
CARE OR SERVICE."

92%

**INDICATED**

"I TRUST CFI  
TO HELP ME."

91%

**INDICATED**

"I WOULD REFER  
A FRIEND IF  
THEY NEED HELP."

# FOOD INSECURITIES



**DID YOU KNOW CFI USED MORE THAN 545,000 LOCALLY GROWN APPLES IN 2023?**

## TAKING CARE OF THE FUTURE

The Food and Nutrition Services team recognizes that the intellectual, social, emotional, and physical development of each individual is enhanced by safe and nutritious food.

CFI is committed to promoting and protecting healthy school environments through ensuring that everyone we serve has access to safe, nutritious, appealing food options, and evidence-based nutrition education.

**100+**

COMMUNITY PARTNER SCHOOLS

**700+**

YOUTHS RECEIVING NUTRITION EDUCATION

**147,000+**

MEALS SERVED AT MORE THAN 75 LOCATIONS IN 3 COUNTIES IN SUMMER FOOD SERVICE PROGRAM

**14,000+**

STUDENTS SERVED EVERY DAY FROM K THROUGH 12 THROUGHOUT SOUTHEAST WISCONSIN

**20,000+**

MEALS SERVED PER DAY

# A CULTURUALLY COMPETENT COMMUNITY

## COMMITTED TO DIVERSITY, INCLUSION AND CULTURAL COMPETENCE

---

CFI deepened its commitment to diversity and inclusion, taking strides to create a more inclusive environment through several educational opportunities. Focusing on enhancing the culture, diversifying our team, and strengthening community ties has continued to move our D&I journey forward.



## 2023 D&I LEARNING REFLECTION FEEDBACK FROM STAFF

---

96%

INDICATED

"WHAT I LEARNED  
WILL BE USEFUL IN  
PERFORMING MY JOB."

94%

INDICATED

"I WOULD RECOMMEND  
THIS LEARNING TO  
MY COWORKERS."

96%

INDICATED

"I WILL BE ABLE  
TO IMMEDIATELY USE  
WHAT I LEARNED."



# BRIDGING THE UNEMPLOYEMENT GAP



“THE EXPERIENCE HAS BEEN WONDERFUL AND BEAUTIFUL.

– MARIA RAMIREZ  
JOHNNY'S MOM

## CHANGING LIVES ONE FAMILY AT A TIME

Johnny Ramirez got his first job working at Culver's when he was 33 years old. He is a dining room attendant at the company's Miller Park Way location on Milwaukee's south side.

He wanted the job because he wanted to help his mom at home, but to also fix a ceiling fan in his bedroom. When he got the job, it was an exciting moment for he and his family.

With the help of his job coach and CFI's Employment Services program, Johnny is learning and developing skills each and every day. It is because of Johnny's hard work, he and his family are thriving. In November 2023, Johnny was selected as the Culver's Employee of the Month at his location.

“IF YOU'RE THINKING ABOUT HIRING SOMEONE WITH SPECIAL NEEDS OR DISABILITIES, YOU SHOULD ABSOLUTELY DO IT.

– MICHELLE ANDERSEN  
FOOD SERVICE DIRECTOR  
AT ARAMARK

People with barriers to work – including disabilities and past criminal convictions – benefit from skill development and education, placement, and coaching to help them gain and maintain meaningful employment and improve their social and emotional health.

In 2023, more than 350 people were placed into jobs through the employment services program. In addition, 35 new employers joined the CFI employment placement network.

# ENHANCING QUALITY OF LIVING



## “I’M LIVING MY BEST LIFE”

---

Tristen Campbell is a survivor and an inspiration. In a three-year span, he had three strokes, including one while on the operating table undergoing brain surgery in 2019.

Tristen was born with a disease called moyamoya – a rare, incurable progressive cerebrovascular disorder caused by blocked arteries at the base of the brain. It diminishes the amount of oxygen being carried to his brain, which can lead to a stroke.

Tristen turned to CFI’s Brain Health program in 2019 to improve not only his speech but also his quality of life. “Tristen has come a very long way since he first started with us,” said Taylor Anderson, case manager/Brain Health Day Program. Tristen has found many ways to be active and involved with his peers while at CFI – Meals on Wheels, art, bowling and playing board games.

“They’re like my second family,” Tristen said about his peers and the staff at CFI, also adding, “I’m living my best life.”

CFI PROVIDES SUPPORTIVE SERVICES THAT RANGE FROM IN-HOME PERSONAL CARE TO FUN AND EXCITING RECREATIONAL ACTIVITIES.



“ I’M SO HAPPY MY DAUGHTER GOT INTO THIS PROGRAM. GINA AND HER TEAM ARE GREAT AND KNOW WHAT THEY ARE DOING. MY DAUGHTER IS IN GREAT HANDS.

# ADVANCING TOTAL HEALTH

## CFI SERVES THE COMMUNITY AS A WHOLE

---

CFI's unmatched breadth of disability support services and resources through its affiliates – **Home Care**, **First Person Care Consultants** and **iLIFE** – allows others to find value in themselves and see a path forward.



**Home Care** served more than 250 unique individuals, covering 30 of Wisconsin's 72 counties.



**First Person Care Consultants** served more than 1,250 people across 23 counties.



Choice. With Confidence.



**iLife** served 16,000 people and their 37,000 supporters.

**2020 W. WELLS ST.**  
MILWAUKEE, WI 53233  
CFIHOPE.ORG



**CFI**

CENTERS FOR INDEPENDENCE