

**CFI**

CENTERS FOR INDEPENDENCE

**DIVERSITY & INCLUSION  
ANNUAL REPORT 2023**

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Welcome to the **Centers For Independence 2023 Diversity & Inclusion Report**. Last year, we deepened our commitment to diversity and inclusion, taking strides to create a more inclusive environment. Our focus on enhancing our culture, diversifying our team, and strengthening community ties has continued to move our D&I journey forward.

Discover the initiatives and milestones that have marked 2023 as a year of impactful progress and belonging at CFI.

# OUR MISSION

**PARTNERING WITH  
PEOPLE OF ALL ABILITIES  
TO ADVANCE THEIR TOTAL  
HEALTH.**

# OUR VISION

**HEALTHY AND HOPEFUL  
COMMUNITIES.**

# OUR VALUES

**UNDERSTANDING PEOPLE.  
LEADING SUCCESS.  
WORKING TOGETHER.**



**ALVIN HILL JR.**  
SENIOR DIRECTOR OF DIVERSITY  
AND CULTURAL COMPETENCY



**LEIF ELSMO**  
PRESIDENT/CEO

## LETTER FROM AL & LEIF

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We are proud of the profound impact that Centers for Independence's commitment to Diversity & Inclusion (D&I) has had both internally and in the broader community we serve. It's our pleasure to share those results in our 2023 Diversity and Inclusion Annual Report. As we reflect on the progress we have made, it is clear that our intentionality is paying off.

As we move forward, we are more committed than ever to deepening our engagement with D&I principles. This commitment is evident in our strategic planning, our hiring practices, and our program development. We recognize that our work in this area is ongoing, and we are dedicated to learning, growing and improving every step of the way.

To our community leaders, we invite you to join us in this vital work. Your support and collaboration are essential as we strive to create a more inclusive, equitable and sustainable community. To our potential donors, we offer you the opportunity to be part of a transformative movement that is not only changing lives but also shaping the future of our community.

Together, we can continue to inspire hope and make a lasting impact on the lives of those we serve. We are grateful for your support and look forward to partnering with you in our journey towards a more inclusive, empowering and hopeful future for everyone.

# WORK-FORCE

In 2023, Centers for Independence embarked on a path of strategically and intentionally aligning our workforce to better reflect the rich diversity of our service communities. We also implemented robust talent acquisition and retention efforts across our locations. And finally, we enhanced the diversity of our team by elevating the percentage of people with disabilities through dedicated recruitment efforts recognizing the value these individuals bring to our organization.

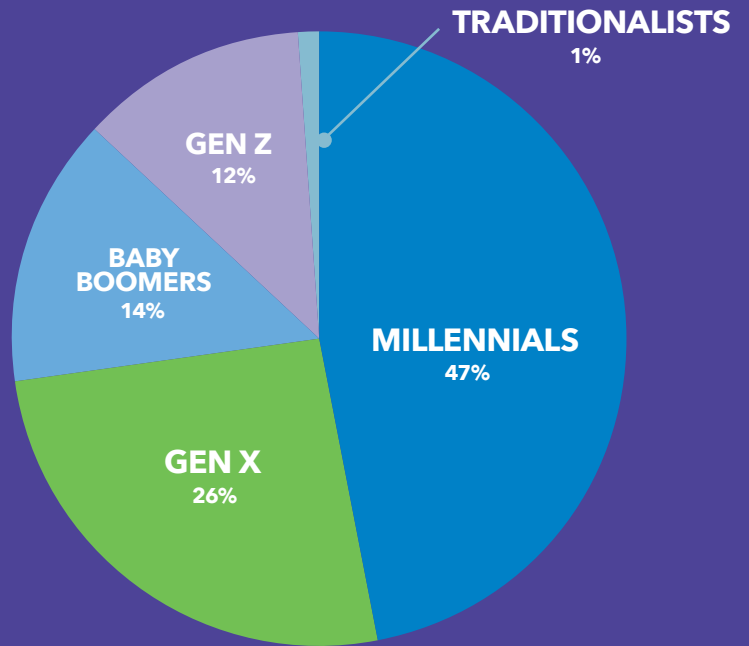


## GENERATIONAL DIVERSITY

CFI PERSONS WITH DISABILITY

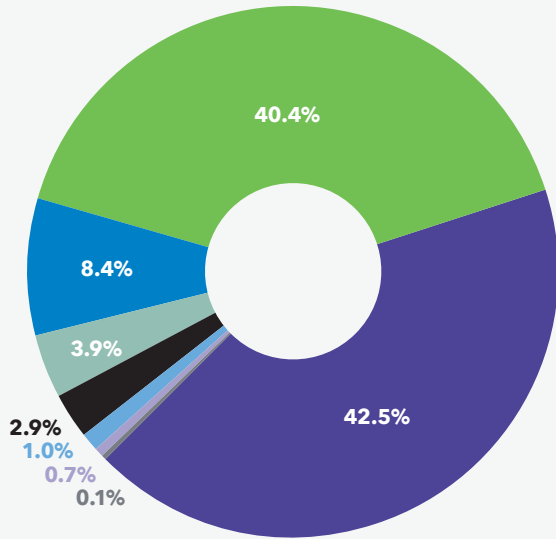


CFI VETERANS

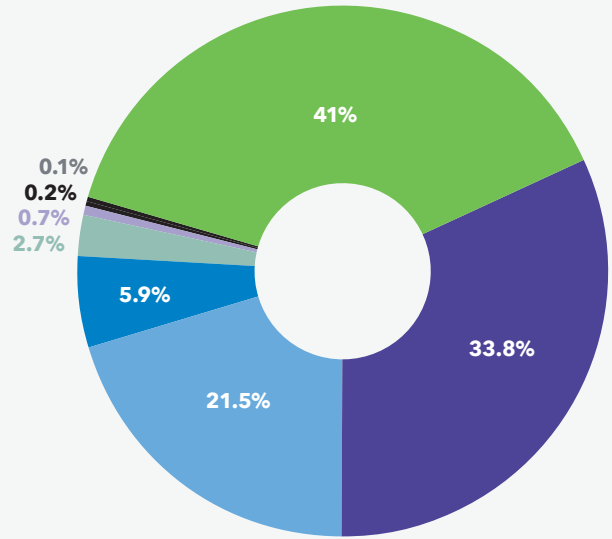




## WORKFORCE RACE/ETHNICITY



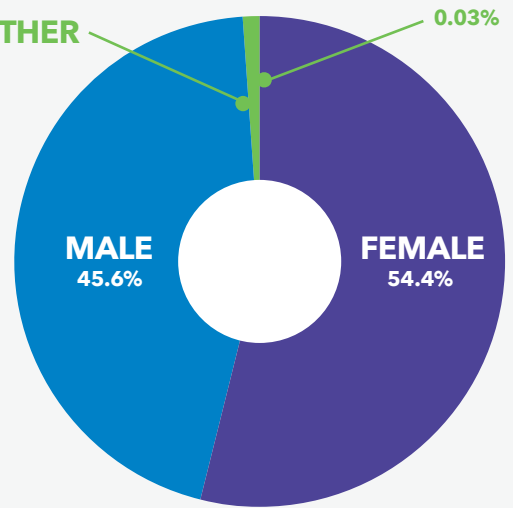
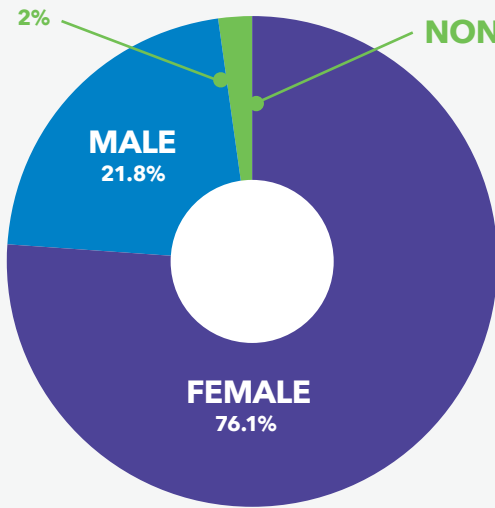
## CFI CLIENT RACE/ETHNICITY



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

## DIVERSITY: A STRENGTH OF OUR WORKFORCE AND CLIENTS

At CFI, our workforce and client populations are a vibrant tapestry of backgrounds, perspectives, and talents. This serves as the foundation of an environment where everyone is valued. Embracing diversity ensuring that CFI stands for unity and understanding.



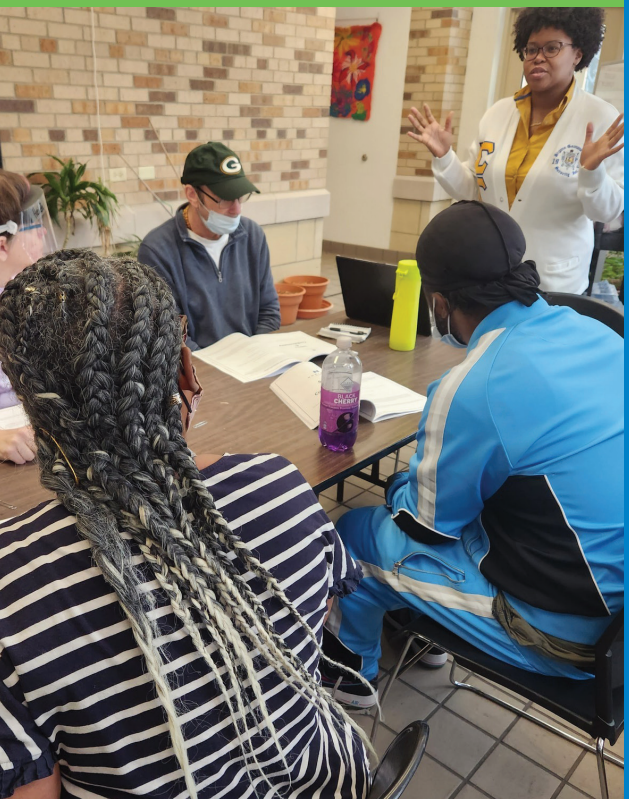
## WORKFORCE GENDER

## CFI CLIENT GENDER



# D&I IN ACTION

WORKING IN THE COMMUNITY  
WITH CONNECTIONS AND OUTREACH  
THROUGH QUALITY PROGRAMS









# WORK-PLACE

At the heart of Centers for Independence’s 2023 year of action, lies a profound commitment to fostering an inclusive workplace. Recognizing the strength within diversity, CFI strives to create a workplace culture where every individual feels valued and knows their voice is heard. Our intentionality in the workplace reflects our belief in the transformative power of diverse perspectives and the collective strength it brings to our organization.



## 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.”

## OUR THIRD ANNUAL D&I LEADERSHIP CONFERENCE

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Our dedication to leadership growth through cultural competency was exemplified at our D&I leadership conference. Keynote presentations by Judge Derek Mosley on “Unconscious Bias” and Kim & Laurice from CESA 6 on “Inclusive Conversations” provided actionable insights for fostering inclusivity and effective communication within our diverse workplace.

## 2023 SUPERUSERS

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We commend the 11% of our CFI team, known as Superusers, for completing six hours or more of D&I cultural competency sessions versus our 2-hour minimum requirement. Leading through example, they inspire our organization, demonstrating the profound impact that dedicated involvement in diversity and inclusion initiatives can have. Thanks to their contributions, we’ve seen stronger client relationships, a more inclusive workplace culture, and enhanced services.

## “WHAT’S GOING ON” DIALOGUE SESSIONS

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In 2023, CFI took pride in our “What’s Going On” dialogue sessions, a collaborative initiative with our Employee Assistance Program, FEI. These sessions testify to our commitment to creating safe, psychological spaces for open dialogue. Upholding the principles of shared stories, active listening, and authentic self-expression, they have become a cornerstone of our inclusive culture. Each meeting is a step forward in understanding and respecting the unique perspectives that shape our diverse workforce.

## CULTURAL COMPETENCE DEVELOPMENT SESSIONS

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In 2023, CFI’s commitment to cultural competence was highlighted through a series of cultural competency sessions that accurately reflected the diversity of our clients and staff. We explored significant cultural milestones, hosting sessions for Black History Month, Women’s History Month, the 60th anniversary of MLK’s “I Have a Dream” speech, Pride Month, and Veterans Day. Aimed at elevating the level of cultural understanding within our team, these sessions were pivotal in creating a workplace that honors and recognizes diverse histories and experiences, fostering an atmosphere of inclusion.

## GRIEF AND LOSS SUPPORT GROUP

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A highlight of 2023 at CFI was the continued success of our Grief and Loss Support Group. This initiative, facilitated by our Employee Assistance Program (FEI), offered monthly sessions for employees to come together, share experiences, and find support in dealing with various forms of loss. Available both in-person and online, the group underscored CFI’s deep commitment to fostering a culture where employee well-being is prioritized, recognizing the profound impact that personal grief can have in the workplace.

# COMM- UNITY

Centers for Independence took its commitment to diversity and inclusion far beyond the workplace and into the community in 2023. Dedicated to meaningful engagements, CFI celebrates and supports efforts to promote diversity within the local community. Our actions reflect our belief in the transformative power of inclusive collaboration, reinforcing CFI's role as a leader and active participant in creating a community that values and embraces diversity.

## MOBILIZING COMMUNITIES 4 A JUST RESPONSE GRANT (MC4JR)

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CFI partnered with other organizations in 2023 to study the impact of COVID-19 on employment and income in 12 Milwaukee zip codes. The goal was to develop recommendations to reduce disparities and ameliorate the effects of the pandemic on marginalized communities.

In 2023, CFI's commitment to community engagement and health equity was brought to the forefront with President/CEO Leif Elsmo and Senior Director of Diversity and Cultural Competence Al Hill appearing on WNOV's "Community Voice." Al shared insights from the Mobilizing Communities For a Just Response grant and its role in our social responsibility initiatives, while Leif outlined a vision for CFI's increased advocacy on health equity and disparity issues in Milwaukee, reflecting our deeper integration into the community we serve.



## WNOV COMMUNITY FAMILY RESOURCE FAIR

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In collaboration with Talent and Acquisition, CFI's Diversity & Inclusion team joined the 2023 WNOV Community Family Resource Fair at Clinton Rose Senior Center to weave deeper ties with the community.



# MOVING FORWARD

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## EMBRACING EQUITY IN DEI

As we progress, CFI is excited to begin integrating Equity into our Diversity & Inclusion efforts, signifying a shift towards a comprehensive DEI model. Our goal is to ensure equitable opportunities and advancement across the organization, reinforcing the foundation for a truly inclusive workplace.

## ADVANCING THE MMAC PLEDGE

As we look ahead, CFI is steadfast in our efforts to fulfill the MMAC pledge, committing to increase the representation of Black and Brown individuals in our workforce by 15% and management by 25%. This initiative is central to our ongoing mission to cultivate a more diverse and equitable workplace.

## COMMITMENT TO ACCESSIBILITY

In tandem with our DEI initiatives, CFI is enhancing its focus on accessibility. We are dedicated to creating an environment that is fully accessible to all employees, recognizing that inclusivity means providing the necessary accommodations and support to enable every team member to contribute to their fullest potential.

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