A HOME FOR ALL, A WORLD WITHOUT BIAS
"Diversity, Equity, Inclusion, and Belonging (DEIB) practices are policies and procedures that, when embedded into the systems and structures of agencies, seek to expose and dislodge dominant cultural bias and systemic racism from our organizations. Additionally, DEIB is an intelligent business practice. Creating diverse environments, not monoliths of experience, thought, and culture, will generate ecosystems where people feel safe to be themselves. People can tap into their richest talents when they understand that the organization values their authentic selves. Together, there's nothing we can't achieve."

Mick Hughes
Director of People and Culture

"I see the DEIB work at Compass as critical to making the organization the best possible. Our efforts in this area impact our workforce, client base, and the organization’s culture. The work is dynamic, constantly evolving, and ongoing. At times it is fun, and at times it is really difficult, but it is always of utmost importance. A diverse team enables us to explore avenues of creativity and direction that we would not have considered otherwise. Valuing, respecting, and celebrating our differences means we will be a better workforce and a stronger service provider. The stronger we become in all aspects of Diversity, Equity, Inclusion, and Belonging, the greater our innovation, the better our decision-making, the healthier our culture, and the higher our levels of engagement and retention. All of these contribute to our ultimate goal – being the best resource we can be for the families we serve."

Erica Kisch
CEO
"As the Director of DEIB, I am honored to share our organization’s commitment to fostering a thriving community where everyone feels valued, included, and has a true sense of belonging. Our nonprofit organization recognizes that ending family homelessness requires more than providing shelter and support. It demands an unwavering dedication to creating an inclusive environment that embraces diversity in all its forms. We understand that when people from different backgrounds, experiences, and perspectives come together, we unlock the power of collective creativity, empathy, and innovation. To end family homelessness, we firmly believe hiring and maintaining a diverse workforce is the right thing to do and the key to achieving our mission. We seek individuals who bring our organization a rich tapestry of identities, skills, and talents. By assembling a team that reflects the diverse communities we serve, we enhance our ability to understand and address the unique needs and challenges faced by families experiencing homelessness. Diversity alone is not enough. Inclusion is the cornerstone of our efforts. We strive to create an environment where everyone’s voice is heard, respected, and valued. We are committed to breaking down barriers and fostering a culture that promotes collaboration, empathy, and open dialogue. Our inclusive practices empower our team members to contribute their unique perspectives, ideas, and solutions, ensuring that our strategies are comprehensive and effective. Equally important is our unwavering dedication to cultivating a strong sense of belonging. We recognize that true transformation happens when individuals feel deeply connected to our organization’s mission, values, and people. By fostering an environment where every team member feels seen, heard, and supported, we create a strong foundation for collaboration and impact. We celebrate the diversity of our staff and actively work to create spaces where individuals can bring their whole selves to work without fear of judgment or exclusion. Reflecting on our DEIB initiatives this past year, we are proud of our progress. We have expanded our recruitment efforts to reach a broader pool of talented individuals, implemented bias-free hiring practices, and provided comprehensive diversity training to all staff members. However, we acknowledge that there is always more work to be done. Our commitment to DEIB is ongoing, and we will continue to listen, learn, and adapt our strategies to create a more inclusive and equitable organization. We are dedicated to building bridges, fostering understanding, and challenging systemic barriers perpetuating inequality. I want to thank our dedicated team members, supporters, and partners who share our vision and contribute to our DEIB efforts. Together, we are making a profound difference in families experiencing homelessness. Thank you for taking the time to learn about our DEIB initiatives. We invite you to join us as we strive to create a world where every family has a safe and stable place to call home."
In our ongoing commitment to fostering a culture of inclusivity, our nonprofit organization remains dedicated to practicing inclusive language across all aspects of our work. We firmly believe our chosen words can shape perceptions, challenge biases, and create a welcoming and affirming environment for all. Language is critical in promoting diversity, equity, and inclusion, reflecting our values, and shaping our interactions. By using inclusive language, we strive to ensure that everyone, regardless of their background or identity, feels seen, respected, and valued within our organization. To support this commitment, we are excited to announce that all new hires will receive a copy of The Inclusive Language Handbook. This invaluable resource serves as a guide to using language that promotes understanding, respect, and dignity for all individuals. It offers practical advice, insights, and best practices for communicating inclusively in written and verbal forms. By equipping our team members with The Inclusive Language Handbook, we empower them to be conscious and intentional in their use of language, both within our organization and when engaging with the communities we serve. This collective effort ensures that our communications, policies, and practices are free from exclusionary or harmful language, fostering an environment where everyone feels valued and respected. Furthermore, we encourage ongoing dialogue and learning around inclusive language. By engaging in these conversations, we cultivate a culture of awareness, empathy, and growth while continuously improving our efforts to create a truly inclusive and equitable environment. Together, let us embrace the power of inclusive language and celebrate the richness of diversity within our organization and beyond. By choosing our words thoughtfully and intentionally, we create a more inclusive and welcoming space where all individuals can thrive and reach their fullest potential.

Allybot for Slack

We believe our team deserves to feel included. Employees that use Slack to communicate have access to Allybot to promote inclusive language and help everyone become better allies.
About Compass Family Services

Together, we can end family homelessness.

Historical overview of the agency
At Compass Family Services, we’re passionate about helping homeless and at-risk families become stably housed, emotionally and physically healthy, and economically self-sufficient. Compass was founded in 1914 as Travelers’ Aid San Francisco to assist the 18.5 million newcomers who visited the city of San Francisco for the 1915 World’s Fair. Since then, our history has followed the trajectory of San Francisco’s history, serving the most vulnerable populations during the Great Depression, World War II, immigrants, and refugees from Asia in the 1950s, and homeless youth during and after the Summer of Love. Today, while helping families secure long-term housing, Compass Family Services provides the most comprehensive support services for distressed people. We’re proud of our 100+ year legacy of serving San Francisco’s people.

Organizational Core Competencies
Adaptable, Accountable, Client-Centered, Collaborative, Resourceful, and Committed to Diversity, Equity, Inclusion, and Belonging (DEIB)

Mission
We help homeless families and those at imminent risk to achieve housing stability, economic self-sufficiency, and well-being.

Our Commitment to Diversity, Equity, Inclusion, and Belonging
Compass Family Services boasts a strong passion for social justice. We embrace the idea that Diversity, Equity, and Inclusion contribute to our success and strive to look at everything we do through this lens. We are committed to the pursuit of Diversity, Equity, and Inclusion in all aspects and areas of our work, in both internal and external relationships – as they impact our clients, our staff, our stakeholders, and our place in the community. We believe that we can empower families to achieve housing stability, self-sufficiency, and well-being by creating a system that is equitable and a culture of inclusion that leverages diversity. We understand that this work is a continuous process while at the same time recognizing that it is critical to our success and integrity as an organization.
DEIB Strategic Pillars

Recruitment and Hiring
Prioritize the recruitment of diverse and talented candidates from marginalized communities.

Education
We are committed to creating a workplace of “culture adds,” not culture fits, allowing employees to bring their authentic selves to work daily.

Sustainability
Team alignment and DEIB are critical components of creating engaged, fulfilled, effective teams.

Strategic Initiatives Overview

- **Inclusivity and Belonging:** Social Calendar, Internal Employee Engagement Activities, Monthly Trivia and Prizes
- **Staff Development and Training:** Personal and Professional Development Resource Sharing, Inclusive Language Training, and Inclusion Language Handbook (all staff), Training Day Committee creation, Outside speaker network for staff development
- **Talent Acquisition:** DEIB-specific interview questions, Organizational partnership list to solicit more diverse talent from marginalized communities, Job description analysis
- **Programmatic Efforts:** Inclusion Talk Series, Diversity Poster Series, Formalized DEIB Budget, DEIB Taskforce
- **Communication:** Written Acknowledgement of Cultural Observances, Organizational proclamations, Inclusive Communications Guide, DEIB-specific website additions
- **Policy Audit and Development:** Employee Handbook Audit (inclusive and degendered language/policy audit and suggestions), Translation Policy co-design, Work from Home Policy co-design, Written plan to Hire More Black Staff, Implicit Bias / Harm Reporting Tool

Executive Representation:
Senior Leadership Team (SLoT), Management Team, DEIB Board Committee

LAND

ACKNOWLEDGEMENT

Compass Family Services acknowledges that we are in the unceded ancestral homeland of the Ramaytush Ohlone and Coastal Miwok peoples, who are the original inhabitants of the San Francisco Peninsula. As the indigenous stewards of this land and by their traditions, the Ramaytush Ohlone and Coastal Miwok peoples have never ceded, lost, nor forgotten their responsibilities as the caretakers of this place, as well as for all people who reside in their traditional territory. We affirm the sovereign rights of their community as First Peoples and are committed to supporting the traditional and contemporary evolution of the Native American communities and uplifting contemporary indigenous voices and culture.
COMPASS CHILDREN’S CENTER

Compass Children’s Center
Inclusivity Statement
Serving Size: All students
Servings Per Container: 365 days a year

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Kindness begins with me. We want Compass Children’s Center to be an inclusive and diverse place for learning where all children and staff are accepted. Learn more at www.compass-sf.org

Compass Children’s Center (CCC) offers full-day early education and childcare with a curriculum focusing on social and emotional development for children, ages 0–5, from homeless and extremely low-income families.

Diversity Poster Project

In our agency’s pursuit to end family homelessness, we recognize the critical role that our children’s center plays in supporting the social and emotional development of young children aged 0 to 5. As the Director of Diversity, Equity, Inclusion, and Belonging (DEIB), I am delighted to highlight the importance of visual representation through our diverse poster collection, which can be found throughout the center. We firmly believe that visual representation is a powerful tool in nurturing a sense of belonging and promoting inclusivity among our young learners. Our collection of diversity posters showcases a range of cultures, languages, and ethnicities, ensuring that every child who enters our center can see themselves reflected and celebrated. These posters, thoughtfully designed in multiple languages, including English, Spanish, Arabic, and Mandarin, affirm our commitment to diversity and inclusion. By exposing children to a wide array of cultures and languages from an early age, we foster an environment that celebrates and respects the diverse backgrounds and experiences of our children and their families. These posters act as windows into different cultures, promoting curiosity, empathy, and a greater appreciation for the world’s rich diversity. Furthermore, our diverse poster collection also allows children to develop language skills and cultural competence. Seeing words and phrases in multiple languages encourages linguistic exploration and understanding while promoting a global perspective. It lays the foundation for embracing linguistic diversity and building bridges of communication and understanding in an increasingly interconnected world.
We are deeply committed to accessibility and ensuring that our resources, services, and information are available to everyone, regardless of their abilities. We recognize that inclusivity extends beyond physical spaces and encompasses digital platforms. With this in mind, we have made significant strides in enhancing the accessibility of our website, prioritizing compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 level AA criteria. Before our partnership with the renowned accessibility company accessiBe, our website faced challenges in meeting the necessary compliance standards. We recognized the importance of addressing these issues to ensure that individuals with disabilities could navigate and engage with our website seamlessly. Through collaboration with accessiBe, we embarked on a transformative journey to make our website fully accessible. The team at accessiBe conducted a comprehensive accessibility audit and implemented cutting-edge technologies to enhance our website’s compliance. Leveraging artificial intelligence (AI) and machine learning, accessiBe addressed various barriers, such as providing alternative text for images, enabling keyboard navigation, improving color contrast, and enhancing screen reader compatibility. These measures have significantly improved the usability and accessibility of our website, making it more inclusive for individuals with disabilities. We proudly announce that our website now meets the WCAG 2.1 level AA criteria, ensuring an accessible online experience for all users. This achievement reflects our commitment to equity and inclusion, as it allows individuals with visual impairments, mobility limitations, or other disabilities to access vital information, engage with our initiatives, and contribute to our mission of ending family homelessness. However, our dedication to accessibility does not end here. We understand that accessibility is an ongoing journey, and we will continue collaborating with accessiBe to monitor and improve our website’s accessibility regularly. We remain attentive to feedback from our users, especially individuals with disabilities, as their perspectives and experiences are vital in shaping a truly inclusive online presence.

**DEIB Taskforce**

- **Purpose:** The Compass Diversity, Equity, Inclusion, & Belonging Taskforce has been established to develop resources and action steps for our agency, clients, and network to put into action. This committee provides culturally rich programmatic opportunities for our organization and our clients.

- **Aim:** To leverage our diverse backgrounds and experiences to establish a framework for organizational culture and examine diversity, equity, inclusion, and belonging (DEIB) in our policies, procedures, and practices. At every stage of organizational growth, our commitment is to continue these diversity efforts and support our company’s mission of eradicating homelessness.

- **Values:**
  - **Cultural Diversity** - We are dedicated to supporting an environment that respects diverse traditions, heritages, and experiences and their enrichment of our community.
  - **Education** - We support expanding and implementing various curriculum studies, professional development, and community programs.
  - **Inclusion** - We strive to create an inclusive community for all, regardless of race, ethnicity, gender, creed, culture, beliefs, and/or abilities.
Investment in Professional Development

We recognize that the success of our mission to end family homelessness relies on our team’s skills, expertise, and growth. We have prioritized a robust professional development program to ensure our staff members have the tools and knowledge necessary to excel in their roles. This program encompasses many trainings, workshops, and targeted learning opportunities that empower our staff to continually enhance their skills, expand their knowledge, and stay up-to-date with best practices in their respective fields. Our professional development initiatives are designed to foster a culture of continuous learning and growth. We provide access to relevant training resources internally and through partnerships with external experts and organizations. By investing in these areas, we equip our staff members with the necessary tools to navigate the complex challenges associated with family homelessness and ensure the provision of high-quality services. We also encourage staff members to participate in industry conferences, seminars, and workshops to stay informed about emerging trends, research, and innovative practices. We foster collaboration, knowledge sharing, and cultivating diverse perspectives by connecting our team members with external networks and learning communities. We understand that professional development is not a one-size-fits-all approach. We value our staff’s unique talents, aspirations, and career paths. We believe a highly skilled, motivated, and empowered workforce is key to achieving our mission. Moreover, this investment promotes a culture of inclusivity and equity, providing equal opportunities for advancement and fostering a sense of belonging among all team members.

- Institute for Diversity Certification – Certified Diversity Professional (CDP)
- The Diversity Leader’s Intensive by The Diversity Movement
- Microsoft Ability Summit
- Sarah Jane Academy by Dr. Jade Singleton
- BeLOVEd Compassion Network’s “Grounding in Racial Resilience”
- Belonging At Work Summit by Rhodes Perry
- DEI Data Masterclass by Aparna Rae
- Racial Justice at Work Summit by The Winters Group
- DEI Career Course by Andrea Tatum
- ADP Inclusion Summit 2022

Founding Members:
Rhett Burden,
Spencer Lopez Ruiz,
Adam Cutsinger,
Stacy Webb,
Beth Mitchell,
Ashely Ante,
Greg Artiga,
Hannah Summerfield-Gonchar
What it is: Learning and development (L&D) is an organization responsible for empowering employees’ growth and developing their knowledge, skills, and capabilities to drive better business performance.

**“Our primary focus is to upskill and reskill our workforce.”**

**Monthly DEIB All Staff Training Topics**
- Centering Racial Equity in the Work to End Homeless: Aligning Vision with Practice at the Systems Level ft. Chandra Crawford
- The Word Choice Workshop: Every day Inclusive Language Tips
- Legal First Aid Training
- How to Be a Diversity and Inclusion Ambassador ft. Susan Caminiti, Celeste Warren, and Michelle McDaid
- Anxiety, Self-Discover, and Working Together ft. Rwenshaun Miller
- Polyvagal Theory, Trauma, and Compassion Fatigue ft. Dr. Ling
- Compassion Fatigue ft. Dr. Aja Holmes
- Cultural Competency & Humility: A Pathway to Empathy, Supporting Undocumented Families ft. Dr. Andrea Kolb
- Unmasking Racial Injustice: The Black Community’s Housing Crisis
- Disarming Micro-Aggressions: A Plan for positive workplace interactions

**INCLUSION TALK SERIES**
In celebration of the histories and contributions of historically marginalized identities, Compass Family Services commemorates cultural heritage months and identity acknowledgments throughout the year. These recognitions allow staff, clients, partner organizations, and community members to learn more about the traditions, people, scholarship, history, and current experiences of those who’ve overcome oppression to create opportunities for all. This series helps to raise awareness and provides opportunities for cross-cultural learning and connection at Compass.
o February 28 – Black History Month ft. Zo Williams

o March 28 – Women’s History Month ft. Sara Shepard

o October 31 – LGBTQ History Month ft. Bryce Cello

o November 29 – Native American Heritage Month ft. Jermaine Fowler

o December 6 – Homeless Persons Memorial Day ft. CA Senator Scott Wiener

o January 31 – Martin Luther King Jr. Day ft. Dr. Lerone Martin

o January 31 – Native American Heritage Month ft. Dr. Lerone Martin

o February 28 – Black History Month ft. Zo Williams

o March 28 – Women’s History Month ft. Sara Shepard
After each event, staff and participants can provide targeted feedback on their experience, the speaker, the topic, and future program installments.

Cultivating a People-First Culture

We recognize that fostering a culture of inclusivity and belonging goes beyond the workplace. We believe that creating a sense of community and connection among our staff members is essential to their well-being, engagement, and success. That is why we are proud to highlight our commitment to promoting inclusivity and belonging through staff outings, engagements, and opportunities for fun.

Building strong relationships and forging meaningful connections among team members is vital to creating a supportive and collaborative work environment.

To that end, we organize regular staff outings and engagements that allow our team members to connect personally outside their day-to-day responsibilities. These outings may include team-building activities, group volunteering, or recreational events promoting camaraderie and fostering a sense of belonging. We recognize the importance of incorporating fun and enjoyment into our workplace culture. We encourage staff-led initiatives to organize social events, such as potluck lunches, game nights, or wellness activities. These activities create a space for relaxation and rejuvenation, allowing our staff members to express their unique interests and talents, fostering a sense of inclusion and celebration of individuality. Furthermore, we strive to ensure that these outings and engagements are accessible and inclusive to all staff members. We actively seek input and feedback from our team to ensure activities are designed to accommodate different abilities, preferences, and needs. By incorporating diverse perspectives and actively addressing accessibility considerations, we create an environment where everyone feels valued and can participate fully.

We firmly believe that promoting inclusivity, belonging, and fun among our staff members enhances their overall job satisfaction and fuels creativity, collaboration, and innovation in our work to end family homelessness. When individuals feel supported, connected, and included, they are better equipped to contribute their unique talents and perspectives, driving our mission forward.
Teacher Appreciation Week (May 8 – 12, 2023)
- All classrooms received the book, *Say Something*
- SF Giants mascot Lou Seals visits the Compass Children’s Center (CCC)

DEIB PROGRAMMING

- National Coming Out Day
- Black Liberation Walking Tour
- Living Altars (Dia de Los Muertos)
- Virtual Speed Friendening
- Feast before the Fast
- Sunrise Gathering
- Trans Day of Visibility
- Virtual Community Space
- Unfiltered: Stories of Professionals of Color at Compass
EMPLOYEE ENGAGEMENT: the involvement and enthusiasm of employees in their work and workplace.
International Day of Pink

National Coffee Day

National dog day

National dessert day

National cheese pizza day

National croissant day
National ice cream day

Star Wars Day

National Wear Red Day

Wacky dress day

World smile day
Culture of Community

We firmly believe that ending family homelessness requires more than just providing shelter and support. It demands active engagement with the broader community, fostering social and civic participation to address the systemic challenges at the heart of this issue. We are proud to highlight our commitment to social and civic engagement as an integral part of our work. Through our social and civic engagement initiatives, we empower our staff, volunteers, and supporters to become advocates for change. We encourage them to participate in community events actively, collaborate with local organizations, and engage in advocacy efforts to address the root causes of homelessness and advocate for policy changes that promote housing stability and equity. By fostering these connections and collaborations, we create a network of individuals and organizations dedicated to creating lasting solutions. We believe collective action and partnerships are crucial in driving systemic change and creating a community where every family can access safe and stable housing. Through our commitment to social and civic engagement, we envision a society where homelessness is not just seen as an individual issue. Still, as a collective responsibility. We are grateful for the dedication and passion of our staff, volunteers, and supporters, who tirelessly contribute their time, skills, and resources to make a positive impact.

- SF AIDS Walk
- San Francisco Pride
- Phoenix Day Community Event
- Refettorio San Francisco: Farming Hope
- Off The Grid: at Fort Mason
- San Francisco Giants games
- Redwood Credit Union lunch
- Rodgers & Hammerstein’s Oklahoma!
**Trivia & A Prize**
A friendly monthly all-staff trivia competition where folks can win amazing prizes.

**Past prizes**
- Red Hot Chili Peppers Global Stadium Tour tickets
- Goodguys 35th Racedeck West Coast Nationals
- Greenlights book by Matthew McConaughey
- San Francisco Botanical Garden membership
- Kountry Wayne (Help Is on The Way Tour) tickets
- A signed box set of Pretty Little Liars
- 49ers tickets
- Heart Talk book by Cleo Wade
- Sammy Hagar & The Circle concert tickets
- Stador K23 Wireless Earbuds
- Scented candles
- 369 Manifestation Journal

**Workforce Demographics**
I am pleased to report our nonprofit organization’s unwavering commitment to transparency regarding workforce demographics. We firmly believe that transparency is a cornerstone of our commitment to diversity, equity, and inclusion, and we recognize the importance of openly sharing our progress and challenges. To demonstrate this commitment, we regularly and widely report our EEO-1 workforce demographic data annually. The EEO-1 report provides valuable insights into the representation of various demographic groups within our organization, including gender, race, and ethnicity. By making this information readily available, we foster accountability, invite dialogue, and create a platform for ongoing improvement. We understand that diverse perspectives and experiences enrich our organization, enhance decision-making, and contribute to our mission of ending family homelessness. Through transparent reporting of our EEO-1 data, we seek to promote a culture of inclusion and hold ourselves accountable for creating an equitable and diverse workforce. Transparency in reporting our workforce demographics also allows us to identify areas where we may need to intensify our efforts. It catalyzes meaningful action, guiding our DEIB initiatives and helping us to address any disparities or gaps in representation. We can openly acknowledge our challenges and collaborate with stakeholders to develop targeted strategies and initiatives that drive positive change. In addition to reporting our EEO-1 data, we are committed to sharing our progress, milestones, and learnings related to DEIB efforts with our staff, board members, stakeholders, and the wider community. Through regular updates, newsletters, and public communications, we provide insight into our steps to create a more inclusive and equitable organization.