

2 0 2 3 A N N U A L R E P O R T

DIVERSITY, EQUITY AND INCLUSION



OMNI

Family of Services

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INTRODUCTION

INTRODUCTION

Welcome to our Annual Diversity, Equity, and Inclusion (DEI) Report, a comprehensive overview of our organization's commitment to fostering a diverse, equitable, and inclusive workplace.

This report serves as a reflection of our ongoing efforts to create an environment where every individual is valued, respected, and provided with equal opportunities for success.

Diversity is not only a core strength but also an essential component of innovation, creativity, and overall organizational excellence. We believe in cultivating an inclusive culture that not only celebrates our differences but also actively seeks to address systemic inequalities.

This Annual DEI Report provides a transparent account of our progress, initiatives, and recommendations related to diversity, equity, and inclusion.

We invite you to join us on our journey toward creating a workplace that reflects the rich tapestry of diversity. Your feedback, insights, and collaboration are invaluable as we strive to make meaningful and lasting contributions to the broader DEI landscape.

Please contact Dot Coffey at dcoffey@theomnifamily.com or Chris Moynihan at cmoynihan@theomnifamily.com if you have questions.



A LETTER FROM LEADERSHIP



When Omni Family of Services formally introduced our Diversity, Equity and Inclusion function in 2021, we understood that nurturing a diverse and inclusive culture was not just a business imperative. It was a reflection of our company's mission and values and a cornerstone of the work our teammates do each day.

While the work of this team is relatively new to our organization, it's had profound effects on our culture. In 2023, our DEI Committee's efforts took hold in exceptional new ways. Between our second annual DEI Presentation on Inclusion, our first annual DEI Challenge, as well as new DEI activities and resources, the DEI Committee has expanded the opportunities for learning and connection among our teams. And the feedback we've received has been overwhelmingly positive. We are proud of all we have accomplished on this journey thus far, but we know our work is far from done.

Looking forward, as we continue to learn and evolve, our goal is to be an organization worthy of emulation by others in the human services industry. We are incredibly appreciative of the work of this DEI Committee in ensuring a stronger future for all... until everyone thrives!



Jane Wintz



Eric Strickland



Nichole Young



Mark Just

DEI Committee Members



Danielle Akins



Michael
Blasingim



Bev Brown



Ruthanne
Higgins



Travis Chance



Dorothyanna
Coffey



Rochelle
Conway



Eric Moore



Chris
Moynihan



Skylar Oakley



Jennifer Wigal

DEI Committee

Officially launched in August 2021, Omni's DEI Committee is truly representative of our enterprise and is comprised of employees across programs and functions, geographies, demographics, and organizational roles.

Committing to a one-year term, members serve on one of four sub-groups: Analytics, Training & Education, Outreach, and Communications.



MISSION AND VALUES

OUR MISSION

We live in a world of great diversity – gender, race, culture, age, sexual orientation, abilities, skills, experience, values, hopes, fears, and dreams.

In human diversity we see strength and the uniqueness that each of us can contribute to the greater good. DEI's mission is to help cultivate empathy, respect, and to celebrate our differences. We are dedicated to promoting cultural competency and advocate for policies and procedures that promote diversity, equity, and inclusion across the entirety of the organization. The Omni Family is committed to being an inclusive organization where all employees feel valued, respected, and engaged.

For this purpose, the DEI committee strives to:

Ensure a highly qualified and diverse organization in all areas and at all levels.

Actively seek out and encourage diverse ideas, perspectives, and points of view.

Establish an inclusive work environment that respects and embraces diversity.

Diversity

Diversity is a representation and intersectionality of our collective and individual identities, positionalities, values, beliefs, and lived experiences. We acknowledge the importance of creating environments that consider and respect all elements of human experience and always strive for empathic action. The ability to navigate diversity, like practicing empathy, is a prosocial skill that can be developed over time with cultural humility, intentionality, and knowledge.

Equity

One of DEI's goals is to help create conditions that allow all persons within the Omni Family to thrive. Rather than treating every individual equally and identically, equity practice presumes diversity and requires ongoing action to identify and eliminate barriers that presently prevent the full, meaningful participation and inclusion of certain individuals and groups. To achieve this vision, equity calls for us to intentionally invest in programming and supports that nurture the strengths of people with underrepresented identities while also addressing their distinctive needs.

Inclusion

Inclusion fosters a culture of belonging by bringing and empowering traditionally excluded voices into decision-making processes. Inclusion mandates the establishment of a balance of power and shared rights within a group, organization, or institution. Inclusive spaces are empowering environments where each voice is valued and supported to actively participate through purposeful, deliberate, and authentic efforts, while understanding that no one person is representative of an entire community.

OUR VALUES

Embracing Diversity

The ongoing attitude of respectful curiosity and reflective process of learning from and empowering others through expressed appreciation for their uniqueness.

Safety

The freedom from physical, emotional, social, and professional harm for staff and consumers.

Trustworthiness

The steadfast dedication to openness and authenticity in all interactions through fair and equitable practices demonstrated through clarity in roles, expectations, and information.

Emotional Intelligence

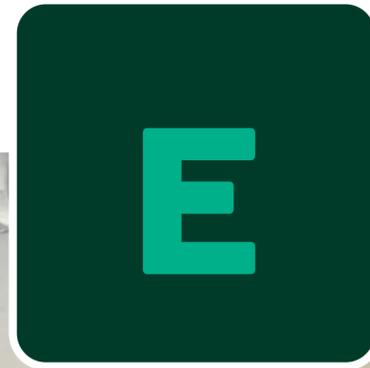
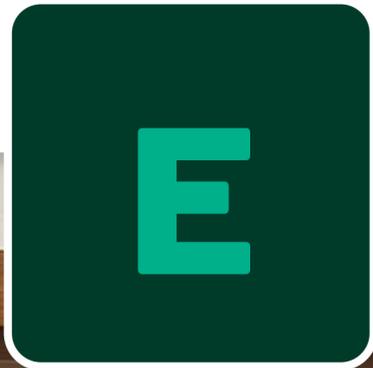
The demonstrated capacity to perceive, understand, and manage emotions, resulting in compassionate relationships with self and others.

Empowerment

The process of eliciting and promoting voice and choice by recognizing, affirming, and building on strengths and resiliencies to encourage hope, healing, and growth.

Mindful Collaboration

The intentional and thoughtful partnering with respectful listening and mutuality across organizational structure (from leadership to staff to clients to external stakeholders) resulting in the meaningful sharing of vision and decision-making.





SUB-GROUP REPORTS

TRAINING AND EDUCATION



TRAINING AND EDUCATION

2023 Education/Training

There were two Training/Education recommendations submitted to executive leadership in the 2022 Annual Report. The first was to identify qualified external speaker(s) to conduct mandatory all-staff training/presentation. Because of the success of the 1st DEI presentation conducted in 2022, this recommendation was approved. The second recommendation was to identify and include an annual DEI course in Relias for all training plans. This recommendation was also approved.

The DEI training/education sub-committee worked together to ensure these two recommendations were completed. The Omni Family held its 2nd companywide DEI Presentation on August 1st, 2023, with over 400 employees attending. It was conducted by People3. People3 is a corporation that provides diversity and inclusion training. They help organizations navigate diversity and cultural differences among the employees and the clients/families that they serve. The People3 team worked with the DEI committee to curate customized and impactful training. We look forward to a continued partnership with People3 for our future DEI training needs.

The DEI training/education sub-committee reviewed and vetted several DEI courses that are available in the company’s learning system, Relias. The team recommended the course “Introduction to Cultural Variations in Behavioral Health for Paraprofessionals” as the required DEI course to be completed by all new hires. The course was reviewed and vetted by the full DEI committee and company leadership and approved.

It is this committee’s continued goal to infuse the values of DEI throughout the organization’s culture. As the Omni Family continues to grow, the importance of keeping the DEI conversation and learning opportunities at the forefront is imperative. We are confident that the knowledge and skills gained from continued training and presentations will have a lasting, positive effect on our organization, our employees, and the families and communities we serve.

Subgroup Members: Rochelle Conway, Ruthanne Higgins, Skylar Oakley



OUTREACH



OUTREACH

Business Case for DEI Outreach

Diversity, equity, and inclusion (DEI) outreach within an organization is critical, as it helps create a more inclusive, fair, and high-performing workplace. Below are some key reasons for the importance of DEI outreach within an organization:

Improved Workplace Culture: DEI outreach efforts can help foster a more inclusive and welcoming workplace culture. When employees feel valued and respected for their differences, it creates a positive and supportive environment.

Social Responsibility: Many organizations recognize the importance of being socially responsible. Promoting diversity, equity, and inclusion is not only the right thing to do but also aligns with broader social and ethical values.

Community Engagement: Organizations with strong DEI outreach initiatives can build positive relationships with the communities they operate in. This can enhance their reputation and social impact.

Reduced Turnover: High turnover is costly for organizations. DEI outreach can help reduce turnover, as employees are less likely to leave an organization where they feel included and valued.

Better Decision-Making: Inclusive teams are more effective at decision-making. They consider a wider range of perspectives and are better equipped to identify potential biases or blind spots in their choices.

Talent Attraction and Retention: Inclusive organizations are more likely to attract a diverse range of top talent. Furthermore, employees are more likely to stay in organizations where they feel that their backgrounds and contributions are recognized and appreciated.

Empowerment: Outreach and DEI initiatives empower marginalized groups to be active participants in decision-making processes, thereby giving them a voice and influence in shaping their futures.

Subgroup Members: Danielle Akins, Dot Coffey, and Chris Moynihan



In summary, community outreach and diversity, equity, and inclusion are fundamental for creating fair, just, and thriving societies and organizations. They promote inclusivity, innovation, social cohesion, and overall well-being, and are crucial for addressing systemic inequalities and biases.

OUTREACH

2023 Outreach Initiatives

Supported by the DEI Committee and OFS Leadership



Southern Word Friendraiser Sponsorship

On August 1st, 2023, several members of the DEI Committee and leadership attended the Annual Southern Word Friendship Fundraiser. Southern Word is a non-profit in Tennessee that offers creative solutions for fostering an engaged youth culture by addressing literacy, diversity, and social emotional needs.

Franklin Justice and Equity and Coalition Juneteenth Sponsorship

The Omni Family of Services was a sponsor for the 2023 Franklin Justice and Equity Coalition Juneteenth Festival. OFS was highlighted on the agency’s social media page and website as a sponsor, along with other community organizations.



Company-Wide DEI Challenge

The Omni Family of Services made a call to all teams to participate in an organization-wide DEI challenge. This was an opportunity to learn more about how DEI impacts our immediate communities, organization, and teams. This initiative supported our organization’s DEI mission to help cultivate empathy, respect, and to celebrate our differences. The challenge kicked off on May 18th and ended on September 29th. A minimum of 3 participants was required. Activities were voluntary and included exposure to new learning related to diverse cultures, groups, individuals, and experiences.

A total of 169 individuals across The Omni Family of Services. Each state was represented (Tennessee, North Carolina, Kentucky, and Indiana) with a total of 31 individual team submissions resulting in over 540 cumulative hours dedicated to this DEI initiative.

Recognition: Each team will be recognized for their participation during our quarterly town hall meeting and presented with an Omni Family DEI t-shirt, a certificate of participation, an Omni Family of Services tumbler, and a sponsored pizza party.

COMMUNICATIONS



COMMUNICATIONS

Sharing the message of inclusion

This subgroup is focused on sharing a message of inclusion with internal and external audiences. In 2023, the Communications focused much of its efforts in maximizing the tactical work of the DEI Committee.

Subgroup Members: Michael Blasingim, Dot Coffey, and Jennifer Wigal

Some deliverables achieved to date include:



Production and Distribution of Omni's DEI Report

While the content for the DEI Annual Report is created across DEI Committee Subgroups, the Communications Subgroup compiles the content, provides direction to the graphic design team, and manages the editing process. Once finalized, the Subgroup distributes the report internally and shares the report on the Omni Family of Services website for external audiences.



Promoting Our DEI Training

The Communications Subgroup developed and implemented the internal communications to promote our second company-wide DEI Presentation. Presented by People3, and focused on the elements of inclusive organizations, the subgroup promoted the session via Omni News and Omni Family Today.



DEI Challenge

In its first year, the DEI Committee's Outreach Subgroup chose to launch the DEI Challenge, a contest encouraging further learning and growth among Omni's employees. The Communications Subgroup regularly promoted program details over the course of five months via Omni News and Omni Family Today. Additionally, the subgroup is responsible for the production and distribution of reward items that will be presented to all DEI Challenge participants.

ANALYTICS



WORKFORCE DEMOGRAPHICS

Organizational Analysis

The Engage DEI organizational assessment data in combination with the demographic data of the workforce begins to create a picture of Omni's DEI-related strengths and opportunities for growth. The following points stand out as notable:

A significant take away from the DEI survey is the overall increase in positive response for every question. This implies that Omni's DEI efforts are having positive results in the workforce overall. **92%** of respondents felt "they were treated fairly and with respect by the people they work with." Only **2%** disagreed, which is a **3%** decrease from the 2022 survey. **91%** surveyed felt that "the people they work with everyday respect employees of different races, sexual-orientations, genders, gender identities, and ages."

Last year's survey demonstrated a need for improvement in company communication around diversity and policies. Due to intentional efforts around this finding, this year we saw a **5%** approval increase in the way the company is communicating about its diversity policies and practices. Additionally, only **1.5%** of the workforce felt that their manager had not shown a commitment to diversity and inclusion.

Women continue to make up most of the workforce accounting for **84%** of Omni's employee population. The number of women in leadership roles continues to rise, outperforming the nationwide averages and global trends on Women in leadership. This could also suggest a need for more gender parity across roles in the organization.

The workforce is made up of **72%** White, **24%** Black or African American, and **4%** other Race/Ethnicity. While Omni continues to demonstrate its commitment to minority representation in the workforce, continued efforts remain necessary to close the representative disparity across roles in the organization.

We have seen a **4%** drop in Tenure for the 1–2-year group. This was the most significant change in Tenure. Millennials and Gen X make up the vast majority of the workforce accounting for **80%** of Omni's employee population. This suggests efforts need to be made to bring newer generations into the workforce.

The data suggests that while there are opportunities for improvement, OFS continues to enhance the overall quality of its culture creating a psychologically safe and positive work environment. The demographic data shows that OFS continues to outperform national trends when it comes to diversity in the workplace and in leadership. While there is still more work to be done, OFS is moving in a positive direction that ultimately makes for a more desirable workplace and leading to improved staff retention, higher productivity, and increased innovation.

Subgroup Members: Bev Brown, Travis Chance, and Eric Moore

WORKFORCE DEMOGRAPHICS

Workforce By	DEMOGRAPHIC	TOTAL	2020		2021		2022		2023	
			693	%	649	%	582	%	594	%
Gender	Female		562	81.1%	530	81.7%	491	84.4%	504	84.8%
	Male		131	18.9%	119	18.3%	91	15.6%	90	15.2%
Race/Ethnicity	American Indian or Alaska Native		4	0.6%	4	0.6%	2	0.3%	2	0.3%
	Asian		1	0.1%	1	0.2%	0	0.0%	2	0.3%
	Black or African American		179	25.8%	166	25.6%	142	24.4%	146	24.6%
	Native Hawaiian or Other Pacific Islander		2	0.3%	1	0.2%	1	0.2%	1	0.2%
	Two or more races (Not Hispanic or Latino)		9	1.3%	9	1.4%	10	1.7%	9	1.5%
	White		487	70.3%	458	70.6%	417	71.6%	426	71.7%
	Hispanic or Latino		11	1.6%	10	1.5%	10	1.7%	8	1.3%
	Tenure	<1 year		137	19.8%	133	20.5%	127	21.8%	160
	1-2 years		214	30.9%	157	24.2%	117	20.1%	134	22.6%
	3-5 years		146	21.1%	153	23.6%	142	24.4%	113	19.0%
	6-9 years		108	15.6%	112	17.3%	103	17.7%	103	17.3%
	10+ years		88	12.7%	94	14.5%	93	16.0%	84	14.1%
Generation	1928-1945 Silent Generation		3	0.4%	3	0.5%	3	0.5%	3	0.5%
	1946-1964 Baby Boomers		80	11.5%	73	11.2%	60	10.3%	60	10.1%
	1965-1980 Generation X		271	39.1%	257	39.6%	217	37.3%	212	35.7%
	1981-1995 Millennials		296	42.7%	257	39.6%	247	42.4%	230	38.7%
	1996-2010 Generation Z		43	6.2%	59	9.1%	56	9.6%	89	15.0%



DEI CHALLENGE

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Highlights and Participant Locations

Company-Wide DEI Challenge

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Teams

- **3LS – Human Resources & Payroll**
- **OFS Behavioral Health**
- **OFS Behavioral Health – Cookeville, TN**
- **OFS Behavioral Health – FITT East/Knoxville**
- **OFS Behavioral Health – Knoxville, TN**
- **OFS Behavioral Health – Cookeville, TN**
- **OFS Behavioral Health – Johnson City, TN (Group 1)**
- **OFS Behavioral Health – Johnson City, TN (Group 2)**
- **OFS Behavioral Health – Knoxville, TN (Group 1)**
- **OFS Behavioral Health – Knoxville, TN (Group 2)**
- **OFS Behavioral Health – Knoxville, TN (Group 3)**
- **OFS Behavioral Health – Knoxville, TN (Group 4)**
- **OFS Behavioral Health – Nashville, TN**
- **OFS Behavioral Health – Memphis, TN (Group 1)**
- **OFS Behavioral Health – Memphis, TN (Group 2)**
- **OFS Child Welfare – Johnson City, TN**
- **OFS Child Welfare – Clarksville/Cookeville, TN**
- **OFS Child Welfare – Community Based Services – IN**
- **OFS Child Welfare – Jackson, TN**
- **OFS Child Welfare – Knoxville, TN (Group 1)**
- **OFS Child Welfare – Knoxville, TN (Group 2)**
- **OFS Child Welfare – Knoxville, TN (Group 3)**
- **OFS Child Welfare – Louisville, KY**
- **OFS Child Welfare – Madisonville, KY**
- **OFS Child Welfare – North Carolina**
- **OFS Child Welfare – Paducah, KY (Group 1)**
- **OFS Child Welfare – Paducah, KY (Group 2)**
- **OFS Child Welfare – Regional & State Leadership Team**
- **OFS Child Welfare – West TN Clinical**
- **OFS Leadership and DEI Committee Members**
- **OFS Quality, System Administration & Training**

DEI CHALLENGE PHOTOS



Mad Ali's legacy to inspire generations of and advance social

passionate reach their





RECOMMENDATIONS

2024 DIVERSITY, EQUITY, AND INCLUSION

Committee Recommendations

Each year, Omni's DEI Committee reviews survey results and annual demographics and the tactical work of our sub-groups to make recommendations regarding Omni's DEI work in the coming year. This list is reviewed by Omni's executive leadership and the approved recommendations are passed to the incoming team.



1 Current Committee Strategies

- Annual External Speaker Series
- DEI Annual Report
- Annual DEI Engage Survey
- Continued Community Engagement and Involvement

2 The Science of Hope (Education and DEI Representation in Year One of Hope)

3 Expansion of Regional Leadership Participation within the DEI Committee

4 Rebranding of DEI Committee (Idea: JEDI, an icon for DEI, our brand, etc.)

CLOSING





Our DEI Committee, comprised of teammates throughout the organization, is proud to share this report with the Omni Family.

The many goals and milestones of our DE&I journey are only just beginning to form. We are committed to ensuring lasting change for the Omni Family. Thank you for your continued support and the progress we will make together.

To learn more about serving on the DEI Committee, please contact [Chris Moynihan](#) or [Dot Coffey](#).