

# BUILDING DIVERSITY AND INCLUSION FOR ORGANIZATIONAL GROWTH

## DIVERSITY ASSESSMENT AND STRATEGY BUILDING

CCSI supports organizations in developing a Diversity, Equity, and Inclusion (DEI) strategy that is aligned with and embedded into your organization's culture, mission and goals. Your DEI strategy is a journey which typically spans three years, consisting of top-down and bottom-up efforts. The strategic plan includes goals that link organizational business outcomes with DEI results, as well as goals that call for systemic change through individual approaches to education and learning.

## LEARNING AND DEVELOPMENT

CCSI's in-person learning experiences cover a range of diversity, inclusion, and cultural competence topics. The goal is to meet people where they are and educate rather than train. Training efforts are typically designed as one-time events with a focus on tolerance and sensitivity— and perhaps a small amount of skill building. Education is developmental, ongoing, and focuses on competency-building through practice, reflection, and intentionality. Educational topics can be tailored to the specific type of business, industry or organization as well as the number of participants. Learning experiences focus on:

- Understanding diversity
- Using diversity to create an inclusive environment
- Fostering authenticity
- Understanding and avoiding “Groupthink”
- Fostering cultural competence
- Explore identities and intersectionality
- Using power, privilege and agency to dismantle structural racism
- Engaging in bold, inclusive conversations
- Cracking the code of implicit bias
- Facilitating inclusion and equity dynamics for leaders



For more than 25 years, CCSI has partnered with organizations across NYS to provide the specialized management services, technical assistance, and implementation support needed to deliver innovative, high quality services across behavioral health, human services, community-based organizations, and intellectual and developmental disabilities providers.

# Kesha Carter



Kesha Carter is a CDP (Certified Diversity Professional), who also holds a Six Sigma Green Belt from Villanova University and a PHR (Professional Human Resources) certification from the Human Resource Capital Institute.

Kesha has broken barriers as the first ever Chief Diversity Officer for CCSI. In this inaugural role, Kesha is responsible for implementing efforts to change the scope of the employee landscape in ways that increases diversity in recruiting and inclusive retention practices.

As a Diversity & Inclusion practitioner and thought leader, Kesha believes that inclusion is instrumental in breaking down barriers, providing equitable opportunities and involving employees in corporate & community initiatives. Kesha is leading CCSI through a multi-phased approach with each new level on the spectrum of diversity & inclusion resulting in growth and new experiences for individual employees and the organization.

Kesha is on the board for Literacy Rochester, she is a reading tutor in the Help Me Read Program and the recruitment and selection committee chair for AALDP (African American Leadership Development) through the United Way of Greater Rochester. Kesha was a Democrat & Chronicle “Woman to Watch” in October 2016, she has facilitated D&I workshops locally and nationally for groups of various sizes and she is a member of Zeta Phi Beta Sorority, Incorporated.

Words she lives by: There is no such thing as failure, only many different lessons in how NOT to do something.

*To talk more about how CCSI's Consulting Services can help support your agency's needs, please contact:*

**Kesha Carter**

Chief Diversity Officer

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