



KAMEKA LOVE | CHIEF PEOPLE AND CULTURE OFFICER



Kameka Love is the Chief People and Culture Officer of Metropolitan Family Services (MFS), where she leads the agency's human resources vision and strategy, partners with executive leadership to drive initiatives that strengthen employee engagement, elevates talent management, and ensures the organization's long-term people strategy.

Love joined MFS with more than 25 years of HR experience across the nonprofit and for-profit sectors and is deeply committed to building strong, people-centered organizations. She previously served as the Vice President and Chief People and Culture Officer at JCFS Chicago, a leading social services agency supporting children, adults and families in achieving greater self-sufficiency.

Throughout her career, Love has been a champion for developing workplaces grounded in trust, respect and operational excellence. At JCFS Chicago, she provided strategic leadership in shaping organizational culture, advancing workforce strategies, and aligning people practices with the agency's mission.

Love has guided the development and execution of comprehensive people strategies, including the implementation of performance management systems with an emphasis on employee recognition, engagement, and a strong performance culture. She expanded onboarding programs to increase employee retention, redesigned benefits packages, developed compensation structures, and conducted data-driven analyses to improve HR outcomes while reducing costs. Her leadership reflects a consistent focus on aligning people practices with organizational mission and long-term sustainability.

Earlier in her career, Love held senior HR roles across healthcare, nonprofit and conservation sectors. As Senior Director of Human Resources at the Chicago Zoological Society, she strengthened labor-management relationships, negotiated collective bargaining agreements, advanced cultural initiatives, and provided strategic counsel to executive leadership. At HealthSpring, now Cigna, she played a central role in supporting multi-state mergers and acquisitions, ensuring compliance and coordinating people operations during times of significant organizational change. A certified mediator since 2016, Love is widely recognized for her ability to navigate complex employee relations and support conflict resolution.

Love is also an active mentor and contributor to the broader HR profession. She has served as an advisor through Taproot and Everwise and has been a featured panelist at national conferences, including the National Black Association of Law Students, where she shared insights on evolving NLRB rulings from the employer perspective. Her belief in strong relationships, transparent communication, and forward-thinking HR leadership guides her work in strengthening workforce systems and shaping resilient, mission-driven organizations.

Love earned her Bachelor of Science in Sociology with a minor in African American Studies from Austin Peay State University and her Master of Business Administration from the University of Phoenix. She also holds the SHRM-CP certification.