

AGENDA

Equity, Diversity and Inclusion Committee

Meeting Date

November 12, 2019

Time

2:30 P.M.

Location

Board Room (532)

CALL TO ORDER

Helen Arteaga Landaverde

ADOPTION OF MINUTES

Helen Arteaga Landaverde

SEPTEMBER 10, 2019

EEO REPORT

Blanche Greenfield, Esq.

DIVERSITY UPDATE

Matilde Roman, Esq.

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

**EQUITY, DIVERSITY AND
INCLUSION
COMMITTEE**

MINUTES

Meeting Date
September 10, 2019

**BOARD OF
DIRECTORS**

**EQUITY, DIVERSITY AND INCLUSION
COMMITTEE MEETING**

A meeting of the Equity, Diversity and Inclusion (EDI) Committee of the NYC Health + Hospitals Board of Directors was held on September 10, 2019 in the Board Room at 125 Worth Street, Room 532, New York City. Board Chair José Pagán presiding on behalf of Helen Arteaga Landaverde, EDI Committee Chair. Dr. Eric Wei represented CEO/President Dr. Mitchell Katz in a voting capacity.

COMMITTEE MEMBERS

José Pagán, Chair of the Board of Directors
Eric Wei, Vice President of Quality and Safety
Robert Nolan, Board Member

NYC HEALTH + HOSPITALS STAFF

Yvette Villanueva, Human Resources
Colicia Hercules, Chair's Office
Sharon McPherson, Chair's Office
Keith Tallbe, Legal Affairs/ Supply Chain Services
Matilde Roman, Diversity and Inclusion
Rinil Routh, Associate Counsel, Legal Affairs
Nicole Delts, Corporate Human Resources Director, PAGNY

CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board of Directors was held on September 10, 2019 in the Board Room at 125 Worth Street, Room 532, New York City. The meeting was called to order at 3:32 p.m. A motion to approve the minutes of the May 14, 2019, meeting was duly made and unanimously approved.

M/WBE REPORT OUT

Keith Tallbe, Senior Counsel of the Office of Legal Affairs for Supply Chain Services introduced himself. Mr. Tallbe mentioned that he serves as the M/WBE lead for the System. At the last meeting, Mr. Tallbe indicated that there was an active search for a full time staff line to support the M/WBE activities for the organization, and was happy to report that a candidate was selected. The new hire is expected to be on boarded in a month.

Mr. Tallbe noted that the new hire will present more consistent reporting to the EDI Committee. He stated that the new person will be responsible for formalizing a process in PeopleSoft to determine the actual dollars spent with our M/WBE Tier 1 (Prime) and Tier 2 vendors — who are our prime M/WBE subcontractors. The new hire will utilize the current compliance tools and process in place to provide the appropriate high-level data required for reporting.

This new person will also assist with procurement, end to end: from identifying the need through our spend reports to recognizing where there are opportunities, and meeting with business leaders to help develop procurements to increase M/WBE utilization. This person will play the role of matchmaker between the vendor and M/WBEs businesses. Another area of opportunity is engaging with similarly situated health care organizations to help identify M/WBE vendors that these hospitals are using for their own utilization. Mr. Tallbe stated that all these functions will provide significant improvement for our System.

José Pagán, Chair of the Board of Directors, asked if there was a way to communicate and explain the System's obligation on M/WBE spend goals to members of the board given its priority. Mr. Tallbe stated he would develop educational materials that can be shared with members of the board.

OFFICE OF DIVERSITY REPORT OUT

Matilde Roman, Chief Diversity and Inclusion Officer, provided an overview of the strategy to integrate diversity and inclusion best practices into the organization's activities in the following five areas: (1) enhancing organization and workforce capabilities by developing system wide trainings, resources, and tools; (2) optimizing language and auxiliary service delivery through the expansion of service options, creation of centralized systems, and building staff knowledge; (3) integrating standard work and processes by developing uniformed policies, guidelines, and evaluation tools to help measure perceptions for employee engagement and patient experience; (4) improving the reliability and accuracy of data by strengthen monitoring tools to measure vendor performance, and integrating value sets like sexual orientation and gender identity (SOGI) data; and (5) strengthening community engagement and outreach efforts. Ms. Roman referenced the LGBTQ engagement initiative and upcoming health literacy workshops to build awareness and competency for key patient facing staff and health care professionals.

Ms. Roman also highlighted a few key milestones accomplished. This included securing baseline funding starting in the new fiscal year to support equity training and the LGBTQ engagement initiative to support ongoing efforts to build staff capabilities, supplement community outreach efforts, and connect people to services at Health and Hospitals. Ms. Roman mentioned that for the fourth year in a row, Health and Hospital facilities received LGBTQ Health care leader designation by the Human Rights Campaign, which demonstrates the organization's continued commitment to ensuring that policies and practices are affirming to members of the LGBTQ community. Ms. Roman also stated that NYC Health + Hospitals continues the expansion of Pride Health Centers- the latest being at Bellevue and Gouverneur- as well as building the number of providers that undergo the certificate program in Advanced Training in LGBTQ Affirming Care.

Dr. Eric Wei, Vice President for Quality and Safety, asked how many Pride Health Centers were currently in place and the type of services offered at the Centers. In response, the following

facilities were named: Metropolitan, Woodhull, Bellevue, Gouverneur, and Spring Street. Each site provides primary care, hormone therapy, mental health services, and other relevant services for members of the LGBTQ community. In addition, we continue to build provider capacity to support affirming care across the system. There is a focus to also expand Pride Health Centers to other locations, including the Bronx and Staten Island.

Ms. Roman was pleased to announce that implementation of the new telephone interpretation vendors is underway. The Office of Diversity and Inclusion has been working with facilities to integrate two new vendors, and anticipates completion of this phase of implementation by the end of October. During the past few months, the Office of Diversity and Inclusion has also worked to augment communication services to better serve people who are deaf or hard of hearing. Services include expanding methods of sign language, optimizing systems to support video remote interpreting services, adding a new Communication Access Real-Time Translation (CART) services vendor, and assistive listening devices for facility purchase. Lastly, Ms. Roman mentioned the development and distribution of standard language access resources, such as posters that notify the public of the availability of free language services, Language ID desktop displays and 'I Speak' cards to support the delivery of language assistance services at facilities.

AFFILIATE WORKFORCE ANALYSIS

Mr. Roman reported the demographic data affiliate staff employed at NYC Health + Hospitals. This information was requested during the May 2019 committee meeting. The Office and Diversity and Inclusion reached out to Physician Affiliate Group of New York, SUNY Downstate Medical Center, NYU School of Medicine, and ICAHN School of Medicine at Mount Sinai who provided data for professional service staff that included physician providers, other health related professionals, and non-physician contract service providers.

Ms. Roman noted that for all four affiliate organizations, there were 7,756 staff identified during a 12-month employment period (from May 1, 2018 to April 30, 2019) and that the data reveals that over fifty percent (50%) of affiliate staff identify as a member of a minority group, with the

largest group being Asian (26%), followed by Black/African American (19%), and Hispanic and Latino (10%). Moreover, fifty-five percent (55%) of affiliate staff are women.

Mr. Pagán thanked Ms. Roman for the report and asked if there were any old or new business. Hearing none, he thanked the EDI Committee, NYC Health + Hospitals staff, and Board members for their time, and adjourned the meeting at 3:54 p.m.

JP: mr

Equity, Diversity and Inclusion Committee

November 12, 2019

Equal Employment Opportunity Report

Blanche Greenfield

Deputy Counsel and Chief Employment Counsel

Mission of the Office of EEO

It is the mission of the Office of EEO to uphold and reaffirm the System's commitment to equal employment opportunity and to support a culture of respect and inclusion in the workplace. Pursuant to its mission, the Office of EEO is responsible for, among other things, reviewing and responding to informal and formal complaints of discrimination, harassment, and retaliation, reviewing requests for reasonable accommodations, and providing specialized EEO trainings.

The responsibilities of the Office of EEO include, but are not limited to:

- Maintaining the System's compliance with all federal, state, and local anti-discrimination laws to ensure equal opportunity within the terms, conditions and privileges of employment;
- Providing an internal avenue of redress through the investigation and resolution of complaints of unlawful employment discrimination and harassment;
- Reviewing and responding to requests for reasonable accommodation, which includes, requests for accommodation due to a disability; pregnancy, childbirth, breast feeding or related medical conditions; and/or status as a victim of domestic violence, sex offenses, or stalking;
- Delivering EEO trainings for the System;
- Responding to complaints of discrimination and/or retaliation filed with external civil rights enforcement agencies.

EEO Metrics - Definitions

Reasonable Accommodations (RAs): Modifications to a job and/or actions taken which allow employees and/or applicants for employment to perform the essential functions of their job and/or to enjoy equal benefits and privileges of employment. The Office of EEO is responsible for reviewing all requests for a reasonable accommodation due to disability; status as a victim of domestic violence, sex offenses, or stalking; and/or pregnancy, childbirth or related medical conditions.

Internal Complaints: Complaints filed by System employees or applicants for employment with the System's Office of EEO alleging a violation of the System's EEO Policy. These complaints are reviewed by the EEO personnel assigned to the complainant's facility and where applicable an investigation is conducted and a letter is issued to the complainant regarding any determination.

External Complaints: Formal complaints alleging unlawful discrimination and/or retaliation filed with an external Civil Rights Agency, such as the Equal Employment Opportunity Commission (EEOC), the New York State Division of Human Rights and/or the New York City Commission on Human Rights.

Office of EEO Staffing and Assignments

Office of Legal Affairs

James Keys
Regional Director,
Central Office, MetroPlus Health Plan, Correctional
Health Services

Nicole Phillips
Regional Director
Harlem, Lincoln

David Smart
EEO Officer
Woodhull,
Coney Island,
Long Term
Care Facilities

**Kevin
Marrazzo**
EEO Officer
Central Office,
MetroPlus
Health Plan,
Correctional
Health
Services

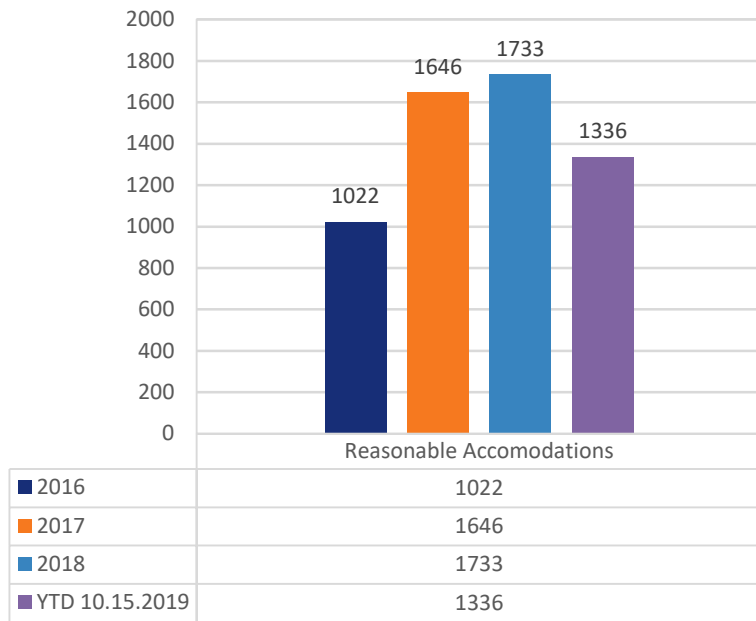
**Chimere Parr
Luke**
EEO Officer
Queens,
Elmhurst

**Shazana
Zumpfe-
Cochran**
EEO Officer
Kings County,
East New York

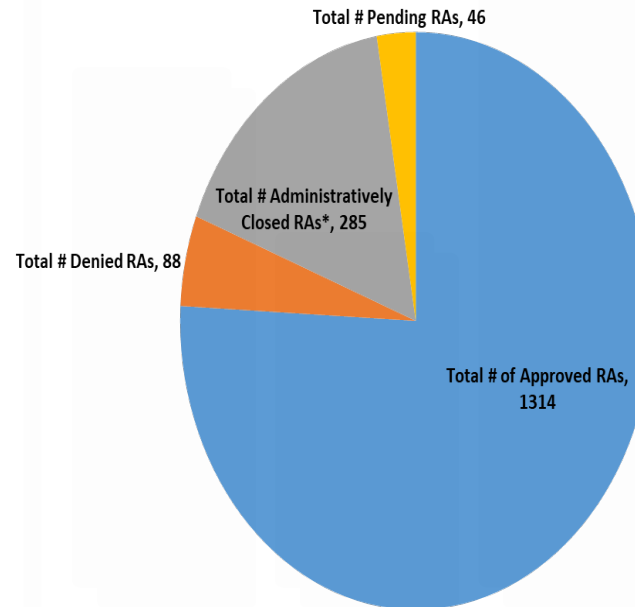
**Ashley Akins-
Atewogboye**
EEO Officer
Bellevue,
Metropolitan

Dana Stein
EEO Officer
North Central
Bronx, Jacobi

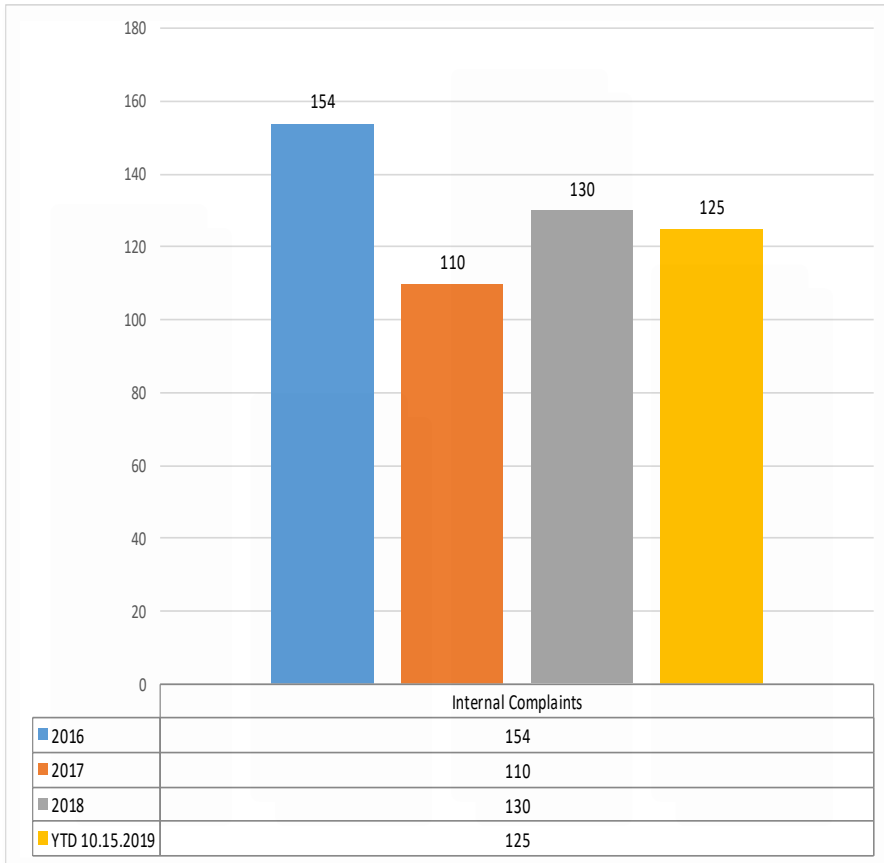
EEO - Reasonable Accommodation Activity 2016 -2019 (YTD 10.15.19)



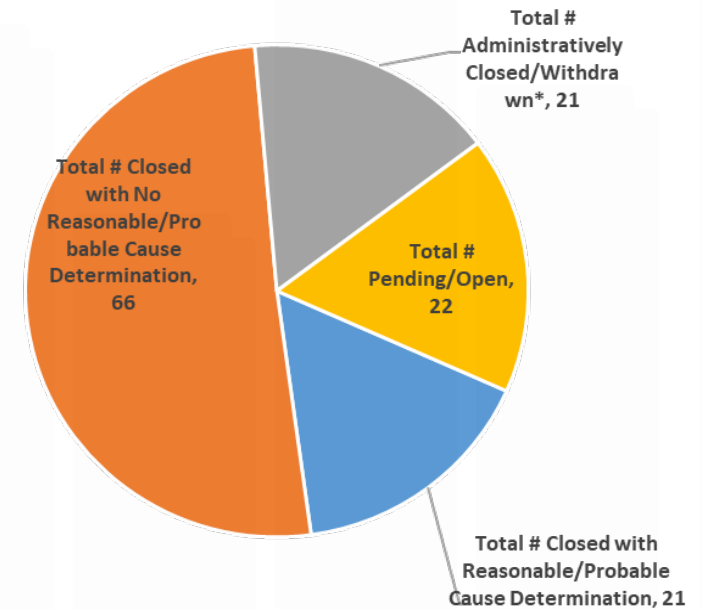
**Reasonable Accommodation Breakdown for 2018
(Total RAs 1,733)**

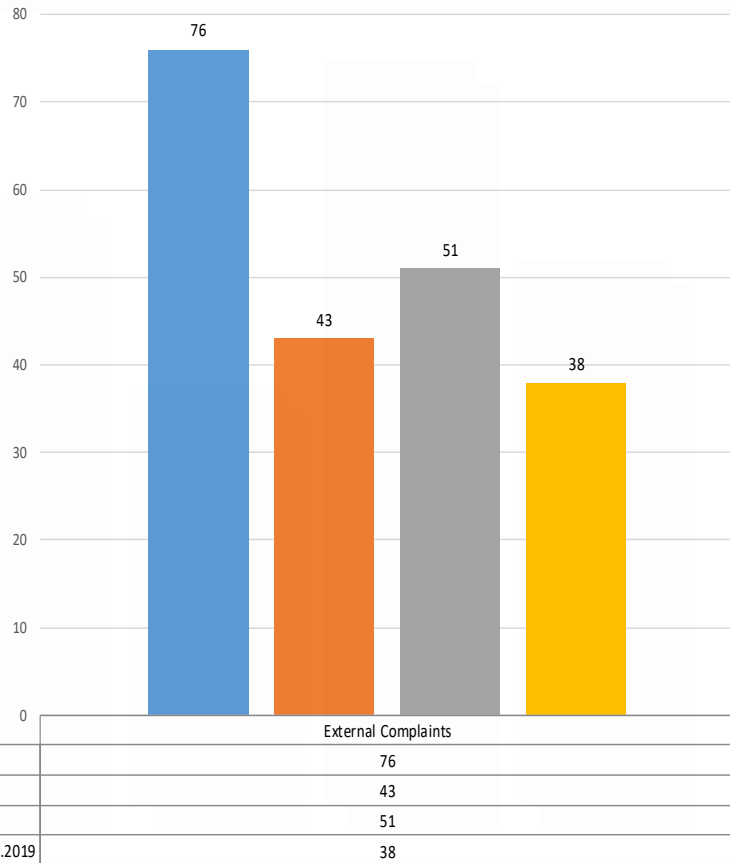


EEO – Internal Complaints Activity 2016 -2019 (YTD 10.15.19)

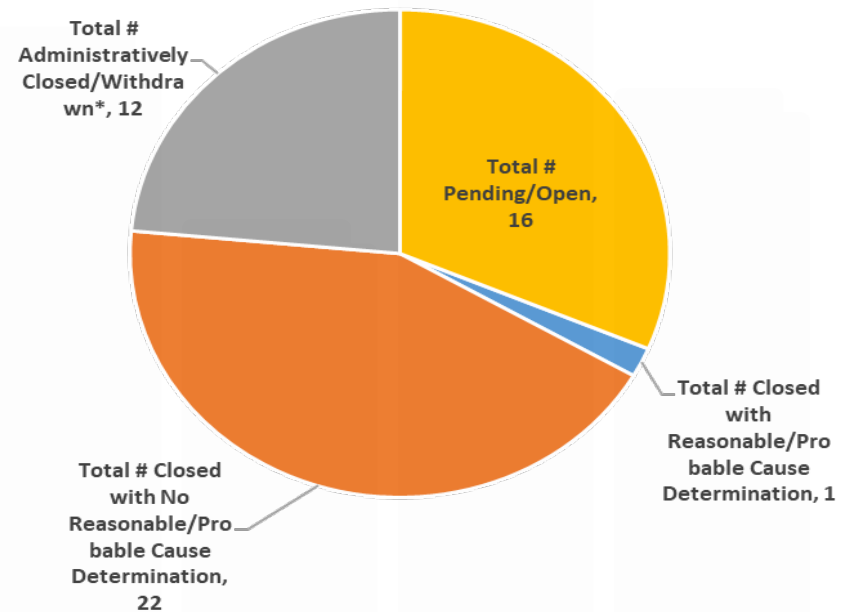


2018 Breakdown of Internal Complaints (Total Complaints 130)

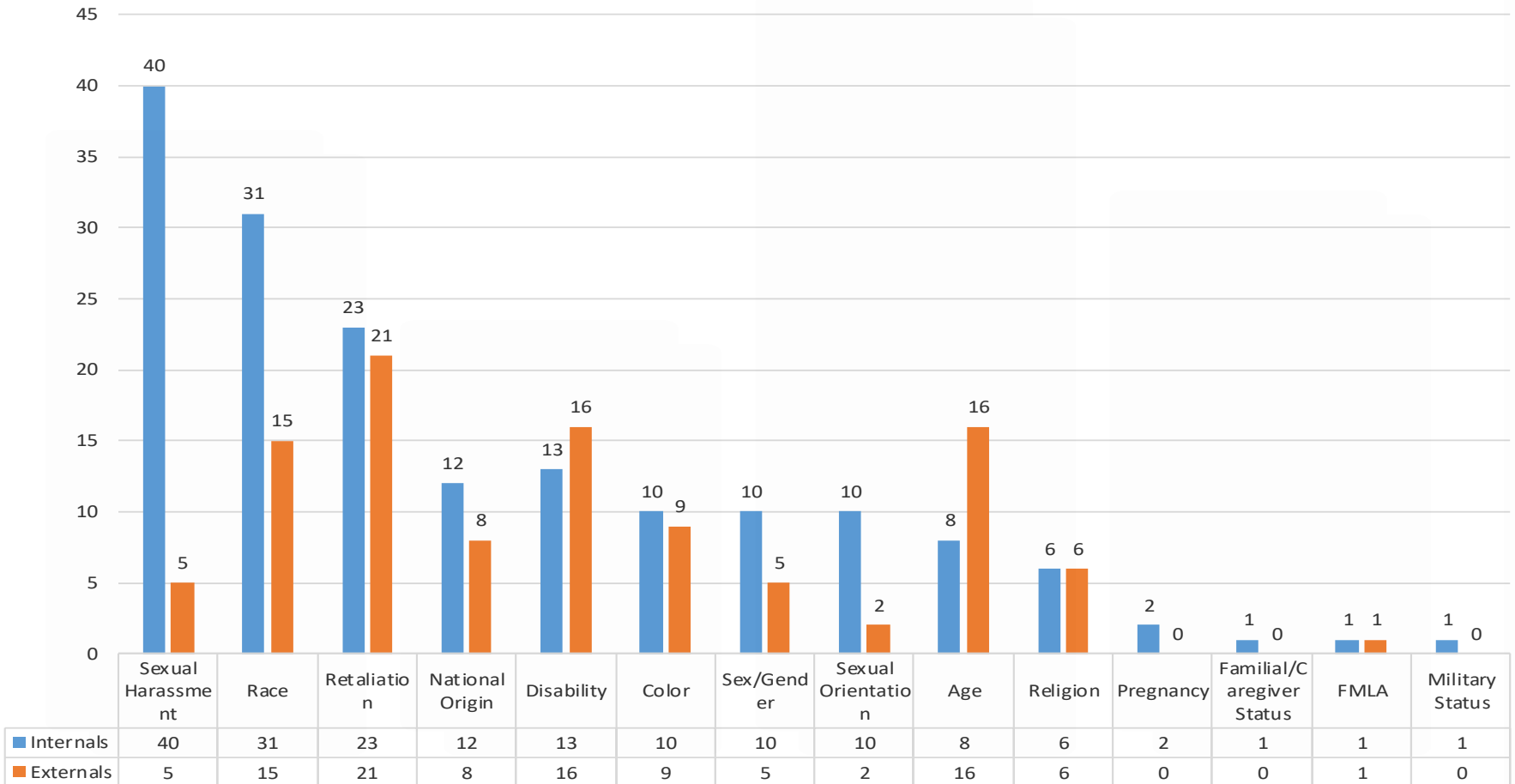




2018 Breakdown of External Complaints (Total Complaints 51)

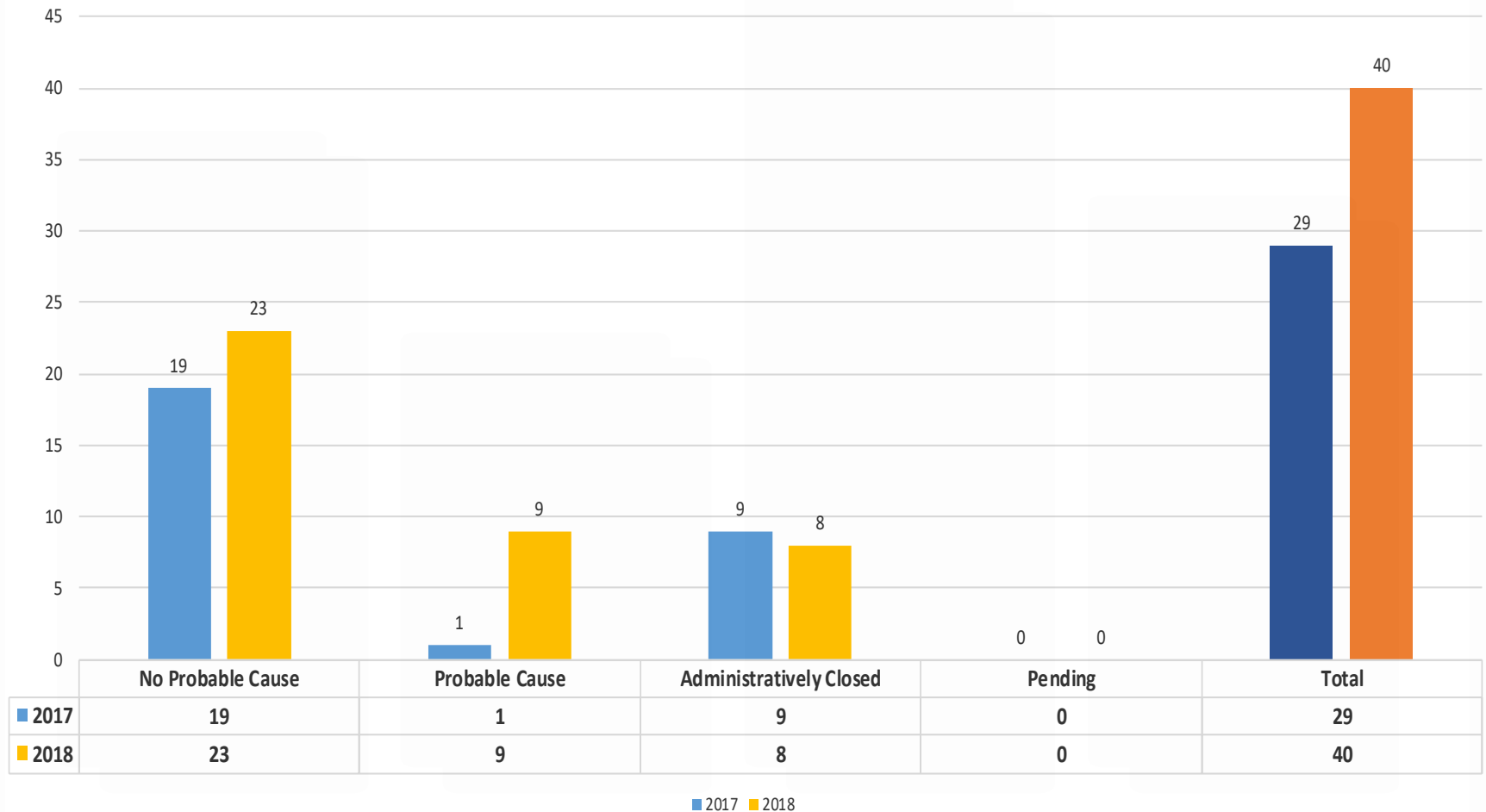


2018 Complaints Internal and External by Basis

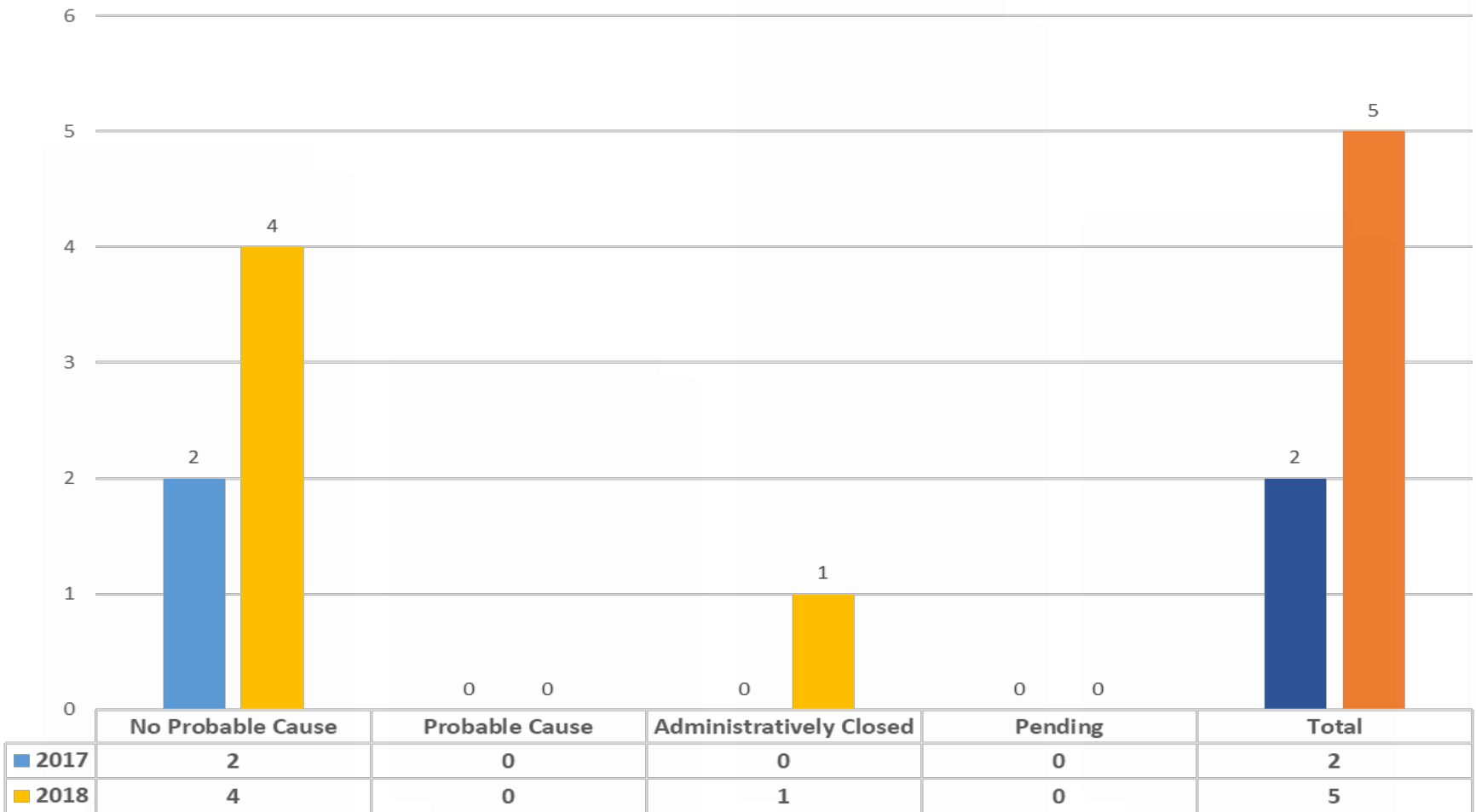


Note: There may be multiple bases for a single complaint. Accordingly, the above does not reflect total number of complaints.

Sexual Harrassment Internal Complaints 2017 thru 2018



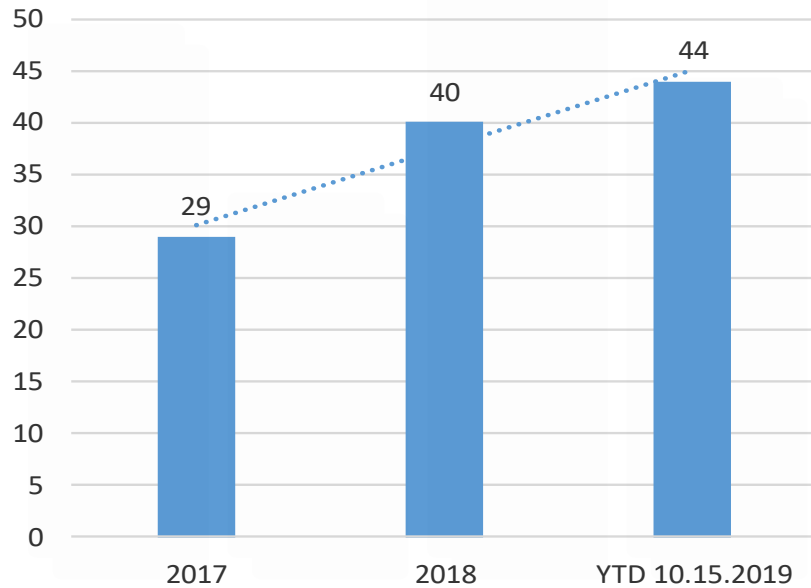
Sexual Harrassment External Complaints 2017 thru 2018



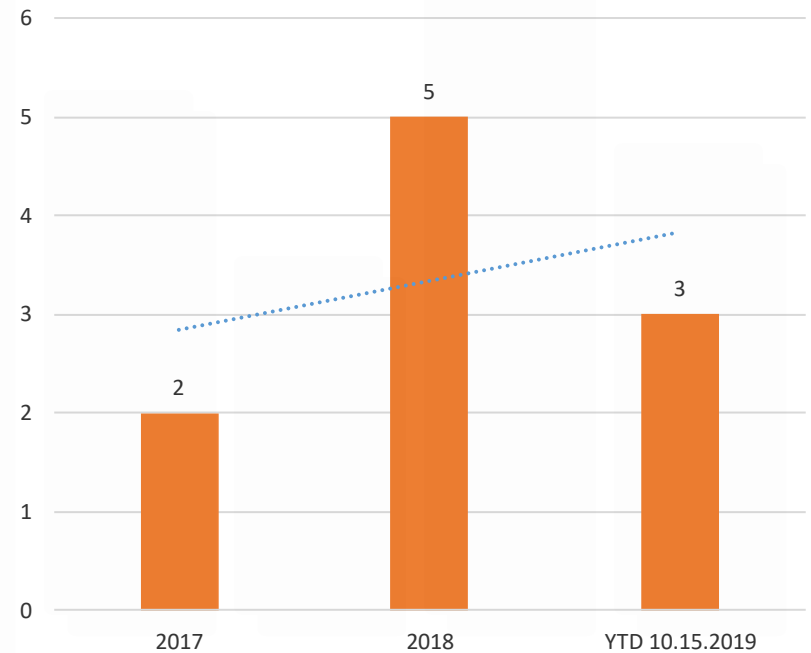
■ 2017 ■ 2018

Sexual Harassment Complaints 2017- 2019 (YTD 10.15.2019)

Internal Sexual Harrassment Complaints



External Sexual Harrassment Complaints



EEO Updates

- In February 2019 the Office of EEO implemented the “EEO Gateway” Data Tracking Database Application
 - Central repository for EEO matters across the system
 - Tracks all internal and external complaints
 - Tracks all requests for reasonable accommodation
 - Generates reports on EEO Activity by facility
- EEO Policy in process of being revised to reflect changes in law
 - Sexual and reproductive health decisions added as a protected category
 - Expands time within which internal complaints of sexual harassment can be made from one year to three years
- Responsible for implementation of Operating Procedure regarding lactation accommodations.

NEXT STEPS

- EEO Staff will attend “train the trainer” sessions with DCAS on new sexual harassment training module
- EEO Staff will work with facilities to provide live training on System updated sexual harassment training module.

Equity, Diversity and Inclusion Committee

November 12, 2019

Diversity and Inclusion Update

Matilde Roman

Chief Diversity and Inclusion Officer

Current Projects

- Diversity and inclusion projects – NYU Wagner collaboration
- Formation of a Equity & Access Council
- Program to connect LGBTQ members to affirming health care services
- Support facility auxiliary aids and services implementation
- Update on onsite language services contracts (captioning, sign and spoken language)
- Health literacy workshops and training on interreligious awareness